

STATE OF SOUTH DAKOTA  
AMENDMENT #1  
FOR PROVIDER SERVICES BETWEEN

Name: Global Tel\*Link Corporation  
Address: 12021 Sunset Hills Road, Suite 100  
City/State: Reston, VA 20190  
Referred to as **GTL/Vendor**

South Dakota Department of Corrections  
3200 E. Hwy 34 c/o 500 E. Capitol Ave  
Pierre, SD 57501-5070  
Referred to as **State/SDDOC/DOC**

**THIS AMENDMENT #1** is effective as March 16, 2018 shall amend and revise services to include the Inmate Telephone Service, Mobility Service (Tablet and Pod Kiosks), Video Visitation and Management Solution, and Electronic Payment Solutions (for tablet and video visitation services) in the Agreement dated March 15, 2016, by and between **Global Tel\*Link Corporation** (the Contractor) and the **State of South Dakota Department of Corrections** (the State). The State hereby enters into this Amendment to the Agreement for services with Vendor in consideration of and pursuant to the terms and conditions set forth herein.

**WHEREAS**, the Parties desire to amend the Agreement to reflect the Terms and Conditions as follows:

1. **Term** – Unless terminated earlier either pursuant to Section 13 (Default), the Agreement will continue through this first contract renewal term of one year ending March 15, 2019. This agreement may be renewed up to two (2) additional one year terms upon the written agreement of the parties. The Agreement, with the expiration of all renewal terms, ends March 15, 2020.
2. **Paragraph 4. Compensation.** Conditions under this paragraph remain the same for inmate telephone service and video visitation. Other services are revised as follows:
  - a. Email Messaging (Message Link) Rate is hereby changed from \$1.00/email to \$.25/email. Cost recovery % for email is changed from \$.50 per message to \$.125 per message.
  - b. Music Streaming Rate is hereby changed from "Up to \$19.99 per Month" to "\$19.99 Total (\$8.99 service fee and an \$11 Infrastructure Charge)".
  - c. Games Rate is hereby changed from \$5.00 to \$15.00 per Month" to "\$5.99 Total (\$4.99 service fee, and an additional \$1 service infrastructure charge)".
  - d. Online Books is changed to E-books.
  - e. Online Books (E-books) is changed from "TBD" to \$3.99 Total (\$2.99 service fee and an additional \$1 service infrastructure charge)"
3. **Exhibit B Mobility Service Paragraph IV.a. Equipment and Hardware.** Conditions under specified paragraphs below have been deleted in their entirety and are revised as follows:

**IV.a.i.2.** The Company shall provide one set of earphones to each inmate supplied a Tablet, and shall supply replacement earphones for purchase by the inmate through Premises Provider's commissary service. The initial set of earphones provided by the Company for the hard of hearing shall be the "over-the-ear" style.". Compatible earphones include those that cover the ears rather than set inside the ear (ear buds).

**IV.a.i.5.** The Company may replace any or all of the Tablets at any time with a tablet equivalent to the current make, model and version in use. The Company may upgrade or substitute any or all of the Tablets, with a tablet that is comparable or better than the current version in use following a clearly defined, written acceptance testing period and implementation (go-live) plan and dates. The Tablets shall be upgraded or substituted by the Company upon data verification of the State from the acceptance testing period with a written thirty (30)-day notice to the State that includes a mutually agreed upon replacement schedule and plan.

4. **Exhibit B Mobility Service Paragraph V. Pricing.** Conditions under this paragraph have been deleted in their entirety and are revised as follows:

**V. Pricing.** The Company shall apply the following charges on the use of the Tablets. The Company shall in its discretion change any pricing, other than pricing for inmate telephone calls, through written thirty (30)-day notification to the State so that a contract amendment may be completed. Following approval from the State, notification to the inmates regarding pricing changes or the implementation of new products shall be made through the tablet messaging system and housing unit postings. Taxes and regulatory and other mandated fees may also apply.

- a. Inmate Telephone Calls: Inmate telephone call charges remain as they were set forth in Exhibit A of the original agreement.
- b. Email Messaging (Message Link) Rate is hereby changed from \$1.00 per message to \$.25 per message credit. The cost of photos and videos attached to a message are in addition to the cost of the message.

Message Link	Credits	Cost Per Credit	Total Cost
Written Message	1	\$ .25	\$ .25
Photo Attachment	1	\$ .25	\$ .25

c. Thirty-Day Subscriptions:

Thirty-Day Subscriptions	Cost	Infrastructure Charge	Total Cost	Additional
Music	\$ 8.99	\$11.00	\$19.99	
Games	\$ 4.99	\$ 1.00	\$ 5.99	
E-Books	\$ 2.99	\$ 1.00	\$ 3.99	

d. Fourteen (14)-Day Subscriptions:

Fourteen-Day Subscriptions	Cost	Infrastructure Charge	Total Cost
Music	\$ 5.99	\$ 9.00	\$14.99
Games	\$ 2.99	\$ .75	\$ 3.74
EBooks	\$ 1.99	\$ .75	\$ 2.74

e. Seven (7)-Day Subscriptions

Seven-Day Subscriptions	Cost	Infrastructure Charge	Total Cost
Music	\$ 2.99	\$ 5.00	\$ 7.99
Games	\$ 1.99	\$ .50	\$ 2.49
EBooks	\$ .99	\$ .50	\$ 1.49

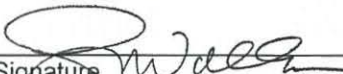
- f. Replacement Headphones or Earbuds: \$5.99.
- g. Replacement chargers (where available): \$7.99.
- h. Replacement Tablets (damaged by inmate willful act) – \$199.00

5. **Standard of Performance** – All products or services *not fully implemented*, or any future products and services, will have clearly defined, written acceptance testing periods and implementation (go-live) dates. If the Standard of Performance has not been met by the implementation date, the State may, at the sole discretion of the State: 1) declare the Vendor to be in breach of Contract and terminate the product or service order and seek competing products or services; 2) assess a penalty of \$200 per day for each day the product or service has not been implemented; 3) modify the Acceptance Testing period and implementation date or 4) continue until the Acceptance Testing is successfully completed and the product or service is implemented. Permitting the Contractor to continue and finish the work or any part of it after the time fixed for its completion, or after the date to which the time for completion may have been extended, shall in no way operate as a waiver on the part of the State of any of its rights under the contract.
6. Except as set forth in this Amendment, the Agreement is unaffected and shall continue in full force and effect in accordance with its terms. If there is conflict or any inconsistencies between this Amendment and the Agreement or any earlier amendment, the terms of this amendment will prevail.

**In Witness Whereof**, the parties signify their agreement effective the date above first written by the signatures affixed below.

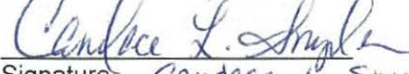
Vendor

**Global Tel\*Link Corporation**

Signature:   
 Name: Jonathan Walker  
 Title: Executive Vice President,  
 Business Development  
 Date: 9/10/18

The State

**South Dakota Department of Corrections**

Signature:   
 Name: Dennis Kaemingk  
 Title: Secretary of Corrections  
 Date: 9-10-18

State Agency Coding:  
 State Contact Person: Candy Snyder

# GLOBAL TEL\*LINK CORPORATION

12021 Sunset Hills Road, Ste. 100  
Reston, Virginia 20190  
Tel. 703-955-3910  
Fax 703-435-0980  
Web <http://www.gtl.net>

## SERVICES AGREEMENT

This Services Agreement ("Agreement") is entered into as of the date signed by all the parties listed in this Preamble ("Effective Date") by and between **Global Tel\*Link Corporation**, having its corporate headquarters at 12021 Sunset Hills Road, Suite 100, Reston, Virginia 20190 ("Company") and the **State of South Dakota**, acting by and through the **South Dakota Department of Corrections**, with an address of 3200 East Highway 34, Pierre, South Dakota 57501 ("Premises Provider").

**1. Term.** This Agreement shall be in effect for two (2) years, commencing from the Effective Date. The Agreement may be renewed up to three (3) additional one year terms upon the written agreement of the parties.

**2. Equipment.** This Agreement applies to the installation, management, operation and maintenance of the equipment furnished by the Company as listed and described, as applicable, in Exhibits A, B, C and D at the time of execution of the Agreement or during the term of this Agreement, at Premises Provider facilities, whether existing, newly installed or renovated (collectively "Facility").

In addition to what is listed in the exhibits to this Agreement, the term "Equipment" may include the inmate telephone set(s) and related equipment, including, but not limited to guard posts, concrete pads, mast poles, and site preparation. Where guard posts, concrete pads, enclosures, pedestals, bumper pads, or other property of the Company are installed upon the premises owned or controlled by Premises Provider or any of its agencies or affiliates, such property shall remain in all respects that of the Company. The Company reserves the right to remove or relocate Equipment which is subjected to recurring vandalism or insufficient traffic and/or revenue to warrant the continuation of service. The Company shall not exercise such a right of removal or relocation unreasonably. The Company shall notify the Premises Provider in writing of its intention to remove or relocate prior to such action. Upon removal of equipment by the Company, the Company shall restore said premises to its original condition, ordinary wear and tear excepted. However, the Company shall not be liable for holes placed in walls, pillars, or floors or other conditions on the premises which resulted from the proper installation of equipment described herein. The Premises Provider may not make alterations or attachments to the Equipment provided under this Agreement, unless otherwise mutually agreed upon by all parties.

### **3. Services.**

A. **Inmate Telephone Service.** At no cost to the Premises Provider, the Company shall assume the operation and maintenance of the inmate telephone system installed and operated prior to this Contract by Company's wholly owned subsidiary, Value Added Communications, Inc. ("VAC"), as the system is further described in Exhibit A. Company shall be solely responsible for coordinating with VAC all transition activities

between them to enable and instantaneous switchover of all inmate telephone services from VAC to Company.

- B. **Mobility Service.** Premises Provider elects to receive the Mobility Service (as defined in Exhibit B), Company shall, as soon as reasonably practicable thereafter, implement its Mobility Service at certain Premises Provider locations, as further described in the attached Exhibit B.
- C. **Video Visitation and Management Solution.** Premises Provider elects to receive Video Visitation and Management Solution (as described in Exhibit C), Company shall, as soon as reasonably practicable thereafter, implement the solution at certain locations agreed upon by the parties at each location.
- D. **Electronic Payment Solutions.** If Premises Provider elects to receive either the Mobility Service or the Video Visitation Solution, Company may be entitled to implement Company's electronic payments solutions, as further described in Exhibit D.

**4. Compensation.** Rates for each type of service, agreed upon cost recovery and any approved fees shall be identified in this section. No additional fees/taxes shall be charged to anyone utilizing the services above under this agreement unless approved by the Federal Communications Commission, the South Dakota Public Utilities Commission or the State. Calls will be billed at the per minute rate and not by maximum length.

Service	Rate	Cost Recovery %	Maximum Length
<b>Inmate Telephone</b>			
<b>Collect Calls</b>			
International	\$.25/minute	24.2	20 minutes
Interstate Interlata	\$.08 /minute	0	20 minutes
Interstate Intralata	\$.08 /minute	0	20 minutes
Intrastate Intralata	\$.08 /minute	24.2	20 minutes
Local	\$.05 /minute	24.2	20 minutes
US Territories	\$.08 /minute	24.2	20 minutes
<b>Family/Friend Accounts</b>			
<b>Advance Pay</b>			20 minutes
Canada	\$.08 /minute	24.2	20 minutes
Interstate Interlata	\$.08 /minute	0	20 minutes
Interstate Intralata	\$.08 /minute	0	20 minutes
Intrastate Interlata	\$.08 /minute	24.2	20 minutes
Intrastate Intralata	\$.08 /minute	24.2	20 minutes
Local	\$.05 /minute	24.2	20 minutes
US Territories	\$.08 /minute	24.2	20 minutes
Other International	\$.25/minute	24.2	20 minutes
<b>Offender Generated</b>			
<b>Debit</b>	<b>Rate</b>	<b>Cost Recovery %</b>	<b>Maximum Length</b>
Canada	\$.08 /minute	24.2	20 minutes
Interstate Interlata	\$.08 /minute	0	20 minutes
Interstate Intralata	\$.08 /minute	0	20 minutes
Intrastate Interlata	\$.08 /minute	24.2	20 minutes
Intrastate Intralata	\$.08 /minute	24.2	20 minutes

Local	\$.05 /minute	24.2	20 minutes
Mexico	\$.25/minute	24.2	20 minutes
Non-US Caribbean	\$.25/minute	24.2	20 minutes
Other International	\$.25/minute	24.2	20 minutes
US Territories	\$.08 /minute	24.2	20 minutes
<b>Video Visitation</b>			
Facility to Facility	N/A	None	20 minutes
Outside to Facility	\$.40/minute	50% after 16,000 paid home visits	20 minutes
<b>Voicemail</b>			
Voicemail	\$1.00/call	\$.50/call	60 seconds
<b>Email/Messaging</b>			
Cost/Message	\$1.00/email	\$.50/email	300 words
<b>Tablet Services</b>			
Music Streaming	Up to \$19.99 per Month	0%	
Games	\$5.00 to \$15.00 per Month	0%	
Online Books	TBD	0%	

**5. Records & Confidentiality.** The Company shall maintain records sufficient to permit proper determination of funds due the Premises Provider. Such records shall be made available to the Premises Provider for review upon request.

Each party shall also keep confidential any information it learns about the other's business or operations during its performance under this Agreement. The parties may make disclosures to employees, shareholders, agents, attorneys and accountants (collectively, "Agents") as required to perform their obligations hereunder, or in connection with a merger or the sale of substantially all assets of a Party, provided, however, that the parties shall cause all Agents and third parties to honor the provisions of this Section. The parties may also make disclosures as required by law as long as, before any disclosure, the party subject to the disclosure requirement promptly notifies the other party of the requirement and allows the other party the opportunity to oppose the disclosure. Neither party shall be obligated to keep confidential the other's information to the extent it was known to that party prior to the date of this Agreement without any obligation or request for confidentiality, is or becomes publicly known through no wrongful act of the party, is rightfully received from a third party who has no confidentiality obligation with respect to the information, or is developed independently by the party (and this can be verified).

**6. Further Assurances.** Premises Provider represents and warrants that it has the legal authority to enter into this Agreement and to make all decisions concerning the providing of space and the installation and use of the Equipment at the Facility. During the term of this Agreement, including any renewal period(s) and extensions, Premises Provider agrees:

- (a) To reasonably protect the Equipment against willful abuse and promptly report any damage, service failure or hazardous conditions to the Company. Premises Provider shall not, and shall not allow any third party to, tamper with or otherwise modify the products supplied by Company under this Agreement or associated software, or connect the products or associated software to any hardware or software that is not provided by Company.

- (b) To provide, at its expense, necessary power and power source, and provide suitable space, accessible to the users.
- (c) To permit reasonable access to its respective facilities without charge or prejudice to Company employees or representatives, patrons, or consignees. The Premises Provider shall permit Company authorized personnel access to the equipment, information, data, data communication services, and communication lines required for the installation, operation, and/or maintenance of the services contemplated herein at such times and for such purposes as reasonably necessary or appropriate to permit Company to perform its obligations.
- (d) To not allow any products or services that compete with those supplied by Company during the term of the Agreement to be, or to remain, installed at any Premises Provider facilities, including present and future Premises Provider locations. Company shall have the exclusive right to provide the products and services implemented at Premises Provider facilities through this Agreement, including through the Mobility Service, and those other inmate communication, or entertainment products and services sought by Premises Provider during the term of the Agreement, including any products or services that may be delivered through a Tablet (as the term Tablet is defined in Exhibit A), and inpod kiosks, such as email, whether the products or services are for inmates located at Premises Provider facilities or at third-party facilities; provided, however, that Company may choose to not exercise this exclusive right.

**7. Title.** Title to Equipment hereunder shall be and at all times remain in the Company.

Except as specifically indicated, all software, documentation, and other intellectual property (collective the "IP") supplied or made available through this Agreement is being provided on a term license only, as long as this Agreement is in effect, and shall not constitute a sale of that IP. Nothing in this Agreement or through Company's performance hereunder shall constitute a transfer of right, title, or interest in or to the IP, which are retained by Company and its licensors.

During the term of this Agreement, Company grants Premises Provider a non-exclusive, non-transferable, license to use the IP solely for accessing the products and services supplied by Company in the manner contemplated by this Agreement. Premises Provider shall not: (a) make available or distribute all or part of the IP to any third party by assignment, sublicense or by any other means; (b) copy, adapt, reverse engineer, decompile, disassemble, or modify, in whole or in part, any of the IP; or (c) use the IP to operate in or as a time-sharing, outsourcing, or service bureau environment, or in any way allow third party access to the IP. The use of software is supplied in object code only, and nothing herein shall be construed as granting any license whatsoever to the underlying source code that is used to generate the software, or creating an implied license in any IP.

**8. Relocation.** Equipment shall not be disconnected or moved by Premises Provider from the location in which it is installed. By agreement of all parties, installed Equipment may be relocated by the Company.

**9. Notices.** Any notice, demand, request, approval or other communication (a "notice") which, under the terms of this Agreement or by law, must or may be given by either party, must be in writing, and must be delivered personally or by a recognized commercial

overnight mail carrier to the respective parties to the addresses below. Notices, including notice of change of contact information, shall be effective upon delivery.

**To Company:**  
**Global Tel\*Link Corporation**  
12021 Sunset Hills Road  
Suite 100  
Reston, Virginia 20190  
Phone: (703) 955-3911  
**ATTN: Legal Department**

**To Premises Provider:**  
**South Dakota Department of Corrections**  
3200 East Highway 34  
Pierre, SD 57501  
Phone: (605) 773-4190  
**ATTN: Director Candy Synder**

**10. Governing Law.** The construction, interpretation and performance of this Agreement and all transactions under it shall be governed by the domestic laws of the state of South Dakota. This Agreement is subject to all applicable law.

**11. Indemnification and Limitation of Liability.**  
The Company agrees to indemnify and hold the Premises Provider, its officers, agents and employees, harmless from and against any and all actions, suits, damages, liability or other proceedings that may arise as the result of performing services hereunder. This section does not require the Contractor to be responsible for or defend against claims or damages arising solely from errors or omissions of the State, its officers, agents and employees.

EXCEPT AS OTHERWISE EXPRESSLY STATED IN THE AGREEMENT, THE PRODUCTS AND SERVICES SUPPLIED UNDER THIS AGREEMENT ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, COMPANY AND ITS LICENSORS AND SUPPLIERS, AND THEIR RESPECTIVE AFFILIATES DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. COMPANY DOES NOT WARRANT THAT SERVICES SHALL BE UNINTERRUPTED OR THAT ALL ERRORS MAY BE CORRECTED.

**12. Risk of Loss.** The Company and its insurers, if any, shall relieve Premises Provider of all risks of loss or damage to the Equipment during the periods of transportation, installation and operation of the Equipment. However, Premises Provider shall be responsible for loss or damage to Equipment in its possession caused by fault or negligence of Premises Provider or its employees, excluding damages caused by staff restraining offenders.

**13. Default.** In the event any party shall be in breach or default of any terms, conditions, or covenants of this Agreement and such breach or default shall continue for a period of thirty (30) days after the giving of written notice thereof to any party by the other, then in addition to all other rights and remedies of law or equity or otherwise, the offended party shall have the right to cancel this Agreement without charge of liability.

**14. Assignment.** This Agreement shall inure to the benefit of and be binding upon the parties and their respective successors and assigns, including any new administration or head of Premises Provider; provided, however, that neither party shall assign this Agreement or any interest herein without the other's prior written consent, except that the Company shall have the right to assign this Agreement or any interest herein at any time to any parent, successor, subsidiary, or affiliate of the Company without the consent of the Premises Provider.



**15. Independent Contractor.** The Company acknowledges that it is an independent contractor and that nothing contained in this Agreement or the relationship of the parties is intended to or shall create a partnership or joint venture or agency relationship of any kind between the parties. This Agreement shall not be constructed as a contract of agency or employment. Company shall be solely responsible and liable for compliance with all laws, rules and regulations and payment of all wages, unemployment, social security and other payroll taxes relating to Company's employees including contribution from such persons, when required by law.

**16. Solicitation.** The Premises Provider acknowledges that no officer or employee of the Company has been employed, induced, or directed by Premises Provider to solicit or secure this Agreement with the Company upon agreement, offer, understanding, or implication involving any form of remuneration whatsoever. Premises Provider agrees, in the event of an allegation of substance (the determination of which shall be solely made by the Company) that there has been a violation hereof, Premises Provider shall cooperate in every reasonable manner with the Company in establishing whether the allegation is true. Notwithstanding any provisions of this Agreement to the contrary, if a violation of this provision is found to have occurred and is deemed material by the Company, the Company may terminate this Agreement.

**17. Force Majeure.** Neither party to this Agreement shall be responsible or liable to the other for delays or inability to act or perform their obligations under this contract due to circumstances, events or acts of others beyond their reasonable control, including, but not limited to, acts of God, fire, flood, storm, hurricane, tornado, theft of equipment, or changes in regulatory rules or regulations affecting the ability of either party to reasonably carry out its obligations under this Agreement. It is agreed and understood that this Agreement shall be subject to termination by either party upon sixty (60) days notice to the other should there be imposed upon Premises Provider or Company any rule or regulation by any state, federal or local regulatory agency which would substantially adversely affect the operation of the equipment or service provided hereunder.

**18. Survival.** Upon the expiration or earlier termination of the term of this Agreement, the parties shall have no further obligations to each other, except as specifically provided in a written agreement, duly executed by the parties. Notwithstanding the foregoing, all sections needed to enforce a party's rights under this Agreement shall survive the expiration or earlier termination of the Agreement, and neither party shall be released from any liability arising from any breach or violation by that party of the terms of this Agreement prior to the expiration or termination.

**19. Amendment.** No course of dealing between the parties, their employees, agents or representatives, shall vary any of the terms hereof. This Agreement may be modified, amended, or supplemented only by a written agreement executed by the parties.

**20. Severability.** If any provision of this Agreement is found to be illegal, invalid or unenforceable, that provision shall be enforced to the maximum extent permissible so as to effect the intent of the Parties, and the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.

**21. No Waiver.** No delay or failure by either Party in exercising any right under this Agreement, and no partial or single exercise of that right, shall constitute a waiver of that or any other right. Failure to enforce any right under this Agreement shall not be deemed a waiver of future enforcement of that or any other right.

**22. No Third Party Beneficiaries.** This Agreement is for the sole benefit of the parties hereto and their successors and permitted assigns and nothing herein expressed or implied shall give or be construed to give to any other person or entity any legal or equitable rights hereunder.

**23. Entire Agreement.** This Agreement, including its exhibits, constitutes the entire agreement between the Premises Provider and the Company and supersedes all other agreements between the parties pertaining to the subject matter hereof. In the event of a conflict or inconsistency between the terms set forth in the main Agreement and the exhibits, the terms of the exhibits shall control. Further, the South Dakota Institutional Inmate Telephone/Video Visitation Request For Proposal ("RFP") #193, Vendor Questions rounds 1 and 2, and Addendums #2 and #3 are incorporated into this Agreement.

**24. Counterparts.** This Agreement may be executed in multiple counterparts, each of which shall be an original, and all of which shall be one and the same contract.

IN WITNESS WHEREOF, the foregoing Agreement has been executed by the parties hereto, as of the latest date listed below.

**Company**

**Global Tel\*Link Corporation**

  
\_\_\_\_\_  
Signature

Name: Jeffrey B. Haidinger  
Title: President and COO  
Date: 3/15/16

**Premises Provider**

**State of South Dakota**

  
\_\_\_\_\_  
Signature

Name: Dennis Kaemingk  
Title: Secretary of Corrections  
Date: 3-15-16

**Exhibit A  
Inmate Telephone Service**

**Inmate Telephones and TTYs by Facility:**

FACILITY	WORKSTATION	PHONES	TTY
Mike Durfee State Prison	1	71	5
South Dakota State Penitentiary/Jameson Annex/Sioux Falls CWC	1	140	5
South Dakota Women's Prison	0	26	1
Pierre CWC	1	8	1
Rapid City CWC	0	29	1
Yankton CWC	0	20	1

**Services**

Company shall be responsible for: a) furnishing, installing, repairing and servicing the equipment listed below; b) the establishment (if and to the extent required of Company by law) and compliance with all tariffs and all rules, regulations, orders and policies of federal and state regulatory authorities applicable to the automated operator services provided by the Company; c) the establishment and maintenance of all billing and payment arrangements with the local and interexchange carriers; d) the processing of all telephone call records; e) the performance (alone or through others) of all validation, billing, outclearing and collection services; and f) the handling of all billing and other inquiries, fraud control, and all other services essential to the performance of the Company's obligations under this Agreement. The Company reserves the right to control unbillables, bad debt and fraud.

The installation of software and/or hardware on Company provided equipment is prohibited. System conditions can change and become unstable with the addition of software other than that installed by the Company. The Company does not warranty, troubleshoot, or maintain any system that contains software installed by a third party. The Company assumes no liability for any data stored on the equipment which is not directly related to the services provided under this Agreement.

Company also does not furnish, maintain or provide consumables for peripheral equipment associated with the Inmate Telephone System. Consumables consist of items such as printer paper, cassette tapes, compact disks, etc.

**Monitoring and Recording**

Premises Provider agrees that Company has no responsibility to advise Premises Provider with respect to any law, regulation, or guideline that may govern or control telephone call recordation or monitoring by Premises Provider, or compliance therewith. Premises Provider has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to use the inmate call monitoring and recording capabilities supplied through this Agreement.

Company disclaims any responsibility to provide, and in fact has not provided, Premises Provider any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. Premises Provider shall be solely responsible for any liability, costs and expenses relating to any claims made against Company arising out of failure of Premises Provider (or the Company at the direction of the Premises Provider) to comply with such law, regulation or guideline. Premises Provider acknowledges that all call detail records (DRs) and call recordings contained in the inmate telephone system equipment Company to Premises Provider are the exclusive property of the Premises Provider for the term of this Agreement and any resulting extensions of this Agreement; provided, however, that Company shall have the right to use the DRs and recordings to respond to legal requests, to provide the services under this Agreement, and for other lawful business purposes.

**List of Equipment** (in addition to inmate telephones and TTYs listed in the table above)

**Centralized ICMv Inmate Calling Platform, with the following features:**

**-GTL ICMv** investigative software that features advanced call monitoring, playback of inmate calls, and investigative reporting

**-GTL IQ** Investigator software that allows confidential informants the ability to leave messages for Investigators

**-Life of Contract** online storage of all telephone call recordings

**-GTL Voicemail** an easy to use Inmate Voicemail system that enables increased communication between inmates and their family and friends along with facility personnel via two-way Voicemail

**Data IQ Investigator Software**

Data IQ is a robust analytical tool designed to integrate disparate data sources into a single data mining and link analysis solution, allowing users to be more efficient and effective in generating actionable intelligence.

**ICMv Investigator Software**

ICMv investigative software for monitoring and playback of inmate calls. ICMv has additional features, such as Security Threat Group classification, Voice Biometrics, and an extensive list of reporting capabilities.

**Rates**

The telephone rate structure and transaction fees are provided in the tables below, and shall in no event exceed the maximum rates as authorized by the state's telecommunication regulatory authority and the Federal Communications Commission ("FCC"). The rates provided are exclusive of taxes, and other amounts Company collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by Company in connection with such programs. Any rate changes mandated by the state/local regulatory authority and/or the FCC which adversely affect this Agreement shall entitle the Company to, at its option, renegotiate or cancel this Agreement

**Call Rates**

Call Type/Collect	Collect Rates		
	Connect Fee	First Minute	Additional Minute
Local	\$0.00	\$0.05	\$0.05
Intralata/Intrastate	\$0.00	\$0.08	\$0.08
Interlata/Intrastate	\$0.00	\$0.08	\$0.08
Interlata/Interstate	\$0.00	\$0.08	\$0.08
International	N/A	\$0.25	\$0.25

Call Type/Prepaid	Prepaid Rates		
	Connect Fee	First Minute	Additional Minute
Local	\$0.00	\$0.05	\$0.05
Intralata/Intrastate	\$0.00	\$0.08	\$0.08
Interlata/Intrastate	\$0.00	\$0.08	\$0.08
Interlata/Interstate	\$0.00	\$0.08	\$0.08
International	\$0.00	\$0.25	\$0.25

Call Type/Prepaid	Debit Calling Rates		
	Connect Fee	First Minute	Additional Minute
Local	\$0.00	\$0.05	\$0.05
Intralata/Intrastate	\$0.00	\$0.08	\$0.08
Interlata/Intrastate	\$0.00	\$0.08	\$0.08
Interlata/Interstate	\$0.00	\$0.08	\$0.08
International	\$0.00	\$0.25	\$0.25

In addition to the call charges, Company may charge transaction fees as detailed in the table below.

**Transaction Fees**

- AdvancePay Account Transaction Fees (Maximum Single Deposit Amount is \$100.00)

Deposit Channel	Fee
Online (Web)	\$3.00
Mobile Phone Application	\$3.00
Phone (Interactive Voice Response)	\$3.00
Phone (Live Operator)	\$5.95
Retail Location	Varies by Retailer
Check or Money Order Mailed to Lockbox	No charge

- Family and Friends Deposit into Inmate Pin Debit Account (Maximum Single Deposit Amount is \$100.00)

Deposit Channel	Fee
Online (Web)	\$3.00
Mobile Phone Application	\$3.00
Phone (Interactive Voice Response)	\$3.00

## Exhibit B Mobility Service

- I. Overview. Company shall supply the products and services needed to deploy Company's enhanced communications services ("Mobility Service") at certain Premises Provider locations, as further described in this Exhibit. Inmates shall have access to the Mobility Service through the Tablets (as defined below). The Tablets shall connect to Company's secure network through wireless access points deployed at the Locations (as defined below), provided, however, that access in any Location may not be ubiquitous, and may have gaps, depending on Location characteristics.
- II. Deployment Locations. The Mobility Service shall be deployed at the locations listed in the table below (individually "Location" and collectively "Locations").
- III.
- a. Locations.

Building	# of Tablets to be Deployed
Mike Durfee State Prison	Inmate ADP
South Dakota State Penitentiary	Inmate ADP
South Dakota Women's Prison	Inmate ADP
South Dakota Women's Annex	Inmate ADP
Rapid City Minimum Unit	Inmate ADP
Yankton Minimum Unit	Inmate ADP

- IV. Company Provided Equipment, Services and Cabling. Company shall supply equipment, services, and cabling at no cost to Premises Provider, as follows. Company shall retain all right, title, and interest in and to all equipment (including any associated hardware and software), and services supplied. Cabling shall become the property of the Premises Provider upon the expiration of the Agreement, if agreed upon by the Premises Provider. If not it is the responsibility of the Vendor to remove. Upon termination of Mobility Service in any Location(s), Premises Provider shall collect and deliver to Company all Tablets assigned to the Location(s) and provide Company a reasonable opportunity to collect all associated equipment and hardware (except cabling).
- a. Equipment and Hardware.
- i. Tablets. Company shall supply up to the **current State ADP, Inspire™** mobile tablets (individually "Tablet" and collectively "Tablets") for the duration of the Agreement, subject to the following limitations.
1. Each inmate assigned a Tablet must agree to accompanying terms and conditions in order to be granted use of the Tablet.

2. Company shall provide one set of earphones to each inmate supplied a Tablet, and shall supply replacement earphones for purchase by the inmate through Premises Provider's commissary service.
  3. Company shall not replace or repair any Tablet that is damaged or destroyed by willful act, as determined in Company's discretion.
  4. Company shall replace or repair on a one-time basis per inmate any Tablet that is damaged or destroyed for reasons other than a willful act, subject to the following:
    - a. Company will not replace or repair any Tablet that has been willingly destroyed or damaged by an inmate, however, the inmate will have the option to purchase a new tablet for one hundred and ninety nine dollars (\$199.00).
    - b. If more than 10% of tablets are damaged the DOC and GTL will have to sit down and discuss how the tablets cost is replaced or we need to discuss discontinuing the program.
  5. Company may replace, upgrade, or substitute any or all of the Tablets at any time, as long as the tablets are comparable or better than the original version.
- ii. **Additional Hardware and Cabling.** Company shall provide all hardware, cabling, and circuits necessary to deploy the Mobility Service at the Locations, subject to the following.
1. **Charging.** Company shall supply one (1) wall charger with each Tablet.
  2. **Access Points.** Company shall install access points to enable access within each Location, as reasonably permitted by layout and other characteristics of the Location.
- b. **Services**
- i. **Telephone Calls.** Upon request from Premise Provider, Company shall enable Tablets for outbound telephone calls through the inmate telephone subject to balance of phone account and restrictions. The calls shall include the features and functionality associated with the inmate telephone platform, including system settings, investigative capabilities, and security features. Inmates shall use headphones, which are equipped with a microphone, to complete calls.

- ii. **Content.** Upon request of Premises Provider, Company shall make available for purchase certain content that may be loaded on or accessed through the Tablets, including music, games, email, and such other content as may be agreed upon in writing by the Parties. The content shall be provided on subscription bases that terminate upon Company no longer providing Premises Provider with the Mobility Service, the release or transfer of the inmate from the Locations, or the violation by the inmate of the terms of use for the Tablet, including nonpayment for a subscription. Applications shall be supplied on a rolling basis as soon as reasonably practicable following deployment of the Mobility Service. Company reserves the right to alter or discontinue any content. Company shall work in good faith to supply educational content through the Tablets that is generally suitable for the inmate population based on industry standards and Premise Provider requirements.
- iii. **Debit Link Accounts.** All inmate content and email purchases (not including charges for inmate telephone calls) shall be completed using Link Units, which each inmate or their friends or family may purchase through a special purpose account created for the inmate (individually "Debit Link Account" and collectively "Debit Link Accounts"). Once purchased, Link Units may only be returned to an inmate's trust account or otherwise redeemed by the inmate (as applicable) upon termination of the Mobility Service at all Locations or upon an inmate's release. All Link Units purchases by inmate friends or family are final. Inmates may fund the Debit Link account by transferring monies from their trust account. Company does not charge fees associated with transfers from the inmate trust account. Inmate friends and Family may fund an inmate's debit link account by deposits made through the Company web site or IVR. There are transaction fees associated with friends and family deposits made through web and IVR based on the following table:

**Transaction Fees For Debit Link Accounts**

<b>Deposit Amount*</b>	<b>Fee</b>
Up to \$200.00	\$3.00

\* The maximum single deposit amount is \$200.

- iv. **Support and Maintenance.** Company will provide all support and maintenance services for the Mobility Service, including the Tablets, subject to the limitations described herein. Company will respond promptly to all support requests, provided, however, that reports or requests involving the security features of the Tablets shall have priority. Premises Provider acknowledges that the resolution of certain hardware and software events shall be subject to supply chain lead times, and that Tablets shall not be available while being repaired or maintained.



- v. Provide a contact method/process for offenders to address issues that they have with either the phones or tablets with GTL.
- V. Pricing. Company may apply the following charges on the use of the Tablets, provided, however, that Company may in its discretion change any pricing other than pricing for inmate telephone calls, and approved by Premises Provider.
  - a. Inmate Telephone Calls: Inmate telephone call charges are as set forth in Exhibit A of this Agreement.
  - b. Email: \$1.00 per message sent with \$0.50 going back to the State
  - c. Games. Tiered monthly subscription, priced from \$5.00 to \$15.00 per month. Games may also be sold on an individual basis or provided for free. Offering and implementation dates will be decided jointly with the Premises Provider.
  - d. Music: Up to \$19.99 per one month subscription. Offering and implementation dates will be decided jointly with the Premises Provider.
  - e. Replacement Headphones: Up to \$2.49.
  - f. Replacement wall chargers: Up to \$6.99.
- VI. Premises Provider Obligations.
  - a. Technology. Premises Provider must allow:
    - i. The installation and use of Wi-Fi at all Locations;
    - ii. the use of wired earphones and lithium batteries for the Tablets;
    - iii. inmate access to electrical outlets for wall chargers (as applicable); and
    - iv. to be accessed through the Tablets wireless inmate telephone calls, music, paid games, inmate email, and any other content agreed upon by Premises Provider and Company.
  - b. Operations. Premises Provider must:
    - i. Assign a unique Tablet to each inmate having access to a Location and ensure that inmates only use their assigned Tablets;
    - ii. allow and facilitate the sale of earphones and other Tablet accessories through its commissary without mark up;
    - iii. allow the creation of Debit Link Accounts for inmates and the exclusive use of Link Units for the purchase of content in connection with the Tablets;

- iv. facilitate the integration of inmate Debit Link and commissary accounts for the real-time exchange of funds, at no charge to Company by either Premises Provider, or its third-party vendors, if any;
  - v. allow inmate per-call duration of not less than sixty (60) minutes for tablets, and twenty minutes for wall phones;
  - vi. allow the use of Tablets throughout the Locations as determined jointly with the DOC;
  - vii. facilitate the recycling and reuse of tablets each time a Tablet is re-assigned to a new inmate;
  - viii. provide Company with secure space to store Tablets and other Company equipment associated with the Mobility Service;
  - ix. provide at its expense all necessary power and power source; and
  - x. designate a single point of contact, by location, who is authorized to act on behalf of the Premises Provider on all matters involving the Mobility Service.
- c. Use and Alteration. Company staff along with Premises Provider will determine the process at each location to assign and distribute Tablets to inmates in accordance with the process agreed upon by the Parties. Premises Provider shall only allow the Tablets to be used for their intended purpose, and shall not, and shall not allow any third party to, tamper with or otherwise modify the Tablets or associated software, or connect the Tablets or associated software to any hardware or software that is not provided by Company for use with the Mobility Service.
- i.

## VII. Additional Terms.

- a. Monitoring and Recording. Premises Provider acknowledges that the Mobility Service provides Premises Provider with the ability to monitor and/or record use of the Tablets, including the ability to monitor and record calls made through the Tablets, read emails sent through the Tablets, and monitor content streamed or otherwise loaded on the Tablets. Premises Provider further acknowledges and agrees that Company has no responsibility to advise Premises Provider with respect to any law, regulation, or guideline that may govern or control the recordation or monitoring by Premises Provider of the use of the Tablets, or compliance therewith. Premises Provider has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to use the monitoring and recording capabilities supplied through the Agreement. Company disclaims any responsibility to provide, and in fact has not provided, Premises Provider any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith.

b. Liability.

**COMPANY AND ITS SUPPLIERS SHALL IN NO WAY BE RESPONSIBLE, OR LIABLE FOR, AND COMPANY IN NO WAY, GUARANTEES THE SAFETY, EFFICACY OR USE OF, THE TABLETS, HEADPHONE CORDS OR OTHER ACCESSORIES, OR THE USE OF ANY DEVICE OR ACCESSORY IN ANY RELATED ACTIVITIES BY ANY TABLET USERS, INMATES OR PERSONNEL. FURTHERMORE, COMPANY AND ITS SUPPLIER ARE IN NO WAY RESPONSIBLE FOR ANY PHYSICAL HARM OR OTHER INJURY, FORESEEN OR UNFORESEEN, IN THE USE OF THE TABLETS, HEADPHONES, OR RELATED ACCESSORIES. PREMISES PROVIDER IS SOLELY RESPONSIBLE FOR KEEPING CORDS AWAY FROM THOSE WHO PRESENT RISK TO THEMSELVES OR OTHERS.**

## **EXHIBIT C**

### **Video Visitation and Management Solution**

#### **Overview.**

Company shall provide a complete, secure Video Visitation System (VVS) solution to facilitate offender communications with families, friends, and attorneys.

Company's VVS is an all-encompassing solution developed specifically for correctional facilities. The system's modular design allows the implementation of the functionality that Premises Provider is currently seeking with additional functionality available for deployment and activation as policies and other factors change over time. Managing face-to-face visits, on-site visits, or remote visits can all be done using this modularly-based platform, equipping Premises Provider with tools to effectively manage every aspect of the inmate visitation environment. Our scalable visitation management software has an easy-to-use interface that allows Premises Provider to deliver exceptional service to the community and greater security for the facility while eliminating the chaos so often associated with visitation.

#### **Services**

Company shall be responsible for: a) furnishing, installing, repairing and servicing the equipment listed below; b) the performance (alone or through others) of all validation, billing, outclearing and collection services; and f) the handling of all billing and other inquiries, fraud control, and all other services essential to the performance of the Company's obligations hereunder. The Company reserves the right to control unbillables, bad debt and fraud.

The installation of software and/or hardware on Company provided equipment is not approved. System conditions can change and become unstable with the addition of software other than that installed by the Company. The Company does not warranty, troubleshoot, or maintain any system that contains software installed by a third party. The Company assumes no liability for any data stored on third party equipment.

Company also does not furnish, maintain or provide consumables for peripheral equipment. Consumables consist of items such as printer paper, cassette tapes, compact disks, etc.

Premises Provider and Company shall use best efforts to promote video visitation at the Facility for paid remote video visitation, including: 1) allow Company to promote the use of video visitation through, among others, the distribution of promotional material at Facility locations, IVR recordings, the Web, and press releases; 2) Allow Company to have promotional pricing to make video visitation an attractive alternative.

#### **Monitoring and Recording**

Premises Provider agrees that Company has no responsibility to advise Premises Provider with respect to any law, regulation, or guideline that may govern or control Video Visitation recordation or monitoring by Premises Provider, or compliance therewith. Premises Provider has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to

use the video visitation monitoring and recording capabilities supplied through this Agreement. Company disclaims any responsibility to provide, and in fact has not provided, Premises Provider any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. Premises Provider shall be solely responsible for any liability, costs and expenses relating to any claims made against Company arising out of failure of Premises Provider (or the Company at the direction of the Premises Provider) to comply with such law, regulation or guideline. Premises Provider acknowledges that all video visitation detail records (DRs) and video visitation recordings contained in the equipment are the exclusive property of the Premises Provider for the term of this Agreement and any resulting extensions of this Agreement; provided, however, that Company shall have the right to use the DRs and recordings to respond to legal requests, to provide the services under this Agreement, and for other lawful business purposes.

## **Software**

- **Visitation Software Deployment Strategy**
- Company shall deploy a hosted application server in the Company video visitation data center. A Gatekeeper server, Recording server, and Storage server shall be installed onsite at one Premises Provider facility to increase performance and decrease internet bandwidth requirements. The servers shall be deployed at whichever location is deemed to be the best place for them by Premises Provider, Company and BIT staff.
- **Visitation Scheduling**
  - Unlimited number of user licenses for the Company Scheduling Software
  - Facility Registration and Scheduling
  - Public Web-Based Registration and Scheduling
    - Multilingual web interface (English, Spanish)
  - Professional Web-Based Registration and Scheduling
  - Visitor Kiosk Registration and Scheduling
- **Face-to-Face, On-Premises, and Remote Visitation Management**
  - Manage public and professional visits
  - Manage non-contact and contact visits
  - Manage on premises video visitation and remote video visitation
  - Establish set schedules for non-contact visits, contact, visits, on premises video visits, and remote video visits
  - Officer check in for all on premises visits
  - Officer video check-in prior to remove video visitation start
- **Fully Configurable Policies**

- Quotas for inmates and visitors, by day or by week, ability to set different quotas for different housing units
- Assign staff users to user groups with specific privileges
- Inmate and visitor restrictions
- Automated Conflict Checking
  - Inmate and Station Availability
  - Event Management
  - Inmate and Visitor Quotas
  - Housing Unit Visitation Schedules
  - Inmate and Visitor Restrictions
  - Visitation Center Hours
  - Number of Visitors Per Visit
- OMS Integration
  - One-way data transfer from OMS: XML view or Database View
  - Option to import inmate events from OMS including restrictions and approved visitors (requires XML integration)
- Live Monitoring & Recording
  - Live audio and video monitoring for all public video visits (professional video visits are encrypted to prevent live monitoring)
  - Recording of all public video visits (professional video visits are encrypted to prevent recording). Recorded visits to be stored for 365 days.
- Cancellation Notifications
  - Automated Inmate Updates and Cancellation Notices
  - Cancellation notices via email and automated phone messages
- Data Reports
  - Upcoming visitation reports for an entire facility or specific housing unit
  - Who visited whom and how many times (day, week, month, etc.)
  - Visitation types (e.g. normal, professional, etc.)
  - Visitations by housing unit, day of the week, or specific time, location
  - Housing Unit Reports- which station an inmate needs to be at, and at what time

- o Formats include PDF, XLS, and HTML
- o Total visitations by day, week, month, etc.
- Visitor Warrant Check
  - o Allows facility to export visitor registration information for 3<sup>rd</sup> party warrant check services and import warrant check results

**Hardware**

Based on the site surveys performed during the RFP process we are estimating the following equipment deployment. These amounts will be evaluated by the Company and Premises Provider every six (6) months to determine if visitation needs are being met. Based upon the evaluations the below amounts are subject to change.

- 45 inmate
- 15 visitor
- 10 cart for the SHU

**Rates**

Any on-premise video visits beyond those free visits that are required by law will incur a charge of \$0.40 per minute for the duration of the visit. All Facility-to-Facility calls will be free.

Remote video visits shall be charged in accordance with the table below. There shall be 10 and 25 minute visits allowed.

Visit Duration	Charge to Visiting Party
10 Minutes	\$4.00
25 Minutes	\$10.00



State of South Dakota Office of Procurement  
Management

INSTITUTIONAL INMATE TELEPHONE/VIDEO  
VISITATION REQUEST FOR PROPOSAL

Request for Proposal #193

May 22, 2015 2:00pm CST

COST PROPOSAL

Submitted By:

Global Tel\*Link Corporation  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190

Primary Contact:

Brian Galke  
Account Executive  
Telephone: 817-689-4274  
Email: brian.galke@gtl.net

Alternate Contact:

Kirk Vespestad, RFP Director  
Telephone: 703-774-3318  
Fax: 703-889-5292  
Email: kirk.vespestad@gtl.net





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**Corporate Headquarters**  
12021 Sunset Hills Road, Ste 100  
Reston, VA 20190  
Tel: (703) 955-3910  
Fax: (703) 435-0980

May 22, 2015

Scott Bollinger, Director of Operations  
SD Department of Corrections  
3200 East Highway 34  
Pierre, SD 57501

RE: REQUEST FOR PROPOSAL #193 Inmate Telephone/Video Visitation

Dear Mr. Bollinger,

At the request of the RFP, this letter verifies the signing of the Cost Proposal response. Enclosed with this letter is Global Tel\*Link's (GTL's) response to the Request for Proposal #193 Inmate Telephone/Video Visitation for South Dakota Department of Corrections Cost Proposal.

Per the Transmittal Letter Section of the 4.4 TECHNICAL PROPOSAL: The Technical Proposal must provide a written transmittal letter and offer of the proposal and include the following information:

a. The name and address of GTL is:

Global Tel\*Link  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190

b. The name, title and telephone number of the GTL contact person(s) is:

Account Executive: Brian Galke  
Cell: [REDACTED]

c. GTL is pleased to submit the enclosed offer in response to Request for Proposal #193 Inmate Telephone/Video Visitation for the South Dakota Department of Corrections, and that the proposal remains valid for at least sixty (60) days subsequent to the date of the Cost Proposal opening date.

d. I am an agent of Global Tel\*Link (GTL) authorized to bind GTL to any contract for services resulting from this solicitation.

My contact information is as follows: Jeff Haidinger  
President and Chief Operating Officer  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190

As the incumbent provider of your inmate telephone service, no other vendor understands South Dakota like GTL. In our response, we offer compelling reasons why GTL is the best choice for meeting your needs. GTL is committed to providing the finest level of support for our correctional facility clients and the very best customer service for the families and friends of inmates who use our services. As demonstrated throughout the following proposal, our solution meets and exceeds the requirements described in the RFP for inmate telephones and video visitation.

GTL's proposal offers South Dakota a complete package, the best suite of inmate communication products & services available in the market, all backed by our industry-leading expertise and decades of experience. No other vendor has the breadth of products and services that GTL provides. GTL is the largest Inmate Communication Solution provider in the country.

As President and COO of GTL, my team and I commit to you that your experience with your inmate telephone and video visitation services throughout the course of our partnership will be exemplary.

Sincerely,

Jeffrey B. Haidinger  
President and Chief Operating Officer

2,400

Facilities with nearly

1.3 Million

Inmates making

215 Million

Calls equating to

3 Billion

Total Minutes

140

Video Visitation

Customers with

8,750

Active, Deployed

Visitation Stations

3 Million

Inmate Visitations

South Dakota Department of Corrections,  
Request for Proposal

#193 Inmate Telephone/Video Visitation

## Cost Proposal Summary

GTL has proposed three different financial offers to allow the SDDOC flexibility in navigating through future policy changes within the State and potentially new FCC inmate calling mandates on the horizon. In each offer, GTL will provide the most advanced technology available combined with choices in calling rates and commissions.

In addition to flexible call rates and commission, each financial offer includes 1,000 GTL Inspire Wireless Tablets to be distributed at no cost to the SDDOC offender population. GTL anticipates within the next five years that inmate telephones on the wall will become mostly obsolete and will be augmented with wireless tablets that allow the offender to place calls, receive interactive educational content, two-way e-mails and media solutions.

GTL's Video Visitation offering is an all-encompassing solution developed specifically for correctional facilities. Our system's modular design allows the implementation of the functionality that South Dakota currently requires with additional functionality available for deployment and activation as policies and other factors change over time. Managing offender face-to-face visits, on-site visits, or remote visits can all be done using this modular-based platform; equipping South Dakota with tools to effectively manage every aspect of the inmate communication environment.

GTL's financial proposal offers SDDOC a complete package, the best suite of inmate communication products & services available in the market, all backed by our industry-leading expertise and decades of experience. No other provider has the breadth of products and services that GTL provides.



## **GTL COMMISSION AND RATES PROPOSAL**

### **COMMISSION BASIS**

Global Tel\*Link (GTL) pays commissions based on the gross revenue charged for all local, intrastate and international (if applicable) inmate calls from all phones covered by the Agreement. For each allowed call type (local, IntraLATA, InterLATA, or international; collect, debit or prepaid) gross revenue is defined as the product of total billable minutes times the agreed upon rate for all completed calls – meaning those accepted by the called party.

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

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

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

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



<b>No Cost Additional Value Added Offerings</b>
<b>1,000 Inspire™ Inmate Wireless Calling Enabled Tablets</b>
<b>Entire Inspire™ Inmate Wireless Network at Each Facility</b>

**ATTACHMENT C**

**COST PROPOSAL FORMAT OFFER A**

<b>Call Type</b>	<b>Cost Per Minute</b>	<b>Commission Rate</b>
<b>Family or Friend Account</b>		
Advance Pay Canada	\$0.05	0%
Advance Pay Interstate Interlata	\$0.05	0%
Advance Pay interstate Intralata	\$0.05	0%
Advance Pay intrastate Interlata	\$0.05	0%
Advance Pay intrastate Intralata	\$0.05	0%
Advance Pay Local	\$0.05	0%
Advance Pay US Terrritories	\$0.05	0%
Advance Pay Other International	\$0.25	0%
<b>Collect</b>		
Collect International	\$0.25	0%
Collect Interstate interlata	\$0.05	0%
Collect Interstate intralata	\$0.05	0%
Collect Intrastate intralata	\$0.05	0%
Collect Local	\$0.05	0%
Collect US Territories	\$0.05	0%
<b>Inmate Generated</b>		
Debit Canada	\$0.05	0%
Debit Interstate Interlata	\$0.05	0%
Debit Interstate Intralata	\$0.05	0%
Debit Intrastate Interlata	\$0.05	0%
Debit Intrastate Intralata	\$0.05	0%
Debit Local	\$0.05	0%
Debit Mexico	\$0.25	0%
Debit Non-US Caribbean	\$0.25	0%
Debit Other International	\$0.25	0%
Debit US Territories	\$0.05	0%
<b>Video Visitation</b>	\$0.40	50% after 16k paid home visits



Industry Fee	Proposer's Fee	Call Type(s) Applied To
Bill Statement Fee	\$0	
Mail In Payment Fee	\$0	
Western Union Payment Fee	\$0	
Refund Fee	\$0	
Regulatory Recovery Fee	\$0	
Wireless Administration Fee	\$0	
Single Bill Fee	\$0	
Paper Statement Fee	\$0	
Account Setup Fee	\$6.95	Advanced Pay Collect and Friends & Family Debit Deposits
Account Maintenance Fee	\$6.95	Advanced Pay Collect and Friends & Family Debit Deposits
Inactive Account Fee	\$0	
Account Close Out Fee	\$0	
Non-subscriber Line Charge	\$0	
Inmate Station Service Charge	\$0	
Cellular Telephone Surcharge	\$0	
3rd Party Payment Processing Fee	\$0	
State Regulatory Recovery Fee	\$0	
Check/Money Order Proc Fee	\$0	
<b>Other Fees not listed above:</b>		
Validation Fee	8%	Advanced Pay Collect



<b>No Cost Additional Value Added Offerings</b>
<b>1,000 Inspire™ Inmate Wireless Calling Enabled Tablets</b>
<b>Entire Inspire™ Inmate Wireless Network at Each Facility</b>

**ATTACHMENT C**

**COST PROPOSAL FORMAT OFFER B**

<b>Call Type</b>	<b>Cost Per Minute</b>	<b>Commission Rate</b>
<b>Family or Friend Account</b>		
Advance Pay Canada	\$0.12	60%
Advance Pay Interstate Interlata	\$0.12	60%
Advance Pay interstate Intralata	\$0.12	60%
Advance Pay intrastate Interlata	\$0.12	60%
Advance Pay intrastate Intralata	\$0.12	60%
<b>Advance Pay Local</b>	<b>\$0.06</b>	60%
Advance Pay US Terrritories	\$0.12	60%
Advance Pay Other International	\$0.25	60%
<b>Collect</b>		
Collect International	\$0.25	60%
Collect Interstate interlata	\$0.12	60%
Collect Interstate intralata	\$0.12	60%
Collect Intrastate intralata	\$0.12	60%
<b>Collect Local</b>	<b>\$0.06</b>	60%
Collect US Territories	\$0.12	60%
<b>Inmate Generated</b>		
Debit Canada	\$0.12	60%
Debit Interstate Interlata	\$0.12	60%
Debit Interstate Intralata	\$0.12	60%
Debit Intrastate Interlata	\$0.12	60%
Debit Intrastate Intralata	\$0.12	60%
<b>Debit Local</b>	<b>\$0.06</b>	60%
Debit Mexico	\$0.25	60%
Debit Non-US Caribbean	\$0.12	60%
Debit Other International	\$0.25	60%
Debit US Territories	\$0.12	60%
<b>Video Visitation</b>	\$0.40	50% after 16k paid home visits



Industry Fee	Proposer's Fee	Call Type(s) Applied To
Bill Statement Fee	\$0	
Mail In Payment Fee	\$0	
Western Union Payment Fee	\$0	
Refund Fee	\$0	
Regulatory Recovery Fee	\$0	
Wireless Administration Fee	\$0	
Single Bill Fee	\$0	
Paper Statement Fee	\$0	
Account Setup Fee	\$6.95	Advanced Pay Collect and Friends & Family Debit Deposits
Account Maintenance Fee	\$6.95	Advanced Pay Collect and Friends & Family Debit Deposits
Inactive Account Fee	\$0	
Account Close Out Fee	\$0	
Non-subscriber Line Charge	\$0	
Inmate Station Service Charge	\$0	
Cellular Telephone Surcharge	\$0	
3 <sup>rd</sup> Party Payment Processing Fee	\$0	
State Regulatory Recovery Fee	\$0	
Check/Money Order Proc Fee	\$0	
<b>Other Fees not listed above:</b>		
Validation Fee	8%	Advanced Pay Collect





<b>No Cost Additional Value Added Offerings</b>
<b>1,000 Inspire™ Inmate Wireless Calling Enabled Tablets</b>
<b>Entire Inspire™ Inmate Wireless Network at Each Facility</b>

**ATTACHMENT C**

**COST PROPOSAL FORMAT OFFER C**

Call Type	Cost Per Minute	Commission Rate
<b>Family or Friend Account</b>		
Advance Pay Canada	\$0.09	50%
Advance Pay Interstate Interlata	\$0.09	50%
Advance Pay interstate Intralata	\$0.09	50%
Advance Pay intrastate Interlata	\$0.09	50%
Advance Pay intrastate Intralata	\$0.09	50%
<b>Advance Pay Local</b>	<b>\$0.06</b>	50%
Advance Pay US Territories	\$0.09	50%
Advance Pay Other International	\$0.25	50%
<b>Collect</b>		
Collect International	\$0.25	50%
Collect Interstate interlata	\$0.09	50%
Collect Interstate intralata	\$0.09	50%
Collect Intrastate intralata	\$0.09	50%
<b>Collect Local</b>	<b>\$0.06</b>	50%
Collect US Territories	\$0.09	50%
<b>Inmate Generated</b>		
Debit Canada	\$0.09	50%
Debit Interstate Interlata	\$0.09	50%
Debit Interstate Intralata	\$0.09	50%
Debit Intrastate Interlata	\$0.09	50%
Debit Intrastate Intralata	\$0.09	50%
<b>Debit Local</b>	<b>\$0.06</b>	50%
Debit Mexico	\$0.25	50%
Debit Non-US Caribbean	\$0.09	50%
Debit Other International	\$0.25	50%
Debit US Territories	\$0.09	50%
<b>Video Visitation</b>	\$0.40	50% after 16k paid home visits



Industry Fee	Proposer's Fee	Call Type(s) Applied To
Bill Statement Fee	\$0	
Mail In Payment Fee	\$0	
Western Union Payment Fee	\$0	
Refund Fee	\$0	
Regulatory Recovery Fee	\$0	
Wireless Administration Fee	\$0	
Single Bill Fee	\$0	
Paper Statement Fee	\$0	
Account Setup Fee	\$6.95	Advanced Pay Collect and Friends & Family Debit Deposits
Account Maintenance Fee	\$6.95	Advanced Pay Collect and Friends & Family Debit Deposits
Inactive Account Fee	\$0	
Account Close Out Fee	\$0	
Non-subscriber Line Charge	\$0	
Inmate Station Service Charge	\$0	
Cellular Telephone Surcharge	\$0	
3 <sup>rd</sup> Party Payment Processing Fee	\$0	
State Regulatory Recovery Fee	\$0	
Check/Money Order Proc Fee	\$0	
<b>Other Fees not listed above:</b>		
Validation Fee	8%	Advanced Pay Collect



State of South Dakota Office of Procurement  
Management

INSTITUTIONAL INMATE TELEPHONE/VIDEO  
VISITATION REQUEST FOR PROPOSAL

Request for Proposal #193

May 22, 2015 2:00pm CST

Submitted By:

Global Tel\*Link Corporation  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190

Primary Contact:

Brian Galke  
Account Executive  
Telephone: 817-689-4274  
Email: brian.galke@gtl.net

Alternate Contact:

Kirk Vespestad, RFP Director  
Telephone: 703-774-3318  
Fax: 703-889-5292  
Email: kirk.vespestad@gtl.net



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**Corporate Headquarters**  
12021 Sunset Hills Road, Ste 100  
Reston, VA 20190  
Tel: (703) 955-3910  
Fax: (703) 435-0980

May 22, 2015

Scott Bollinger, Director of Operations  
SD Department of Corrections  
3200 East Highway 34  
Pierre, SD 57501

RE: REQUEST FOR PROPOSAL #193 Inmate Telephone/Video Visitation

Dear Mr. Bollinger,

At the request of the RFP, this letter verifies the signing of the Cost Proposal response. Enclosed with this letter is Global Tel\*Link's (GTL's) response to the Request for Proposal #193 Inmate Telephone/Video Visitation for South Dakota Department of Corrections Cost Proposal.

Per the Transmittal Letter Section of the 4.4 TECHNICAL PROPOSAL: The Technical Proposal must provide a written transmittal letter and offer of the proposal and include the following information:

a. The name and address of GTL is:

Global Tel\*Link  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190

b. The name, title and telephone number of the GTL contact person(s) is:

Account Executive: Brian Galke  
Cell: [REDACTED]

c. GTL is pleased to submit the enclosed offer in response to Request for Proposal #193 Inmate Telephone/Video Visitation for the South Dakota Department of Corrections, and that the proposal remains valid for at least sixty (60) days subsequent to the date of the Cost Proposal opening date.

d. I am an agent of Global Tel\*Link (GTL) authorized to bind GTL to any contract for services resulting from this solicitation.

My contact information is as follows: Jeff Haidinger  
President and Chief Operating Officer  
12021 Sunset Hills Road, Suite 100  
Reston, VA 20190

As the incumbent provider of your inmate telephone service, no other vendor understands South Dakota like GTL. In our response, we offer compelling reasons why GTL is the best choice for meeting your needs. GTL is committed to providing the finest level of support for our correctional facility clients and the very best customer service for the families and friends of inmates who use our services. As demonstrated throughout the following proposal, our solution meets and exceeds the requirements described in the RFP for inmate telephones and video visitation.

GTL's proposal offers South Dakota a complete package, the best suite of inmate communication products & services available in the market, all backed by our industry-leading expertise and decades of experience. No other vendor has the breadth of products and services that GTL provides. GTL is the largest Inmate Communication Solution provider in the country.

As President and COO of GTL, my team and I commit to you that your experience with your inmate telephone and video visitation services throughout the course of our partnership will be exemplary.

Sincerely,

  
Jeffrey B. Haidinger  
President and Chief Operating Officer

South Dakota Department of Corrections,  
Request for Proposal



#193 Inmate Telephone/Video Visitation

## Executive Summary

The Global Tel\*Link (GTL) team is pleased to present a fully compliant proposal to South Dakota. In this Executive Summary, we offer compelling reasons to continue your longstanding relationship with GTL by providing proven technology backed by exceptional service.

We look forward to working together to serve South Dakota Department of Corrections. Through this proposal we will demonstrate how GTL plans to achieve our number one objective, which is building and enhancing our existing business partnership in becoming South Dakota's most trusted and valued technology partner! On the following pages, we will validate why we believe GTL should continue as your chosen provider for inmate communications.

### Key Elements of our proposal include:

- ✓ **GTL offers a “first in class” Integrated Technology Solution** – including products such as Inmate Phone System, Video Visitation, Mobility, Inmate Email, Streaming Music, and games to help fund and supplement inmate programs.
- ✓ **Win-Win Financial Package** –Multiple options allowing you to choose what best fits South Dakota's needs
- ✓ **Financially Stable Partner** with over 30 years of experience in Corrections Communications Technologies
- ✓ **Robust Leading Edge Software Functionality** –Increase Operational Efficiencies ... Effectively Manage Visitation
- ✓ **Scalable System** supporting changing needs & future facility growth
- ✓ **Proven Project Implementation Plan, Customer Service and Local Support** team who knows South Dakota's staff and culture! Full time dedicated Site Administrators specifically for SDDOC
- ✓ **GTL's Connect Network Online Funding Portal** – Always staying connected with Friends and Families. As the incumbent, Friends and Family accounts will not be affected.

2,400

Facilities with nearly

1.3 Million

Inmates making

215 Million

Calls equating to

3 Billion

Total Minutes

140

Video Visitation

Customers with

8,750

Active, Deployed

Visitation Stations

3 Million

Inmate Visitations

## Introduction

GTL's Executive Summary offers highlights from the full RFP response and tells a comprehensive story about what we are offering SDDOC and how we intend to deliver on our proposed solution. The following topics are covered in the sections below:

1. About GTL
2. Corrections Leading Technology
3. Value-Added Products & Services
4. Unparalleled Service and Teamwork
5. Why GTL is the Right Choice

### About GTL- The Corrections Innovation Leader

GTL provides corrections technology for customer's nationwide, serving over 2,400 facilities and 1.3 million inmates in 50 states. GTL provides services for 32 state DOC contracts, including 12 of the largest 20, as well as over 800 counties including 32 of the 50 largest. In addition, GTL also provides service to the Federal Bureau of Prisons.

GTL has an ever-growing client base because of the exceptional service, superior products, and excellent revenue we provide our customers. GTL's focus and commitment extends to all our customers, state, county, regional and municipal; with some customer relationships in place for more than twenty years. While technology and market conditions have changed and evolved, customers have remained with GTL as a result of our overall service and focus on each customer's unique requirements.

### GTL is Changing the Industry-Introducing Wireless Tablet Calling!

GTL anticipates within the next five years that inmate phones on the wall will become obsolete. GTL will partner with SDDOC to utilize the Inspire tablets to increase operational efficiencies and reduce recidivism through interactive education and software functionality.

### GTL Exclusive –Wireless Inspire Mobility Inmate Tablets

GTL's Inspire Mobility solution is the next generation of inmate communication, education, and well-being. Through one device, an inmate will have several ways to connect with friends and family. The secured devices are clear so that no contraband can be hidden inside the case and are correction-grade with a proprietary secure operating system. These devices allow inmates to make calls from the tablets with all the safety and controls that exist in the Inmate Telephone System today. Beyond calling, tablets can also be utilized delivery of educational programs, digital music, electronic email messaging, commissary ordering, and grievances.

### Available Inspire Tablet Features and Services

Education Programs - GTL Education Link allows inmates to select various educational materials required, and pre-approved, by the State.

- |  |  |  |
|--|--|--|
| <input checked="" type="checkbox"/> eTextbooks         | <input checked="" type="checkbox"/> Substance Abuse and Recovery Courses | <input checked="" type="checkbox"/> Personal Development and Life Skills |
| <input checked="" type="checkbox"/> Vocational Studies | <input checked="" type="checkbox"/> Project Return Re-entry Education    | <input checked="" type="checkbox"/> Health and Wellness Literacy         |

Inmate Electronic Mail – GTL Message Link inmate email application for two-way electronic communication between inmates and their friends, family, and legal advisors.

Content Solutions - Additionally Music Streaming & Games- easy to use & secure service for offenders to purchase & receive pre-approved content as deemed acceptable by the DOC.

### Fully Comprehensive Inmate Telephone and Video Visitation Solution

GTL proposes a complete, secure Inmate Telephone System (ITS) and Video Visitation System (VVS) solution to facilitate offender communications with their families, friends, and attorneys. For over 25 years, GTL's has been the leading solution provider for the corrections industry. Since the introduction of the world's first IP-based video visitation system in 2003, over 140 correctional facilities have used this innovative and comprehensive set of software tools to manage, schedule, and automate their inmate visitation environments. In 2014 GTL managed over 3 million inmate visitations.

GTL's solutions are all-encompassing solutions developed specifically for correctional facilities. Our system's modular design allows the implementation of the functionality that South Dakota currently requires with additional functionality available for deployment and activation as policies and other factors change over time. Managing inmate phones, face-to-face visits, on-site visits, or remote visits can all be done using this modularly-based platform; equipping South Dakota with tools to effectively manage every aspect of

the inmate communication environment. Our scalable platform has an easy-to-use interface that allows South Dakota to deliver exceptional service to the community and greater security for the facilities while eliminating the chaos so often associated with phone calls and visitation.

With the pace of technology innovation, it is important for you to select hardware and software that allows your facility to easily transition to new technologies over time – nowhere is this more relevant than our technology. GTL's solutions are specifically designed for the corrections market, is equipped with a powerful phone and video technologies that streamline inmate communications.

#### **GTL Offers Integration with Existing Vendors**

**Syscon Integration-** GTL will successfully deploy a fully tested interface to the DOC's Comprehensive Offender Management System (COMS) to process data in accordance with project scope specified by South Dakota. This allows the our solution to know which inmates are in custody at each facility, their name, booking number, status, housing unit, restrictions, scheduled inmate events, and any changes to this information—all without the need for tedious, redundant, manual data entry. In addition, this data exchange will provide automatic conflict checking to supply the visitor or officer with real time updates on inmate video visitation availability based upon the housing unit and its associated times/days and visitor center hours, etc. so that no appointment can be made without it being available as per policies.

#### **Unparalleled Service and Teamwork**

South Dakota is one of GTL's most important customers and, as your current inmate telephone service provider; we have worked closely with the DOC to deliver solutions well beyond traditional inmate telecommunications. As the incumbent, we have a dedicated service/maintenance team that services all maintenance requirements. GTL takes sole responsibility for every aspect of the accepted services such as, project implementation, installation services and first-rate maintenance on all equipment and software supporting the proposed services. Under this RFP we are proposing to deploy a third part time dedicated Site Administrator specifically for Pierre. All required equipment, installation, service and administration will be provided at **No Cost** to the State.

#### **Why GTL is the Right Choice? We know South Dakota!**

GTL employs a staff of highly qualified hardware and software technicians to support its installed locations. The staff provides accurate information to resolve all issues, is available at all times needed, offers advice on how to better utilize the products and serves as an advocate to its customers for better utilization of its product and rich feature set. Once GTL is awarded the inmate telephone and video visitation RFP's, GTL will have our Operations Team oversee all GTL inmate communications products (phones and visitation) and will cross train both service/maintenance technicians to service both the inmate telephone system AND the Video Visitation solution providing additional levels of support for both services provided by GTL. GTL will grow with the SDDOC on future facility expansions and additions. We understand the importance in creating system balance to renovate, expand, and build-out new technology systems that enrich efficiencies serving the industry well into the next century.

#### **In Summary...**

As demonstrated in our response, GTL has the experience and will faithfully deliver these products and services to meet your needs. Inmate Phones with Video Visitation technology is an emerging market space and in many respects it resembles the early days of the inmate telephone market. As technology evolves South Dakota can be res-assured that their investment is protected. Why? Because GTL is unique in that we work with the DOC to genuinely understand your unique needs and will provide you with a solution that accurately fits your environment. This combined with new technology, flexible financial options, and incredible service team; we will prove that GTL is the correct choice!

Our goal is to implement projects on time and provide low-cost video visitation options, while working to exceed your expectations. Creating lifetime relationships with each client is GTL's top priority. We are confident this commitment to partnership will make us the clear choice for your organization as well.

Per the requirements of the RFP, GTL has confidentially provided our customer list and our audited financial statements. These documents would provide an unfair advantage to our competitors and as a privately held corporation our financial documents are not publically disseminated.

**GTL would like to thank South Dakota Department of Corrections for the opportunity.**




**DEPARTMENT OF CORRECTIONS  
ADULT SYSTEM INMATE TELEPHONE PROPOSAL**

**1.0 OVERVIEW**  
**1.1 PURPOSE AND INTENT**

 **Response:** GTL understands and complies.

GTL has responded to the requirements stated in 1.1.2 throughout the proposal response to the mandatory requirements and scope of work to fully satisfy the needs of the state for the inmate calling system and video visitation system.

**1.2 OBJECTIVES OF REQUEST FOR PROPOSAL (RFP)**

 **Response:** GTL understands and complies. The State of South Dakota currently has GTL's robust Inmate Calling Manger (ICMv) calling system. As the technology leader of correctional systems, GTL will continue to provide the inmate system along with our Video Visitation systems. South Dakota will have these benefits that no other provider can claim:

1. No downtime of the Inmate Telephone System (ITS)
2. Seamless video visitation integration with the GTL system installed
3. Seamless integration between GTL's Inmate Telephone System and the Syscon Justice Elite software system
4. Knowledgeable staff already in place in South Dakota that will continue their service to the State
5. Immediate commissions that will continue during the new contract with no interruption
6. New technologies, such as our FLEX video visitation product, that can be implemented quicker than any competitor

**1.3 SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)**

 **Response:** GTL understands and complies. The schedule was modified through addendums.

**1.4 DEFINITIONS USED IN THIS RFP**

 **Response:** GTL understands and complies.

**1.5 ISSUING OFFICE AND RFP REFERENCE NUMBER**

 **Response:** GTL understands and complies.


**1.6 OFFEROR INQUIRIES**

 **Response:** GTL understands and complies with Section 1.6.

**1.7 SITE VISITS**

 **Response:** GTL understands and complies. GTL field serve representation was on hand for site visits.

**1.8 PROPOSAL SUBMISSION PROCESS**

 **Response:** GTL understands and complies with Section 1.8. GTL has submitted a combination proposal response for RFP 192 and 193 as well. This was submitted separately and clarified by the Q&A responses of the State. .

**1.9 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS**

 **Response:** GTL understands and complies.

**1.10 NON-DISCRIMINATION STATEMENT**

 **Response:** GTL understands and complies

**1.11 MODIFICATION OR WITHDRAWAL OF PROPOSALS**

 **Response:** GTL understands and complies.



**1.12 PROPRIETARY INFORMATION**

**Response:** GTL understands and complies. GTL has provided the reasons for our confidential information in the Executive Summary.

**Sections 1.13- 1.17**

**Response:** GTL understands and complies.

**1.18 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION**

**Response:** GTL understands and complies by signing of the proposal by our President and COO, Jeff Haidinger, of compliance with Section 1.18.

**1.19 NEWS RELEASES**

**Response:** GTL understands and complies.

**1.20 EMPLOYMENT OF STATE AGENCY PERSONNEL**

**Response:** GTL understands and complies.

**1.21 USE OF SUBCONTRACTORS**

**Response:** GTL understands and complies. The 2 existing Site Admins and the 3rd part time Site Admin are GTL employees. We will be using Cooper Communications Group (CCG) for Site Techs who will repair/replace phones and support video visitation tablets.

**1.22 MANDATORY SUBMISSION REQUIREMENTS**

1.22.1 The following requirements shall be considered mandatory items to be submitted at the time a vendor submits a proposal for consideration. **Failure to submit any one of the mandatory items shall be deemed a 'fatal' defect and shall render the proposal unresponsive and cannot be cured by the governing body:**

1. **Offeror Tax Status:** South Dakota Codified Law 5-18-2.1 prohibits any public corporation in South Dakota from purchasing goods or services from any company that fails to collect and remit sales and use tax on any sale of goods or services delivered by any means in the state of South Dakota. Exemptions to the requirement to collect and remit sales and use tax can be documented on this form.

**Response:** GTL understands and complies. GTL's tax status is current. GTL currently provides ITS service to the State.

2. **Owners and Principals:** Name and address of operating company and the names of all owners of the company or principals of the corporation.

**Response:** GTL understands and complies. GTL has provided this in response to section 2.50 and in covering 3.0 scope of work and the instructions requested in section 4.0.



Paul Rossetti  
Chairman  
American Securities  
299 Park Avenue, 34<sup>th</sup> Floor  
New York, NY 10171

Matthew Levine  
Principal  
American Securities  
299 Park Avenue, 34<sup>th</sup> Floor  
New York, NY 10171

Blair Levin

Kevin Penn  
Managing Director  
American Securities  
299 Park Avenue, 34<sup>th</sup> Floor  
New York, NY 10171

Brian Oliver  
CEO Global Tel\*Link  
12021 Sunset Hills Road  
Suite 100  
Reston, VA 20190

Wayne Calabrese



**Outside Director**  
 4811 Grantham Ave.  
 Chevy Chase, MD 20815

**Outside Director**  
 158 Jupiter Key Road  
 Jupiter, FL 33477

GTL was incorporated in the State of Delaware in 1992 and is led by the following principle officers.

GTL Officer
Paul Rossetti, Chairman of the Board
Brian Oliver, Chief Executive Officer
Jeff Haidinger, President and Chief Operating Officer
Charles Steven Yow, Chief Financial Officer and Treasurer
Teresa L. Ridgeway, Secretary
Matthew Levine, Vice President and Assistant Treasurer
Eric L. Schondorf, Vice President and Assistant Secretary
David Silverman, Vice President and Assistant Secretary

**3. Offeror Experience:**

**Response:** GTL understands and complies. GTL has provided this in response to section 2.50 and in covering 3.0 scope of work and the instructions requested in section 4.0. GTL has been an inmate technology provider for over 25 years.

**4. Operating Statement/Annual Report:**

**Response:** GTL understands and complies.

Each year, GTL is audited by a third party accounting firm to ensure the accuracy of the financial statements. The annual audit is in accordance with **Generally Accepted Accounting Practices (GAAP)** and would include testing of our revenue processes and commissions as required to opine on the financial statements. Upon request GTL will provide the State with a copy of the audited financial statements and the independent auditor's report along with contact information.

All GTL operations, including business practices, fund management; system development, deployment and functionality; and data acquisition, handling and storage are subject to stringent, detailed security policies and procedures, including compliance with **Payment Card Industry (PCI)** standards and segregation of duties required to insure proper funds management.

**5. Most Recent Audit:**

**Response:** GTL understands and complies. GTL's audited financial statements are confidential and provided under a sealed envelope.

GTL's Accounting Department utilizes GAAP (generally accepted accounting practices) methods of accounting to ensure that we maintain all books, records and documents to sufficiently and properly reflect all gross revenues generated by the inmate telephone system.

**6. Internal Accounting:**

**Response:** GTL understands and complies.

GTL's Accounting Department utilizes GAAP (generally accepted accounting practices) methods of accounting to ensure that we maintain all books, records and documents to sufficiently and properly reflect all gross revenues generated by the inmate telephone system.

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



**5. Accounting Forms Used:**

**GTL Response:** GTL understands and complies. GTL will continue to use the accounting forms that are applicable to the State. Reporting standards are responded to in Section 3.0.

**6. Listing of Proposed Suppliers:** Provide a listing of suppliers you propose to utilize for the purpose of fulfilling the requirements of this RFP. Provide the name of the supplier, the location of their home office, the products or services they provide, and the expected volume of purchases from each specific supplier during the term of the contract.

**GTL Response:** GTL understands and complies. GTL is the sole provider and has no suppliers.

**7. Management Experience**

**GTL Response:** GTL understands and complies. GTL has responded to all management experience in the required sections with section 2.0, 3.0, and the instructions of 4.0. Per clarification of the last questions and answers. GTL’s resumes are provided.

**The Global Tel\*Link Team**

As the incumbent provider, we already have an outstanding Core Project Team in place for the implementation and management of an Inmate Telephone System and Video Visitation. This team is among the most experienced and qualified in the industry, and they have been organized along functional lines to provide responsive, end-to-end support for all aspects of the project. Many team members have been supporting the Agencies for several years. The roles and responsibilities of GTL personnel are summarized in the table below, and in-depth profiles for key personnel appear on the pages that follow.

Name	Title	Role in Support of the Agencies	Currently Supporting
<b>Brian Galke</b>	Account Executive	Brian is the Account Executive who serves as the primary contact, liaison, and facilitator to ensure that the Agencies' needs are understood and accommodated.	✓
<b>Tom Meriam</b>	Director of Sales	Tom provides support to ensure proper corporate commitment and resources for the Agencies' needs.	✓
<b>Bob Parnell</b>	Field Service Manager	Bob is the single point of contact for all field service-related issues. He manages the Site Administrators and techs dedicated to the DOC.	✓
<b>Philip Jones</b>	Director of Field Services: Southeast, Mid-Atlantic, North Central	Phillip manages implementation and maintenance activities performed by regional support staff, including Bob and other Field Service Managers.	✓
<b>Sunita Mehta</b>	Customer Training Manager	Sunita will coordinate and provide formalized on-site training .	✓
<b>Steve L. DeForrest</b>	Executive Director of Implementations	Steve will be the GTL Project Implementation Manager for the implementation of the new ITS. Steve is responsible for scheduling, coordinating, and managing all resources and tasks associated with the implementation.	✓

**Brian R. Galke**

office location: Dallas, Texas | phone: [REDACTED]

**General Background**

<b>Qualifications</b>	Brian Galke has over 14 years supporting innovative telecommunications and computer technologies designed to meet the special needs of correctional clients. His in-depth technical knowledge and extensive service management experience are augmented by an unwavering commitment to customer satisfaction.
<b>Areas of Expertise</b>	Project and Account Management Product Training and Demonstration Customer Service, Support, and Troubleshooting Business Development and Process Improvement
<b>Key Projects</b>	Product demonstrations and training for numerous Department of Corrections (CA, CO, MA, MD, NC, NJ, NY, OK, SC, PA, and WA) and Counties (Maricopa, City of Philadelphia, North Hampton, Allegheny, etc.)



**Work History – Global Tel\*Link (including all GTL family companies)**

<b>Job Title</b>	Account Executive/Product Specialist (2013-present)
<b>Responsibilities</b>	Holds relationships with GTL base accounts AR DOC, CO DOC, OK DOC, and SD DOC. Identifies client needs and defines bid strategy for RFPs for secure inmate calling platforms, video visitation systems, and related systems associated with inmate communications.

<b>Job Title</b>	Sales Engineer (2011-2013)
<b>Responsibilities</b>	Identified customer technical requirements and create new feature request white papers. Assisted Account Executives with product demonstrations and documentation for new site installs. Served as liaison between the Sales Organization and the other groups within the company. Provided system and new feature training to GTL staff and GTL customers.

<b>Job Title</b>	Multiple Positions with Value Added Communications (2001-2011; company acquired by GTL)
<b>Responsibilities</b>	Sales, Training, Customer Support, and Account Management

**Education and Certification**

<b>Education</b>	B.A., Communication Services Texas Tech University – Lubbock, Texas
<b>Professional Training and Certifications</b>	Microsoft Certified Systems Engineer, CCI Cisco Certified Network Associate North Lake College – Irving, Texas

**Tom Meriam**

office location: Plano, TX | phone: [REDACTED]

**General Background**

<b>Qualifications</b>	Tom Meriam has 21 years of experience working alongside correctional professionals nationwide. Tom has led teams that have developed and implemented key security features such as 3-way call detect and voice biometrics. Furthermore, he has expertise in the area in reentry programs for ex-offenders leaving long term incarceration. His reentry efforts has greatly assisted states reduce recidivism and save taxpayers millions.
<b>Areas of Expertise</b>	Sales leadership and account management – financial and operational scope Technical skills related to telecommunications equipment, both hardware and software Customer satisfaction focus – able to assess needs and deliver Organizational leadership – setting priorities, assisting team members in the operation of their respective areas
<b>Key Projects</b>	Co-founder of the Community Care Program which assists in reentry Bringing together 50+ faith based ministry programs to assist in reentry. Design and installation of the first off-premise ICS platform for an IXC. Provided sales leadership to over 1,100 correctional facilities

**Work History – Global Tel\*Link (including all GTL family companies)**

<b>Job Title</b>	Director of Sales ( June 2014-present)
<b>Responsibilities</b>	Responsible for Sales Team and accounts located throughout the South Central area of the U.S

**Education and Certification**

<b>Education</b>	B.S., Public Relations Minor Criminal Justice Georgia State University – Atlanta, Georgia
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**Bob Parnell**

Email: [REDACTED]

**General Background**

<b>Qualifications</b>	Bob Parnell has more than 28 years of technical and management experience; with over 13 years providing support and field services for installations and maintenance of telephony and computer systems serving correctional and detention facilities. His personal commitment to customer satisfaction results in optimal system performance and timely resolution of problems.
<b>Areas of Expertise</b>	Technology Installations – Overseeing installations of innovative technologies designed to meet the special needs of correctional clients. Field Service – Managing the delivery of quality maintenance and trouble resolution for installed systems



**Global Tel\*Link Work History (including all GTL family companies)**

<b>Job Title</b>	Field Service Manager (2003-present)
<b>Responsibilities</b>	Mr. Parnell manages field services for GTL correctional clients. Technology implementation responsibilities include: Ensuring proper security briefing and clearance of on-site personnel; directing site surveys; overseeing installation activities; and facilitating communications with the client. For the term of the contract: Directs and manages activities of field repair technicians; proactively identifies service needs and ensures appropriate allocation of resources to meet those needs. For the term of the contract: Initiates and responds to communications with remote technical support staff to address and resolve system or network issues; escalating issues if necessary.

**Work History – Prior to Global Tel\*Link**

<b>Company Name</b>	Tempo (A Textron Company) Camarillo, CA	2001 - 2002
<b>Job Title</b>	Regional Sales Manager	
	Cisco Systems, Optical Networking Group	2000 - 2001
	Sales/Systems Engineer	
	Marconi Communications, St. Louis, MO	1996 - 2000
	Area Manager	
	McLeod*USA, Cedar Rapids, Iowa	1993 - 1996
	Project Manager -	

**Education and Certification**

<b>Education</b>	Master of Business Administration (MBA), Upper Iowa University Bachelor of Science (BS) Business Management, Mt. Mercy College Associate of Arts Business Management, Kirkwood Community College Communications Electronics, Ranken Technical Institute
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**Philip Jones**

office location: Louisville, Kentucky | phone: [REDACTED]

**General Background**

<b>Qualifications</b>	Philip Jones has over ten years of experience in systems analysis and 10 years of experience in software development and 14 years of project management / field services management. He joined the team in 1999 as a Field Service manager, managing the states of Kentucky, Arkansas, Mississippi, Louisiana and Tennessee. Philip has been a director for over 5 years managing 19 states in the Southeast, Mid-Atlantic and North Central Region. Philip has successfully managed over 600 facilities and 30,000 inmate telephones.  Mr. Jones has managed projects for the United States Department of Motor Vehicle Registrations, written communication emulations and transfer protocols, managed large DOC Implementations and continued support for maintenance, repairs and point of contract.
<b>Areas of Expertise</b>	Telecommunications / Telephony Computer Hardware / Software Implementation / Project Management
<b>Key Projects</b>	Philip was involved in managing the implementation for field services and the ongoing management of the support of the several major projects. State Agencies: Alabama DOC, Arkansas DOC, Florida DOC, Georgia DOC, Kentucky DOC, Louisiana DOC, Minnesota DOC, Mississippi DOC, North Carolina DOC, South Carolina DOC, Tennessee DOC, Virginia DOC, West Virginia DOC, West Virginia RJA County Agencies: Brevard County, Fla.; Charlotte County, Fla.; Cobb County, Ga.; Davidson County, Tenn.; DuPage County, Ill.; Duval County, Fla.; Greenville County, S.C.; Hamilton County, Tenn.; LaSalle County, La.; Madison County, Ala.; Mecklenburg County, N.C.; Miami Dade, Fla.; Mobile County, Ala.; Montgomery County, Tenn.; Pinellas County, Fla.; Polk County, Fla.; Orange County, Fla.; Shelby County, Tenn.

**Global Tel\*Link Work History (including all GTL family companies)**

<b>Job Title</b>	Director of Field Services: Southeast, Mid-Atlantic, North Central (1999-present)
<b>Responsibilities</b>	Philip provides both pre-sales and post-sales support by serving as liaison between Corrections administration, field vendor management, network provider management, and account team members within the company and the Executive Director of Field Services.



**Work History – Prior to Global Tel\*Link**

<b>Company Name</b>	Fulfillment Concepts Inc.
<b>Job Title</b>	Executive VP (1989-1999)
<b>Responsibilities</b>	Managed teams of Network System Administrators that supported Windows NT 4.0 Servers, Novell Network Servers, 100+ Workstations (DOS, Windows 3.1, Windows 9x, Windows NT Workstation) using TCP/IP, IPX/SPX, NETBIOS and NetBEUI protocols over 100 / 10 MB twisted pair cabling with multiple routers, bridges and network hubs. Researched new hardware, software, and emerging technologies to identify cost effective means of improving processing efficiencies and/or expanding network and user capabilities. Managed teams of software developers and engineers.

**Education and Certification**

<b>Education</b>	B.S., Computer Science University of Central Oklahoma – Edmond, Oklahoma Graduate Classes in Business Administration and Computer Science Memphis State Technical Institute – Memphis, Tennessee University of Louisville – Louisville, Kentucky
<b>Professional Training and Certifications</b>	LazerPhone Inmate Telephone Systems and Web Application Global Tel*Link Value Added Communications (VAC) Inmate Telephone Systems Value Added Communications (subsidiary of Global Tel*Link) Telecommunications, Wiring, and Related Technologies University of Oklahoma – Norman, Oklahoma University of Louisville – Louisville, Kentucky Specialized Security Program MCI, WorldCom, Verizon, and Verizon Business Certificates in Internet Security, World Wide Web Certification, Security Compliance Training, and IT Security Training Global Tel*Link Windows Administration and Core Technologies, SQL Server Administration, Migration from Novell Netware to Windows, Hardware and Software Diagnostics and Repair Microsoft and Novell

**Sunita Mehta**

office location: Mobile, Alabama | phone: [REDACTED]

**General Background**

<b>Qualifications</b>	Sunita Mehta joined Global Tel* Link in 2001 in the Technical Support Department working with customers to troubleshoot system issues and provide resolution and provide user training on a one-to-one basis. In 2005 she assumed the role of Assistant Marketing Manager with responsibility for the production of marketing collateral, providing trade show support, conducting product demonstrations, and delivering customer-facing training (on-site and web-based) and internal training on new system features. In 2008 Ms. Mehta was promoted to GTL Customer Training Manager where she led thousands of customer training sessions across all GTL telecommunications platforms. During her tenure, she pioneered an e-learning initiative to provide web-based training as a flexible alternative to on-site training. As well, she led the development of a video tutorial library to allow users to learn at their own pace from the convenience of their workstations.
<b>Areas of Expertise</b>	Training Needs Analysis Training Product Development Classroom Training Web-based Training E-Learning
<b>Key Projects</b>	As the GTL Customer Training Manager, Sunita has led a team of training professionals in the following key customer accounts: Los Angeles County, California – Led multiple classroom trainings for over 300 users during a platform transition Maryland Department of Public Safety and Correctional Services – Delivered over 30 web-based training sessions for different shifts across all MDPSCS sites; led regional initiative to train over 200 users Michigan Department of Corrections – Directed pre/post-installation training for key personnel and provided on-site training for over 250 users Cobb County, Georgia – Provided web-based training prior to installation for key administrative personnel; provided on-site training to over 100 users after installation and refresher training for new hires

**Global Tel\*Link Work History (including all GTL family companies)**

<b>Job Title</b>	Customer Training Manager (2005-present)
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<b>Responsibilities</b>	Sunita Mehta leads the GTL Customer Training team which provides user training for GTL telecommunications platforms. She manages a team of trainers that provide on-site and web-based training for multiple platforms. Sunita also oversees the internal training efforts for other GTL departments such as Technical Support, Field Service, and Sales to keep them apprised of upcoming changes. Sunita also leads the development of training materials and help documentation for GTL telephone platforms.
<b>Job Title</b>	Assistant Marketing Manager (2004-2005)
<b>Responsibilities</b>	Managed the development and production of marketing collateral, provided planning and support for multiple trade shows, and conducted customer training demonstrations at trade shows, site visits, and on-site training.
<b>Job Title</b>	Technical Support Representative (2001-2004)
<b>Responsibilities</b>	Worked with customer to identify and troubleshoot issues, log information in the ticket management system, and resolve issues in a timely manner.

**Education and Certification**

<b>Education</b>	B.S., Marketing Spring Hill College – Mobile, Alabama
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**Steve L. DeForrest**

office location: Mobile, Alabama | phone: [REDACTED]

**General Background**

<b>Qualifications</b>	Since joining Global Tel Link in 1993, Steve has been directly involved in the development and growth of GTL's inmate phone products. His support spans procurement, production, back office setup, and installation on customers' property. Over the past 20 plus years of servicing and installing inmate phone products, Steve has gained a unique understanding of GTL's internal and external customers' needs.
<b>Areas of Expertise</b>	Project Management Implementations Cost Estimating Cost Management Purchasing Field Service and Support
<b>Key Projects</b>	California Department of Corrections and Rehabilitation Los Angeles County New York Department of Corrections Virginia Department of Corrections

**Work History – Global Tel\*Link (including all GTL family companies)**

<b>Job Title</b>	Executive Director of Implementations (2010-present) Director of Implementations (2000-2010) Director of Operations (1995-2000) Purchasing Manager (1993-1995)
<b>Responsibilities</b>	Steve's primary objective is to ensure that Global Tel*Link's products and services are installed in a timely manner, in accordance with contractual requirements, and to the satisfaction of each customer. Mr. DeForrest has been directly involved in every major implementation of the company's inmate phone offering for the past 20 years.

**Work History – Prior to Global Tel\*Link**

<b>Company Name</b>	Wilson Electric Company
<b>Job Title</b>	Vice President (1990-1993)
<b>Responsibilities</b>	Formulated cost estimates and managed costs to those estimates while ensuring quality of work. Dispatched service technicians for commercial and industrial customer base. Managed large-scale industrial projects from contract execution through customer acceptance.

1.22.2 The successful vendor shall submit a Performance Bond for \$100,000.00 after the award of the contract but before commencement of services. **All proposals must be accompanied by a Consent of Surety signed by a Surety company stating that if the proposal is accepted, the Surety company will provide a Performance Bond in the amount of \$100,000.00.** The Consent of Surety must not contain any conditions or reservations other than the condition that the contract is to be awarded to the proposing successful vendor. Failure to submit the Consent of Surety will result in immediate rejection of a vendor's proposal.

**Response:** GTL understands and complies. As clarified by the Q&A, GTL has sent with our response a Letter of Surety.





**1.23 COMMUNICATIONS REGARDING THE RFP**

**Response:** GTL understands and complies.

**1.24 RFP REVISION, ADDENDA AND CANCELLATION**

**Response:** GTL understands and complies. This requirement has been altered by Addendum 2.

**1.25 RIGHT OF REJECTION/DISCLOSURE OF PROPOSAL CONTENTS**

**Response:** GTL understands and complies.

**1.26 VENDOR REQUIREMENTS AND REFERENCES**

1.26.1

**Response:** GTL understands and complies. Key personnel are described in section 2.0 and 3.0. GTL's financial resources are given confidentially, our business has been in operation for over 25 years, and our performance, integrity and ethics can be seen in our client retention and policies that make GTL the leader of inmate technology services. Our client list is provided in the confidential envelope.

**2.0 TERMS AND CONDITIONS**

**Response:** GTL understands and complies.

**2.1 PERFORMANCE SECURITY DEPOSIT**

**Response:** GTL understands and complies. GTL has provided a Letter of Surety and will procure the performance bond after contract award.

**Sections 2.2 - 2.17**

**Response:** GTL understands and complies.

**2.18 TRANSITION AND CONTINUITY OF SERVICE**

**Response:** GTL understands and complies with Section 2.18.

GTL, the largest provider of inmate telephone services, has been providing Inmate Telephone Services to South Dakota beginning with VAC in 2009. We look forward to continuing our high priority service to you; providing the DOC a fully operational, flexible, secure and reliable inmate telephone system and video visitation system. GTL's transition plan, provided in the Gantt chart will show our installation of the video visitation system as our phone system is already in place. Onsite technicians and our manager Bob Parnell will be onsite throughout the installation.

**Family and Friends:** With an award to GTL, there is no impact of transition on family and friends. **Easiest Transition for the State, Inmates, and Families and Friends-** At every level, an award to GTL, your incumbent provider, simplifies the State's transition from the existing contract to the new contract period. The State and GTL currently enjoy a good working relationship. Most members of GTL's core Project Team for the upcoming contract are currently supporting the inmate systems and services at the facilities.

Administrators and investigators are already familiar with GTL's existing inmate system. While the upgraded GTL Inmate Telephone System proposed for the new contract term has a fresh new look and some exciting new features, those who use the current system will feel right at home navigating the improved interface.

- With GTL's on-site training, **investigators** will quickly master the valuable new features available in the system's Investigative Suite.
- **Inmates** will experience no telephone service downtime due to GTL's upgrade of the Inmate System.
- **Families and friends** will especially appreciate the continuity of service. Those who have existing prepaid accounts to fund calls through the current GTL platform will not need to establish new prepaid accounts with GTL – or with a new, unknown vendor.



GTL's Core Project Team will be responsible for installation. Once the contract is awarded, staff from five areas of support will be assigned responsibility for your specific location to insure success. As the incumbent provider of Inmate Telephone Service for South Dakota, our project team has established relationships with SDDOC staff. We look forward to extending our services.

**Executive Director Implementation** – The Executive Director of Implementation, **Steve DeForrest**, is the GTL team member responsible for oversight of scheduling and co-ordination of all tasks involved and his Implementation Manager will serve as the central point of contact throughout the project.

**Field Service Manager** – The Field Service Manager, **Bob Parnell**, will be responsible for the day-to-day operations, maintenance, and support of the video visitation equipment including the supervision of the full-time Local Service Technician. Bob is, and will continue to be, the DOC's first level of escalation for any field service and/or operational issues with deployed equipment and services. Bob will continue in his managerial position for the DOC and the two full time technicians. GTL will add one more full time to the contract at the time of award. His contact is 319-360-3999.

**Director of Field Services** – The Director of Field Services, **Philip Jones**, has overall responsibility for the successful installation and transition of service for the project. Philip will also assist the Executive Director of Implementation with the planning and execution of the transition, as well as, day-to-day support for your account.

**VVS Overseer and Trainer** – **Brian Deuster**, Video Visitation Territory Manager, will be involved in early stages of the implementation process acting as a liaison between sales and project management. This ensures that the initial requirements of the solution are understood. Brian will also provide system training to facility staff and share with them recommendations for best practices for administrating the VVS.

**Sunita Mehta, GTL ITS Training Manager**, will direct and participate in formal training, including scheduling and supervising training activities and production and distribution of training materials for our DOC Project. Sunita Mehta joined GTL in 2001 and has served as both trainer and supervisor of trainers for many of GTL's Inmate Telephone System Projects. Ms. Mehta led the training initiatives for many accounts. Her experience and proven methods will directly benefit the DOC.

**VVS Software Implementation Project Management** – **Naseem Khatamgoya** will communicate with stakeholders, partners, and team members on the software implementation and turn-up by performing direction and management of status and risk. Ms. Naseem Khatamgoya has 3 years' project management experience leading large software configuration projects for video visitation, internet visitation, and jail management interfaces.

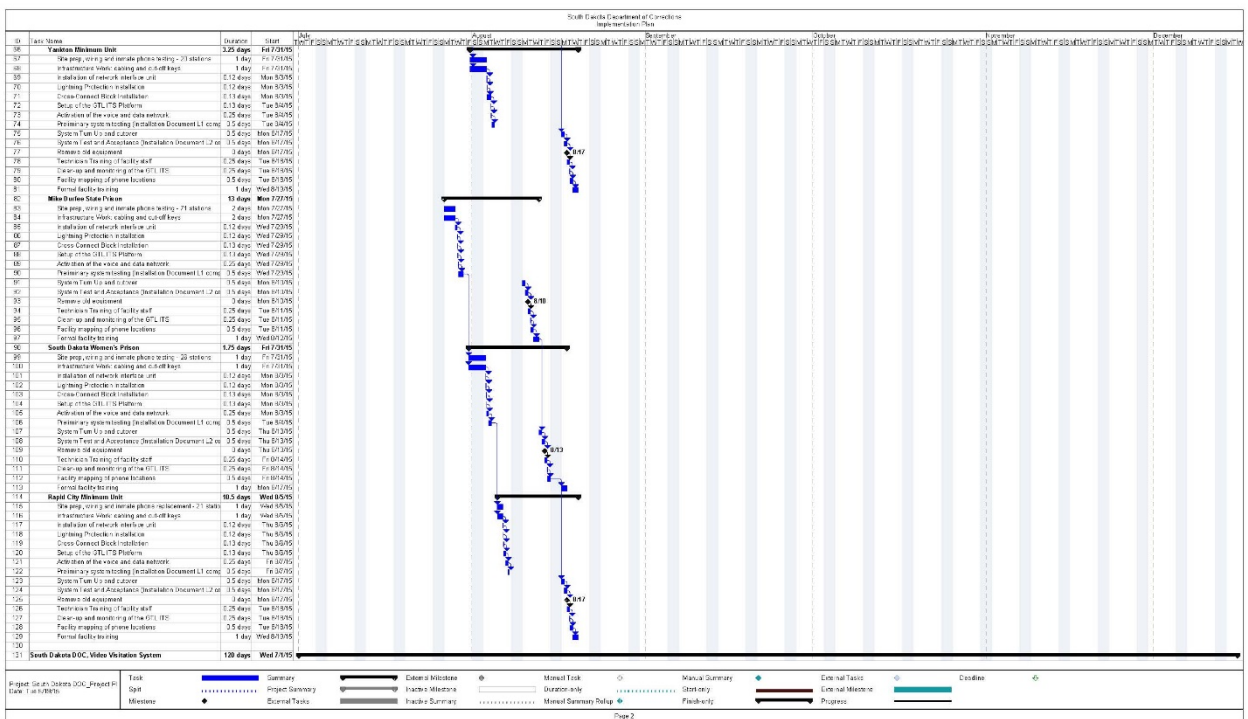
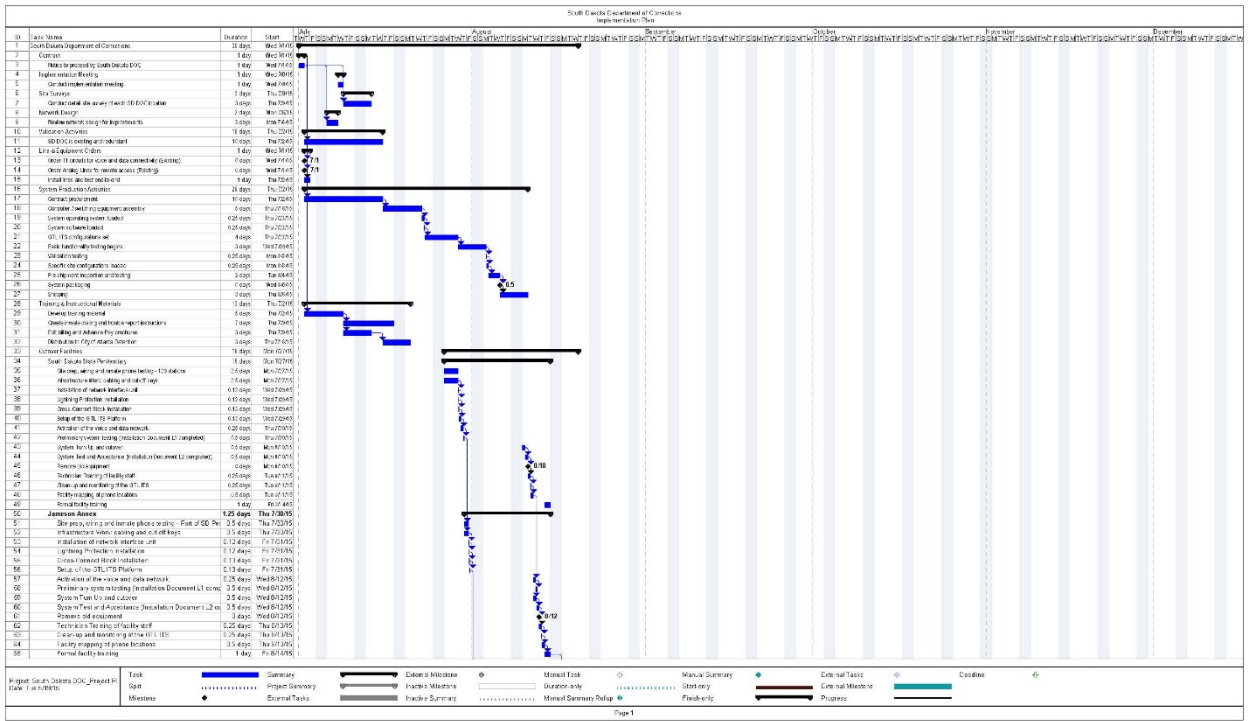
**VVS Operations and Support** – **Kevin Pullman** will oversee the implementation and implementation manager as the "product specialist" ensuring quality control, managing any specific jail/visitation challenge that would arise in the custom development of a program for the State, and ultimately consult on "best practices" for the hardware and software implementation. As the subject matter expert who successfully deployed this solution at Los Angeles County with 18,000 inmates, Kevin has unsurpassed product, corrections, and installation knowledge.

**Local Service Technicians** – GTL provides an experienced local technician for on-site maintenance and repair of the ITS and Video Visitation System. Our technicians that currently supports the inmate telephone system is able to respond immediately, anytime the DOC has a need relative to the video visitation hardware or software. In addition, GTL has additional technicians within hours of the facilities should additional maintenance support be required or for emergency situations.

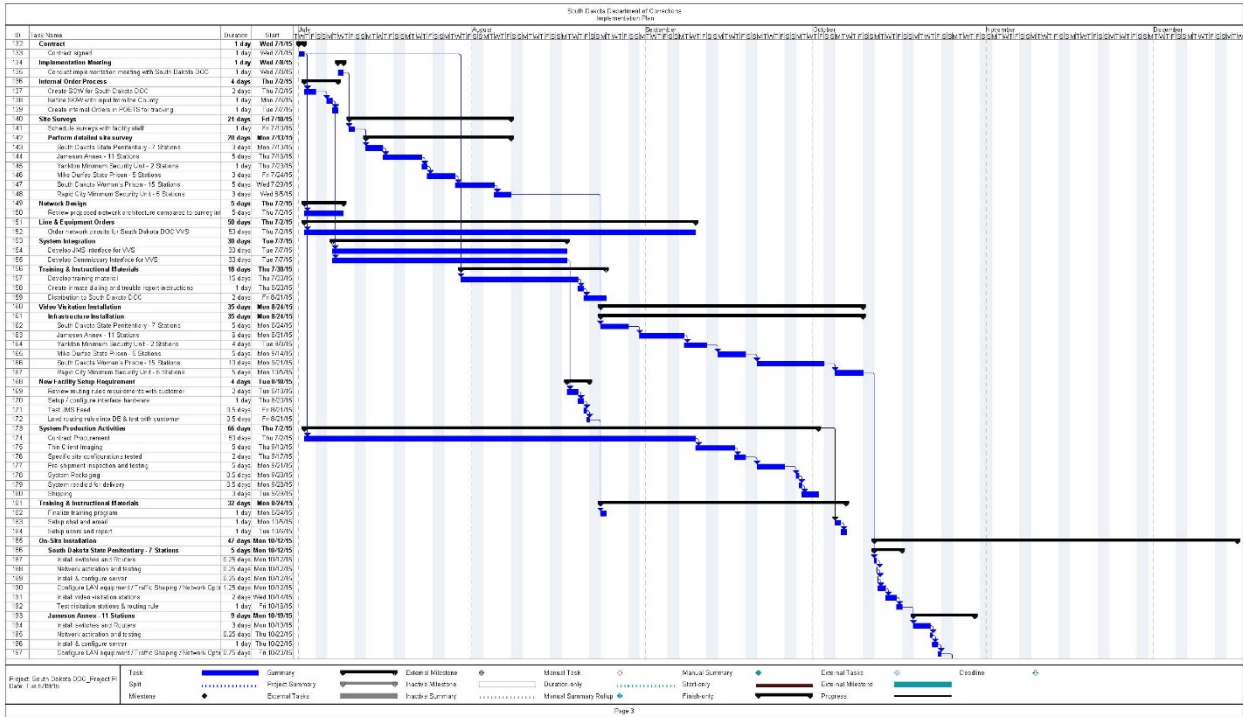
**Account Manager** – **Brian Galke** has assisted large customers throughout Central US with their technology needs for over 15 years. He is adept at accurately analyzing requirements and requests for services and defining appropriate and complete solutions. His responsibilities include: understanding the DOC objectives, keeping you informed of technology advances that may benefit the DOC, serving as liaison to ensure your needs are clearly communicated to GTL, and ensuring contract compliance. Brian's contact information is: 817-689-4274

The GTL Installation and Implementation Gantt Chart is on the next page

State of South Dakota Office of Procurement Management  
 INSTITUTIONAL INMATE TELEPHONE/VIDEO VISITATION  
 REQUEST FOR PROPOSAL  
 Request for Proposal #193



State of South Dakota Office of Procurement Management  
**INSTITUTIONAL INMATE TELEPHONE/VIDEO VISITATION**  
**REQUEST FOR PROPOSAL**  
**Request for Proposal #193**



**Sections 2.19 2.27**

 **Response:** GTL understands and complies.


**2.28 EMPLOYEE INFORMATION AND REQUIREMENTS**

 **Response:** GTL understands and complies with section 2.28. Requested information will be provided after contract award. 2.28.13 has been changed by Addendum 2. .

**2.29 FACILITY SECURITY**

 **Response:** GTL understands and complies with section 2.29.

**2.30 SECURITY**

 **Response:** GTL understands and complies with section 2.30. For section 2.30.5, GTL has provided a project plan with our proposal response. Costs are provided in the Cost proposal.

**2.31 MALICIOUS CODE**

 **Response:** GTL understands and complies with 2.31.

**2.32 PAYMENT CARD INDUSTRY DATA SECURITY STANDARD**

 **Response:** GTL understands and complies with Section 2.32. GTL acknowledges its understanding and acceptance of this requirement.

GTL is one of the first organizations in the country with an employee that has been certified by the Payment Card Industry (PCI) Security Standards Council as an Internal Security Assessor (ISA). This ensures that our PCI compliance is held to the highest standard.

- Monthly internal and external vulnerability scanning and annual penetration testing is performed by the GTL IT Security department and a PCI Approved Scanning Vendor. Payment Card Industry Data Security Standard (PCI-DSS) Compliance requirements only dictate that we perform this quarterly.
- All application development adheres to strict coding standards that are in line with security best practices. All web applications are carefully reviewed by dedicated secure coding experts and scanned for the OWASP top ten web-based security risks.
- Network segmentation exists to ensure that only a very select group of GTL employees have access to devices that process, transmit or store credit card information. This also protects these devices from malicious internet traffic by utilizing a Demilitarized Zone (DMZ) that prevents any direct inbound or outbound traffic from the cardholder data environment.
- Two-factor authentication is required for obtaining access to the cardholder data environment. This means that beyond the use of a username and password, anyone attempting to access this environment must also have a physical device that is unique to them.


**Sections 2.33- 2.48**

 **Response:** GTL understands and complies.

**2.49 OFFEROR TAX STATUS**

 **Response:** GTL understands and complies. This is stated in the Mandatory requirements in Section 1.0. GTL's tax status is current as we are providing current ITS service to the State.

**2.50 PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS**

 **Response:** GTL understands and complies. To comply with the Mandatory Requirements. GTL has provided the information requested below in section 2.51-2.58. Those requirements in section 2.51-2.58 clarified or modified by addendums or Q&A have been noted.



**2.51 OWNERS AND PRINCIPALS**

2.51.1 Name and address of operating company and the names of all owners of the company or principals of the corporation.

**Response:** GTL understands and complies.

The names and addresses of our company's Principle Officers are provided below.

Chief Executive Officer Mr. Brian Oliver 12021 Sunset Hills Road - Suite 100 Reston, Virginia 20190 Telephone: [REDACTED]	President and Chief Operating Officer Mr. Jeff Haidinger 12021 Sunset Hills Road - Suite 100 Reston, Virginia 20190 Telephone: [REDACTED]
Executive Vice President and Chief Marketing Officer Mr. Anthony Bambocci 5000 Sixth Avenue, Suite 1 Altoona, PA 16602 Telephone: [REDACTED]	Senior Vice President of Administration Ms. Teresa Ridgeway 2609 Cameron Street Mobile, Alabama 36607 Telephone: [REDACTED]
Executive VP and Chief Financial Officer Mr. Steve Yow 2609 Cameron Street Mobile, Alabama 36607 Telephone: [REDACTED]	Senior Vice President of Services Ms. Lauren Studebaker 12021 Sunset Hills Rd, Ste 100 Reston, Virginia 20190 Telephone: [REDACTED]
Senior Vice President of Technology and Operations Mr. Garth Johnson 6612 East 75 <sup>th</sup> Street, Fourth Floor Indianapolis, Indiana 46250 Telephone: [REDACTED]	Senior Vice President, Engineering and Development Mr. James Rokosky 5000 Sixth Avenue, Suite 1 Altoona, PA 16602 Telephone: [REDACTED]
Senior Vice President and General Counsel Mr. David Silverman 12021 Sunset Hills Road - Suite 100 Reston, Virginia 20190 Telephone: [REDACTED]	Senior Vice President, Consumer Product Management, Business Development, and Financial Analysis Mr. Chris Tarbert 12021 Sunset Hills Road, Suite 100 Reston, Virginia 20190 Telephone: [REDACTED]
Senior Vice President, Strategy and Corporate Development Mr. Andrew Ritter 12021 Sunset Hills Road, Suite 100 Reston, Virginia 20190 Telephone: [REDACTED]	Vice President, Pricing, Competitive Analysis & Marketing Operations Mr. Steve Montanaro 12021 Sunset Hills Road, Suite 100 Reston, Virginia 20190 Telephone: [REDACTED]

**2.52 OFFEROR EXPERIENCE**

2.52.1 The duration and extent of experience in the operation of inmate telephone and video visitation services. Explain in detail.

**Response:** GTL understands and complies.

GTL has a clear vision of the current and future needs of SDDOC as the current provider of inmate telephone services to SDDOC. Furthermore, for 26 years, GTL has been the trusted, one-stop source for integrated technology solutions for the corrections market at large.

We started as a provider of correctional telecommunications services, offering facilities both control and a steady source of income to help augment budgets. Over time, we have expanded our vision and capabilities by identifying emerging trends in commerce (electronic debit, payment services, kiosks, etc.), control (facility management, investigative technologies, etc.), and communication (video visitation and visitation management), developing and integrating the most powerful solutions in each area.



Today, GTL is the leading provider of integrated corrections technology for facilities across the United States. We help correctional departments gain an unprecedented view into virtually every aspect of their inmate populations and facilities, driving higher levels of control and safety and enabling them to meet today's and tomorrow's operational challenges with confidence. For over a quarter of a century, GTL has been the corrections industry's trusted, one-stop source for integrated technology.

- **Big Picture Visibility for Facilities.** We help correctional departments gain an unprecedented view into virtually every aspect of their inmate populations and facilities, driving higher levels of control and safety and enabling them to meet today's and tomorrow's operational challenges with confidence.
- **Greater Options for Inmates and Families.** We connect inmates with the people and services that help with their rehabilitation. Our solutions align with recognized corrections best practices, including those aimed at preparing inmates for successful reentry to society and reducing recidivism rates.
- **A Better Experience for Everyone.** We're committed to providing visionary technology, unmatched customer care and exception value to every corrections audience.

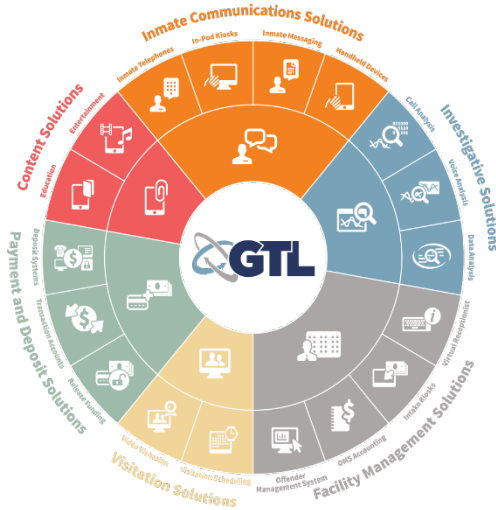
The numbers speak for themselves about our presence in the market:

### GTL By-the-Numbers



**Solutions** We are committed to pushing the envelope on how technology can help improve virtually every aspect of our customers' operations, including the day-to-day experiences of everyone in the corrections ecosystem: staff, inmates, family and friends. From the hardened exteriors of our kiosks, phones and other in-pod devices to the reliability and security of the software that powers our solutions, everything we provide is designed from the ground up with the rigors of the corrections environment in mind. GTL currently holds 34 patents and has 31 additional patents pending that are critical to its core competencies and technologies.

Our solutions align with recognized corrections best practices, including those aimed at preparing inmates for successful reentry to society and reducing recidivism rates. The following illustration shows how the products and services from each solution family collectively form a broad range of offerings that meet the needs of correctional facilities.



**Inmate Communications Solutions – Enabling Connections without Compromising Control**

Connecting inmates to their friends and loved ones is an essential service with benefits for all involved. From secure telephones and in-pod kiosks to handheld devices, GTL is the trusted leader in helping correctional facilities leverage technology to enable connection without compromising control.

**Investigative Solutions – Finding the Answers That Prevent and Solve Crimes**

GTL offers a suite of cutting-edge Investigative Solutions that mines valuable data from mountains of recorded inmate telephone calls and creates actionable intelligence for investigative staff. Designed with input from leading investigators, field-tested technology reveals previously hidden activities, identifies incriminating calls and helps investigators solve and prevent crimes.

**Facility Management Solutions – Driving New Levels of Efficiency, Control and Safety**

Spanning the full spectrum of inmate/facility interaction, our Facility Management Solutions are engineered to provide correctional facilities of all sizes with enhanced levels of efficiency and greater control over the inmate population. From collecting and tracking inmate funds to having “one-stop” access to inmate data, facilities across the country rely on GTL’s hardened and tested technology.

**Visitation Solutions – Improving the Visitation Process for Everyone**

Smooth and efficient management of the visitation process is essential for maintaining security while providing meaningful opportunities for inmates to connect with their friends and loved ones. GTL Visitation Solutions make it easy to schedule and administer both on premise and remote video visitation.

**Payment and Deposit Solutions – Ensuring the Quick, Accurate and Secure Processing of Funds-** GTL’s best-in-class Payment and Deposit Solutions offer correctional facilities an end-to-end system for the timely and secure processing of funds. From lobby kiosks and lockbox solutions to automated telephone payments, we help automate labor-intensive and time-consuming processes while providing seamless, real-time integration across accounts and transactions.

**Content Solutions – Supporting the Rehabilitation Process-** Aligned with industry best practices aimed at reducing recidivism rates, our Content Solutions put pre-approved educational and entertainment programs and materials into the hands of inmates. This promotes self-reliance, self-esteem and a safer jail environment while preparing inmates for a more successful reentry to society.

**Our Key Principles** We have committed ourselves to essential core principles that drive our behavior:

- **Vision.** As the market leader in integrated correctional technology solutions, GTL offers a vision for the future of the industry. We know that you look to us to deliver solutions that provide higher levels of efficiency, control and safety while connecting inmates to the people and services that support their rehabilitation. That’s why we have our eye on providing tomorrow’s indispensable technology today.
- **Value.** Part of providing value and making customers’ lives easier is serving as a one-stop shop where you can acquire integrated corrections technology solutions. We deliver value based on a proven methodology for determining how various technological components fit together for optimal efficiency and control.
- **Trust.** We work hard to build trusted, long-term relationships with our customers and know that nothing accomplishes this as effectively as keeping our promises. You can also count on us to operate with the highest levels of integrity, transparency and honesty.

By choosing GTL as your provider, you will benefit from our technology, unwavering commitment to exemplary customer service, and everything that our remarkable people have to offer.

**Integrated Technology Leader** GTL products are designed for complete and seamless integration into holistic solutions. Global Tel\*Link is one of the only companies serving the corrections industry who can integrate all the necessary pieces of complex solutions without having to outsource major portions of projects in order to provide the needed functionality.





**Exclusive Benefits of Full GTL Application Integration**

GTL products easily and automatically converse with each other through a native software interface that ensures real time and accurate exchange of information common to the various systems. The real time data transfer made possible by GTL’s tightly integrated systems ensures the following capabilities:

- **Real time v. Batch Integration** - Unlike other providers who rely upon batch mode for data transfers, only GTL will deliver real time integration amongst all of the products and services delivering important data such as inmate demographics to the inmate telephone system and video visitation in real time rather than waiting up to 24 hours for the batch to propagate.
- **Elimination of Manual Steps** - Automatic transfer of appropriate information through GTL’s native interface eliminates the need for manual re-entry of data into different systems; greatly diminishing errors and saving a tremendous amount of time for facility staff.
- **Integrity in Reporting** - Full integration of the various GTL systems ensures accurate financial and administrative reporting and enhances investigative capabilities.
- **Automatic creation of inmate PIN accounts** - within the inmate telephone system from data transferred from the Offender Management System (OMS/JMS).
- **Automatic transfer of demographic information to the Inmate Telephone System** - Inmate moves or other changes to inmate information in the OMS automatically transfer in real time to the inmate telephone system; ensuring call records and investigative data are accurate at all times.
- **Automatic transfer of demographic information to the Video Visitation System** - Inmate moves or changes to inmate information in the OMS automatically transfer in real time to the **video visitation system**; ensuring that visits can be scheduled and proceed without confusion or delays.
- **Immediate Access to Phone Deposits** Funds deposited by an inmate’s family or friend via kiosk or website are immediately credited to the inmate’s account. Cardless debit calling paid for by inmates using self-allocated funds in their facility trust accounts.
- **Accurate Reporting** Accurate electronic tracking and reporting of funds from the moment of deposit via any payment channel to the point the inmate buys, for example, a soda from the commissary.

**GTL is also able to intergrate our products with a client’s existing technology.** We have more interfacing experience than any other correctional systems provider. We have successfully installed our various applications at sites across the nation that require from zero to upwards of forty separate interfaces.

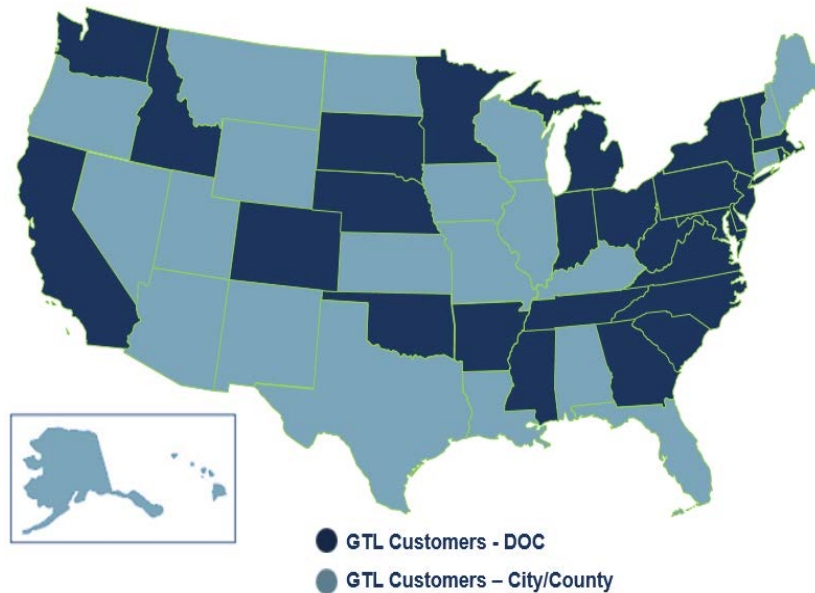
**Legacy of Innovation** GTL has been recognized over the years and throughout the industry as responsible for bringing new technologies and solutions to correctional and detention organizations across the country. We have set the standards by which all inmate telephone system providers operate today.

Track Record of Innovation – Industry “Firsts” from GTL	
<ul style="list-style-type: none"> <li>• First “collect only” inmate telephone system</li> <li>• First Windows-based integrated inmate telephone system with modular design</li> <li>• First Web-based inmate telephone platform</li> <li>• First continuous on-line diagnostics</li> <li>• First always-on voice and data network for inmate phone system</li> <li>• First live remote network monitoring</li> <li>• First centralized call management</li> <li>• First user security profiles</li> <li>• First real-time call validation and blocking</li> <li>• First advanced call fraud detection</li> <li>• First automated billed telephone number (prepaid option)</li> <li>• First real-time inmate debit calling</li> <li>• First collect calling option for cell phone accounts</li> <li>• First on-line client access to revenue and commission database</li> <li>• First remote monitoring, analysis, and recording replay</li> </ul>	<ul style="list-style-type: none"> <li>• First digital recording and warehousing with security envelope</li> <li>• First automatic transcription of recorded inmate conversations</li> <li>• First automatic recording prioritization based on keyword recognition</li> <li>• First “Hot Number” alerts</li> <li>• First inmate phone provider to comply with PREA guidelines</li> <li>• First inmate Tip Line and Tip Line alerts to notify investigators</li> <li>• First fingerprint, camera, and open microphone options</li> <li>• First PIN-operated visitation phone system with recording, monitoring, and logging</li> <li>• First interfaces with OMS and commissary systems for inmate PIN sharing</li> <li>• First Web-based offender management system (OMS)</li> <li>• First full integration of OMS and inmate telephones</li> <li>• First commissary ordering by inmate phone</li> <li>• First Sick Call application</li> </ul>



**Relationships and Experience** GTL provides inmate communications services and offender management solutions for customers nationwide, serving over 2,300 facilities and 1.3 million inmates in all 50 states. SDOC has been with GTL beginning in 2013. GTL system installations vary in scope and size as well as contract length. GTL provides technology services for 32 state DOC contracts including 7 of the 10 largest; and over 800 counties including 29 of the 50 largest. GTL also provides service to the District of Columbia, Puerto Rico, and the Federal Bureau of Prisons. Global Tel\*Link has an ever growing client base because of the exceptional service, superior products, and revenue we provide our customers. The map below clearly demonstrates the breadth of our services.

**GTL Correctional Technology Services**



Top Long Term Customers		
Customer Name	Customer Since	# of Years
New Jersey DOC	1984	31
Philadelphia Prison System	1984	31
Ohio DOC	1989	26
Mobile County Metro	1991	24
Virginia DOC	1992	23
California DOC	1992	23
Minnesota DOC	1994	21
Arkansas DOC	1995	20
Average		25

GTL’s focus and commitment extends to all our customers: state, county, regional and municipal; with some customer relationships in place for more than twenty years. While technology and market conditions have changed and evolved, customers remained with GTL as a result of our overall service and focus on each customer’s unique requirements.

**Emphasis on Customer Service** GTL is committed to providing the finest level of technical support for our correctional facility clients and the very best customer service for the families and friends of inmates who use our services. Technical support and billing customer service are provided entirely without cost to the DOC. Our comprehensive approach to service is outlined below.

- **Technical Support:** Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to GTL’s Technical Service Center where highly trained GTL professionals determine the best course of action. Our toll free technical service number is always answered by a live GTL representative.
- **Local Maintenance and Repair:** Field service technicians provided by and certified by GTL perform on-site repairs and routine maintenance for our installed systems. They are also available at all times to respond to emergencies. GTL provides qualified local staff through our subcontracted agreement with Cooper Communications Group (CCG), which is organized to provide this service exclusively for GTL accounts.
- **Billing Customer Call Center:** GTL provides the public (relatives and friends of inmates) toll-free access to our knowledgeable Customer Call Center staff seven days a week, twenty-four hours a day. We provide live customer service in both English and Spanish.
- **Proactive System Monitoring:** Systems installed by GTL are continuously monitored by experts in GTL’s network and technical centers. Our network monitoring tools and system self-diagnostic features alert GTL to outages or major malfunctions, allowing us to quickly mobilize resources to address the problem. Changes in system performance, above or below defined thresholds generate automatic alerts that allow us to proactively intervene before a minor issue progresses to the point of disrupting service.



**Emphasis on Security** ALL GTL OPERATIONS, including business practices; system development, deployment and functionality; and data acquisition, handling and storage are subject to stringent, detailed security policies and procedures. Our inmate phone systems and deposit service systems are rich with fraud prevention features. We present below only a fraction of the policies and procedures GTL has in place to ensure data security and fraud prevention. If desirable, GTL's Chief Security Officer will be pleased to set up a meeting with the DOC for an in-depth review of our security methodologies.

- GTL is one of the first organizations in the country with an employee that has been certified by the Payment Card Industry (PCI) Security Standards Council as an Internal Security Assessor (ISA). This ensures that our PCI compliance is held to the highest standard. GTL's handling of sensitive cardholder data is fully compliant with Payment Card Industry Data Security Standards (PCI-DSS).
- All GTL data centers are managed using one centralized badge access system to ensure that only appropriate employees have access to physical servers. All data centers are under 24/7 Closed Caption Television monitoring using a centralized system providing access to all live and recorded video feeds. No visitors or janitorial staff are permitted within our data centers without an approved escort.
- GTL utilizes the SafeNet Key Encryption Appliance to ensure the highest level of protection for our cryptographic keys and the industry's highest level of encryption. Keys used for encryption are housed within the hardware appliance and never leave the device. Three key custodians are required to create each part of a new key ensuring that no one person knows the entire key. PCI permits the storage of encrypted keys on the network. Our device goes above and beyond that requirement.
- Cisco Intrusion Prevention Systems are deployed to alert the Information Security Department to potential attacks and automatically block such attacks. Many companies choose to go with an Intrusion Detection System to simply alert to potential attacks. Our systems automatically block suspected malicious traffic.
- Cisco ASA Firewalls utilize ACL rules to manage network traffic and block unauthorized access.
- A robust centralized log monitoring solution alerts the Information Security Department based on pre-defined and internally developed alarm rules. This application is monitored daily to detect other anomalies that might be indicative of inappropriate use of GTL assets.
- A Wireless Intrusion Prevention System is deployed at all GTL office locations throughout the country to alert and prevent against the installation of rogue wireless access points. This system also ensures that only authorized employees have access to GTL wireless networks.

**Financial Strength – Unmatched by Competitors** GTL is a financially sound and secure company with the resources to fully support DOC objectives.

- Reputable and solid financial investor, *American Securities* - A leading U.S. middle-market private equity firm that invests in market-leading North American companies with annual revenues generally ranging from \$200 million to \$2 billion.
- Sound and liquid balance sheet able to support a contract the size of the DOC's
  - **Liquidity** – Very strong liquidity position which provides us the cash position to handle the DOC's requirements
  - **Leverage** – Relatively conservative leverage position compared with other companies in the industry.
- Strongest cash flow in the industry.
- Largest provider in the industry of automated technologies for correctional institutions; with the highest annual revenue and largest asset base.

Our strong financial position is a result of gaining the trust of our customers for multiple contract awards. Customers have placed great confidence in GTL to provide services over many years as evidenced by our market share. With the expected revenues and potential commissions an inmate telephone system generates, the DOC needs to place its confidence in a large, respected company who has the experience and financial stability to perform its duties in delivering quality services and paying expected commissions over the life of the contract. It should be noted:

GTL's financials are audited by Deloitte. Advantages of a Big 4 Auditing Firm Include:


- Ensures commission accuracy for our customers
- Credibility with the Securities and Exchange Commission (SEC) and other regulatory entities, grounded in professional relationships built over many years
- Significant experience serving complex companies similar in size
- Leadership in providing audit services to the telecommunications industry
- Extensive, long-term investment in our practice, including technology, training, development of specialists, and thought leadership

**Financial stability coupled with the strongest cash flow in the industry provides the DOC complete confidence in GTL to deliver our exceptional service and deliver the substantial guaranteed commissions required by the contract.**




## 2.53 OPERATING STATEMENT/ANNUAL REPORT

- 2.53.1 A complete operating statement or annual report, as of your last fiscal year of operation, and a Branch/Division operating statement or annual report for the area to which this State contract would be assigned.

 **Response:** GTL understands and complies. This is provided confidentially.

## 2.54 MOST RECENT AUDIT

- 2.54.1 Most recent completed annual entity-wide audit conducted by an independent certified public accounting firm in accordance with Generally Accepted Accounting Principles (GAAP).

 **Response:** GTL understands and complies. This is provided confidentially.

## 2.55 INTERNAL ACCOUNTING

 **Response:** GTL understands and complies.


Each year, GTL is audited by a third party accounting firm to ensure the accuracy of the financial statements. The annual audit is in accordance with **Generally Accepted Accounting Practices (GAAP)** and would include testing of our revenue processes and commissions as required to opine on the financial statements. Upon request GTL will continue to provide the DOC with a copy of the audited financial statements and the independent auditor's report along with contact information.

All GTL operations, including business practices, fund management; system development, deployment and functionality; and data acquisition, handling and storage are subject to stringent, detailed security policies and procedures, including compliance with **Payment Card Industry (PCI)** standards and segregation of duties required to insure proper funds management.

GTL is one of the first organizations in the country with an employee that has been certified by the Payment Card Industry (PCI) Security Standards Council as an Internal Security Assessor (ISA). This ensures that our PCI compliance is held to the highest standard.

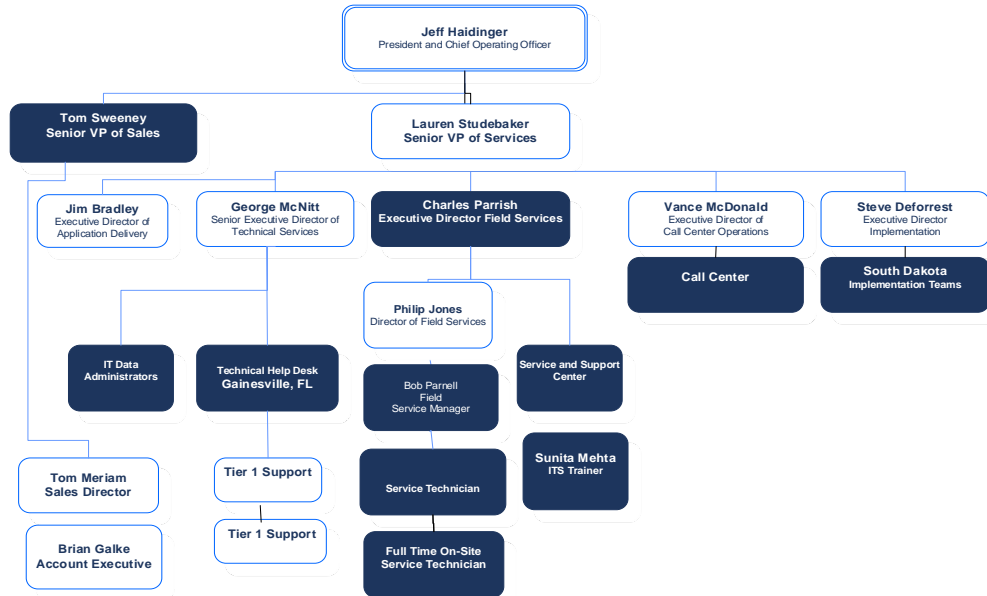
- Monthly internal and external vulnerability scanning and annual penetration testing is performed by the GTL IT Security department and a PCI Approved Scanning Vendor. Payment Card Industry Data Security Standard (PCI-DSS) Compliance requirements only dictate that we perform this quarterly.
- All application development adheres to strict coding standards that are in line with security best practices. All web applications are carefully reviewed by dedicated secure coding experts and scanned for the OWASP top ten web-based security risks.
- Network segmentation exists to ensure that only a very select group of GTL employees have access to devices that process, transmit or store credit card information. This also protects these devices from malicious internet traffic by utilizing a Demilitarized Zone (DMZ) that prevents any direct inbound or outbound traffic from the cardholder data environment.
- Two-factor authentication is required for obtaining access to the cardholder data environment. This means that beyond the use of a username and password, anyone attempting to access this environment must also have a physical device that is unique to them.

## 2.56 MANAGEMENT EXPERIENCE

 **Response:** GTL understands and complies. As a benefit to the DOC, GTL will maintain the current personnel providing service to the DOC. Resumes will be provided at the time of contract award. Current personnel of GTL will be retained for the new contract. GTL is comprised of distinct functional teams. GTL staff visits, while current technicians are available at all hours for the DOC, corporate personnel will set a schedule of visits to the SD DOC with the State's input.

GTL, the largest provider of inmate telephone services, has been providing Inmate Telephone Services to South Dakota since 2013. We look forward to continuing our high priority service to you; providing the DOC a fully operational, flexible, secure and reliable inmate telephone system and video visitation system. GTL's transition plan, provided in the Gantt chart will show our installation of the video visitation system as our phone system is already in place. Onsite technicians and our manager Bob Parnell will be onsite throughout the installation.

**GTL Services and Support Team**



**2.57 PREVIOUS SIMILAR CONTRACTS**

**GTL Response:** GTL understands and complies.

GTL has included our list of customers in the sealed and confidential envelope.

Project Name MICHIGAN DEPARTMENT OF CORRECTIONS

Scope of Project

# Inmate Telephones: ~ 2000

# Inmates: ~ 44,000

Contact Paul Slagter, Administrative Assistant

206 E. Michigan Ave, Lansing, MI 48933

Phone: (517) 241-7796

Email: Slagterp@Michigan.gov

Years of Service

Project Since 2011

Provide all ICS services including Collect, Prepaid Collect, and Inmate Debit. GTL transitioned MDOC's 44,000 inmates in 6 weeks with little-to-no down time. All call requirements, special numbers, security parameters and inmate debit accounts were moved to GTL's ICMv ICS. MDOC uses PIN's and PAN lists that are controlled by GTL Site Administrators located throughout the state.

Project Name COLORADO DEPARTMENT OF CORRECTIONS

Scope of Project

# Inmate Telephones: 1,512

# Inmates: 18,258

Contact Ms. Amy Bradley, CIPS Manager

275 W. Hwy 50, Canon City, CO 81201

Phone: (719) 269-4263

Email: aimee.garcia@doc.state.co.us

Years of Service

Project Since 2006

GTL provides the statewide, Centralized-based inmate calling system providing called party prepaid, inmate paid debit and traditional collect calling capabilities to 11 correctional facilities. Service includes integrated inmate debit with a direct interface to the DOC's commissary system.

Project Name Orange County, FL Orange County Corrections

Scope of Project full inmate telephone services

# Inmate Telephones: 460

# Inmates: 3000

Contact Cynthia Stergele



3723 Vision BLVD Orlando, FL 32834

Phone: 407-836-5260

Email: cynthia.sterchele@ocfl.net

Years of Service Project Since 2008

GTL provides full inmate telephone services and support, call recording and investigative tools. GTL also provides full video visitation program thru Renovo. GTL also provides jail management system and in the process of adding the latest web based JMS/OMS program. GTL provides lobby kiosk thru our wholly owned company Touchpay.

## 2.58 PROVISION OF SERVICES

 **Response:** GTL understands and complies.

## 3.0 SCOPE OF WORK

 **Response:** GTL understands and complies.

Global Tel\*Link (GTL), more than any other vendor proposing services to the DOC for this contract, understands the environment within South Dakota DOC facilities. As the current inmate telephone service provider, GTL has the unique perspective of seamless integration. GTL will continue to provide a seamless combination of hardware and software, service and training to efficiently meet the DOC's needs.

Our turnkey systems – Inmate Telephone System (ITS) and Video Visitation System (VVS), are ready to be implemented inclusive of all hardware, software, cabling, licensing, and with all the maintenance necessary.

GTL is proposing a no cost turnkey solution for the DOC that provides the economic, technical, and operational benefits the SDDOC needs to meet its requirements today and in the future. As the incumbent, GTL's current team of experienced professionals are already familiar with the DOC's needs and procedures.

GTL will provide all the necessary labor, equipment, materials, and training to install and maintain the inmate telephone system and video visitation systems. GTL has the capacity and financial stability to provide and support these services for all DOC facilities.

GTL understands that our solution must be the most cost effective and quality oriented solution and include the **technical products and services** required by the RFP's Scope of Work including:

- GTL's solution provides fully operational, secure and reliable Inmate Telephone and Video Visitation Services designed to improve the management and control of inmate telephone usage and inmate visitation.
- GTL's solution expands opportunities for communication between offenders and their outside contacts; maintaining relationships and reducing recidivism.
- Our telephone services include but are not limited to local and long distance telephone service subject to the DOC's restrictions, recording and monitoring.
- Our video visitation service affords families and friends secure visitation with offenders, subject to the SD DOC's rules, recording and monitoring. Remote video visitation makes it possible for people to visit incarcerated loved ones without having to travel long distances. Video Visitation also reduces the possibility of contraband being brought into the facility.
- GTL's solution complies with all applicable state, federal, and local laws and regulations.

**Inmate Telephone System** GTL is pleased to propose our continued support of our feature-rich **Inmate Calling Manager (ICMv) System**. ICMv is currently deployed and meeting the telephony needs of County, State, and Federal corrections facilities throughout the United States. Our calling system's demonstrable past performance in meeting or exceeding the functionality, security requirements, call controls and monitoring unique to the correctional environment makes it an ideal Inmate Telephone System Solution for the facilities.

GTL's ICMv is a Web-based, centralized, turnkey system that comes complete with all equipment, hardware, and software—including the telephone network, circuits, recording system, call-control system, telephones, workstations, printers, and associated software. ICMv provides:



- Collect, prepaid, free and debit calling options
- Flexible call account system
- Extensive call blocking capabilities at various levels and times at the DOC's discretion
- Differentiation between privileged (legal) and personal calls
- Various prerecorded branding messages for different types of calls
- Digital recording of personal calls
- Time-synchronized network for all equipment in the system
- ADA compliance
- English and Spanish language prompts
- No secondary dial tones and safeguards against third party/conference calls.

GTL will provide a seamless combination of hardware and software, service and training to efficiently meet the DOC's needs. Because GTL is the developer and manufacturer of our proposed system, the team that supports the DOC throughout the term of the contract will include the same experts that design and build the system and maintain and upgrade the software.

The GTL ICMv Solution is characterized by:

- Open architecture for easy interfacing with the jail management and/or commissary/inmate trust systems
- Specialized and highly configurable call-processing and recording system designed and built for use by correctional facilities.
- Extensive reporting capabilities for administrators and investigators.
- Flexible payment options for inmates and their families and friends.
- Easy-to-use Graphical User Interface and password-protected access.
- Dedicated network that securely links your facility to GTL's offsite data centers, the Public Switched Telephone Network (PSTN), and makes all ICMv features and information available to authorized users from anywhere there is an Internet connection.

GTL will be responsible for all costs, acquisition, installation, operation, service and maintenance of all aspects of the inmate telephones, video visitation stations, phone trucks, public telephone equipment and infrastructure.

**Video Visitation - Onsite and Remote** GTL understands the significance of maintaining communications between inmates and their families, friends, and loved ones. The traditional first-come, first-served visitation process creates a multitude of challenges for the correctional facility: proper observance of a facility's security, the supervision of inmate movements, the generation of reports, and provision of secure lobbies for visitors and officers. Families and friends who wish to visit inmates deal with other challenges such as standing in long lines or dealing with travel restrictions that make visiting the facility difficult or impossible. GTL's visitation management solution with full video visitation deployment overcomes all of these challenges. Our VVS Solution includes all visiting stations, video monitors, web cams, handsets and codecs for both onsite and remote video visitation. Our flexible solution supports a variety of configurations:

- **On-Site Facility Visitation** – Inmate and visitor video visitation units are located within a facility; allowing visits at the facility without the need for additional security.
- **Multiple On-Site Facility Visitation** – Video visitation units are located at two or more facilities; allowing visitor at one facility to visit inmates at the two or more facilities.
- **External Visitation** – Video visitation units are located at a facility and at an approved remote location such as courthouse or visitation center to permit video visitation between these units.
- **Remote Visitation** – Video visitation units are installed at facilities which allow visits with remote home computers.

This system is managed by the **GTL Visitation Management** software, which is fully hosted by GTL. The software gives the DOC the ability to set all video visitation schedules, quotas and restrictions.

**More Visitation = Less Recidivism** - Studies continue to support the fact that recidivism is significantly reduced by regular communications between inmates, families and friends – **13% reduction in felony reconviction and a 25% reduction in technical violations**. Embracing this concept, GTL provides a video visitation and visitation management system that enables regular and cost-effective remote video visits to help inmates maintain important and meaningful relationships with family and friends who may reside a good distance from the inmates' housing facility. Facilities using GTL's Video Visitation Management software, typically see a **25-40% increase in visitation**.

The key feature and power of the visitation management solution is GTL's Visitation Management software, which essentially automates the entire visitation process, both face to face and video visitation – this comprehensive software truly separates GTL's Solution from all other video visiting systems. The DOC will be able to configuring station availability for the public or inmates, inmate quotas and daily and weekly schedules. The system utilizes your configurations to create an extremely efficient, safe and automated visitation process.

GTL's VVS provides a public web site to allow families, friends, and professionals to self-schedule visits with inmates. The system performs automated conflict checking during the scheduling process and connects the proper stations for the scheduled visits. GTL provides all recording services for the video visitation system.

#### GTL's Video Visitation Solution Exceeds the Requirements of the RFP

- GTL VVS Solution is capable of scheduling, managing, and reporting face-to-face visits as well as video visits.
- GTL VVS provides a Professional Scheduling module that allows different policies for professional visitors (e.g. attorneys, clergy, case workers, et cetera).
- GTL's VVS and scheduling system interface is multi-lingual. All public and professional facing screens are available to users in the selected language. In addition to English and Spanish. Other languages can be developed if required.
- GTL VVS auto-dialer notification system can place a call to notify a visitor when a visit has been cancelled. Cancellation notices are also automatically sent via email.

### 3.1 INMATE TELEPHONE SYSTEM REQUIREMENTS

#### 3.1.1 STAFF FOCUSED

 **Response:** GTL understands and complies.

GTL's ICMv is a Web-based, centralized, turnkey system that comes complete with all equipment, hardware, and software—including the telephone network, circuits, recording system, call-control system, telephones, workstations, printers, and associated software.

GTL has developed [web service functions](#) that are based upon Service-Oriented Architecture and that are platform independent. It is critical that an inmate telephone service technology be able to link with other databases and create a pathway for information exchange, and not require these other databases to conform to one vendor's proprietary protocol. GTL's system architecture is designed to be platform independent and to accommodate advances in investigative techniques.

GTL's Inmate Telephone System has a password protected web-based interface that is accessible to authorized individuals via connection to GTL's private ITS website.



The GTL ITS provides **Anywhere Anytime Access** to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite ITS workstation, from the DOC's on-site PCs, or from any off-site PC (desktop or laptop). Compatible tablets and smart phones with Internet connection can also access certain ITS features.



After connecting to GTL's private ITS website, a person must log into the DOC's system with a valid user-name and password. **Each user's password is linked to an assigned Role defined by the DOC** which dictates exactly which features and functionality will be available to that person after log-in.

Most investigative and reporting functions of the ITS platform can be performed on mobile devices such as iOS, Android, and Windows smart phones and tablets and Windows Surface Pro tablets. The following table shows availability of features on each platform.

All system users are subject to security level assignment. **All data are accessed on a "need to know" basis.** For example, database management tools would be available only to those granted permission by the DOC to perform system administrative functions.

Upon secure login, the system's navigational dashboard and all features for which the user is authorized become available.





The graphical user interface of the GTL Inmate Telephone System is friendly and straightforward. The **simple design** allows facility staff and investigators to use the **powerful investigative tools and wide range of administrative features** fluently after only minimal training. The following menu appears at the top of each screen and remains in place regardless of which features or tools are accessed. You will never feel "lost" in the ITS system.

**NAVIGATION DASHBOARD**



To make the system as easy to navigate as possible, we use the menu options to group common functions—like all call monitoring functions—into one convenient "dashboard" option.

Maintenance and implementation will remain with GTL and our staff who are readily familiar with the South Dakota facilities and will continue in their duties to support and maintain the system. Unlike new vendors who will have to set-up and disrupt the staff at SD DOC, the advantage of GTL is our seamless integration of the video visitation system and continuing the ICMv support without DOC involvement.

**3.1.2 INMATE FOCUSED**

**Response:** GTL understands and complies.

The GTL Inmate Telephone System permits outgoing calls only. GTL employs several methods to ensure there will be no incoming calls to inmate telephones. Outgoing service will include local, intralata, interlata, interstate and international calling. Canada and the Caribbean are included in GTL's Interstate calling areas. GTL provides world-wide international calling through our prepaid and Debit calling options.

**Voicemail** GTL is able to provide SDDOC an easy to use **Inmate Voicemail** system that enables increased communication between inmates and their family and friends along with facility personnel via two-way Voicemail. The GTL Voicemail system is completely configurable to meet SDDOC's needs; allowing messaging for:

- **Inbound only** – where friends and family leave Voicemail messages for inmates
- **Outbound only** - where inmates may leave Voicemail messages for attorneys, facility staff, and/or friends and family
- **Two way** – where inmates may leave Voicemail messages for and receive Voicemail messages from attorneys, facility staff, and/or families and friends.

GTL's Voicemail system provides a secure PIN-protected account for inmates to use this feature. Voicemail benefits inmates and other involved parties because it allows communication even when, for example, a friend or relative is not at the phone to receive a call.

All messages are recorded and subject to playback by authorized DOC personnel. DOC investigators can obtain at any time a complete record of all messages left and retrieved. The investigator chooses the voicemail type and any other desired search criteria on the system's Search screen to generate a report of voicemail messages, from which messages can be replayed by clicking the speaker icon

TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT
		20141102	2133	131370	9677	LBB-NEW - 307 SD-7	00:14	\$0.00	Check Voicemail	Inmate Hungup
	8065359874	20141102	2132	131370	NULL	LBB-NEW - 410	00:16	\$2.00	Leave Voicemail	Inmate Hungup
		20141101	2127	166887	7983	LBB-NEW - 380 6C-8	00:13	\$0.00	Check Voicemail	Inmate Hungup
	8064013628	20141101	2045	166887	NULL	LBB-NEW - 410	00:10	\$2.00	Leave Voicemail	Inmate Hungup
		20141031	1200	181776	0894	LBB-NEW - 228 3E-8	00:28	\$0.00	Check Voicemail	Inmate Hungup
		20141031	1200	181776	0894	LBB-NEW - 228 3E-8	00:27	\$0.00	Check Voicemail	Inmate Hungup
	2544343995	20141031	1159	181776	NULL	LBB-NEW - 410	00:24	\$2.00	Leave Voicemail	Inmate Hungup

GTL will work with the DOC to determine the specific internal needs of Jail personnel for implementation of this feature. Individual facility personnel are provided with a convenient method of receiving their own messages to inmates and having those messages verified that the intended recipient has played the message. Inmate Voicemail may also be used as an announcement system for dispersing messages from the facility to all inmates or to a single inmate.



**System Flexibility:** The Voicemail feature allows for outgoing, incoming or both types of messaging as well as internal facility capability creating complete flexibility in configuration. The length of the voicemail is configurable and typically set up to 60 seconds. Voicemail is a useful feature for inmates, friends and family to leave a message regarding such information as when to call them or news about the family, etc. without the need to contact staff.

**Message Security:** Since messaging runs on the GTL Inmate Telephone System, DOC facility staff have the same control of recording and monitoring as with the Inmate Telephone System. Only the inmate, the sender, and approved facility personnel can access Voicemail messages.

**Call Duration-**The GTL Inmate Telephone System allows the DOC to control the duration of in inmate calls. The same maximum duration (e.g. 20 minutes) may apply to all inmate calls throughout the facility or the DOC may wish to set longer or shorter maximum time limits for inmates in particular housing units and/or when an inmate uses a particular telephone (e.g. a longer call time might be permitted for inmates using a phone designated for TDD calls, or a shorter limit for a new inmate in the booking area). The system can be set to announce the time remaining at specific intervals, such as one or five minutes prior to the call expiration.

**Exceeding the DOC's requirement:** Should the DOC wish to prevent individual inmates from tying up phones with back-to-back calls (limiting calling opportunities for other inmates) the system is capable of imposing a **time-delay** between successive PIN usages.

The Inmate Telephone System is configured with a courtesy prompt to announce the time remaining before a call is terminated. The call limit notification can be set at specific intervals, such as one minute or five minutes prior to call-time expiration.

The GTL ITS supports prompts in up to ten (10) languages. Clear voice prompts assist and instruct an inmate from the time he or she lifts the receiver until the call is completed and disconnected.

The Inmate Telephone System is initially configured to provide voice prompts in English and Spanish. GTL will consult with the project manager prior to adding new languages, which are at no additional cost and can usually be loaded within 30 days of request. The automated operator can be loaded with up to ten languages for voice prompts for inmates and called parties. Besides English and Spanish, GTL currently supports Arabic, Mandarin, Navajo, French, Polish and Vietnamese, among others.

The GTL ITS brands each call with the inmate caller's name and the name of the facility from which the call originates. The content of the branding message that will be heard by recipients of inmate calls will reflect the DOC's preferences. By default, the branding portion of opening message to called parties is delivered in the inmate's or called party's preselected preferred language (e.g. English or Spanish). When required, the system can be configured to deliver the branding message in both English and Spanish. Except for calls to legal counsel, the branding message includes a disclosure that the call is subject to recording and monitoring.

**Example Call Branding:** "Hello, this is a collect call from [South Dakota Facility Name], an inmate at [the facility name]. This call is subject to recording and monitoring."7.

**GTL Advantage:** GTL configured the Inmate Telephone System to allow free local calls using the intake phones. The system will also be set to allow standard collect long distance calling. All call recording and monitoring, time limits, and tracking features apply to calls from the booking phones just as they would to other inmate calls from the facility. Other vendors will have to set-up this feature.

**Established PREA Hot Line-** To support compliance with Federal PREA requirements and guidelines, GTL configured the ICMv Inmate Telephone System with inmate speed-dial to a voice mail box or similar messaging device specified by the DOC.

The use of the PREA sexual abuse speed-dial number will not require entry of a PIN or any other inmate identifier; ensuring safe, secure, and anonymous connection to the DOC's private sexual abuse reporting system. The only information relative to an inmate's use of the sexual abuse speed-dial retained by ICMv system will be a call detail record that shows the date and time of the call and the facility and inmate telephone from which the call was made. The sexual abuse speed-dial number can be included with other information on signage attached to, or mounted near, inmate telephones.

**Other Incident Speed Dial-** The ICMv system is already programmed to recognize a speed dial number by which inmates may access the Crime Tip Line, without entering a PIN or any other identifying information. This way, an inmate may leave an anonymous cold case tip or other message for correction officials, expressing concerns or to report suspicious or criminal activities.

The Crime Tip Line is configured for global access (accessible to all inmates). The speed-dial number used is included with other information on signage attached to, or mounted near, inmate telephones.

**Inmate Debit Account Limits** – Each and every time an inmate selects the prepaid (debit) call type, the system will report to the inmate the remaining balance in his or her debit account.



### 3.1.3 FRIENDS AND FAMILY FOCUSED

 **Response:** GTL understands and complies.

By default, GTL's Inmate Telephone System requires every called party to actively indicate acceptance of an inmate's call by pressing a specified digit on the phone's keypad. The system's automated operator will instruct the called party with a message such as:

- You have a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. This call is subject to monitoring and recording.
- **If you wish to accept this call, press [specified digit] and hold.**
- To deny the call, press [specified digit] and hang up."
- If you wish to block future calls of this nature, press [specified digit].
- To hear costs for this call, press [specified digit] and hold for rate information.

If the called party fails to respond appropriately, the message is repeated. If no appropriate response is made within 30 seconds of the last repeat, the call attempt is terminated. The exact wording of automated prompts will vary with call type. The wording of default messages can be modified to exactly match the DOC's preferences.

#### **AdvancePay Program - Funded by Family or Friend**

Families and friends of inmates may call GTL's toll-free Billing Support number any time to setup prepaid accounts. Additionally, to help maximize calling opportunities, when an inmate attempts to dial a number that cannot receive collect calls, the Inmate Telephone System will place the inmate on hold while the option is given to the called party to set up an AdvancePay account with a VISA or MasterCard or, if applicable, to pay for the call using our OneCall option. Should the party elect not to set up an AdvancePay account at that time, he or she is provided with a toll-free number to call when it is convenient. Alternate payment options are available either via customer service representatives or a web payment application.

***GTL's AdvancePay program processes tens of thousands of inmate calls per day.***

***Currently, we have over 900,000 active prepaid accounts.***

**Automated AdvancePay Set up:** At the time of an inmate's call, the party who chooses to use a credit card and the automated system is prompted through the remainder of the setup process. Once the account has been established and payment made via credit card, the current call is connected. After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid amount.

**Non-Automated AdvancePay Set up:** For called parties who do not have or choose not to use a VISA or MasterCard, AdvancePay's automated operator also provides a toll-free telephone number to Global Tel\*Link's AdvancePay customer service representatives, who can set up an AdvancePay account using other methods of payment. Other payment methods include cashier's check, personal check, Western Union, or money order.

**AdvancePay Deposit via Automated Phone Prompts:** When allocated funds in a called party's existing GTL AdvancePay account are depleted, at the time of the next inmate call to that number, GTL's automated AdvancePay operator informs the party that a deposit to the account is required before the current or future calls from the correctional facility can be completed. If the party elects to allocate additional funds using his or her credit card, the inmate's current call is connected as soon as the party completes the automated steps to replenish the account.

**AdvancePay Deposit via the Web:** AdvancePay customers are invited to use GTL's Web site on the Internet, 24 hours a day, 7 days a week, to deposit funds to their existing AdvancePay accounts.

**AdvancePay Deposit via Other Methods:** AdvancePay customers may call GTL's toll-free number to make arrangements to replenish prepaid funds using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within twenty-four (24) hours of payment receipt.

**Checking AdvancePay Balances:** At the time of each inmate call to the owner of an AdvancePay account, the ITS automatically announces to the called party the current balance in the account. GTL also provides a toll-free number that a consumer may call anytime (24 hours per day, 365 days per year) to check the balance on his/her existing AdvancePay account.

#### **AdvancePay Convenience Options**



**Card Storage** – GTL allows frequent depositors to “store” their credit/debit card numbers, in order to expedite their AdvancePay deposit transactions when they top up their prepaid phone accounts. With this optional feature, GTL remembers the depositor’s credit/debit card, regardless of which GTL payment channel is used. This is a particularly helpful function when customers are using a mobile phone to complete the transaction, and punching in a 16-digit card number, plus a 5-digit zip code, plus a 3-digit security code may be difficult to do without error. Over 40% of deposit transactions are now completed using a previously stored card.

Note that GTL complies with the highest standards for protecting this sensitive customer data. GTL is certified as a level 1 PCI (Payment Card Industry)-compliant merchant, the highest level attainable. Therefore, all stored credit/debit card numbers are encrypted using industry leading technology. All decryption keys are stored in a highly secured and hardened Key Encryption Management (KEM) appliance that ensures only applications with the correct credentials are able to request decryption of sensitive data.

**AdvancePay AutoReload** – This optional feature is targeted toward those who:

- Receive frequent inmate calls
- Have a credit card
- Don’t want to miss an inmate call because of a low balance in their account
- With AdvancePay AutoReload, the customer’s account is topped up automatically whenever it hits a low balance condition, using a payment card stored with GTL. Customers may choose a reload amount of either \$25 or \$50, and may sign-up or cancel their authorization either over the phone or online. Standard AdvancePay transaction fees in effect for each facility apply to each deposit. This feature has been a great success, with over 40,000 AutoReload deposits occurring each month. This results in more completed calls and more satisfied customers.

**AdvancePay Customer Contact Programs** – Insufficient funds is a key reason inmate calls are not completed. When calls are not completed, inmates and their families and friends are disappointed and complaints may be generated. GTL operates several free contact programs that alert called parties of an inmate’s attempt to contact them and of the need to set-up or reload an AdvancePay account. The result is more accounts set-up and funded, leading to more completed calls and more satisfied customers.



- **Phone Call Contact Program** – When an inmate is unable to complete a call to an authorized number, GTL will again relay the inmate’s call attempt and provide instructions on how the called party can go about accepting the call. This limited program leaves only 1 message following an unsuccessful call attempt by an inmate, and never more than 1 message every other day regardless of the number of inmate call attempts. There will be no attempt to relay an inmate’s call attempt where the called party declines to accept the call.
- **Email Contact Program** –GTL sends an email to those AdvancePay account holders who register online with us, whenever their AdvancePay account balance is low. The email contains a link to our new mobile website, in order to facilitate a deposit. Email recipients always have the choice to “unsubscribe” to this contact program.
- **Text Contact Program** – This optional contact program for friends and family will send a text message each time the account holder’s AdvancePay balance is low. In order to subscribe, AdvancePay account-holders just need to text the word “ADVANCE” to code 91613. In accordance with text messaging regulations, a double opt in is required to complete the subscription. Subscriptions may be canceled at any time. Besides low balance alerts, subscribers may text “BALANCE” to find out their account balance at any time.

**Android and Apple iOS Mobile Payment Apps**

With over 50% of payments originating from mobile phones, GTL is enhancing the customer experience with ‘apps’ specifically designed for Android and Apple iOS mobile phones. This new functionality provides our customers with improved capabilities to manage their account with GTL when using their mobile phones providing customers with real time capabilities to manage their account. Here is a partial list of app functionality that is available to our customers.

These images show the easy to navigate app.

Create and Manage ConnectNetwork Account
Create and Deposit to AdvancePay Accounts
Deposit to Inmate Debit or Trust Accounts
Store and Manage Credit Card/Debit Card #
Low Balance Alert
View Recent Transaction History



Customers are able to access and manage their account via the mobile browser, text message links and emails. GTL's mobile app will be available in both English and Spanish.

Additionally, our website is enhanced for consumers who view the site from their mobile phone and/or tablet device. With similar functionality as our new mobile phone app, consumers are able to manage their account without the need to download the ConnectNetwork app.

### 3.2 PERSONAL IDENTIFICATION NUMBER (PIN)

 **Response:** GTL understands and complies.

Personal Identification Number (PIN) technology is a standard feature in GTL's Inmate Telephone System. PINs are currently in use with GTL's ITS system at South Dakota and will continue to be used. The PIN feature is active. The system can assign PINs at random, or create PINs as a combination of the facility-assigned inmate ID number plus a security code which is assigned by the ITS during booking and can be re-set by the inmate on placing the first call. The PIN entered for each call attempt is recorded for tracking purposes, whether or not the call is completed or monitored or recorded. PINs also facilitate the use of inmate Debit accounts when debit calling is allowed.

Our Inmate Telephone System can easily be integrated with SDDOC's current jail management system, Syscon Justice Elite JMS software, for immediate transfer of inmate PINs and relevant inmate information to the Inmate Telephone System. GTL will work with the DOC to define the exact data that the interface should transfer from the JMS to the GTL inmate telephone platform. GTL can obtain downloads of new inmate PIN data at specified intervals, as well as inmate movement throughout facilities. *This interface would be implemented at no cost to SDDOC.*

GTL ITS-JMS?OMS integration allows the automatic updating of inmate information PIN accounts within the inmate telephone system via information transfer from the Syscon JMS software, without the need for human intervention. With integration between the GTL inmate telephone system and the Syscon JMS application, an inmate will be able to begin placing calls as soon as they are processed into the SDDOC facility. As well, upon an inmate's release, the PIN is deactivated in near real-time.

We can interface our inmate telephone system with DOC's systems using real-time XML, as well as any vendor system that implements standardized protocols, such as SQL, PCIP, HTTP, FTP, FSTP, 3270, and the like. GTL can also work with standard-based middleware that can provide interfaces to external systems. GTL has also developed web service functions that are based upon Service-Oriented Architecture and that are platform independent.

### 3.3 FRAUD MANAGEMENT

 **Response:** GTL understands and complies.

GTL's Inmate Telephone System performs real-time number validation at the beginning of every call attempt, detects attempts to bridge a call-in-progress to a third party, and has many other features that directly or indirectly assist with fraud prevention.

**Call Validation:** Among other things, real-time number validation ensures that inmates cannot call facility-prohibited numbers and prevents inmate collect calls from going to numbers that are not credit worthy. Number validation occurs at the beginning of each call.



**Three-Way Call Detection:** GTL's Inmate Telephone System is designed to isolate any attempt by the called party to bridge a call in-progress to a third party, commonly referred to as remote call forwarding, three-way calling or conferencing. The system can be configured to do any of the following upon detection of call forwarding or three-way calling:

- Disconnect the call immediately.
- Disconnect the call after providing an explanatory message that a prohibited remote call forwarding/3-way call attempt have been detected (during which the parties cannot communicate).
- Play a message that a prohibited call forwarding/3-way call attempt has been detected.
- Allow the call to continue for future investigation purposes. The call will be alarmed on the Live Call Monitor and investigators can listen to the call.

**Fraud Prevention Features – Always Active**

- No live-operator access by inmates during calls (calls fully controlled by auto operator)
- No incoming calls to inmate phones
- No chain-dialing
- Continuous system monitoring of active lines for indicators of fraudulent activity (3-way, forwarding, et cetera)
- Prerecorded inmate names to prevent message passing before call acceptance
- Positive call acceptance required
- Branding message (inmate and facility name) prior to call acceptance

**Fraud Prevention Features – Currently Active at SDDOC**

- Random overlay announcements (branding or otherwise) during an inmate's conversation
- Inmate identification by PIN
- Restriction of calls to an approved list (PAN) assigned to inmate PINs
- Hot Number Alerts assignable to inmate PINs and destination numbers

**DTMF Extra Digits Dialed** The GTL Inmate Telephone System only accepts digits required to conduct a call and does not allow or accept any further digits beyond the Inmate ID + PIN then phone number being called. The system automatically detects any additional DTMF attempts and ignores those digits. Through the 3 Way calling algorithms, DTMF tones detected can result in a call being terminated or marked for review. This is a configurable feature and is able to be set to allow extra dialing for numbers such as attorney numbers.

Fraud attempts involving a called party's cooperation in having calls automatically forwarded to a remote number poses the greatest challenge to all providers in the industry. A 100% reliable method for detection or prevention of remotely forwarded calls is not currently available anywhere (in spite of some claims to the contrary). GTL has been actively involved in the development of the "call forwarding" identification feature for the past 6 years. We have worked with our engineering and development teams as well as outside firms and multiple LEC's across the country. As new technology develops that can accurately detect call forwarding, our company will incorporate this technology into our software releases and our clients will be furnished with this technology.

GTL implements state of the art VoIP networks for its customers that use SIP (Session Initiated Protocol) for signaling and control. The GTL ITS platform and the terminating end points pass SIP control and status messages during the call setup and disconnection. One of the status messages passed between end points is the Message Type 181 "Call is being forwarded" message that provides re-direct information (call forwarded number) in the data packet from the terminating carrier where supported.

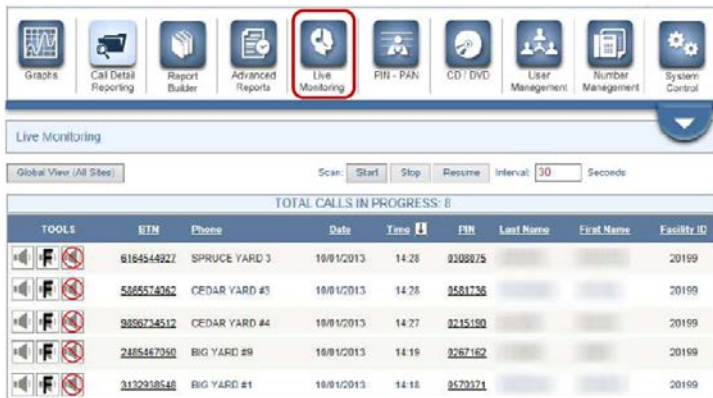
The Message Type 1XX messages are optional and some carriers do not support the optional messages but as more legacy networks are converted to networks that support SIP signaling the support for this functionality will expand.

The GTL ITS call processing platform is capable of being configured to support the reporting (and blocking) of forwarded calls. Further implementation of the SIP packet call forward detection is currently under way.

**VOIP Provider Call Forwarding:** GTL's SIP to SIP remote call forwarding system is 100% accurate; in a recent month over 1M remote call forwarding/three-way calls were stopped without undue inmate or called party complaints.

**Live Call Monitoring and Hot Number Alerts** Authorized investigators are able to monitor inmate phone conversations in real-time. The system's live monitoring component is accessible to authorized personnel through the **system workstation** at the facility and via GTL's **secure Internet connection** from a desktop, laptop, or other remote means. Whether at an on-site workstation or connected through the Internet from a remote location, only those with appropriate security clearance will be able to access the password-protected live monitoring component.

Calls-in-progress are displayed on the system's Live Monitoring screen and can be selected for listening by inmate PIN or the called number.



The system's "hot" number alert function can be configured to auto-forward special calls-of-interest to a pre-designated number. An authorized user monitoring calls may also forward calls-of-interest, for example, to the Inspector General's designated number or other approved numbers for investigative staff.

**Live monitoring functions for calls-in-progress include:**

- Allows the user to manually select (click) and listen to a particular call in real-time; for any length of time.
- Allows the user to activate **Scan**, which causes the system to sequentially auto-select and "play" the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again.

At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.

- Allows the user to disconnect (end) any call in which the conversation is inappropriate or threatening.
- Allows the user to forward a call-of-interest to a designated number.
- Alerts the investigator when a call is placed by an inmate with a "hot" (alerted) PIN or when an inmate has called a "hot" (alerted) destination number. Alerts may be sent to a phone, pager, or email address.

Authorized persons who are to be notified when a hot telephone number (BNT) or hot PIN is used are designated on the system's **Alerts** screen.



The ITS digitally records all inmate calls simultaneously; in real-time, as they occur. Live monitoring is not detectable by the inmate or by the called party and does not interfere with the continuous recording of the conversations. Several investigators may monitor the same call at the same time.

**Overlay Prompts and Timing Intervals** Prompts indicating the call is from a SDDOC and subject to monitoring and recording will play according to the request of the DOC. GTL can continue with timed overlays or make it more random.

**Hook –switch Prevention** GTL's call surveillance algorithms combine several strategies to detect fraudulent call attempts; including hook-switch flashing (the distinctive 0.8 second sound of a call being forwarded or a third party joining a call), DTMF tones (Dual Tone Multi-Frequency), variations in the time between rings, long silences, extra dialed digits, and the electricity on the phone line that accompany these and other anomalous activities.

For example, because no one signal is perfectly accurate at distinguishing three-way calls from other anomalies (background noise on the line, accidental pushing of digits during a call, et cetera), GTL's algorithms combine different types of information and calculates the likelihood that the call is a three-way attempt. GTL's software scans both ends of each call separately. This prevents the offenders from fooling the algorithm by blowing into their receiver to create background noise while the called party dials a new phone number.

Over time, the threshold of certainty at which a call is automatically disconnected may be adjusted so that calls are not prematurely disconnected as a result of a noisy connection. Everything from line quality to the weather (for cell phone connections) can affect the probability that one risk factor detected during a call actually indicates a fraudulent call attempt, and these conditions can vary across the country. For this reason our algorithm has been made completely "tunable" so that it can be set to operate optimally at each individual facility. This "tunability" makes it more reliable than many one-size-fits-all solutions.

**Branding** The GTL ITS brands each call with the inmate caller's name and the name of the facility from which the call originates. The content of the branding message that will be heard by recipients of inmate calls will reflect the DOC's preferences. By default, the branding portion of opening message to called parties is delivered in the inmate's or called party's preselected preferred language (e.g. English or Spanish). When required, the system can be configured to deliver the branding message in both English and Spanish. Except for calls to legal counsel, the branding message includes a disclosure that the call is subject to recording and monitoring.

**Example Call Branding:** "Hello, this is a collect call from [inmate name], an inmate at [facility name]. This call is subject to recording and monitoring."

The GTL Inmate Telephone System splits calls in such a way that the inmate has no opportunity to hear or communicate with the called party until the call has been positively accepted. While the inmate is "on hold" during call set up, the system delivers tones to indicate that the call is progressing. The inmate is cannot hear or communicate with the called party until the call is positively accepted.

The GTL ITS requires positive acceptance by the called party before an inmate's call is connected. The system recognizes legitimate call acceptance events and can distinguish them from standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular phones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, and other non-conforming telephone activities.

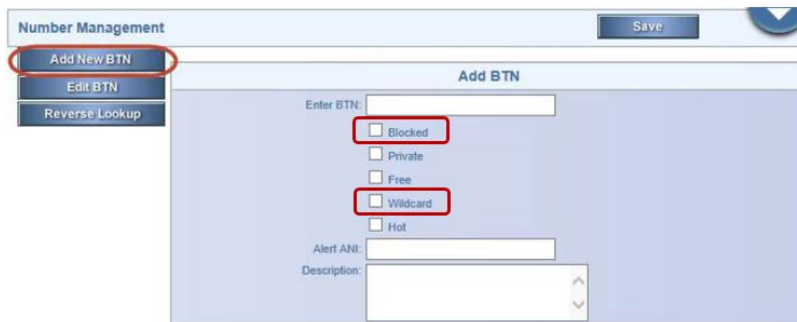
The GTL ITS has unlimited telephone number blocking capability. There is no charge for unanswered or non-accepted calls. The GTL ITS will allow completion of a call to only one dialed number per individual attempt. Any attempt to dial a second number will be blocked. The inmate must hang up (terminating the first call), reenter his or her PIN and redial in order to place another call, which eliminates the potential for chain dialing.

**Unlimited Number Blocking** -By default, the system is preprogrammed to block inmate calls to:

- Emergency 911
- Numbers which incur excess charges, such as 900, 972, 976, 550, et cetera
- Numbers for long distance carriers, such as 10333, 10285, or future 101- XXXX carrier access numbers
- Local numbers which access long distance carriers (e.g. 950-XXXX, etc.)
- Directory Assistance numbers (e.g. 411, 555-1212, et cetera)
- Toll Free Numbers (e.g. 800, 888.877, et cetera)

**Block Individual Numbers:** The DOC may block an unlimited number of destination telephone numbers using the system's Number Management options. Any number can be blocked by adding the 10 digit number to the system's Number database and checking the **Blocked** attribute.

**Block Range of Numbers:** The system's **Wildcard** attribute is used to restrict a range of numbers by area code or area code plus 3 digit exchange. Entering only an area code, or an area code plus 3 digit exchange, then checking the Blocked and Wildcard attributes, will block inmate calls to all numbers beginning with the designated area code, or the designated area code and exchange.



#### Block Single Numbers or Range of Numbers

On the Number Management screen new numbers may be added to the system's Number database and existing numbers can be found for review or editing of assigned restrictions (Search for BTN). The basic restrictions/privileges that may be assigned to a new telephone number include:

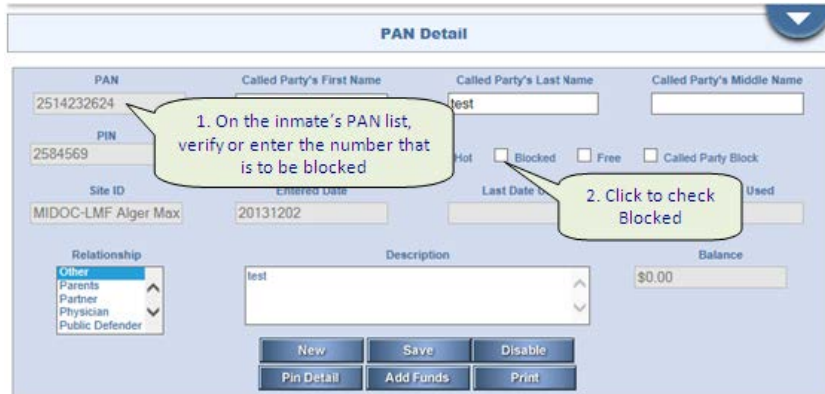
- **Blocked** – Prevents inmate calls to this number
- **Private** – Inmate calls to this number will not be recorded or subject to monitoring
- **Free** – Inmate calls to this number are entirely cost-free
- **Wildcard** – Apply restriction (e.g. Blocked) to a range of numbers. For example: to block all calls to area code 310 and prefix code 945, type 310945 in the Enter BTN field and check both Blocked and Wildcard.
- **Hot** – Inmate calls to this number will send an alert to designated personnel

A new number can be added and blocked within a matter of seconds. The authorized ICMv user would click the Add New BTN number, enter the number that is to be blocked, and click to check the Blocked box. In addition to blocking individual telephone numbers, specifically authorized ICMv users have the option of using the system's "wild card" to block a range of numbers by prefix, area-code, et cetera.

An existing number in the facility's Number database can also be quickly blocked by entering the number on the Search for BTN screen, clicking Search and then the Edit BTN button to open the existing Number file. A single click of the Blocked box then Save blocks all future inmate calls to that number.



**Number Blocking by Inmate-** When PINs are in use, phone numbers can be blocked in the PIN database for a specific inmate using the Personal Allowed Number (PAN) feature. The number to be blocked is entered into the inmate’s PAN and then blocked to that inmate by checking the “Blocked” check box, as shown in the sample screen below.



**PAN Detail - Block a number for only one Offender**

The ITS *Secure Block* feature gives called parties the option to block all future inmate calls to their numbers. Additionally, the system can be configured to block calls to a number after a DOC-designated number of refusals within a designated time period.

Each time an inmate calls, the called party is offered an opportunity to block future calls from the inmate facility. When a call is answered, the called party will hear an announcement similar to the following:

Hello, this is a collect call from [inmate’s name], an inmate at the [facility name].

- This call is subject to monitoring and recording.
- To accept this call press [specified digit].
- To refuse this call press [specified digit].
- **To prevent further calls from this facility press [specified digit].**
- For a rate quote press [specified digit].

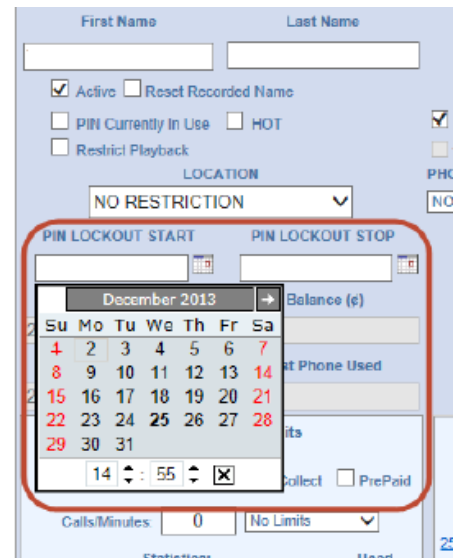
**To block all future calls from the facility, the called party need only press the specified digit on the telephone keypad.** The system immediately places a block on the called party’s number, eliminating any need for facility personnel to intervene. At the time of the Secure Block, the system’s auto operator asks the called party to select and enter a four-digit PIN, which will be required to unblock the line in the future.

Personal identification numbers not only identify inmate callers, but allow custom call restrictions to be assigned to individual inmates without affecting the calling privileges of other inmates. **PIN Lock Out:** Removes the inmate’s ability to make calls for a specified period of time, beginning and ending at any times (hours and dates). The *PIN Lock Out* feature gives authorized staff the capability to disable calling privileges of an inmate under disciplinary action, while making exceptions for privileged numbers (attorney, clergy, et cetera). When an inmate’s call privilege is suspended, he or she will be unable to place calls to any number, except those specifically marked “private” in that inmate’s PAN list.

When PINs are in use, the system’s automated operator talks inmates through the process of recording their names the first time each places a call. Thereafter the system uses the recorded name to announce the inmate’s identity to each called party. Using pre-recorded names linked to each inmate’s PIN eliminates fraudulent message passing during the three-second space where the name is announced.

**Voice Biometrics – Initial Inmate Identification**

GTL’s voice biometric solution is a unique biometric speaker verification system that enables verification and identification of an inmate in real time, using a simple spoken pass phrase. Totally language and accent independent, GTL’s voice biometric solution provides a secure, efficient and extremely convenient method to verify an inmate’s identity. GTL’s voice biometric solution is easy to deploy, seamlessly integrating with existing IVR and VoiceXML platforms. Designed exclusively to meet strict global security standards, GTL’s voice biometric solution has successfully passed independent security audits. Featuring state-of-the-art accuracy, GTL’s voice biometric solution is used to secure access to remote services, telephony and Web applications, effectively combating identity fraud and enhancing the customer experience. GTL’s voice biometric solution has been selected as the verification platform of choice by leading financial services, telecom operators and security organizations, as well as IVR/voice platform vendors and system integrators worldwide.





**Features:**

- Language and accent independent
- State-of-the-art accuracy
- Straightforward deployment
- Integrated security
- Convenient and non-intrusive (no personal information required)
- Secure multi-factor authentication

**How It Works:** GTL's voice biometric solution interacts with IVRs, Web servers and voice platforms to provide secure access to initiate the verification process. The inmate's pass phrase, acquired by the IVR/Web server is transferred to GTL's voice biometric solution along with a claimed identity. A verification result is then returned by the system to the IVR/Web server confirming the inmate's identity.

**Enrollment:** Enrollment in GTL's voice biometric solution is carried out by an inmate stating three consecutive renderings of the selected pass phrase, creating a unique voiceprint.

**Verification:** GTL's voice biometric solution verifies the inmate by comparing a single repetition of the enrolled pass phrase to the voiceprint stored in the system's voiceprint repository.

**GTL Voice IQ - Continuous Voice Biometric Inmate Identification** GTL Voice IQ is GTL's latest addition to our powerful Voice Biometrics toolset for inmate identification and fraud prevention. Using one of the most comprehensive, natural language speaker verification tools in the industry, GTL Voice IQ enrolls the inmate voice print and builds a voice print profile for comparison in future calls. During the inmate call, GTL Voice IQ will continuously compare snippets of the live inmate calls to the recorded voice print to verify the inmate's identity. GTL Voice IQ is the SDDOC's solution for inmate and called party phone swap control and prevention. GTL Voice IQ will be used in conjunction with GTL's initial Voice Verification feature.

The GTL Voice IQ continuous voice biometric solution is a fully integrated, state-of-the-art component of the GTL hosted inmate telephone system. This feature is able to be deployed in conjunction with GTL's initial inmate voice verification biometric feature.

- Operates in **Real-Time** as opposed to other voice biometric products which are strictly post production.
- Resides as an integral component of the hosted inmate telephone system and does not require 3<sup>rd</sup> party software to be opened outside of the hosted inmate telephone system user interface.
- Technology is working throughout the call and will prevent fraudulent handover of the handset to a different inmate.
- In addition, as we have described below, this will utilize our state-of-the-art technology to positively identify all additional voice prints for each and every call.

With this feature enabled, line monitoring modules continuously and independently track the voices on both the inmate side and the called party side during the conversation. Once system detects a 'Speaker Change' event on either side, it triggers an alert. Alerts are capable of performing any combination of the following actions:

- Alert both parties that a "Speaker Change" event has occurred.
- Terminate the call.
- Store 'Speaker Change' event information in the hosted inmate telephone system (ITS) database. This is a 'stealth mode' – no indication is given to call parties about detection. The inmate's identity is shown for each Speaker Change event on each call.
- Alert designated SDDOC personnel (email or text message).

GTL Voice IQ continuous inmate identification compares the voice prints of inmates which have been enrolled in the system with the voices on the call. With this the software can identify the inmate who is attempting to use another inmate's PIN number.

Actions discussed for the continuous voice analysis are triggered in *real time*, which is a ***GTL exclusive feature***. After call completion, the Speaker Change Events collect during the call are stored in the ITS database. All Speaker Change Events for all inmate calls at the DOC's facilities are stored collectively in the ITS database for further search and retrieval.

**Additional Features:**

- ✓ Speaker Change Events are stored separately, not altering the original recording.
- ✓ The feature can be enabled for inmate or called party audio only.
- ✓ The system requires 20 to 40 seconds, which is configurable, after speaker change to determine an event. This buffer is intentional to protect against false positives caused by a laugh, cough, cry or emotional speech.



**Voice IQ Call Detail Reporting Filter:** From the Call Detail Reporting Screen, users can chose the “Return VIQ Detect Status Records” box. When checked, search results will be limited to call records where Voice IQ has detected possible changes in the inmate speaking during the call.

**Voice IQ in the Call Detail Results Screen:**

- A. Voice IQ detection is shown in the column headings of the Call Detail Results Screen.
- B. Any call records where three-way calling activity (Energy) or Voice IQ speaker changes have been detected will be highlighted in yellow. For calls where Energy activity has been detected, an **E** icon will be displayed with a time stamp (MM:SS) where the Energy activity was detected. For calls where Voice IQ speaker change activity has been detected, a **V** icon will be displayed with a time stamp (MM:SS) where the Voice IQ speaker change activity was detected.
- C. When a user hovers the cursor over the E or V icons, a tool tip will display whether an Energy or Voice Change was detected.

**Voice IQ in the Call Analyzer:**

- A. When a red bar has been is seen in the Call Analyzer it indicates where Called Party IQ activity was detected during the call.
- B. A Voice IQ Detect time stamp (MM:SS) shown under the Call Detail section of the Call Analyzer indicates where Called Party IQ activity was detected in the call.

**Voice IQ PIN Details:** When the **VIQ Trained** checkbox has been checked in the **PIN Detail** screen this allows users to assure an inmate’s Voice IQ Enrollment has been verified. The VIQ Trained checkbox will remain unchecked until a PIN voice print has been verified as trained.

**User Management Edit Voice IQ Enrollment:** When enabled, authorized administrators can allow a user to have the **Edit Voice IQ** permission. This allows the user to be able to uncheck the VIQ Trained checkbox in order to allow a PIN to re-enroll in Voice IQ on the PIN Detail screen.

**Verification** GTL’s voice biometric solution verifies the inmate by comparing a single repetition of the enrolled pass phrase to the voiceprint stored in the system’s voiceprint repository.

**Validation of Forwarded Calls:** GTL implements state of the art VoIP networks for its customers that use SIP (Session Initiated Protocol) for signaling and control. The GTL Inmate Telephone System platform and the terminating end points pass SIP control and status messages during the call setup and disconnection. One of the status messages passed between end points is the Message Type 181 “Call is being forwarded” message that provides re-direct information (call forwarded number) in the data packet from the terminating carrier where supported. GTL is able to receive this message during validation of the call in order to determine that it was a forwarded call within the system.

**GTL IQ – Family of Intelligent Investigative Tools and Techniques-** As your corrections technology provider, GTL has made significant investment and strides to deliver an advanced intelligence suite of capabilities for SDDOC. While there is no single tool or technique for investigators which solves all cases, it is the combination of our capabilities that provide your investigators the best combination of tools and techniques to investigate your inmates, their associates and their suspicious activities.

**GTL Called Party IQ – Inmate to Inmate Call Detection:** GTL’s Called Party IQ brings state-of-the-art investigation capabilities to SDDOC for detection of inmate to inmate telephone calls via a centralized multi-way call detection technology. Because GTL services over 50% of the inmate population in the United States, any and all calls processed by that population would be required to validate through our Centralized Universal Call Validation Software. This validation step affords GTL’s clients the ability to identify, in near *Real-Time*, any call that is already in progress to the same phone number or BTN being dialed by their resident/inmate. Should an event occur, the validation environment sends a token to the 1<sup>st</sup> Dialing Platform and to the 2<sup>nd</sup> Dialing Platform so that both Call Detail Records are flagged. Subscribers are able to view the name of the other agency from where the 2<sup>nd</sup> call was placed.

A Called Party IQ search filter is able to be set by authorized users in the CDR Reporting screen when looking for calls placed simultaneously to the same BTN. Calls flagged by Called Party IQ are then displayed as green in the CDR search results screen.

GTL strives to provide solutions that enhance security and promote investigative results. Although finding calls made from multiple client locations is important, it is vital to provide the safety and security of your staff by ensuring that the calls from within the same facility are not processing. These internal calls are more indicative of security threats as well as potential organizational efforts to communicate within the facility. To combat these threats, GTL includes the capability to completely deny calls to phone numbers that already have a call in process to them, while still identifying those attempts for further review by investigative staff.



TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT	ENERGY
	3134007991	20131122	2055	0192404	1631	LMF - Pine #3	00:54	\$0.20	Prepaid	Inmate Hungup	00:00
	7027121823	20131122	2047	0422208	0011	LMF - Spruce A Left	06:05	\$1.81	Debit	Inmate Hungup	02:25
	3138294353	20131122	2046	0305277	9080	LMF - Birch	08:52	\$1.80	Prepaid	Inmate Hungup	00:00
	2692666346	20131122	2043	0223445	1234	LMF - Maple #3	14:47	\$2.87	Debit	Inmate Hungup	00:00
	2487168048	20131122	2042	0536226	6544	LMF - Spruce B Right	14:46	\$3.00	Prepaid	Called Party Hungup	00:54
	6167738570	20131122	2056	0316401	7442	LMF - Spruce A Right	14:56	\$3.00	Prepaid	CP IQ Multi-Way Call Block	00:00

Green Highlighted CDRs = CP IQ call detected

Orange Highlighted CDRs = CP IQ call blocked (see Results = CP IQ Multi-Way Call Block)

The Called Party IQ process is a **Live Call Event** tool used to analyze call records and recordings when two or more inmate calls are made simultaneously to one destination number. Unlike Called Party IQ, similar products of 3<sup>rd</sup> party applications are post call production based forcing investigators to wait as much as a day for results. GTL Called Party IQ has the ability to see these events in the Live Monitoring screen.

**GTL Data IQ™ – Advanced Investigative Data Analysis:** GTL Data IQ™ offers pre-built search queries and easily understood link diagrams by bringing simple solutions to complicated challenges, not only for SDDOC facilities, but to law enforcement partners. “A picture is worth a thousand words” is never more evident than when presenting a case to the prosecuting attorney, who can easily follow the explanation while reviewing a visual diagram of activities. Continue reading for a detailed explanation of how we accomplish this with our best of breed intelligence solution, **GTL Data IQ**.

Correctional facilities generate tremendous amounts of unanalyzed, raw data, not only critical to the safety and security of a facility, but also critical to the successful rehabilitation of offenders. This un-mined data could be used reactively by investigators to solve current crimes or proactively by investigators and administrators to help predict and prevent crimes before they actually occur.

Whether reactive, or proactive, *the challenge for facilities nationwide is harnessing the power of data sources maintained by partners like GTL and incorporate disparate data sources from within the facility.*

GTL provides a portfolio of solutions readily available to be digested within **GTL Data IQ**, providing SDDOC facilities with a state-of-the-art safety and security intelligence solution. Utilizing GTL’s industry leading Inmate Telephone Solution, Visitation Scheduler, and Payment Services package, SDDOC facilities will be on their way to linking the communication channels and flow of money between offenders and the outside world.

Investigative Data Sources		
Information Source	GTL Data IQ	Others
Inmate Phone Calls	✓	✓
Billing Name and Address	✓	✓
Visitation Data	✓	✗
Financial Transaction Data	✓	✓
Jail Management System	✓	✗
Kiosk Data	✓	✗
Security Threat Groups	✓	✗
Incident Reports	✓	✗
Cell Phone Forensic Data	✓	✓
Public Information Data	✓	✗
Data Sources Unique to Facility	✓	✗

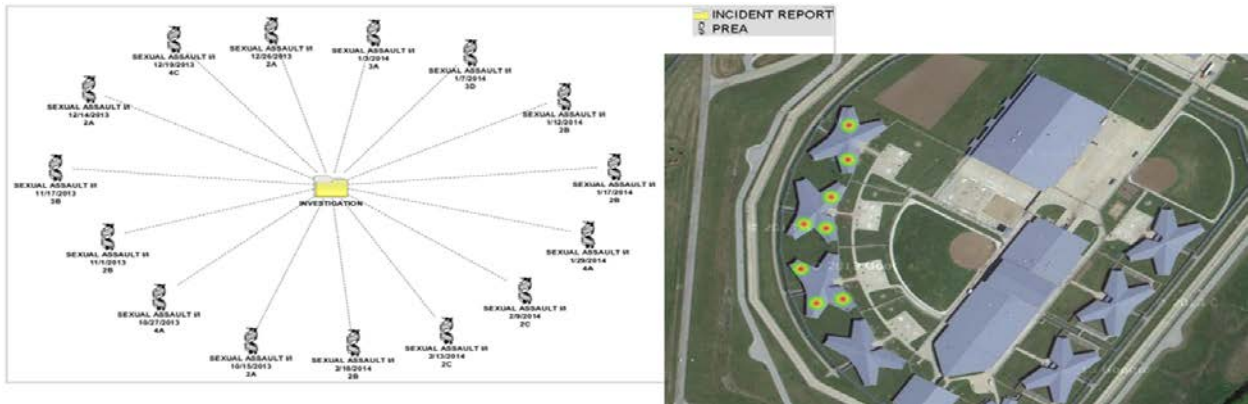
**Reactive Analysis-** From a reactive approach, **GTL Data IQ** allows investigators to condense what has historically taken hours or days of critical intelligence gathering and link analysis, into a matter of seconds or minutes. With a few clicks of a mouse investigators quickly have a 360° view of an offender by bringing together data warehoused by GTL, and an infinite number of external disparate data sources provided by the facility through GTL’s secure web portal.

With **GTL Data IQ** investigators are quickly able to identify the suspected offender’s network; providing investigators with calls to be monitored, subjects to be interviewed, and cells to be searched. Not only does this aid investigators in identifying additional suspects, but it is also critical for administrators to identify if they have an isolated incident within the facility, or are they faced with an epidemic that may require additional resources or varying strategies.

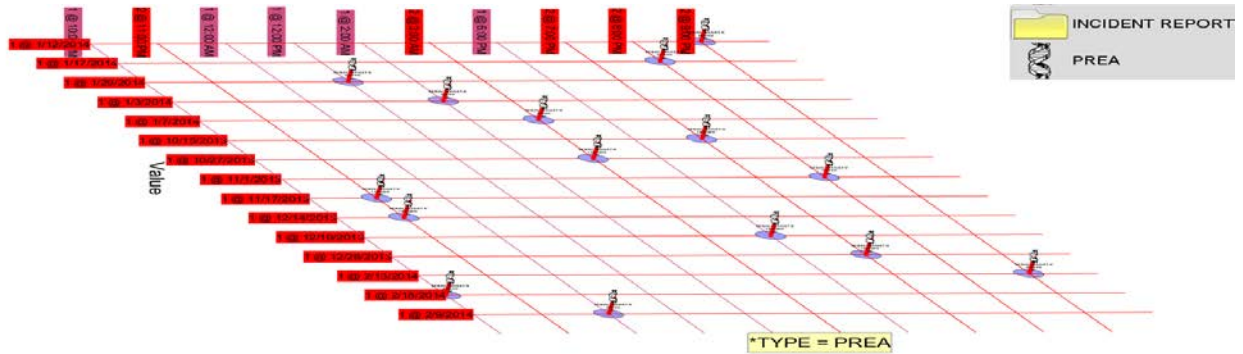
As an investigator reviews the resulting diagram, the need often arises to review the details that lead to the association. With **GTL Data IQ** the details of an association between two objects are easily obtained by clicking the line connecting the objects. For example, clicking the green line connecting an offender to a depositor displays the financial transaction data that resulted in the association.

**Proactive Analysis-** Holding to the adage that “the best defense is a good offense”, **GTL Data IQ** provides both investigators and administrators with the tools necessary to proactively deter or halt activity that would otherwise put at risk the facilities security, and the safety of its’ staff and offenders.

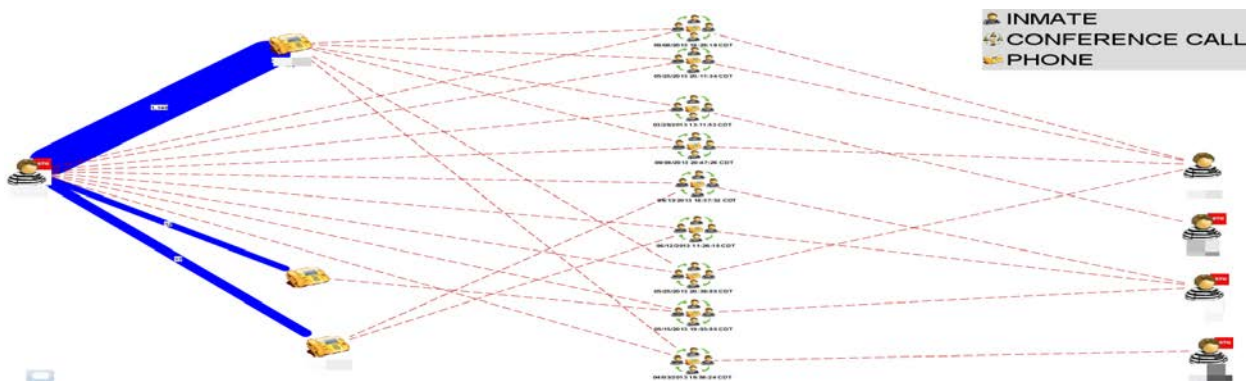
Consider the scenario below where the facility has had several PREA related incidents reported in the last 6 months. With **GTL Data IQ** investigators are able to quickly locate and map the geo-encoded incident locations, allowing administrators to readily identify patterns and “hotspots” and make the staffing changes necessary to combat future incidents.



In addition to the geographical location of incidents, investigators and administrators can also plot the data on a 2-dimensional or 3-dimensional timeline to identify patterns of behavior. While the image above may depict a concentration of incidents within a particular housing unit, the temporal display below displays the time of the day of each incident. The X,Y values are easily modified to reflect different dimensions including hour-of-day, day of week, day-of-month, week-of-year, and so forth. This approach is used heavily in law-enforcement intercepts, financial crimes, and incident reports (for crime reporting and predictive analytics).



Monitoring communication between offenders can reveal a vast amount of intelligence for investigators and administrators. **GTL Data IQ** provides functionality to identify cross communication between offenders. The link diagram below depicts instances where a member of a Security Threat Group (STG), denoted by the red icon behind the offender, is engaging in conference calls with other offenders to include other STG offenders. Identifying and monitoring these conference calls (calls wherein two offenders call the same destination number and the connect times overlap) provide significant intelligence value for the facility.



In addition to the powerful analytical capabilities mentioned above, **GTL Data IQ** also eases the investigative burden by allowing investigators to schedule searches to be conducted at specified points in time. Consider an investigator wishing to be notified if there is an instance where a visitor is visiting more than one offender, or instances where an offender has contacted a phone number that has been reported as a staff telephone number.



With **GTL Data IQ** investigators have the capability of setting scheduled queries to receive notifications via email or to any push-device for faster notifications, allowing them to take swift action to combat illicit activity.

**Ease of Use-** Recognizing the varying degrees of user experience and desired functionality, **GTL Data IQ** provides a user friendly configurable GUI interface, designed to meet the needs of today's corrections professionals. Included within the application are configurable user profiles that can meet the needs of the basic user with a simplified toolbar, as well as the needs of the experienced analyst desiring to utilize full functionality.

In addition to managing profiles, GTL will set up the user interface with pre-established analysis and reporting queries based on the facility requirements. These pre-established queries are in the form of a '**easy buttons**' so that investigators will only need to select the button once and the powerful analytics will begin immediately making it easy for SDDOC to retrieve critical information for analysis.

**GTL Data IQ** is offered exclusively by GTL which no other provider can offer to SDDOC. This GTL data only version of our investigative solution is offered as at no cost to SDDOC and provides vast capabilities unmatched by any other provider.

### 3.4 OTHER TOOLS

 **Response:** GTL understands and complies.

When an inmate is transferred from one facility to another that is covered by the contract, the inmate's existing PIN account is transferred to the new facility without the need to re-enter PIN information. The PIN record available at the new facility will include the inmate's existing personal identification number, prerecorded name, personal Call Allow list and personal restrictions (if applicable), and any additional information previously entered into the PIN file. Within the centralized database, an inmate's transfer is accomplished by a change of location in the inmate's PIN record. Move-control methods include:

**Manual Change:** Authorized DOC staff can access an inmate's PIN file at any time through the ITS interface and change the inmate's location (facility) by simply selecting a different facility from the system's facility list. As soon as the PIN record is re-saved, the GTL ITS recognizes the change; effectively transferring the PIN file to the new facility.

**Automated Change:** In situations where inmate PIN accounts in ITS are automatically setup and/or periodically updated via a *PIN Transfer Interface* with a facility's jail management system (JMS/OMS); inmate location changes in the ITS occur automatically when the directive is received from the JMS.

**ADDITIONAL INVESTIGATIVE TOOLS-** Investigators will immediately recognize and appreciate our Inmate Telephone System's superior investigative capabilities. Our investigative tools were designed and integrated as a result of input from active investigators. The system's investigative tools include but are not limited to:

- Anytime Anywhere Access to Investigative Tools
- Live Call Monitoring and Hot Number Alerts
- Call Detail Reporting
- Call Recording – Replay, Analysis, Transfer to External Media
- Reverse Number Lookup
- Security Threat Groups (Gang) Investigative Module

**Anytime Anywhere Access-** Intelligence pertinent to investigations is often found in call data captured by GTL's Inmate Telephone System. Your investigators have **Anywhere Anytime Access** to the powerful investigative features described herein. Investigators may access the system from an onsite GTL ITS workstation, the on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain GTL ITS features.

Anytime day or night, after connecting to the private GTL ITS Website, the investigator logs into the system with a valid user-name and password. Each investigator's password is linked to an assigned Role defined by the DOC which dictates exactly which features and functionality will be available to that person after log-in.

**Live Call Monitoring and Hot Number Alerts were detailed in Section 3.3**

#### Call Detail Reporting





The system's Call Detail Reporting function can generate more than 1,600 different call detail reports based on parameters defined by the investigator.



The **Call Detail Reporting** button on system's dashboard opens the Call Detail Reporting screen where the investigator, among other actions, can:

- Listen to recorded conversations
  - Copy calls to portable media (CD, DVD, USB device)
  - Add notes to call detail records and/or recordings
  - List and review details of calls for all numbers called by more than one inmate
  - List and review details of all calls during which a 3-way connection attempt was detected
  - List and review details of all calls made by a particular inmate
  - List and review details of all calls made to a particular destination number
  - List and review details of all calls made from a particular inmate telephone
  - And so forth; meaning the investigator can list and review details of calls by one or any combination of the call selection criteria.
- Define call search parameters and generate reports
  - Trace the origin and destination of every inmate call or call attempt
  - View every call's history detail (date and time, duration, cost, destination, if applicable reason for block, reason for disconnect, et cetera).
  - Report the frequency of inmate calls by PIN or destination number
  - Immediately access the name and address of an inmate-called number
  - Immediately access details of an inmate's call privileges or other information in the inmate's PIN file.

**Call Recording – Replay, Analysis, Transfer to External Media-** Call recordings are associated with, and retrieved from, their respective detailed call records. The Tools section of a Call Detail Report screen (the result of the search and retrieval described above) displays two options for replaying the recorded conversation associated with each call record: *Call Playback* and *Call Analyzer*.

TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT	ENERGY
 	<a href="#">3137587635</a>	20131121	0946	<a href="#">0734285</a>	2626	LMF - Spruce A Loft	00:21	\$0.19	Debit	Inmate Hungup	00:00
 	<a href="#">2313432837</a>	20131121	0945	<a href="#">0741393</a>	2874	LMF - Pine Yard #4	00:36	\$0.20	Prepaid	Inmate Hungup	00:00



**Call Playback** is accessed by clicking the speaker icon.

Call Playback is the routinely-used listening option.

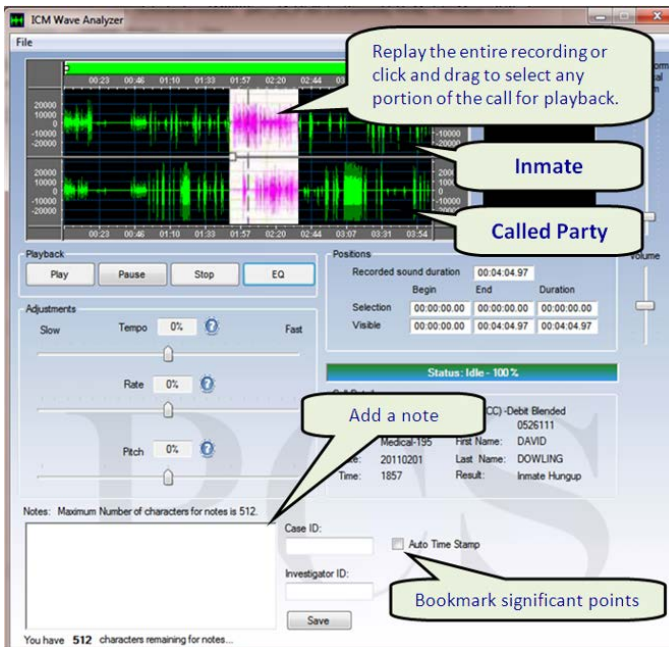
Audio playback begins immediately while the recording is streaming.

Investigators may add a case number, investigator ID, mark significant points, and add or read attached notes while listening to the playback.



**Call Analyzer** is accessed by clicking the Analyzer icon.

- Call Analyzer is used to closely study recordings of investigative significance.
- The recording is fully downloaded to the investigator's computer before replay and analysis begins.



**Call Analyzer Features- Separately Analyze the Two Sides of a Conversation:** As shown in the previous screenshot the Call Analyzer separates the inmate’s side of the conversation from the called-party’s side of the conversation and displays their waveforms on different channels for separate analysis. Clicking and dragging the mouse across any segment on one or both channels isolates the segment for replay.

**Clarify Speech and Sounds:** To help clarify words spoken by the inmate or called party or to better hear background voices or sounds, the *tempo*, *speed*, and *pitch* of either side of the conversation can be varied to reveal additional intelligence.

**Screen-Out or Enhance Background Voices or Sounds:** The EQ (Equalizer) button on Call Analyzer opens controls that allow you to turn up or down each segment of either Waveform.

**Chain of Evidence-** When an inmate places a call, the call recording (and the call details to accompany that recording) is digitally stored in a Redundant Array of Independent Disks (RAID). GTL records and saves calls in .wav-compatible format. When files are reformatted for special purposes (e.g. for storage on tape), they are generally regarded

as unverifiable and thus inadmissible in court. Call recordings in original format are encrypted with the appropriate codec, date and time stamped, and stored along with their associated call data. Any time a recording on the RAID drive is listened to, downloaded, copied, or emailed, this information and time-stamp of the event is appended to the call record. The new information is attached to the existing file, but the existing file is not overwritten or edited.

The recordings are recorded live, and during this time a 128-bit proprietary algorithm creates a date and time stamp for the data portion of the .wav file. When the call is completed, a codec is written onto the completed recording. The .wav file requires this codec to play back the recording. As long as the recording stays in the .wav format, GTL can always verify its authenticity.

**These features maintain the integrity and verifiability of the chain of evidence, ensuring that our records stand up to the highest degree of judicial scrutiny.** GTL promises to provide expert testimony regarding the reliability of your records and call recordings free of charge if they are ever challenged.

In addition, a log is maintained in the GTL system of all user activity related to every call—who listened to a call, for example, who burned the call to a CD, and when the CD was made. This tracking and auditing functionality ensures accountability and control of any actions taken by users involving call recordings.





**The GTL system will not allow a call record or recording in RAID storage to be deleted or modified.** The only way a call recording can be removed from the system is by "aging purge" after a defined period; this process is automated and performed without human intervention. However, since GTL will maintain all recordings on-line for the duration of the contract, this aging purge is not applicable to the DOC.

**GTL Expert Testimony-** GTL provides expert testimony, free of charge, to any jurisdiction on the authenticity of inmate call recordings. GTL's **security envelope** protects the integrity of the recording and verifies the authenticity of its identifying information (phone numbers involved, inmate's PIN, date, time, and duration). Any deliberate or accidental alteration to the recording disturbs the security envelope and is immediately detectable. A recording copied to a CD for transport and replay in a courtroom, or elsewhere, retains the security envelope.

**Call Off-Load to Removable Media**



CD / DVD

Call archiving to portable media is simple with the GTL Inmate Telephone System. The **CD/DVD Utilities** module allows call recordings with their associated call records to be easily copied to portable media (CD, DVD, USB devices). Any authorized user who wishes to store call recordings on external media can easily download these calls to CD/DVD. The CD/DVD will produce recordings with no loss in quality and will be capable of placing an audio time and date stamp within the recording.

**The GTL Solution Solves Crimes**

Inmate call recordings created by GTL's system were introduced as key government evidence and significantly contributed to the conviction of a former evangelist accused of sexual exploitation of children.

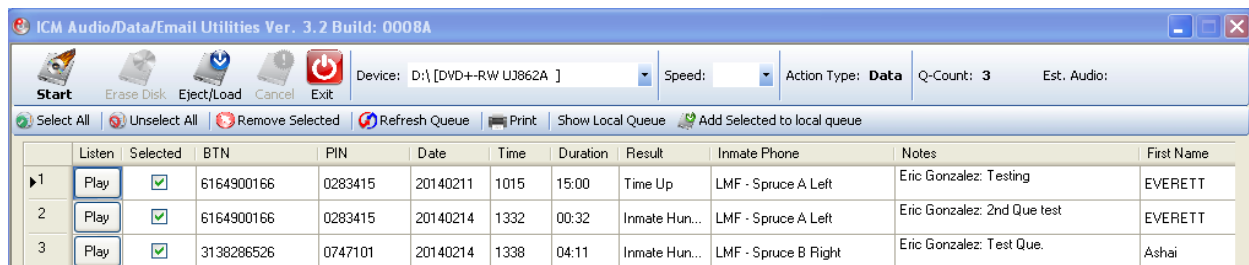
Immediately after conviction, FBI Special Agent Carl Malloy said:

*"The crimes he committed against children are unthinkable. The US Attorney and FBI wanted me to pass along a great big THANK YOU!! to GTL for providing an outstanding product that allows them to capture and keep people like this away from society."*

**CD/DVD Utilities**

		Utilities				Print			
	BTN	Phone	Date	Time	PIN	Last Name	Notes	SELECT	REMOVE
	6164900166	LMF - Spruce A Left	20140211	1015	0283415	TAYLOR	Eric Gonzalez: Testing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	6164900166	LMF - Spruce A Left	20140214	1332	0283415	TAYLOR	Eric Gonzalez: 2nd Que test	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	3138286526	LMF - Spruce B Right	20140214	1338	0747101	Trotter	Eric Gonzalez: Test Que.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

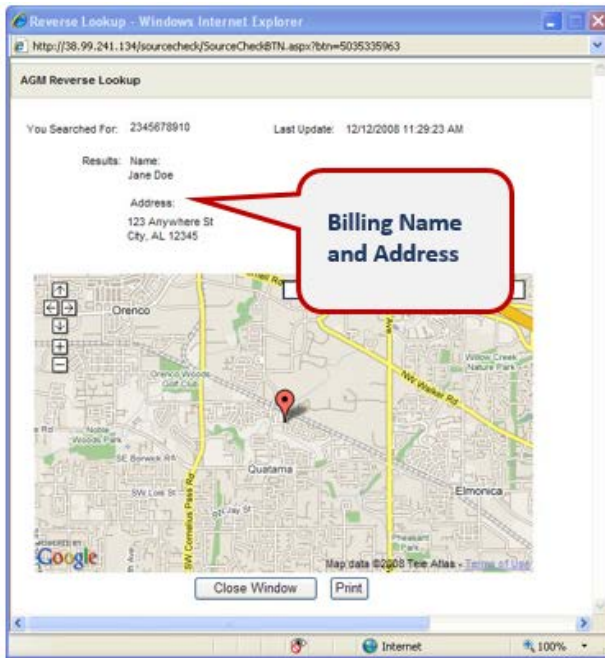
Downloading to CD/DVD can be performed on any computer that has secure access to the call recordings, whether at the facility or at a remote location. The user simply searches for the calls he/she wants to download (call recordings can be searched by PIN, date, start or stop time, inmate telephone station, called number, and other criteria). Once the desired recordings have been selected, the investigator inserts the CD/DVD and clicks on "Data CD/DVD" to burn the CD/DVD.



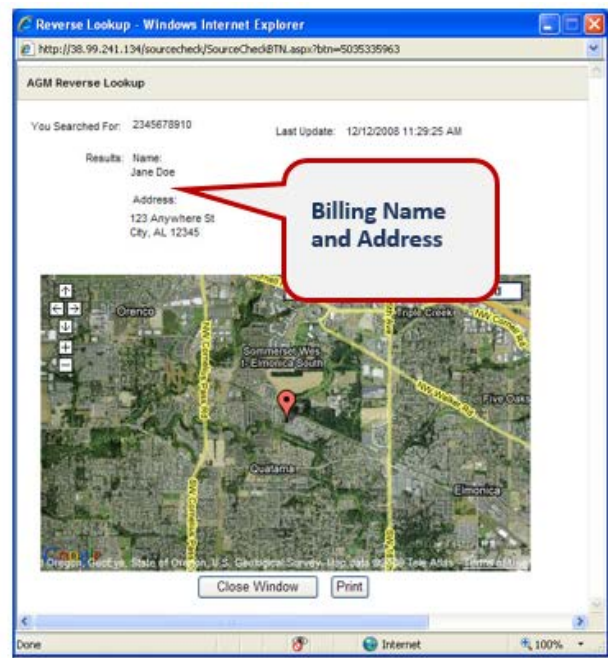
The user may listen to the CD/DVD through any universal media player. Files may also be stored on USB or thumb drives, hard disk, or any other medium preferred by the user. Copied recordings retain their security encryption and, at the user's discretion, any attached investigative notes.

**Reverse Number Lookup**

GTL's Reverse Lookup feature is a fully integrated standard feature of our ITS software. Reverse Lookup searches a large private database for the billing name and address (BNA) of a specified phone number and displays the name and address at the top of a street Map or Satellite image depending on the user's choice of graphics.



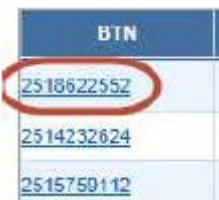
Map



Satellite



Reverse Number Lookup is available for numbers entered or viewed in the system's **Number Management** module.



The ability to quickly access a called party's physical location can be important to an investigation. For this reason, Reverse Number Lookup is also available for inmate-dialed numbers during live **Call Monitoring** and from **Call Detail Reports**. The authorized user simply clicks any Billed to Number (BTN) displayed on the Call Monitoring screen or listed on a call detail report to instantly view the name and address associated with the selected number.

**Security Threat Groups (Gang) Investigation Module-** GTL's Security Threat Group (STG) feature is standard with the GTL ITS interface and its Report Builder application to help the investigators align Security Threat Group activity through call detail reporting, live monitoring, and stored recordings. Inmate accounts may be assigned a Security Threat Group manually in the administrator application or, when applicable, through a Jail Management System feed.

Investigators are able to perform STG reporting in "Open a Report Type" pull down menus. When this report is selected, the Threat Group drop-down displays a list of common Threat Group names. Users can search calling activity by selecting one or more threat groups from the drop-down list.

**Call Detail STG Report:** When the Security Threat Report is selected under *Open a Report Type* from the Call Detail Reporting screen, the Call Detail STG Report results are displayed. This report includes an STG column which displays the Security Threat Group assigned to the PIN (maximum of 20 characters).

**STG in Live Monitoring:** The Live Monitoring screen will display an STG icon on the left-hand side of the PIN to notify users the PIN is assigned to an STG group. An Alert icon will be displayed to the right of the BTN (BTN alert) or PIN (PIN Alert). The STG groups (and any hot alerts associated with the BTN or PIN) will be displayed as a Tool Tip when the user moves the mouse over the Alert icon or the STG icon.

**STG PIN/PAN PIN Search:** A Security Threat drop-down list of pre-populated Security Threat Groups can be viewed in the PIN Search screen to allow users to search by an inmate’s assigned STG.

**STG PIN Details:** A **Threat Group** drop-down may be used in the PIN Detail screen. Users can select a STG from the drop-down list and click Save to assign the PIN to the threat group. A PIN may only be assigned to one STG at a time.

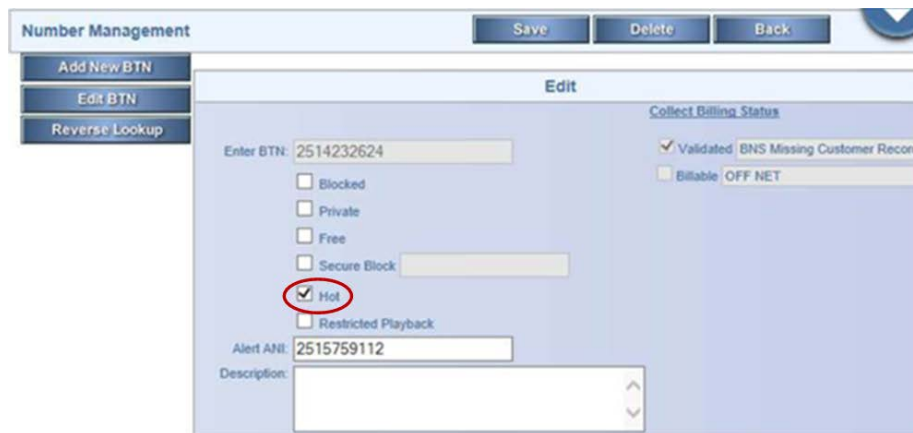
**STG in Report Builder:** Users can select one or multiple STGs from the drop-down list to search calling activity by PINs assigned to the STG.

**Report Builder Call Detail STG Results:** Users are able to view Call Detail STG Results under Ad-hoc Reports. Users must select this option to view the STG column on the Report Builder Search Results or Report Print/Export.

**ALERTS-** The GTL ITS allows alerts to be set up by authorized DOC staff; to be triggered when a specific PIN is used to make a call or a specific telephone number is called. Alerts can be sent to phone numbers (including cellular phones), email addresses, pagers, SMS text, or PCs. A valid secure log-in password is required to set an alert. When an alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.

Once BTNs (bill-to numbers) or PINs have been designated as “Hot”, any use of these for inmate calls, triggers a “hot alert”: The ITS contacts the “Alert ANI” (Automatic Number Identification) specified when the alert was set. When the alert is sent to an investigator’s telephone, he or she may enter an authorized security code on the phone’s keypad to immediately access and listen to the live conversation. An investigator’s access to a call-in-progress, whether from a phone, ITS workstation, or remote computer, is silent. Neither the inmate nor the called party will be aware that the investigator has joined the call.

The investigator monitoring an inmate’s conversation may also cut-in and talk to each party and/or terminate the call from his/her phone, workstation, or remote computer.



The screenshot shows the 'Number Management' interface. On the left, there are buttons for 'Add New BTN', 'Edit BTN', and 'Reverse Lookup'. The main area is titled 'Edit' and contains the following fields and options:

- Enter BTN: 2514232624
- Collect Billing Status:  Validated BNS Missing Customer Record,  Billable OFF NET
- Blocked:
- Private:
- Free:
- Secure Block:  [Text Field]
- Hot:**  (circled in red)
- Restricted Playback:
- Alert ANI: 2515759112
- Description: [Text Field]

Alert a Telephone Number



The screenshot shows the 'PIN Detail' interface. At the top, there are buttons for 'New', 'Save', 'Retire', 'Add New PAN', 'Print', 'Print Inmate Copy', and 'Add Funds'. The form contains the following fields and options:

- INMATE ID: 2584569
- DEBIT PIN: 2587, New Pin
- COLLECT PIN: 2587, New Pin
- FORCE RESET NEXT CALL: Select an option
- First Name: Test
- Last Name: Acc
- Middle Name: [Text Field]
- Alias: [Text Field]
- Active:   Reset Recorded Name
- PIN Currently in Use:  **HOT:**  (circled in red)
- Restrict Playback:
- AUTO PAN: Enabled:  20, Voice Verification Enrolled:
- Max PAN: 20

Alert an Inmate PIN

**Designate People to Receive Alerts-** Authorized persons who are to be notified when a hot telephone number (BNT) or hot PIN is used are designated on the system's Alerts screen. Alerts can be sent to phone numbers (including cellular phones), email addresses, pagers, SMS text, or PCs.



**Email Alerts** – Notify one or more designated people via email that a “hot” telephone number has been called or an inmate has used a “hot” PIN to place a call.

**Phone Alerts** – Notify via telephone that a “hot” call is in progress (“hot” number has been called or inmate has used a “hot” PIN to place a call); giving the alerted officer(s) the option to access and listen to the live conversation.

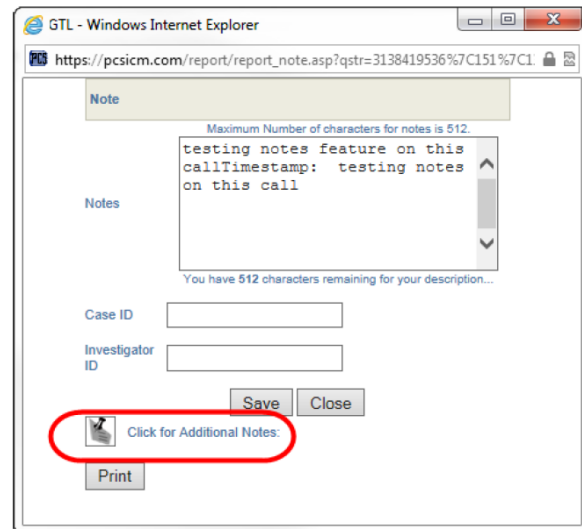


Example: Add a recipient for an Email BTN/PIN Alert


GTL's Inmate Telephone System provides the option to attach case notes to any call and view them later from call detail reports. Authorized investigators may add and review notes while listening to a recorded conversation. Notes can be used as search criteria to find related call records. Notes can be searched by Case ID or Investigator ID, inmate PIN or name, phone line, and/or dialed number. They system also allows notes to be added. In addition, investigators and authorized staff are able to enter notes regarding an inmate's PAN or the called party.





To playback a call recording, the user need only click on the speaker icon on a call detail report for the desired call. The Call Playback function uses standard Microsoft Media Playback. While listening to a call recording, the investigator may:

- Add a case number
- Add an investigator ID
- Add one or more notes (up to 512 characters each)
- Review notes previously added
- Print the notes associated with the call



Add or Review Notes During Call Playback

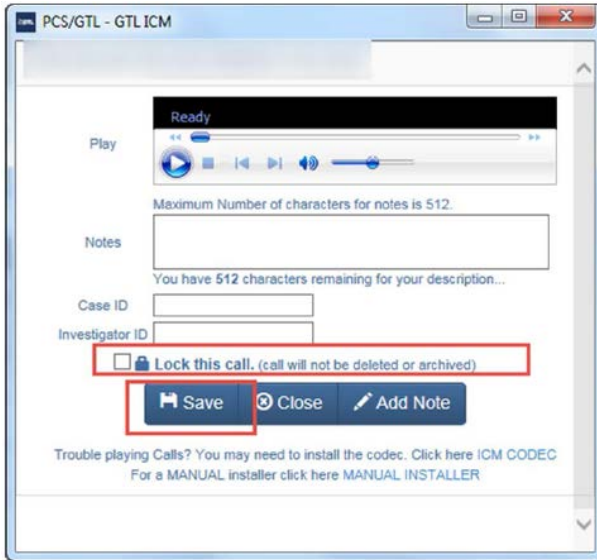
The Notes  icon is automatically added to call records with existing notes. Properly authorized users may access and view notes in a call detail report.

TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	NOTES	CASE ID	INV. ID
 	3138419536	20131121	2215	0349252	5974	LMF - Spruce C Right	15:00	\$3.00	Prepaid	testing notes feature on this call timestamp: testing notes on this call		
 	3138419536	20131121	2215	0349252	5974	LMF - Spruce C Right	15:00	\$3.00	Prepaid	testing notes feature on this call timestamp: testing notes on this call		

The GTL Inmate Telephone System retains call detail records for the entire term of the contract and recorded conversations for an agreed upon time period. The system can be configured to allow









authorized personnel to lock recordings of special interest to prevent them from being purged when the normal recording storage period expires. Checking and saving the **Lock this Call** option on the Call Player insures that the recording will be **retained indefinitely**; unless and until the recording is manually unlocked.



The recorded conversations associated with inmate calls are downloaded directly from call detail reports. To access recorded calls, the authorized user selects "Call Detail Reporting" on the system's dashboard and enters the parameters of the calls desired for review. For example, the investigator may specify start and end dates of a time span, a particular phone station or called number, an inmate PIN, and so on. A click of the *Submit Report* button generates call detail report containing details and recordings of all inmate calls that meet the search criteria.

The Tools section on a **call detail report** displays three icons on each call record that are used to replay and/or download recorded conversations associated with each call record.

TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT	ENERGY
  	<a href="#">2089186851</a>	20140327	1205	<a href="#">090522</a>	8787	SAWC - Anx DR-7	29:33	\$6.30	Prepaid	Inmate Hungup	00:00
  	<a href="#">2082709826</a>	20140327	1201	<a href="#">063951</a>	5784	SAWC - TV RM-R	27:12	\$5.88	Prepaid	Inmate Hungup	00:00

There are unlimited recording folders. GTL ITS original conversation recordings are in WAV or GSM format and include the CODECs for playback when downloaded for emailing or copying to a portable medium. Our ITS also allows recordings to be saved, stored, played, and emailed in other formats including Windows MP3, PCM, and QuickTime. Call recordings may be copied to a variety of portable media, including CD, DVD (single and dual layer), portable hard drive, tape, USB Flash drive or other USB devices.

**Additional Value Added Features**

GTL is more than an inmate telephone provider. *GTL is a correctional technology, infrastructure and consumer payment applications provider* that understands the importance of broadening SDDOC's communications capabilities and the need to find creative ways to cut costs. As the largest provider of inmate communications products in the nation, GTL's experience, infrastructure, partners and economies of scale provide SDDOC with unique opportunities in regards to special value added features. To summarize, we've provided a simple checklist to show some of the features, products and services that GTL can offer.

No Cost Additional Value Added Offerings		
Inmate Services	✓	Inspire™ Inmate Wireless Tablets
Investigative Features	✓	GTL Data IQ™ Complete 3 <sup>rd</sup> Party Integration Data Analysis
	✓	Integrated Keyword Search
	✓	GTL Called Party IQ™ Inmate to Inmate Call Detection
	✓	GTL Phone IQ™ Phone Type Identification
Family & Friend Services	✓	GTL TouchPay® Deposit Kiosks
	✓	ConnectNetwork® Web Payment Portal
	✓	ConnectNetwork® Web & IVR Payment Services



	✓	ConnectNetwork® Electronic Messaging
	✓	Visitation Scheduling Management
	✓	Android and Apple iOS Mobile Payment Apps
<b>Negotiable Cost Additional Value Added Offerings</b>		
<b>Investigative Features</b>	✓	GTL Location IQ™ Location Based Services

## No Cost - Additional Value Added Features

### INMATE SERVICES

**Inspire™ Inmate Wireless Tablets-** Inspire™ is GTL’s wireless tablet created exclusively for corrections facilities. This integrated product offering uses cutting-edge technology to allow SDDOC inmates to safely use corrections-grade handheld tablets as a multimedia communications device, which includes making telephone calls directly from their housing units. Available in both four-inch and seven-inch form factors, the Inspire tablet will allow SDDOC facilities to eliminate many of the issues associated with shared inmate telephones.

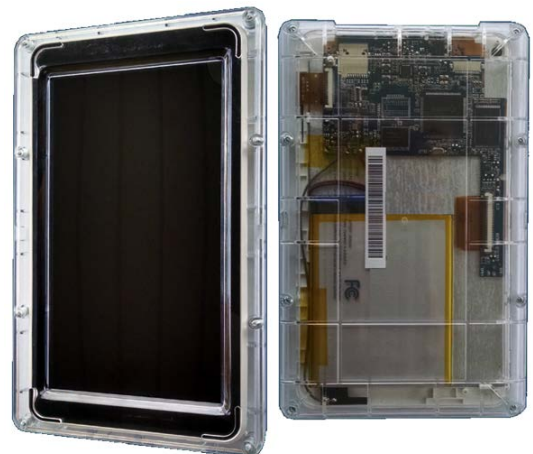
**Future of Inmate Communications.** The Inspire tablets are the next generation of secure inmate communications through multiple mediums including phone calls, email and future features such as instant messaging and social media. Society is changing the way in terms of how we communicate. If inmates can only make phone calls in a society where phone calls are shunned in favor of email, text or social media, recidivism could rise due to limited opportunities of interaction with their loved ones.

**Inspire Hardware- Built for Corrections.** Inspire tablets have a durable clear corrections grade body to prevent contraband from being hidden inside the case.

Our tablets are custom built by GTL with a secure operating system, offering *vastly superior security over product offerings based on stock "off-the-shelf" tablets*. GTL built Inspire from the ground up blending our custom-built OS with secure, durable hardware ensuring only GTL software can function on the hardware and vice versa.

Inspire tablets are "Flat" form factor offering a capacitive multi-touch screen matrix with a white LED backlight. The Inspire tablet features a 512 MB memory and 8 GB Flash Memory.

Inmates will not be able to access the interior components such as the motherboard of the device. GTL uses clear cases to distinguish the device from contraband. GTL has developed the Inspire tablet to be configurable with or without particular components. Thus we are able to provide these handheld devices based on the specific requirements.



**Inspire Applications-** Inspire will connect directly to GTL’s inmate telephone system, already in place at SDDOC facilities, via the secure wireless network. What this means for SDDOC inmates is the transition to the Inspire wireless tablet calling platform will be seamless for the majority of who are accustomed to GTL’s traditional inmate phones. For SDDOC investigators the analytical tools will be the same, *but additional investigative opportunities* are created with more calls available to analyze with inmates speaking to associates from their living quarters.

All of the security features of our traditional inmate telephones are available as part of GTL’s Inspire tablet solution. Tablets are simply a gateway for inmates to access GTL’s proprietary inmate phone platform which is software-based.

**More than Just a Phone.** Most facilities start with GTL’s Inspire tablet program to provide wireless calling for the inmate population, however there are opportunities to utilize the full capabilities of the Inspire solution as the SDDOC facilities become comfortable with the technology.



The Inspire solution is capable of providing delivery of the following additional features:

- Streaming music
- Email
- Games
- Electronic requests/grievances
- Interactive educational programs

By providing these extended capabilities at SDDOC correctional facilities, the Inspire tablets can introduce powerful incentives for promoting positive behavior within the inmate population.

**Inspire Security**- The Inspire wireless device line-up was created with security being the prime focus. GTL uses best-in-class security measures to ensure that both the wireless device and the wireless networks are properly protected from malicious behavior. This also provides control to allow only GTL devices onto the network and identifying 'rogue' Wi-Fi networks. To further protect the wireless network, *GTL has implemented advanced security practices as recommended by the Wi-Fi Alliance through the use of Wi-Fi Protected Access II (WPA2) Enterprise security protocols.* All aspects of the wireless network are locked down, thereby limiting an inmate to only approved content.

## INVESTIGATIVE/SECURITY FEATURES

### GTL Data IQ™ – Complete 3<sup>rd</sup> Party Integration Investigative Data Analysis

*Turn Raw Data into Actionable Intelligence*

**GTL Data IQ™** offers pre-built search queries and easily understood link diagrams by bringing simple solutions to complicated challenges, not only for SDDOC facilities, but to law enforcement partners. “A picture is worth a thousand words” is never more evident than when presenting a case to the prosecuting attorney, who can easily follow the explanation while reviewing a visual diagram of activities. Continue reading for a detailed explanation of how we accomplish this with our best of breed intelligence solution, **Data IQ.**



GTL

This version of our exclusive GTL Data IQ contains all the power of integrating with GTL data sources PLUS the ability to integrate with any and all customer provided data sources that originate outside of GTL. In other words, this feature will allow SDDOC authorized investigators to gather information from whatever source the SDDOC wishes to integrate with.

Whether reactive, or proactive, *the challenge for facilities nationwide is harnessing the power of data sources maintained by partners like GTL and incorporate disparate data sources from within the facility.*

GTL provides a portfolio of solutions readily available to be digested within **GTL Data IQ**, providing SDDOC's facilities with a state-of-the-art safety and security intelligence solution. Utilizing GTL's industry leading Inmate Telephone Solution, Visitation Scheduler, and Payment Services package, SDDOC facilities will be well on their way in linking the communication channels and flow of money between offenders and the outside world.

Investigative Data Sources		
Information Source	GTL Data IQ	Others
Inmate Phone Calls	✔	✔
Billing Name and Address	✔	✔
Visitation Data	✔	✘
Financial Transaction Data	✔	✔
Jail Management System	✔	✘
Kiosk Data	✔	✘
Security Threat Groups	✔	✘
Incident Reports	✔	✘
Cell Phone Forensic Data	✔	✔
Public Information Data	✔	✘
Data Sources Unique to Facility	✔	✘

**GTL Data IQ** is offered exclusively by GTL which no other provider can offer to SDDOC. This GTL full 3<sup>rd</sup> party integration version of our investigative solution is offered as a no cost option to SDDOC and provides vast capabilities unmatched by any other provider.

**Integrated Keyword Search**- GTL is able to provide fully integrated word data-mining capabilities along with our Inmate Telephone System solution. The need to analyze data gathered from inmate telephone conversations, in multiple languages, is mission critical for corrections facilities and we know that our solution will exceed SDDOC's expectations in this area. Our fully **Integrated and Intelligent Keyword Search** application, which allows the recorded conversations of inmate calls to the outside world to be scanned automatically for specified keywords; alerting investigators of recordings that contain the words or phrases of interest.



GTL will enable SDDOC investigators to tap into the massive amounts of recorded audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. SDDOC staff can now index large amounts of recorded audio from phone calls or voicemail making content instantly searchable. GTL's fully Integrated and Intelligent Keyword Search can instantly search any spoken word, enabling the timely identification of relevant threats and trends, and empowering agencies to immediately respond with preventative, protective action. The patented phonetic search technology enables searches on proper names, inexact spellings, industry terms, jargons, slang and colloquialisms—all without extensive training, large dictionaries or vocabulary updates. Extensive language capabilities leverage the linguist by delivering highly accurate results regardless of the speakers' gender, age, dialect or accentor speaking style.

**Extensive Language Capabilities** -Our Keyword Search solution supports more than 35 languages and dialects. Language models are created with representative audio that provides a robust language recognition capability out of the box. Language support can also be further refined using extensible language tuning framework. Because the technology does not require a dictionary, new language capabilities can be developed relatively quickly.

**How Phonetic Search works** -This technology is based on phonetics—the systematic study of the sounds of human speech. In all the languages of the world, there are about 4,000 distinct sounds (known as "phonemes") though most languages use only a fraction of that total. By using these tiny components of language, GTL is able to capture a true record of what is being said in an audio track, which can be searched more quickly, accurately and flexibly than with any other technology. Recorded audio is input into the system and a time-aligned phonetic index is created. Because phonemes are simply uttered sounds, the indexing is not affected by factors such as background noise, languages, dialects or speaking styles. Searches can be done directly on words or phrases, or using special operators such as Boolean strings or time-based proximity to other content. GTL's proprietary search engine identifies and matches the phonetic equivalent of the search string and returns relevancy-ranked results.

The result is a process that not only creates the truest representation of spoken audio, but also enables the fastest, most accurate access to the information contained within the audio files. Process improvements and advantages that GTL can deliver and no other technology can match:

- Tagging of audio for syndication
- Perform ad hoc searching for audio discovery and evidence
- Alert personnel when key words or phrases are located during search of recordings
- Analysis and reporting on large volumes of call data

**Key Benefits**

**Greater Speed:** Phonemes are the tiniest building blocks of language. Using these small bits enables faster processing of audio and the ability to find words and phrases within context without requiring complex and difficult-to-maintain dictionaries.














**Greater Accuracy:** New words, industry terms, blended words, proper names, slang, code words, brand names, and even the non-standard mixing of different languages are all easily processed with the phonetic approach.

**Greater Flexibility:** Because this technology is not dictionary-based, there is no need to train the system for dialects or accents. Additionally, GTL's fully integrated and intelligent Keyword Search is unaffected by unique speaking styles, jargon and even audio quality that can impact the performance and accuracy of text-to-speech methodologies, so you get what you need faster and with less impact on your resources.

**GTL Called Party IQ – Inmate to Inmate Call Detection-** GTL's **Called Party IQ** brings state-of-the-art investigation capabilities to SDDOC for detection of inmate to inmate telephone calls via a centralized multi-way call detection technology. Because GTL services over 50% of the inmate population in the United States, any and all calls processed by that population would be required to validate through our Centralized Universal Call Validation Software. This validation step affords GTL's clients the ability to identify, in near Real-Time, any call that is already in progress to the same phone number or BTN being dialed by their resident/inmate. Should an event occur, the validation environment sends a token to the 1<sup>st</sup> Dialing Platform and to the 2<sup>nd</sup> Dialing Platform so that both Call Detail Records are flagged. Subscribers are able to view the name of the other agency from where the 2<sup>nd</sup> call was placed.

A Called Party IQ search filter is able to be set by authorized users in the CDR Reporting screen when looking for calls placed simultaneously to the same BTN. Calls flagged by Called Party IQ are then displayed as green in the CDR search results screen.

Item 1 to 5 of 5

TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT	DETECT
  	 2489558379	20140130	1614	0660197	5990	LMF - Big Yard #9	01:06	\$0.40	Prepaid	Inmate Hungup	
  	 2489558379	20140130	1559	0660197	5990	LMF - Big Yard #9	11:39	\$2.40	Prepaid	Inmate Hungup	 04:22
  	 6168212542	20140130	0825	0401290	2251	LMF - Cedar Yard #1	15:00	\$2.88	Debit	Time Up	





GTL strives to provide solutions that enhance security and promote investigative results. Although finding calls made from multiple client locations is important, it is vital to provide the safety and security of your staff by ensuring that the calls from within the same facility are not processing. These internal calls are more indicative of security threats as well as potential organizational efforts to communicate within the facility. To combat these threats, GTL includes the capability to completely deny calls to phone numbers that already have a call in process to them, while still identifying those attempts for further review by investigative staff.

TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT	ENERGY
	3134007991	20131122	2055	0192404	1631	LMF - Pine #3	00:54	\$0.20	Prepaid	Inmate Hungup	00:00
	7027121823	20131122	2047	0422208	0011	LMF - Spruce A Left	06:05	\$1.81	Debit	Inmate Hungup	02:25
	3138204353	20131122	2046	0305277	9080	LMF - Birch	08:52	\$1.50	Prepaid	Inmate Hungup	00:00
	2692666346	20131122	2043	0223445	1234	LMF - Maple #3	14:47	\$2.87	Debit	Inmate Hungup	00:00
	2487168048	20131122	2042	0536226	6544	LMF - Spruce B Right	14:46	\$3.00	Prepaid	Called Party Hungup	00:00
	6167736570	20131122	2036	0316401	7442	LMF - Spruce A Right	14:56	\$3.00	Prepaid	CP IQ Multi-Way Call Block	00:00

**Green Highlighted CDRs = CP IQ call detected**

**Orange Highlighted CDRs = CP IQ call blocked (see Results = CP IQ Multi-Way Call Block)**

The Called Party IQ process is a **Live Call Event** tool used to analyze call records and recordings when two or more inmate calls are made simultaneously to one destination number. Unlike Called Party IQ, similar products of 3<sup>rd</sup> party applications are post call production based forcing investigators to wait as much as a day for results. GTL Called Party IQ has the ability to see these events in the Live Monitoring screen.

Global View (All Sites)		Scan: <input type="button" value="Start"/> <input type="button" value="Stop"/> <input type="button" value="Resume"/>		Interval: <input type="text" value="30"/> Seconds				
TOTAL CALLS IN PROGRESS: 8								
MONITORING INMATE ( ) CALLING								
TOOLS	BTN	Phone	Date	Time	PIN	Last	First	Facility ID
	6164544927	SPRUCE YARD 3	10/01/2013	14:28	0308075	GEORGIN	SCOTTIE	20199
	5865574062	CEDAR YARD #3	10/01/2013	14:28	0581736	FOUNDERS	WALTER	20199
	9896734512	CEDAR YARD #4	10/01/2013	14:27	0215190	ELLESIN	SHAWN	20199
	9894932796	SPRUCE D RIGHT	10/01/2013	14:27	0701391	GOLDER	JUSTIN	20199

If SDDOC is interested in Called Party IQ, GTL is able to provide our exclusive and multi-faceted call detection feature to identify, alert, and block inmate to inmate calling.

**GTL Phone IQ-** With GTL Phone IQ, an indicator is shown revealing the device type used to receive the call. The device type receiving the call is indicated in the BTN fields when viewing the *Call Monitoring* and *Call Detail Records* screens. The indicator shown on each of the screens will show the device as a cell phone, land line or unknown device type.

**Phone Type Icons**

Icon	Phone Type
	Unknown – The system could not determine the phone type.
	Landline – The system detected the BTN number as a landline.
	Cell Phone - The system detected the BTN number as a cell phone.
	Burner Cell Phone

When searching for call recordings in the Call Detail Records screen the authorized user is able to apply a checkbox at the bottom of the screen. When checked, the Call Detail Results will only return CDRs where the Bill to Number has been indicated as a Cell Phone.

**Call Detail Reporting:** Phone type icons will only be displayed on the Call Detail Results screen. The Phone Type indicator will not be displayed on the printed CDR report.



TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE
	135238448	20140212	1014	0475010	1012	LMF - Spruce B Right	01:24	\$0.40	Prepaid
	139578435	20140212	1012	0374501	8017	LMF - Spruce A Left	02:23	\$0.58	Debit
	137283475	20140212	1012	0783378	2616	LMF - Unassigned - 109	02:52	\$0.60	Prepaid
	965630769	20140212	1012	0383099	6852	LMF - Pine Yard #1	02:57	\$0.58	Debit
	136477750	20140212	1010	0151749	0601	LMF - Pine Yard #3	05:33	\$1.20	Prepaid

**Live Monitoring:** The Phone Type indicator will be displayed on the left-hand side of the BTN number on the Live Monitoring screen.

Global View (All Sites)									
Scan: <input type="button" value="Start"/> <input type="button" value="Stop"/> <input type="button" value="Resume"/> Interval: <input type="text" value="30"/> Seconds									
TOTAL CALLS IN PROGRESS: 15									
TOOLS	BTN	Phone	Date	Time	PIN	Last	First	Facility ID	
	4002360043	256 4D-4	12/01/2014	13:26	144260			20172	
	8065440819	293 5A-1	12/01/2014	13:25	094739			20172	
	8069283300	135 1C-3	12/01/2014	13:25	080303			20172	
	8064488424	114 1D-6	12/01/2014	13:24	164277			20172	
	9362643985	376 6C-4	12/01/2014	13:24	195327			20172	
	8065597651	351 6D-3	12/01/2014	13:22	094024			20172	

## FAMILY AND FRIENDS SERVICES

**GTL TouchPay Lobby Deposit Kiosk-** GTL proposes our TouchPay® Intake Kiosk to provide SDDOC a variety of methods by which funds may be deposited including commissary accounts, inmate trust accounts and prepaid telephone accounts as well as functions such as cash or credit/debit card payments. GTL’s TouchPay Lobby Deposit Kiosk will accept cash as well as Visa and MasterCard credit/debit cards. Transactions are made in real time and operating the TouchPay kiosk is as easy as using an ATM. With easy to follow step-by-step instructions, deposits to inmate accounts can be made in minutes.

### GTL TouchPay Lobby Kiosk Specifications

**Benefits of cash automation for SDDOC include:**

- It offers a convenient payment option for un-bankable and cash-only customers
- It increases collections and transaction revenues
- It provides extended payment hours with 24/7/365 availability
- It reduces facility cash handling, the need for management, facility liability, the need for back-office accounting, and the risks of misappropriation

GTL’s TouchPay Lobby Kiosk is built with a rugged, all metal design, an impact-resistant touchscreen, and a fully-secured door to withstand high-traffic environments and rigorous use.

FEATURES	BENEFITS
Accepts CASH—including \$1	- Provides options for un-bankable and cash-only customers—not all kiosk vendors accept \$1 bills
Accepts Credit/Debit Cards	
24/7/365 Self-Service Turnkey Solution	- Includes installation, training, monitoring, service, cash pick up, marketing, customer support, and reporting—requires no facility maintenance - Allows employee time allocation to mission-critical tasks vs. cash-handling activities
Real-Time Transactions, Reporting, and Customer Service	- Posts to account immediately - Provides immediate access to transaction records



	- Enables customer service to answer questions on a transaction, even if it just occurred
<b>Multiple Payment Types Accepted</b>	- Increases efficiencies gained from automation - Streamlines all payment processing and reporting
<b>Toll-Free Customer Service Number on Kiosk</b>	- Reduces customer inquiries to the facility
<b>Bill Validator</b>	- Rejects counterfeit bills
<b>Built-In Digital Camera</b>	- Increases auditing and investigative efforts with photo of each customer
<b>Bilingual Touchscreen</b>	- Offers ease of use—as easy to use as an ATM
<b>Barcode Scanner</b>	- Increases speed and accuracy of customer identification - Ensures data integrity
<b>Receipt</b>	- Provides transaction record, which reduces disputes
<b>17" Informational Monitor</b>	- Displays client logos, branding, messages, and information as requested by the client

Each kiosk takes a high-resolution photo of the customer during the transaction and provides a printed receipt once the transaction is complete. The receipt includes details of the transaction as well as GTL's TouchPay toll-free Customer Support number. This information, along with transaction history and the option to print additional receipts, is available on our website through the SDDOC-specific login, which only allows access to authorized users.

Canned messaging is another available feature that can be included on the kiosk. A list of facility-approved messages is loaded to the kiosk and available for friends and family members to select during their transaction. There is a fee for this add-on service, and it is an optional selection by the user. Inmates receive the message on their printed receipt which is available from the facility.

GTL's TouchPay kiosk can be programmed to accept many types of transactions, which allow the various departments of our clients to take advantage of all, or some of TouchPay's kiosk functions such as cash or credit/debit card payments. Transactions for each department can be set up as an independent order type so customers can make multiple payments to various departments while at the kiosk. TouchPay reconciles all payments and delivers the funds for each order type taken by ACH to the appropriate department's bank account.

All payment transactions are made through TouchPay Holdings, LLC d/b/a GTL Financial Services, wholly owned by GTL Corp.

**ConnectNetwork® Web Payment Portal-** Through the use of the ConnectNetwork® web site, inmate friends and family members can deposit money into an inmate's debit or trust account from anywhere that they can gain an internet connection. By navigating this simple, yet powerful web site, the users can create their own account to be used for that deposit as well as any future deposits. Once they have completed the account setup, they simply select the facility that their loved one is located in, choose their name and finally select the amount of money that they wish to place on their loved one's phone or commissary account. The user pays by credit or debit card and the transaction appears on the inmate's account quickly, efficiently, and accurately.

**ConnectNetwork® Web and IVR Payment Services-** Visitors to GTL's ConnectNetwork® web site may set up and fund AdvancePay accounts to prepay for inmate collect calls. In the comfort of home, office, or other place that affords internet access, an inmate's relatives or friends can go to ConnectNetwork.com, set up personal accounts, make deposits, and/or check balances and view previous transactions in their existing accounts. On the web site the user pays by credit or debit card and each transaction amount is immediately credited to his or her AdvancePay account.



### Credit/Debit Card Payments



Step	Description	Time
1	A depositor deposits funds via automated IVR phone deposit system, OffenderConnect Website, or OffenderConnect kiosk.	Real Time
2	Credit card transactions are processed through GTL credit card processing services and deposited into GTL merchant account.	Real Time
3	On each business day funds are transferred via ACH from GTL Bank Account to Customer's Bank account.	Daily
4	Transactional detail is sent from payment application to the GTL data center.	Real Time
5	GTL data center transmits transactional data to our Customer's accounting software.	Near Real Time

Electronic deposits using credit or debit cards can also be made via telephone using GTL's *interactive voice response (IVR)* system. After a ConnectNetwork account is established, additional funds may be added to an AdvancePay or designated offender account at any time.

GTL's ability to manage the end-to-end process, from billing authorization to carrier call termination, results in an unsurpassed ability to complete inmate phone calls. With more AdvancePay prepaid phone calls being completed, facility commissions are maximized and inmate and friend and family complaints are minimized. Some key features of the AdvancePay program are:

**AdvancePay Card Storage**- GTL allows frequent depositors to "store" their credit/debit card numbers, in order to expedite their AdvancePay deposit transactions when they top up their prepaid phone accounts. With this optional feature, GTL remembers the depositor's credit/debit card, regardless of which GTL payment channel is used. This is a particularly helpful function when

customers are using a mobile phone to complete the transaction, and punching in a 16-digit card number, plus a 5-digit zip code, plus a 3-digit security code may be difficult to do without error. Over 40% of deposit transactions are now completed using a previously stored card.

Note that GTL complies with the highest standards for protecting this sensitive customer data. GTL is certified as a level 1 PCI (Payment Card Industry)-compliant merchant, the highest level attainable. Therefore, all stored credit/debit card numbers are encrypted using industry leading technology. All decryption keys are stored in a highly secured and hardened Key Encryption Management (KEM) appliance that ensures only applications with the correct credentials are able to request decryption of sensitive data.

**AdvancePay AutoReload**- This optional feature is targeted toward those who:

- Receive frequent inmate calls
- Have a credit card
- Don't want to miss an inmate call because of a low balance in their account

GTL is able to provide our customers a new feature allowing for the automatic reloading of their AdvancePay prepaid account. For friends & family who sign-up for this optional feature, their AdvancePay account will automatically be reloaded when it hits a low balance condition, using a credit card that they have previously stored and authorized for use. Friends & Family may sign-up for this feature on either the AdvancePay phone IVR or at ConnectNetwork.com. On the IVR friends and family members can sign up for a \$25 Auto-Reload which stays in effect for 3 months. On the ConnectNetwork.com website, they may choose either \$25 or \$50 and a period of up to 12 months before Auto-Reload expires.

**AdvancePay Customer Contact Programs**- Insufficient funds is a key reason inmate calls are not completed. When calls are not completed, inmates and their families and friends are disappointed and complaints may be generated. GTL operates several free contact programs that alert called parties of an inmate's attempt to contact them and of the need to set-up or reload an AdvancePay account. The result is more accounts set-up and funded, leading to more completed calls and more satisfied customers.

**Phone Call Contact Program** – When an inmate is unable to complete a call to an authorized number, GTL will again relay the inmate's call attempt and provide instructions on how the called party can go about accepting the call. This limited program leaves only 1 message following an unsuccessful call attempt by an inmate, and never more than 1 message every other day regardless of the number of inmate call attempts. There will be no attempt to relay an inmate's call attempt where the called party declines to accept the call.

**Email Contact Program** –GTL sends an email to those AdvancePay account holders who register online with us, whenever their AdvancePay account balance is low. The email contains a link to our new mobile website, in order to facilitate a deposit. Email recipients always have the choice to "unsubscribe" to this contact program.

**Text Contact Program** – This optional contact program for friends and family will send a text message each time the account holder's AdvancePay balance is low. In order to subscribe, AdvancePay account-holders just need to text the word "ADVANCE" to code 91613. In accordance with text messaging regulations, a double opt in is required to complete the subscription. Subscriptions may be canceled at any time. Besides low balance alerts, subscribers may text "BALANCE" to find out their account balance at any time.



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**ConnectNetwork® Electronic Messaging-** GTL is able to offer an **electronic mail communication service** to allow friends and family members of inmates to send emails from any PC.

The ConnectNetwork® Electronic Messaging solution provides a convenient solution for friends and families looking to correspond with their loved one, while helping to ensure safety and security in your facility. Recent news articles highlight how drugs can be smuggled into facilities using the mail system to deliver them into the hands of inmates. With ConnectNetwork email, you can avoid the possibility of contraband entering into your facility!

GTL's email feature uses a state-of-the-art web portal within our ConnectNetwork feature to allow account holders to send email messages to inmates within your facility. These messages are then screened by facility staff and approved messages can then be printed and given to inmates. Our email feature can provide SDDOC investigators with another source of intelligence for your facility. All incoming emails can be screened prior to delivery so that investigators can identify correspondence that might be useful in preventing or prosecuting crime.

The GTL email system is great for facilities where letters to inmates are handwritten. No longer will SDDOC officers have to try to decipher handwritten letters; messages are all typed, making them easy to read.

SDDOC email administrators can quickly and easily log onto the management portal with their user ID and password from any computer with a secure internet connection. Once in the system, it is easy to screen email for acceptance or rejection, and to print copies of emails. Senders can be automatically notified that their email has been approved or rejected without any further interaction with your staff. The entire process has been designed to be simple to operate and convenient for both facility staff and inmate friends and family members.

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**Visitation Scheduling Management-** GTL provides "best in class" Visitation Scheduling Management Software. With over 140 extremely satisfied county and state clients across the country, SDDOC will join an elite group of facilities using this solution- one that's been tested and proven time and again. From ADP's of 200 to 17,000, and references from Los Angeles County, Weber County, and Orange County, FL, facilities will share stories of improved predictability in scheduling from choosing this system. It is important to mention that our Visitation Scheduling Management Software goes beyond managing quotas and facility policies but it allows for the public to schedule visits online, from a lobby kiosk, or on a smart phone—reducing parking lot congestion, reducing public visitor conflicts, reducing staff stress and overall, automating all aspects of visitation scheduling and public communication. This system notifies friends, families, and professionals via email that visits are confirmed, and if needed, cancelled. Also, within this system is the ability for SDDOC to mass email any notifications to all active users in the public visiting system.

Here are some other unique features:

**Public Web-Based Registration and Scheduling-** The multilingual public web scheduling interface allows you to offer online visitor registration and scheduling. Visitor information is then confirmed at the time of check-in. With this module, the public is responsible for registration and scheduling visitations – freeing up staff to perform more mission critical tasks.

**Professional Web-Based Registration and Scheduling-** The multilingual professional web scheduling interface allows those registered visitors you deem as a "professional" to schedule visits with an inmate. In addition, you can set up unique professional visitation policies that enable professional visitors to enter their station preferences and select visitation times appropriate to their needs.

**Walk-In Visitation Appointments-** GTL enables visitation staff to set up visits for walk-in visitors with the same policies, quotas and restrictions as prescheduled. Not only can you set visitation durations, you can also set up start delays to allow inmates and visitors time to reach their stations.

**Automated Inmate Updates and Cancellation Notices-** Inmate bookings, movements, and releases are immediately propagated throughout the system, providing up-to-date visitation schedules, with visibility across the facility. When an inmate's housing unit or status changes, our solution will automatically reschedule affected visits. If visits cannot be rescheduled, they are cancelled and visitors are notified via email and automated phone messages – eliminating the need for your visitation staff to manually notify visitors.

**Installations-** GTL's Video Visitation Solution has been installed at over 140 facilities nationwide. This solution will empower you to streamline your visitation processes and, through increased efficiency, achieve a maximum return on your investment.

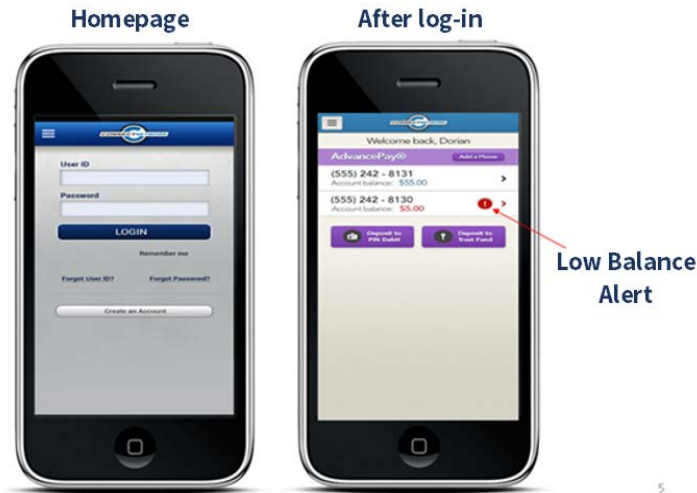
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**Android and Apple iOS Mobile Payment Apps** With over 50% of payments originating from mobile phones, GTL is enhancing the customer experience with 'apps' specifically designed for Android and Apple iOS mobile phones. This new functionality provides our customers with improved capabilities to manage their account with GTL when using their mobile phones providing customers with real time capabilities to manage their account. Here is a partial list of app functionality that is available to our customers.

The following images display the easy to navigate app and functionality.



Customers are able to access and manage their account via the mobile browser, text message links and emails.



GTL's mobile app will be available in both English and Spanish.

#### ConnectNetwork® Website

Additionally, our website is enhanced for consumers who view the site from their mobile phone and/or tablet device. With similar functionality as our new mobile phone app, consumers are able to manage their account without the need to download the ConnectNetwork app.

## Negotiable Cost - Additional Value Added Features

### INVESTIGATIVE/SECURITY FEATURES

**GTL Location IQ™ – Location Based Services-** Using powerful and accurate Carrier Tower and GPS location based services GTL Location IQ™ can access a consumer's location regardless of the network or device type. Using carrier network-based location and GPS, GTL Location IQ™ can help you locate cell phone users through latitude/longitude coordinates or proximities. Investigators within our ITS reporting application can select a 'Get Location' button which will provide the user a map with the location of the cell phone when the user accepted the call.

**Features Include:**

- GEO Coding and Mapping
- User Defined Adjustable GEO Fencing
- Notifications
- Court order may be required for on-demand cell phone locations

**Location Based Services-** Through the use of Location Based Services, when an end user accepts a call, the location of the phone where the end user accepted the call will be reported back to GTL. If that call is within a pre-established perimeter, the call will not be allowed to process.



The accompanying image is a facility with approximately 400 yards around the perimeter set to be blocked. Naturally, the perimeter is customized for each facility.

**CDR Search Results-** In call detail records, a distinctive icon clearly indicates either Land Line or Cell Phone.

	TOOLS	BTN	DATE	TIME	PIN	First Name	Last Name	PHONE	DUR.	CHARGE	TYPE	RESULT
Land Line			20140107	1805	0000337177	LEONARD	HODGES	- J2 #986	14:48	\$4.85	Collect	Inmate Hungup
Cell Phone			20140107	1801	1012976			- 110	00:00	\$0.00	Prepaid	No Answer
			20140107	1739	0000751585	WILLIAM	HUSKINS	- F2 #955	14:17	\$2.70	Collect	Inmate Hungup
			20140107	1721	0001165053	ANDERSON	CARSON	- E2 #973	10:31	\$2.70	Collect	Inmate Hungup

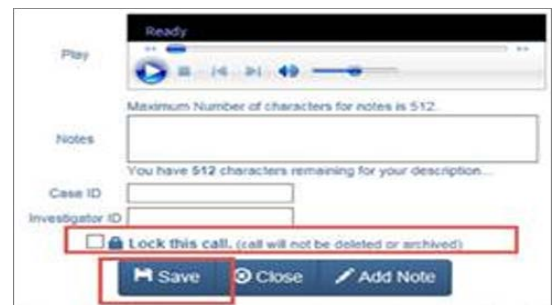
**3.5 CALL MONITORING AND RECORDING**

**Response:** GTL understands and complies.

South Dakota DOC currently uses GTL’s storage for recordings. SDDOC’s inmate call recordings will continue to be centrally housed, protected, and maintained in a multi-terabyte, enterprise level data warehouse at GTL’s Primary Data Center in Texas. GTL uses Storage Area Network (SAN) technology with redundant arrays of independent disks (RAID drives) for recording storage. Tapes are not used. All recordings are accessible to permitted authorized users and are able to be maintained uncompressed where required until a request is made to download. The RAID storage server for SDDOC facilities will have the capacity to store call recordings and provide them on-line for immediate access by authorized SDDOC staff for the duration of the contract.

SDDOC’s system will be configured to allow authorized personnel to lock recordings of special interest to prevent them from being purged beyond the required recording storage period. Checking and saving the **Lock this Call** option on the Call Player ensures that the recording will be **retained indefinitely**, unless and until the recording is manually unlocked.

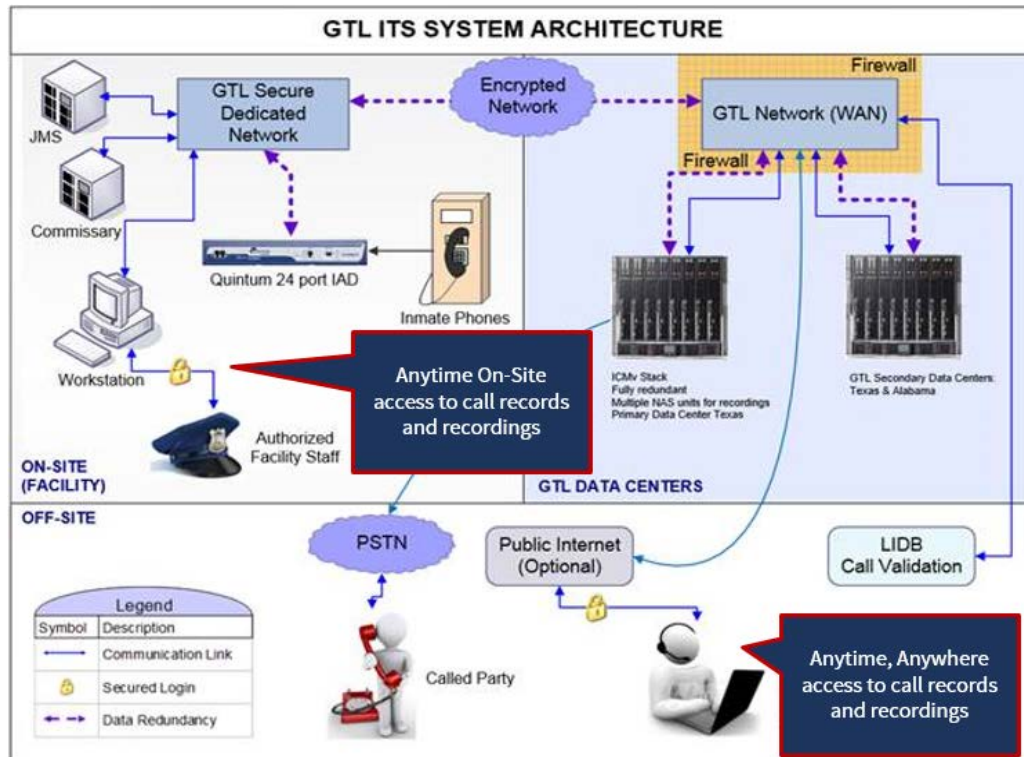
The recording for each inmate call will be digitally transmitted *in real-time* as inmate calls complete and stored in our secure, enterprise level storage pillar at our Primary Data Center in Texas, which utilizes dedicated Redundant Array of Independent Disks (RAID) disk drives. The RAID storage server for SDDOC facilities will have the capacity to store call recordings and provide them on-line for immediate access by authorized SDDOC staff for the duration of the contract.



**RECORDING RETRIEVAL AND REPLAY** Call search and playback may be performed at each SDDOC facility's Inmate Telephone System PC workstation or from any compatible PC computer at a remote location, to replay recorded calls from any facility covered under this RFP. Calls are able to be searched by dialed number, date, time, inmate PIN and site name at a minimum.

GTL's Inmate Telephone System provides **Anywhere Anytime Access** to its recording replay and other advanced features. Properly authorized users may access the system from an onsite ITS workstation or other DOC on-site PCs; or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection may also access certain ITS features.

Properly authorized investigators at remote locations will have full access and use of the Inmate Telephone System's monitoring and recording functions.



GTL's Inmate Telephone System allows authorized personnel to search for call recordings by one or more specified criteria, including dialed number, date, time, inmate account and/site name. The user selects or clicks-to-check one or any combination of criteria listed on the Call Detail Reporting screen; customizing the search and subsequent report with attached recordings to meet the particular investigative (or administrative) need.



The Tools section on a call detail report displays two options for replaying the recorded conversation associated with each call record: Call Playback and Call Analyzer.

TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT	ENERGY
	<a href="#">3137587635</a>	20131121	0946	<a href="#">0734285</a>	2626	LMF - Spruce A Left	00:21	\$0.19	Debit	Inmate Hungup	00:00
	<a href="#">2313432837</a>	20131121	0945	<a href="#">0741393</a>	2674	LMF - Pine Yard #4	00:36	\$0.20	Prepaid	Inmate Hungup	00:00



**Call Playback** is accessed by clicking the speaker icon.

Call Playback is the routinely-used listening option.



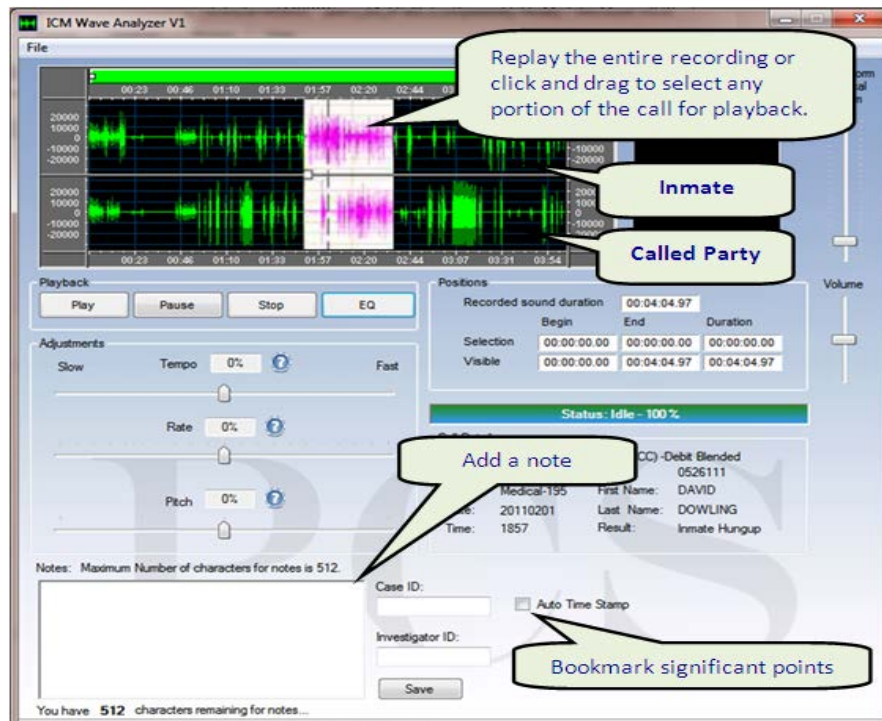
Playback begins immediately while the recording is streaming.

Investigators can add a case number, investigator ID, and add or read attached notes while listening to the playback.



**Call Analyzer** is accessed by clicking the Analyzer icon.

Call Analyzer is used to closely study recordings of investigative significance.



*GTL ITS Call Analyzer*

The recording is fully downloaded to your computer before replay and analysis begins.

**Separately Analyze the Two Sides of a Conversation:** Call Analyzer separates the inmate's side of the conversation from the called-party's side of the conversation and displays their waveforms on different channels for separate analysis. Clicking and dragging the mouse across any segment on one or both channels isolates the segment for replay.

**Clarify Speech and Sounds:** To help clarify words spoken by the inmate or called party or to better hear background voices or sounds, the tempo, speed, and pitch of either side of the conversation can be varied to reveal additional intelligence.

**Screen-Out or Enhance Background Voices or Sounds:** The Equalizer (EQ) option on Call Analyzer opens controls that allow you to turn up or down each segment of either Waveform. By playing back any part of either side of a recording and turning up and/or down different audio bands, you can identify background speech and noises and screen them out to make a conversation clearer, or focus on the background speech and noises themselves.

**Call Monitoring-** GTL's Inmate Telephone System allows authorized staff to monitor inmate phone conversations in real-time while the system simultaneously continues the recording of inmate calling. The system's live monitoring component will be accessible to authorized personnel through the **system workstation** at the facility and via GTL's **secure Internet connection** from a desktop, laptop, or other remote means. There are no limitations on the number of SDDOC staff allowed to live monitor or listen to inmate call recordings. Whether at an on-site workstation or connected through the Internet from a remote location, only those with appropriate security clearance will be able to access the password-protected live monitoring component.

Calls-in-progress are displayed on the system's Live Monitoring screen and can be selected for listening by inmate PIN or the called number.



Live Monitoring

Global View (All Sites) Scan:    Interval:  Seconds

TOTAL CALLS IN PROGRESS: 8

TOOLS	BTN	Phone	Date	Time	PIN	Last Name	First Name	Facility ID
	6164544927	SPRUCE YARD 3	10/01/2013	14:28	0308075			20199
	5865574062	CEDAR YARD #3	10/01/2013	14:28	0581736			20199
	9896734512	CEDAR YARD #4	10/01/2013	14:27	0215190			20199
	2485467050	BIG YARD #9	10/01/2013	14:19	0267162			20199
	3132938548	BIG YARD #1	10/01/2013	14:18	0570371			20199

**Live monitoring functions for calls-in-progress include:**

- Allows the user to manually **select and listen** to a particular call in real-time; for any length of time.
- Allows the user to activate **Scan**, which causes the system to sequentially auto-select and “play” the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again. At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.
- Allows the user to **disconnect** (end) or **interrupt** (barge into) any call in which the conversation is inappropriate or threatening.
- Allows the user to **forward** a call-of-interest to a designated number.
- Alerts the user when a call was placed by an inmate with a “hot” (alerted) PIN or when an inmate has called a “hot” (alerted) destination number.

Authorized persons who are to be notified when a hot telephone number (BNT) or hot PIN is used are designated on the system’s **Alerts** screen.

Call Detail Reporting

The GTL ITS live monitoring **Scan** feature allows the system to sequentially auto-select and play the live conversion of each active call for a specified interval (e.g. 30 seconds, 60 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again. At any point, the user may stop the scan and listen to a conversation of particular interest for any length of time.

Live Monitoring

Global View (All Sites) Scan:    Interval:  Seconds

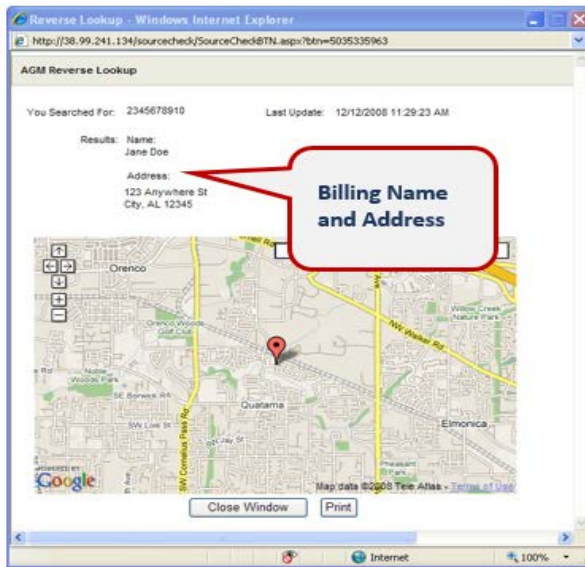
TOTAL CALLS IN PROGRESS: 8

TOOLS	BTN	Phone	Date	Time	PIN	Last Name	First Name	Facility ID
	6164544927	SPRUCE YARD 3	10/01/2013	14:28	0308075			20199
	5865574062	CEDAR YARD #3	10/01/2013	14:28	0581736			20199
	9896734512	CEDAR YARD #4	10/01/2013	14:27	0215190			20199
	2485467050	BIG YARD #9	10/01/2013	14:19	0267162			20199
	3132938548	BIG YARD #1	10/01/2013	14:18	0570371			20199

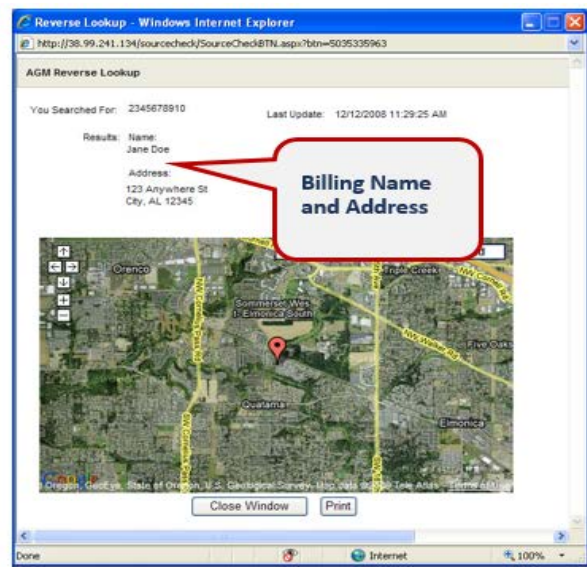
Live monitoring is not detectable by the inmate or by the called party and does not interfere with the continuous recording of the conversations. Several investigators may monitor the same call at the same time.

Authorized personnel at the GTL system workstation or remote PC can access call history for active calls from the live monitoring screen. The user will be able to view recent activity for both BTN and individual phones. An additional tab to view the Call Detail Screen can be utilized to look up call detail history, while still keeping the live monitor screen open. From the Call Detail screen users can review recent call activity for the individual BTN which such as PINs, phone station, etc.

GTL's Reverse Lookup feature is a fully integrated standard feature of our ITS software. Reverse Lookup searches a large private database for the **billing name and address (BNA)** of a specified phone number and displays the name and address at the top of a street Map or Satellite image depending on the user's choice of graphics.



Map



Satellite



Reverse Number Lookup is available for numbers entered or viewed in the system's **Number Management** module. Reverse Number Lookup is also available for inmate-dialed numbers during live **Call Monitoring** and from **Call Detail Reports**. The authorized user simply clicks any Billed to Number (BTN) displayed on the Call Monitoring screen or listed on a call detail report to instantly view the name and address associated with the selected number.

**Live Monitoring by User Role:** The User Management button on ITS system's dashboard provides access to user management tools. GTL's system User Management screen provides options for authorized SDDOC personnel to Add New Users to the system, define New Roles (sets of access permissions), edit previously defined Roles, or edit the Role of a selected user.

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

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





To allow or disallow feature-access for a user or group of users, an authorized administrator places or removes check marks in the boxes next to features listed on the Add or Edit Roles\* screens.

\* For proprietary reasons, only a few assignable functions are illustrated here.

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

Upon termination of this contract, if GTL is not chosen as the provider of inmate telephone services, GTL will make available to SDDOC the existing call recordings and call records for one year. We will also make available the ability to process reports regarding the archived data for investigative service.

**DATA SECURITY**

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

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

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

A detailed record of each call is created and stored in real time at its primary storage location and transmitted in near-real time to secondary storage. Each telephony server connects to a RAID, allowing inmate call recordings to be replicated in real time across a redundant array of independent disks. GTL redundantly stores all call detail records for on-line access for the term of the contract and recordings for the agreed upon storage period.

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

GTL’s inmate telephone system performs continuous on-line self-diagnostics. Connectivity of system elements and functionality of key programs in the system’s controller are checked. Diagnostic service is performed by Solar Winds application. Every two (2) minutes Solar Winds tests and logs the connectivity of each element of the LAN and, except in the case of computer workstations, sends an alarm to the GTL Professionals in the GTL Service Center when an element fails to connect. Alarms are not usually set for workstations since these are frequently turned off at the end of day. Polled elements include:

- Site Router
- System Controller
- Mass Storage Server
- ITS System Workstation

**3.6 CALL ACCEPTANCE**

**Response:** GTL understands and complies.

Addendum 2 has revised this requirement. By default, GTL’s Inmate Telephone System requires every called party to actively indicate acceptance of an inmate’s call by pressing a specified digit on the phone’s keypad. The system’s automated operator will instruct the called party with a message such as:

- You have a collect call from [INMATE NAME], an inmate at [FACILITY NAME]. This call is subject to monitoring and recording.

**GTL Data Center Security**

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



- If you wish to accept this call, press [specified digit] and hold.
- To deny the call, press [specified digit] and hang up.”
- If you wish to block future calls of this nature, press [specified digit] for further instructions.
- To hear costs for this call, press [specified digit] and hold for rate information.

If the called party fails to respond appropriately, the message is repeated. If no appropriate response is made within 30 seconds of the last repeat, the call attempt is terminated.

The exact wording of automated prompts will vary with call type. The wording of default messages can be modified to exactly match the DOC’s preferences. Billing will not start until the call is positively accepted.

The GTL Inmate Telephone System splits calls in such a way that the inmate has no opportunity to hear or communicate with the called party until the call has been positively accepted. While the inmate is “on hold” during call set up, the system delivers tones to indicate that the call is progressing. The inmate is cannot hear or communicate with the called party until the call is positively accepted.

The GTL ITS requires positive acceptance by the called party before an inmate’s call is connected. The system recognizes legitimate call acceptance events and can distinguish them from standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular phones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, and other non-conforming telephone activities.

### 3.7 SYSTEM SECURITY

**Response:** GTL understands and complies.

GTL’s Inmate Telephone System provides options for automatic daily turn on and shut off of telephone service at designated times for separate housing units and the telephones can be turned on or off at any time by authorized staff. Authorized staff controls override the scheduled on/off phone times.

**Automatic Daily Turn On/Off of Phones-** The system provides the ability to program times when the system will be available or unavailable for inmate calling.

1. On/Off times may be programmed at each minute, 24 hours a day.
2. On/Off times may be programmed to be unique to each day of the week.
  - On/Off times may be programmed to be unique by separate housing units or individual areas of the facility.

The screenshot shows a web-based interface for 'System Control'. It includes buttons for 'Phone Settings', 'Default Settings', and 'Back'. Below these is a table titled 'Call Times Detail' with columns for 'Weekday', 'Call Duration Min.', 'Start Time', and 'End Time'. The table lists settings for Sunday through Saturday, all with a duration of 20 minutes and a start time of 0730 and end time of 2230.

Weekday	Call Duration Min.	Start Time	End Time
Sunday:	20	0730	2230
Monday:	20	0730	2230
Tuesday:	20	0730	2230
Wednesday:	20	0730	2230
Thursday:	20	0730	2230
Friday:	20	0730	2230
Saturday:	20	0730	2230

*Program the Schedule for Inmate Calling Times*

#### Software Manual Phone Shut Down

GTL’s system is flexible in its ability to shutdown individual phones and groups of phones within a facility and globally. From any authorized SDDOC workstation or remote PC with internet connection, users with the appropriate access can turn the entire phone system on or off with a couple of clicks of the mouse. From the System Control screen, telephone service and recording can be turned on or off by group. To shut down service to telephones, in the Global Phone Status field, select “Off”.



The screenshot shows the 'System Control' section of the dashboard. Under 'Phone Settings', the 'Phone Group' is set to 'LMF'. The 'Global Pin Override Type' is 'Disabled' and the 'Global Override Value' is '0'. The 'Global Phone Status' dropdown menu is open, showing options: 'Off', 'No Recording', and 'Recording'. A red box highlights the 'Off' option, and an arrow points to it from a text box that says '"Off" Turns Off Phones'.

*On/Off Phone Control*

Telephone service to individual inmate phones also can be turned on or off at SDDOC’s discretion. From the System Control screen, individual phones are accessed by clicking the hyperlinks in the Phone Group column. Service to an individual inmate telephone can be turned off by selecting “Off” from the drop list of that phone as shown in the image below.

The screenshot shows the 'System Control' section with a table of individual phone settings. A red box highlights the 'Off' option in the 'Recording' dropdown for phone 126, with an arrow pointing to it from a text box that says '"Off" Turns Off Selected Phones'.

Pin Override Type	Override Value	Phone	Description	Duration Min.	Recording	Free Local	FCD
Disabled	0	126	Aspen	15	Off	No	0
Disabled	0	101	Big Yard #1	15	Off	No	0
Disabled	0	125	Big Yard #11	15	No Recording	No	0
Disabled	0	107	Big Yard #12	15	Recording	No	0

*Telephone Status - Individual Phone Settings*



GTL’s Inmate Telephone System utilizes password-protected security levels to ensure that users can only access information for which each has been authorized. SDDOC personnel as well as GTL employees are subject to security level assignment. All data are accessed on a “need to know” basis. Users who do not need to have access to sensitive data will be prevented from accessing it. In order to access the system’s user interface, a person must login with a valid user-name and password. Each user’s password is linked to an assigned Role which gives that person permission to access certain functions and not others.

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



The system's User Management screen provides options for authorized personnel to Add New Users to the system, define New Roles (sets of access permissions), edit previously defined Roles, set up a Restricted User, edit the permissions granted to a particular user, and post messages for one or more selected users.

A Role might grant permission to access only one feature or multiple features. The Restricted User feature allows the administrator to grant, for example, limited access to an outside investigator to review calls only for the specific inmate or specific telephone number(s) germane to the investigation.

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

To allow or disallow feature-access for a user or group of users, an authorized administrator places or removes check marks in the boxes next to features listed on the Edit Roles\* screen.

\* For proprietary reasons, only a few assignable functions are illustrated here.

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

**User Activity Audits-** The ITS keeps a complete and verifiable audit trail of actions performed by each user, allowing authorized client personnel to run reports on this information. These reports can help ITS users keep track of their own activity (for instance, to check what calls they have downloaded) and allow administrators to track their staff's use of the ITS. The complete and verifiable records of actions performed also give the facility an ironclad rebuttal to potential inmate or lawyer complaints that someone has not allowed inmates their calls or has improperly interfered with their calling privileges.

**Centralized Storage of Call Data-** GTL's Inmate Telephone System solution is a centralized non-premise system that is configured with built-in redundancy to reduce interruption of service and prevent data loss. GTL has gone to extraordinary lengths to ensure the safe keeping of system configuration information and inmate call records. The system design provides redundancy of critical operational components and allows automatic backup of call data.

The recording for each inmate call will be digitally transmitted *in real-time* as inmate calls complete and stored in our secure, enterprise level storage pillar at GTL's Primary Data Center in Texas, which utilizes dedicated Redundant Array of Independent Disks (RAID) disk drives. Data replication associated with RAID storage automatically creates redundancy.

Each time a recording is stored on the dedicated storage pillar, a call record is also stored to accompany that recording at our Primary Data Center. Because the recording function is an integrated feature of the GTL Solution, both call-processing and call-recording operate off the same clock and will have the same date and time "stamp." All call detail records will additionally be available on-line for immediate access by authorized SDDOC personnel. Our data center facilities are physically separate; located in the states of Texas and Alabama. All GTL data storage facilities are lightning and surge-protected and have UPS units and back-up power generators. The databases housed at each data center are automatically updated so that each center holds complete and up-to-date data for the various facilities.

### 3.8 REPORTS

 **Response:** GTL understands and complies.

GTL's ITS is designed for easy, *real-time, customizable/ad hoc* reporting all ITS information that is needed by facility administrators and investigators. Powerful, but easy to use, reporting functionalities simplify the process of generating standard or customized reports that deliver exactly the information needed by each user. The reporting features are available via ITS **Anywhere Anytime Access** (no VPN required). Properly authorized users may access the reporting tools from any onsite ITS workstation, the client' on-site PCs, or any off-site PC (desktop or laptop). Reports accessible through secure access. And reports are fully exportable to the desired formats.

The GTL Inmate Telephone System provides 4 reporting tools:

**Graphs** – Call activity information at a glance

**Report Builder** – Build custom and ad hoc reports

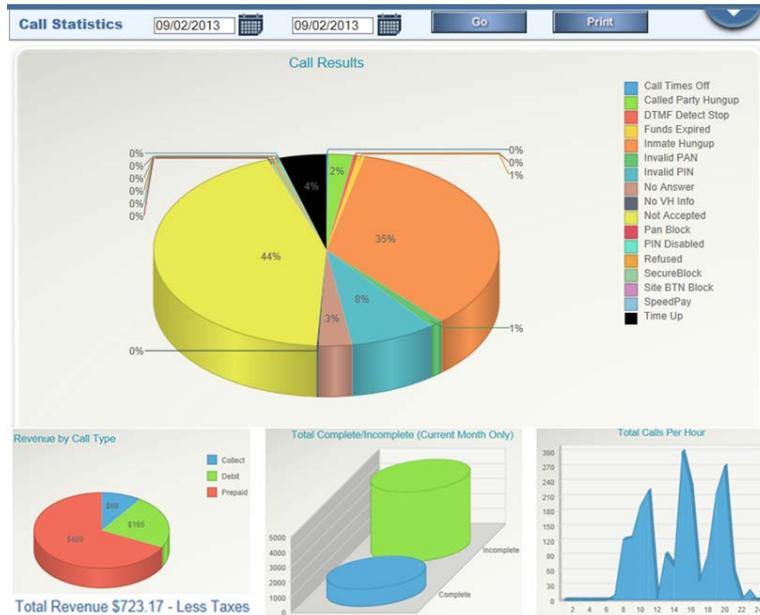
**Call Detail Reporting** – Designed primarily for investigators

**Advanced Reports** – Designed primarily for administrators

**Graphs**



The **Graphs** option displays up-to-the-minute information in graphical format about the client's overall system (in the case of multi-facility clients) or each facility's Call Results, Revenue by Call Type, Total Complete/Incomplete Calls, and Total Calls per Hour for the current day.



**Call Detail Reporting**



On the **Call Detail Reporting** screen the administrator or investigator specifies the desired selection criteria for call records and/or recordings, opens a previously saved report template or a Report Type predefined by GTL.

**Call Detail Reporting** [Submit Report] [Restore Default] [Advanced Reports] [Alerts]

Start Date: 11/22/2013 | Start Time: | Minimum Duration: | Dill To Number (DTN): [Contains]

End Date: 11/22/2013 | End Time: | Maximum Duration: | Personal Identification # (PIN): [Contains]

Call Type: [Select Call Type] | Completion Status: [Complete] | Call Band: [Select Rate Type]

Inmate Phone: [Select Phone] | Stop Reasons: [Select Stop Code] | Phone Group: [Select Phone Group]

Open a Saved Report: [Select a saved report] | First Name: [Contains] | Last Name: [Contains]

Delete Saved Report [Icon]

Open a Report Type: [Select Report Type]

Pin - Active Only  
 Exclude non-essential calls  
 Return HOI status records only  
 Return PRIVATE status records only  
 List Pin with Inmate name  
 Return ENERGY status records only  
 Select to return calls for all sites.

Call Detail Reporting Selection Criteria





An authorized user may select or click-to-check one or any combination of multiple selection criteria listed on the Call Detail Reporting screen; customizing the report to meet the particular investigative (or administrative) need. The system's Call Detail Reporting function can generate more than 1,600 different reports based on parameters defined by the user. After a report has been created, it can be saved with a unique name and reused as a template in the future to generate the same or similar reports (e.g. same selection criteria except for timeframe).

### Open a Saved Report

To choose a previously saved report the investigator selects the name of the desired report from the "Open a Saved Report" drop list.

The search fields can be used to easily create reports:

- Calling by facility
- Calling by inmate PIN
- Calling by station
- Calling by destination number

After a report has been created, it can be saved with a unique name and reused as a template in the future to generate the same or similar reports (e.g. same selection criteria except for timeframe). When the Submit Report button is pressed, the system generates and displays the report on the **Call Detail Results** screen.

### Use a GTL-Defined Report Type

### Open Report Type

The ITS is preconfigured with a set of report templates that are commonly used. Upon request, at the time of system implementation GTL can configure and save additional Report Types that the DOC anticipates needing. The investigator selects these custom report templates from the **Open a Report Type** drop list on the Call Detail Reporting screen.

GTL-defined reports include:

- Frequently called numbers (numbers called multiple times per day)
- Commonly called numbers (numbers called by more than one PIN)
- Global allowed or blocked numbers
- PAN or attorney lists by inmate
- Three-way calling attempts
- Remote call forwarding attempts
- Restricted number calling attempts

Regardless of what type of report is requested, when the Submit Report button is pressed, the GTL ITS generates and displays the report on the **Call Detail Results** screen.

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TOOLS	BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT	ENERGY
	3137587635	20131121	0946	0734285	2626	LMF - Spruce A Left	00:21	\$0.19	Debit	Inmate Hungup	00:00
	2313432937	20131121	0945	0741393	2074	LMF - Pine Yard #4	00:36	\$0.20	Prepaid	Inmate Hungup	00:00
	3135294567	20131121	0944	0158866	2766	LMF - Unassigned - 139	00:33	\$0.20	Prepaid	Inmate Hungup	00:00
	5177596851	20131121	0942	0776788	0561	LMF - Pine #3	03:24	\$0.80	Prepaid	Inmate Hungup	00:00
	3132938146	20131121	0942	0475010	1012	LMF - Spruce B Left	00:36	\$0.20	Prepaid	Inmate Hungup	00:00



From the on-screen call detail report the investigator can:

- See the destination number (BTN) for every call or call attempt.
- Click a BTN (activating Reverse Lookup) to see the published name and address associated with that number.
- Identify the inmate who placed each call by PIN (if applicable).
- Click a PIN (if applicable) to open an inmate's detailed file.
- View other call details (date and time, inmate phone and trunk line used, duration, the charge for the call, payment type, fate of the call; if applicable, reason for block, reason for disconnect, et cetera).
- Listen to a call's recorded conversation.
- Download and perform an in-depth analysis of a recorded conversation using system's advanced Call Analyzer.
- Add investigative notes to call records/recordings.
- Copy calls to portable media (CD, DVD, USB device, Flash Drive).
- Save the report to a file (for later retrieval in the ITS or to be used as a template for similar reports).
- Save the report in Excel format for use outside the ITS.
- Print the call detail report with or without the search parameters used displayed at the top of the printed report.

Call Detail Reporting Send to Printer Back

Hide criteria

First Name:	Last Name:	Start Date (Time): 10/01/2013	End Date (Time): 11/22/2013
Phone:	Bill to Number:	PIN:	Active PIN only:
Min Duration:	Max Duration:	Call Type: Prepaid,	Completion Status: Complete
Stop Reasons:		HOT status record only: No	Private status record only: No
Energy status only: No	Call Band:		
Call Note:	Case ID:	Investigator ID:	
Report Date: 11/22/2013 9:56:38 AM		Run By: [User]	Site Name: [Facility]

BTN	DATE	TIME	PIN	SEC-PIN	PHONE	DUR.	CHARGE	TYPE	RESULT
2313432837	20131121	0945	0711206	2874	LMF - Pine Yard #4	00:36	\$0.20	3-Prepaid	Inmate Hungup
3135294567	20131121	0944	0168866	2766	LMF - Unassigned - 139	00:33	\$0.20	3-Prepaid	Inmate Hungup
5177596651	20131121	0942	0776788	0561	LMF - Pine #3	03:24	\$0.80	3-Prepaid	Inmate Hungup
3132938146	20131121	0942	0475010	1012	LMF - Spruce B Left	00:36	\$0.20	3-Prepaid	Inmate Hungup
2489558379	20131121	0941	0712444	5394	LMF - Pine #2	04:26	\$1.00	3-Prepaid	Inmate Hungup
6164190496	20131121	0941	0275076	0727	LMF - Unassigned - 140	00:42	\$0.20	3-Prepaid	Called Parly Hungup
9894015339	20131121	0936	0202678	0831	LMF - Spruce C Right	15:00	\$3.00	3-Prepaid	Time Up
3133313625	20131121	0931	0500130	0695	LMF - Spruce D Left	01:00	\$0.20	3-Prepaid	Time Up
6167190626	20131121	0926	0733525	0854	LMF - Unassigned - 109	01:33	\$0.40	3-Prepaid	Inmate Hungup
9893066437	20131121	0922	0718206	6609	LMF - Pine #2	08:39	\$1.60	3-Prepaid	Time Hungup
2692130403	20131121	0917	0276608	2507	LMF - Spruce D Right	15:00	\$3.00	3-Prepaid	Time Up
5416338058	20131121	0914	0424974	0304	LMF - Pine Yard #4	00:49	\$0.23	3-Prepaid	Inmate Hungup
2316836048	20131121	0914	0804520	7001	LMF - Unassigned - 109	07:11	\$1.60	3-Prepaid	Called Parly Hungup
6166336709	20131121	0910	0822658	4947	LMF - Big Yard #1	14:41	\$3.00	3-Prepaid	Inmate Hungup
7345025035	20131121	0909	0693561	2734	LMF - Big Yard #9	02:56	\$0.60	3-Prepaid	Inmate Hungup
3135294567	20131121	0908	0168866	2766	LMF - Spruce D Left	00:14	\$0.20	3-Prepaid	Inmate Hungup
9893066437	20131121	0906	0718206	6609	LMF - Pine #2	15:00	\$3.00	3-Prepaid	Time Up

### Report Builder



Report Builder

The **Report Builder** allows investigators to **build custom ad hoc reports** incorporating call detail information with more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, Report Builder can reveal **call trends and correlations** that might otherwise go unnoticed.

Report Builder can be used to build simple or complex custom reports. A complex report might be the result of a multi-BTN (destination number) query that is cross referenced against a single or multi-inmate PIN query or other combination of queries. Report Builder's **BTN List Editor** and **PIN List Editor** allow you save special lists that can then be selected as BTN and/or PIN Query Options.

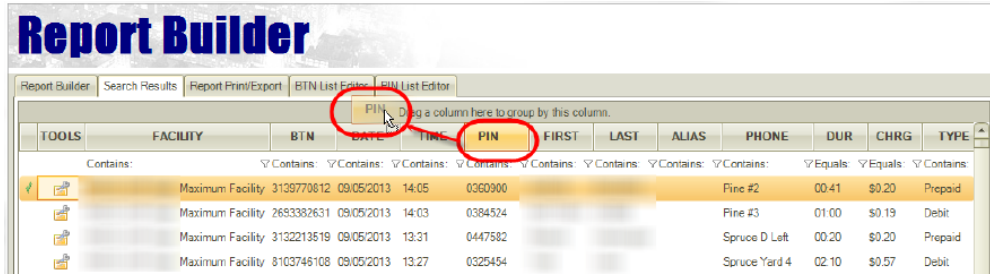


For example, all incarcerated members of a particular gang might compose a special PIN List and the telephone numbers for all facility employees might compose a special BTN list. The **Query Options** for a

customized report could include either or both of these special lists. Including both would allow you to immediately see any and all calls made to employees by members of the designated gang.

Following the selection or designation of **Query Options**, a click of the Search button on the Report Builder screen will return a Search Results screen with additional tools for grouping and sorting the initially retrieved data.

**Group Data by Significant Parameters:** On the Search Results screen below, you may drag any column heading to the “group by column” field to sort the results of the original search into blocks of data that are the most meaningful for the study.



**Apply Additional Filters:** The result of an initial search can be refined and data re-grouped to yield greater intelligence. Clicking the dropdown icon visible beneath each

column heading lets you apply additional filters to the data in that column.

**Data Query Flexibility:** Report Builder’s extremely flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and select any or all phones or phone groups from your facility; any or all call types, stop codes et cetera when creating custom reports.

This flexibility allows you, for instance, to select only the booking phones at your facility so that you can run a report on calls made from just the booking area in your facility. Or you could also select a PIN list for a particular gang and see what number each gang member dialed from booking over the last year. Saving that list of numbers as its own BTN list and then run another report on calls made by anyone from your facility to any of those same numbers could then lead you to other gang members in your facility that had not previously been identified.

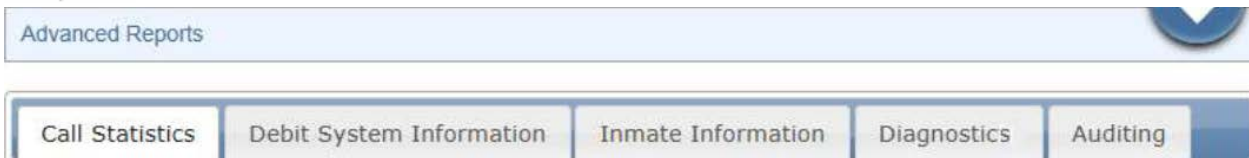
**Advanced Reports**



The **Advanced Reports** button on system dashboard opens the Advanced Reports screen

The five tabs on the Advanced Reports screen correspond to five different categories of advanced reports: **Call Statistics**, **Debit System Information**, **Inmate Information**, **Diagnostics**, and **Auditing**.

Advanced Reports draw information from various ITS databases to allow authorized staff to track, analyze, and audit inmate



phone usage, call revenue, debit system transactions, user access of the system, changes made to system settings, and overall system performance. Advanced reports include those for:

- **Call Statistics (and Revenue):** Multiple reports that provide statistical (count) and revenue information related to all or specified types of inmate calls.
- **Debit System Information:** Multiple reports that provide information about inmate debit accounts and related transactions.
- **Inmate Information:** Multiple reports that relate to different aspects of inmate calling, for example, Inmate Phone List (PAN) Report, Shared Destination BTN Report, and so forth.
- **Diagnostics:** Multiple reports that provide information about system performance, for example: counts and percentages of completed and incomplete call attempts relative to trunk lines or inmate phones.
- **Auditing:** Multiple reports that allow administrators to track all system logins and activities by all or specific users and/or by specific tasks performed.

Sample of reports, as clarified in the last Q&A, are provided.



### Call Detail Report

Call Detail Reporting Send to Printer Back

Hide criteria

First Name: Last Name: Start Date (Time): 03/27/2014 End Date (Time): 03/27/2014  
 Phone: Bill to Number: PIN: Active PIN only:  
 Min Duration: Max Duration: Call Type: Completion Status: All Calls  
 Stop Reasons: HOT status record only: No Private status record only: No  
 Energy status only: No Call Band:  
 Call Note: Case ID: Investigator ID:  
 Report Date: 3/27/2014 1:31:29 PM Run By: Tech Support Site Name: *locked*

BTN	DATE	TIME	PH	SEC-PH	PHONE	DUR.	CHARGE	TYPE	RESULT
2089199424	20140327	1229	049975	1616	SAWC - Bubble-L	00:00	\$0.00	2-Debt	Not Accepted
2089196651	20140327	1205	096522	8787	SAWC - Anx DR-7	00:00	\$0.00	26-CMC CM	Not Accepted
2082709828	20140327	1201	063951	5764	SAWC - TV RM-R	00:00	\$0.00	3-Prepaid	Not Accepted
2085716125	20140327	1157	068492	4332	SAWC - Anx DR-7	00:00	\$0.00	1-Collect	SecureBlock
4065960639	20140327	1156	092492	2438	SAWC - Anx DR-3	27:12	\$5.88	3-Prepaid	Inmate Hungup
8016996989	20140327	1156	093719	6460	SAWC - Anx DR-2	29:33	\$6.30	3-Prepaid	Inmate Hungup
4065960639	20140327	1156	092492	2438	SAWC - Anx DR-3	00:00	\$0.00	3-Prepaid	Inmate Hungup
20898900311	20140327	1155	103679	5127	SAWC - TV RM-R	00:00	\$0.00	2-Debt	Not Accepted
20898900311	20140327	1154	103679	5127	SAWC - TV RM-R	00:00	\$0.00	2-Debt	Not Accepted
2089199424	20140327	1119	049975	1616	SAWC - Bubble-L	00:00	\$0.00	2-Debt	Not Accepted
8002285770	20140327	1117	096920	7800	SAWC - Anx DR-5	00:00	\$0.00	1-Collect	UVS Block
20140327	1116	096920	7800	SAWC - Anx DR-7	00:00	\$0.00	\$0.00	1-Collect	Inmate Hungup
8009727660	20140327	1115	096920	7800	SAWC - Anx DR-5	00:00	\$0.00	1-Collect	No Vtr Info
7194310135	20140327	1111	060325	7607	SAWC - Lb H&L	13:45	\$3.15	2-Debt	Inmate Hungup
4065960639	20140327	1109	092492	2438	SAWC - Anx DR-3	00:00	\$0.00	26-CMC CM	Inmate Hungup
20140327	1104	092492	2438	SAWC - Anx DR-3	00:00	\$0.00	\$0.00	1-Collect	Inmate Hungup
4065960639	20140327	1104	092492	2438	SAWC - Anx DR-3	00:00	\$0.00	26-CMC CM	Inmate Hungup
2087041212	20140327	1103	092492	2438	SAWC - Anx DR-3	00:00	\$0.00	26-CMC CM	Not Accepted
4065960639	20140327	1102	102356	5778	SAWC - Lb H&L	00:00	\$0.00	2-Debt	Inmate Hungup
2087041212	20140327	1102	092492	2438	SAWC - Anx DR-3	00:00	\$0.00	1-Collect	V105-NonAnswer

BTN	DATE	TIME	PH	SEC-PH	PHONE	DUR.	CHARGE	TYPE	RESULT
2082018366	20140327	0601	069718	7186	SAWC - Anx DR-2	30:00	\$3.40	2-Debt	Time Up
2087188808	20140327	0600	102356	5778	SAWC - Lb H&L-R	00:00	\$0.00	2-Debt	Not Accepted
2084269826	20140327	0559	063584	4749	SAWC - TV RM-R	00:00	\$0.00	26-CMC CM	Inmate Hungup
2087188808	20140327	0558	102356	5778	SAWC - Lb H&L-R	00:00	\$0.00	2-Debt	Not Accepted
2082221230	20140327	0557	066385	4654	SAWC - Lb H&L	30:00	\$3.60	3-Prepaid	Time Up
20140327	0553	059188	4919	SAWC - Bubble-R	00:00	\$0.00	\$0.00	2-Debt	Inmate Hungup
20140327	0550	106917	5245	SAWC - Anx DR-3	00:00	\$0.00	\$0.00	2-Debt	Inmate Hungup
2086024286	20140327	0536	079826	3826	SAWC - TV RM-R	00:00	\$0.00	3-Prepaid	Not Accepted
2084269826	20140327	0535	063584	4749	SAWC - Lb H&L-R	00:00	\$0.00	26-CMC CM	Not Accepted
<b>Total Calls:</b>	<b>107</b>	<b>Total Time:</b>	<b>06:22:22</b>	<b>Total Charge:</b>	<b>\$56.63</b>				

### Call Rates Summary Report

Call Rates Summary Back Print

First Name: Last Name: Start Date (Time): 03/27/2014 End Date (Time): 03/27/2014  
 Phone: Bill to Number: PIN: Active PIN only:  
 Min Duration: Max Duration: Call Type: Completion Status: All  
 Stop Reasons: HOT status record only: No Private status record only: No  
 Call Band:  
 Report Date: 3/27/2014 1:44:31 PM Run By: Tech Support Site Name: *locked*

RATE TYPE	CALLS	MINUTES	REVENUE	MIN./CALL	REV./CALL
<b>COLLECT</b>					
IntraLata	1	00:00	\$0.00	00:00	\$
InterState	4	00:00	\$0.00	00:00	\$
<b>DEBIT</b>					
Local	12	89:41	\$10.20	07:28	\$
IntraLata	12	46:32	\$6.80	03:52	\$
InterLata	1	00:00	\$0.00	00:00	\$
InterState	12	50:20	\$9.45	04:11	\$
<b>PREPAID</b>					
Local	9	30:00	\$3.60	03:20	\$
IntraLata	5	109:04	\$14.40	21:48	\$
InterState	4	58:35	\$12.60	14:38	\$
<b>Net Card DEBIT</b>					
<b>Total</b>	<b>60</b>	<b>384:12</b>	<b>\$57.05</b>	<b>06:24</b>	<b>\$</b>

### Call Summary Report

Call Summary Report Back Print

First Name: Last Name: Start Date (Time): 03/17/2014 End Date (Time): 03/27/2014  
 Phone: Bill to Number: PIN: Active PIN only:  
 Min Duration: Max Duration: Call Type: Completion Status: All Calls  
 Stop Reasons: HOT status record only: No Private status record only: No  
 Call Band:  
 Report Date: 3/27/2014 1:43:02 PM Run By: Tech Support Site Name: All Sites

DATE	CALLS	MINUTES	REVENUE	MIN./CALL	REV./CALL
03/17/2014	1300	56911:31	\$8,218.58	04:11	\$0.60
03/18/2014	1528	60662:33	\$9,002.40	03:56	\$0.59
03/19/2014	13913	62125:28	\$6,733.84	04:27	\$0.62
03/20/2014	14641	62866:12	\$9,383.78	04:26	\$0.66
03/21/2014	14515	69304:09	\$9,383.17	04:09	\$0.64
03/22/2014	16030	70649:19	\$10,556.55	04:25	\$0.65
03/23/2014	15445	74604:50	\$11,536.58	04:47	\$0.71
03/24/2014	12132	52424:14	\$8,019.58	04:19	\$0.66
03/25/2014	14190	58427:26	\$8,616.55	04:11	\$0.62
03/26/2014	13614	62072:04	\$9,382.80	04:33	\$0.68
03/27/2014	3186	8771:59	\$1,525.20	03:03	\$0.47
<b>Total</b>	<b>148910</b>	<b>832629:38</b>	<b>\$94,018.95</b>	<b>04:19</b>	<b>\$0.64</b>

### Call Statistics Report

Call Statistics for March, 2014 Print Save Report in Excel Format

Report Created on: Thursday, March 27, 2014

Completed Calls	2,423
Incomplete Calls	8,034
Energy Detected Calls	842
Invalid Pin	540
Invalid Plan	13
Admin Block	2
Billing Block	0
No Trunk	1
No Funds	95
No Rate	0
Refused	14
Blocked	13
SFT Tone	0
No Answer	0
Busy	0



**Shared Destination BTN (Called Number) Statistics Report**

Shared Destination BTN Statistics

Year: 2014 Month: 03 BTN:

Report Created on: 3/27/2014 2:22:52 PM

Destination Bill to Number	Unique Pin Count
2683263189	8
2689630761	8
5862221820	7
2468773052	6
3139744590	6
3139263465	6
6168909923	6
3138414928	6
3139488064	6
3139158814	6

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**Call Detail Report by Security Threat Group**

Call Detail STG Report    Item 1 to 20 of 59

TOOLS	BTN	DATE	TIME	PIN	STG	PHONE	DUR.	CHARGE	TYPE	RESULT	ENERGY
	2318828007	20140303	1907	0223271	Spanish Cobres	LMF - Cedar node #2	15:00	\$3.00	Prepaid	Time Up	09:00
	2318828007	20140303	1005	0223271	Spanish Cobres	LMF JAssigned - 099	15:00	\$3.00	Prepaid	Time Up	09:00
	6107106315	20140303	1000	0223271	Spanish Cobres	LMF JAssigned - 099	01:00	\$0.00	Courtesy	Time Up	09:00
	2318828007	20140302	1422	0223271	Spanish Cobres	LMF - Cedar #3	15:00	\$3.00	Prepaid	Time Up	09:00

**Frequently Dialed Numbers Report**

Frequently Dialed Report

First Name: Last Name: Start Date (Time): 03/17/2014 End Date (Time): 03/27/2014  
 Phone: Bill to Number: PIN: Active PIN only:  
 Min Duration: Max Duration: Call Type: Completion Status: All Calls  
 Stop Reason: NOT status record only: No Private status record only: No  
 Call Reason:  
 Report Date: 03/27/2014 1:39:27 PM Run By: Tech Support Site Name: [Redacted](#)

BTN	Frequency	First Date/Time	Last Date/Time
	1000	03/17/2014 05:05	03/27/2014 12:36
2088627456	136	03/17/2014 10:29	03/27/2014 09:40
2082020384	128	03/17/2014 10:24	03/26/2014 22:28
2084208926	105	03/19/2014 21:24	03/27/2014 06:42
2087168008	95	03/17/2014 08:36	03/27/2014 11:02
2085861484	86	03/17/2014 16:11	03/26/2014 23:34
2084524774	71	03/17/2014 19:30	03/27/2014 10:48
2085016880	68	03/17/2014 21:27	03/25/2014 20:46
2089198424	57	03/17/2014 08:59	03/27/2014 12:29
2082016396	56	03/17/2014 06:00	03/27/2014 06:33
2087349932	49	03/18/2014 15:54	03/24/2014 20:27
2084502744	49	03/19/2014 06:21	03/27/2014 15:49
2082232130	46	03/17/2014 15:24	03/27/2014 05:57
2087189632	46	03/20/2014 21:03	03/27/2014 10:02
2083511646	43	03/19/2014 12:38	03/26/2014 21:52
2080811995	37	03/17/2014 17:52	03/25/2014 20:54
2088914034	37	03/19/2014 09:13	03/27/2014 09:38
2086900311	37	03/19/2014 11:56	03/27/2014 11:55
2086024286	35	03/17/2014 12:28	03/27/2014 05:36
2088812368	33	03/17/2014 12:08	03/26/2014 17:09

**Shared Destination  
 BTN Drill Down Report**

Call Details: One Destination Number Called by Mult

BTN Drill Down Results

TOOLS	BTN	DATE	TIME	PIN	Phone	DUR.	CHARGE
	3139263465	20140325	1027	0325505	LMF - Pine Yard #1	01:46	\$0.38
	3139263465	20140325	0816	0829887	LMF - Big Yard #6	00:01	\$0.00
	3139263465	20140325	0814	0829887	LMF - Big Yard #6	00:00	\$0.00
	3139263465	20140309	1004	0704258	LMF - Pine Yard #1	00:04	\$1.34
	3139263465	20140308	2013	0704258	LMF - Pine Yard #4	00:00	\$0.00
	3139263465	20140308	1917	0751306	LMF - Pine Yard #2	00:00	\$0.00
	3139263465	20140308	1549	0751306	LMF - Big Yard #1	00:00	\$0.00
	3139263465	20140307	0903	0415592	LMF - Spruce Yard #7	15:00	\$2.88
	3139263465	20140307	0859	0835795	LMF - Spruce Yard #7	01:00	\$0.19
	3139263465	20140303	0838	0835795	LMF - Pine #1	15:00	\$2.88
	3139263465	20140302	1438	0751306	LMF - Pine #1	14:00	\$2.68
	3139263465	20140302	1423	0751306	LMF - Pine #1	14:38	\$2.88
	3139263465	20140302	1421	0751306	LMF - Pine #1	00:00	\$0.00
	3139263465	20140302	1044	0751306	LMF - Pine #1	07:25	\$1.53
	3139263465	20140301	0930	0751306	LMF - Pine Yard #3	05:13	\$1.15
	3139263465	20140301	0914	0751306	LMF - Pine Yard #3	15:00	\$2.68
	3139263465	20140301	0906	0751306	LMF - Pine Yard #3	06:30	\$1.34
	3139263465	20140301	0902	0751306	LMF - Pine Yard #3	00:00	\$0.00
Total							\$20.13



**Inmate Debit Account Transaction Report**

Report Created on: Thursday, March 27, 2014

ID#-Pin:	0267162	Entered Date:	20110527
Name:	JAMES	Debit Call Time:	
Status:	Active	Last Phone Used:	(109) - Unassigned - 109
Last Call Date:	03/27/2014	Card ID:	
Description:	modify inmate - 0267162	Status:	Pans Inactive
Current Balance:	\$13.85		

Balance Summary:

Total Credits/Payments:	\$1,068.99
Total Debits/Adjustments:	0.00
Total Call Charges:	(\$1,055.14)
Calculated Balance:	\$13.85

Date/Time	Description	Duration	Amount	R
6/21/2011 14:27	Credit		+ \$3.99	
6/23/2011 09:38	Credit		+ \$30.00	
6/23/2011 13:46	Debit Call To (248) 895-4861	01:32	- \$0.38	
6/23/2011 13:49	Debit Call To (248) 227-1980	15:00	- \$2.86	
6/24/2011 13:40	Debit Call To (248) 227-1980	11:48	- \$2.30	
6/24/2011 14:00	Debit Call To (248) 895-4861	00:40	- \$0.19	
6/24/2011 14:09	Debit Call To (248) 895-4861	14:50	- \$2.86	
6/25/2011 13:31	Debit Call To (248) 227-1980	14:59	- \$2.86	
6/25/2011 13:47	Debit Call To (248) 789-4350	15:00	- \$2.86	
6/25/2011 14:41	Debit Call To (248) 227-1980	07:30	- \$1.54	
6/26/2011 13:37	Debit Call To (248) 227-1980	15:00	- \$2.86	
6/26/2011 13:59	Debit Call To (248) 846-9060	15:00	- \$2.86	
6/27/2011 13:43	Debit Call To (248) 227-1980	06:53	- \$1.34	
6/27/2011 13:55	Debit Call To (248) 227-1980	14:50	- \$2.70	
6/28/2011 14:02	Debit Call To (248) 227-1980	08:00	- \$1.54	
6/30/2011 13:51	Debit Call To (248) 227-1980	14:53	- \$2.86	
7/1/2011 14:07	Debit Call To (248) 227-1980	06:38	- \$1.34	

**Debit Accounts Summary Report**

Debit Account Summary 03/27/2014 03/27/2014 PIN # [ ] Generate Report

Print Export to Excel

Report Created on: Thursday, March 27, 2014

For Date Range: 03/26/2014 - 03/27/2014

PIN	Name	Credit	Debit	Adjustment	Refund	Balance
109549	MISTY [redacted]	5	0	0	0	\$0.84
109510	VERONICA [redacted]	13	0	0	0	\$6.52
109461	KRISTAL [redacted]	8	0	1	0	\$2.74
109377	EMMANUEL [redacted]	7	0	0	0	\$13.72
109246	MAROLYN [redacted]	13	0	0	0	\$18.20
108933	JAMIE L [redacted]	3	0	0	0	\$9.59
108872	FRANK [redacted]	8	0	0	0	\$7.88
108795	ANDREY [redacted]	16	0	0	0	\$6.88
108463	DAVID [redacted]	14	0	0	0	\$8.79
108296	RAYMOND [redacted]	0	0	1	0	\$0.00
108177	TIFFANY [redacted]	3	0	0	0	\$1.25
107897	COURTNEY [redacted]	1	0	0	0	\$10.20
107776	BRITTANY [redacted]	3	0	0	0	\$3.40
107697	KYLE [redacted]	25	0	0	0	\$17.50
107637	DUSTIN [redacted]	26	0	1	0	\$19.20
107615	MICHAEL [redacted]	8	0	0	0	\$0.80
107212	ANGEL [redacted]	10	0	0	0	\$3.40
106944	REYNALDO [redacted]	1	0	0	0	\$6.88
106749	KENNY [redacted]	12	0	1	0	\$6.80
106575	KRISTIE [redacted]	4	0	0	0	\$10.20
106559	MARGINE [redacted]	5	0	0	0	\$6.80
106461	LUIS [redacted]	24	1	0	0	\$7.29
105924	KYLE [redacted]	11	0	2	0	\$4.48
105734	ZANE [redacted]	18	0	0	0	\$33.85

allowing an authorized person to generate a report of all, or any combination of, users and/or system activities for a specified time period.

**User Activity - Call Download History**

Graphs Call Detail Reporting Report Builder Advanced Reports Live Monitoring PIN - PAN CD / DVD User Management Number Management System Control

Calls Audit by User Customer Service

Played Calls	Audio CD	Data CD	Emailed Calls	Downloaded Calls	Monitored Calls	Forwards Calls	Terminated Calls
User Name	Date	Ip Address	Bin	Call Date	Call Time	Facility	
pcs user	1/20/2011 2:41:57 PM	108.79.241.24	8065773598	12/31/2010	23:57		
pcs user	2/18/2011 5:27:00 PM	38.99.241.130	8323430060	02/18/2011	17:18		
pcs user	2/18/2011 5:29:03 PM	38.99.241.130	8062399639	02/18/2011	17:12		
pcs user	2/18/2011 5:42:40 PM	38.99.241.130	8068318542	02/18/2011	17:26		
pcs user	2/18/2011 5:43:44 PM	38.99.241.130	8064665260	02/18/2011	17:26		
pcs user	2/18/2011 5:52:23 PM	38.99.241.130	8064417390	02/18/2011	17:09		
pcs user	2/18/2011 5:53:33 PM	38.99.241.130	8068314413	02/18/2011	17:03		
pcs user	2/18/2011 5:57:28 PM	38.99.241.130	8064456715	02/18/2011	17:04		
pcs user	2/18/2011 6:22:26 PM	75.212.16.153	8068321907	02/18/2011	18:18		

The ITS Advanced Reports function, Audit Calls by Date Range, allows authorized staff to generate a history report of all Downloaded Calls during a specified time period. For each call downloaded the report shows the name of the user who downloaded the call, the date and time the call was downloaded, the user's system address, called number, and the date and time the call was placed.

Example: Downloaded Calls Report

**User Activity - Global Audit Reports**

The system's Global Audit function is the most flexible and comprehensive user and system activity reporting feature;

Global Audit Report Generate Report

Start Date: 06/27/2014 End Date: 06/27/2014 BTN: [ ] Pin: [ ]

60 of 60 users selected

25 of 25 actions selected

Audit actions related to a specific phone number and/or inmate PIN

Select user(s) to audit.

Select action(s) to audit.

Select the User(s) and Action(s) of Interest for the Audit Report



Global Audit Report				
Login ID	User Name	Time Stamp	IP Address	
898007	Kenneth REDACTED	8/28/2014 9:21:38 AM	136.181.195.241	Adc
898007	Kenneth REDACTED	8/28/2014 7:39:21 AM	136.181.195.241	Adc
898007	Kenneth REDACTED	8/26/2014 9:25:24 AM	136.181.195.241	Adc
938283	Michelle REDACTED	8/16/2014 2:28:56 PM	136.181.195.249	Adc
21792	Veronica REDACTED	8/13/2014 9:19:35 AM	99.99.246.56	Adc
21792	Veronica REDACTED	8/12/2014 2:18:13 PM	99.99.246.56	Adc

Example User Activity Report: PIN Account Creation

**Example System Diagnostic Reports**

**Phone Usage Report**

Phone	Completed	Incomplete	% Completion Rate
Phone 101 - 101	0	0	0.0%
Phone 102 - Area DR-2	32	96	25.0%
Phone 103 - Area DR-3	20	122	16.4%
Phone 104 - Area DR-4	4	36	10.0%
Phone 105 - Area DR-5	1	32	3.0%
Phone 106 - Area DR-6	0	16	0.0%
Phone 107 - Area DR-7	2	21	3.4%
Phone 108 - Area DR-8	0	0	0.0%
Phone 109 - TV 804-L	2	30	6.4%
Phone 110 - TV 804-R	33	178	15.3%
Phone 111 - Bubble-L	20	108	15.4%
Phone 112 - Bubble-R	15	74	13.9%
Phone 113 - Lib Hall-L	39	142	21.5%
Phone 114 - 114	0	0	0.0%
Phone 115 - 115	0	0	0.0%
Phone 116 - 116	0	0	0.0%
Phone 117 - Day Room-L	12	54	18.2%
Phone 118 - Day Room-R	4	20	6.3%
Phone 119 - Area DR-1	0	0	0.0%
Phone 120 - 120	0	0	0.0%
Phone 121 - 121	0	0	0.0%
Phone 122 - 122	0	0	0.0%
Phone 123 - Lib Hall-R	37	120	23.4%
Phone 124 - 124	0	0	0.0%
Total All Calls: 1,306			Over all Completion Rate: 18.3%

**Extended Phone Usage Report**

Ph. Descr.	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12
	AM	AM	AM	AM	AM	AM	AM	AM	AM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	AM
102INTAKE-1	0	0	0	0	0	0	0	0	0	10	14	0	5	0	0	0	0	0	0	0	0	0	0	0
103H237 DN	0	0	0	0	0	0	0	0	0	0	0	0	0	1	15	15	4	0	0	0	0	0	0	0
105L1-3	0	0	0	0	0	4	0	14	0	0	0	0	0	14	29	15	0	0	0	0	0	0	0	0
106L2-4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	0	0	0	0	0	0	0	0	0
107K1-5	0	0	0	0	0	0	0	0	0	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
108K1-11	0	0	0	0	0	0	0	0	0	0	5	0	19	0	1	0	0	0	0	0	0	0	0	0
109K2-2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0	0	0	0	0	0	0	0	0
110K2-7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	0	0	0	0	0	0	0	0	0
111K2-12	0	0	0	0	0	0	0	0	0	0	0	0	15	0	30	17	0	0	0	0	0	0	0	0
113F2-4	0	0	0	0	0	0	0	0	0	14	15	43	24	15	15	13	29	15	0	0	0	0	0	0
114E1-3	0	0	0	0	0	0	0	0	0	0	0	0	0	14	3	14	9	0	0	0	0	0	0	0
115E2-1	0	0	0	0	0	0	0	0	0	15	0	14	0	21	34	0	15	0	0	0	0	0	0	0
116D1-2	0	0	0	0	0	0	0	0	0	0	0	15	0	26	0	10	0	0	0	0	0	0	0	0
117D2-4	0	0	0	0	0	0	0	0	0	15	15	14	0	0	15	10	14	0	0	0	0	0	0	0
118C2-CART	0	0	0	0	0	0	0	0	0	0	0	0	0	14	0	0	0	0	0	0	0	0	0	0
120D1-CART UP	0	0	0	0	0	0	0	0	0	3	6	6	3	0	8	0	0	0	0	0	0	0	0	0

The Extended Phone Report provides a breakdown of phone usage by the hour for the selected date range. Users can filter the report on minutes, percent, minutes and percentage, and call volume. The user may elect to include (or exclude) incomplete call attempts when reporting call volume.

**Trunk Usage Report**

Trunk	Completed	Incomplete	Completion Rate
Trunk 1	2	11	15.4%
Trunk 2	7	5	58.3%
Trunk 3	1	7	12.5%
Trunk 4	3	3	50.0%
Trunk 5	2	11	15.4%

**Additional Example Reports from Report Builder**

**Call Record Statistics Report**

Saved Report Name: Report Generated: From: 09/01/2013 0:00:00  
 Report Created By: To: 11/25/2013 0:00:00

FACILITY	RESULT	COUNT	DURATION (Sec.)
<b>Maximum Facility</b>			
Call Times Off		1	0
Called Party Hungup		1840	644,685
DTMF Detect Stop		203	66,732
Funds Expired		216	46,440
Inmate Hungup		8174	3,428,110
SpeedPay		3	106
Time Up		2715	2,108,280
Sub Totals:		13152	6,294,353
Grand Totals:		13152	104,905 Min. 53 Sec.

11/25/2013 10:04:48 AM

Page: 1 of 1

**Call Detail Report for Security Threat Group**

**Call Detail STG Report**

Report Created By: Report Date Range: From: 02/12/2014 0:00:00  
 Report Site: Facility To: 02/10/2014 0:00:00

FACILITY	BTN	DATE	TIME	PIN	FIRST	LAST	ALIAS	STG	PHONE	DUR	CHRG
2318829007	03/03/2014	19:07	0223271					Spanish Cobras	Cedar	15:00	\$3.00
2318829007	03/03/2014	10:05	0223271					Spanish Cobras	Inside #2	15:00	\$3.00
6167106315	03/03/2014	10:00	0223271					Spanish Cobras	Unassigned - 109	01:00	\$0.00
2318829007	03/02/2014	14:22	0223271					Spanish Cobras	Cedar #3	15:00	\$3.00
2318829007	03/02/2014	14:05	0223271					Spanish Cobras	Cedar #3	15:00	\$3.00
6168893311	03/02/2014	14:03	0223271					Spanish Cobras	Cedar #3	01:00	\$0.20
2313964226	02/12/2014	09:53	0223271					Spanish Cobras	Big Yard #9	19:00	\$2.00
2313964226	02/12/2014	06:21	0223271					Spanish Cobras	Inside #2	05:33	\$1.20
2313964226	02/08/2014	19:22	0223271					Spanish Cobras	Cedar Yard #3	08:54	\$11.80



**Call Attempts by Facility Report**

Saved Report Name: Report Generated: From: 09/01/2013 0:00:00  
 Report Created By: To: 11/25/2013 0:00:00

BILLING TYPE	RESULT	COUNT	DURATION (Min.)	AMOUNT
<b>Maximum Facility</b>				
Collect	Accepted	828	8832 Min. 58 Sec.	\$1,853.95
Collect	Refused	3		\$0.00
Collect	Unanswered	239		\$0.00

- Commissary
- Courtesy
- Courtesy
- Courtesy
- Courtesy Marketing
- Courtesy Marketing
- Debit
- Debit
- Debit
- Direct Bill
- Prepaid
- Prepaid

**Call Attempts by Date Report**

Saved Report Name: Report Generated: From: 09/01/2013 0:00:00  
 Report Created By: To: 09/17/2013 0:00:00

DATE	BILLING TYPE	RESULT	COUNT	DURATION (Min.)	AMOUNT
<b>09-01-2013</b>					
	Collect	Accepted	17	202 Min. 22 Sec.	\$42.61
	Collect	Unanswered	11		\$0.00

**Revenue Breakdown Report**

Saved Report Name: Report Generated: From: 09/01/2013 0:00:00  
 Report Created By: To: 11/25/2013 0:00:00

FACILITY	BILLING TYPE	BAND	COUNT	DURATION (Sec.)	AMOUNT
<b>Maximum Facility</b>					
Courtesy Marketing	Un	Commissary	0	0	\$0.00
Debit	Ac	InterLata	3,967	1,551,351	\$5,256.33
		InterState	364	162,771	\$735.31
		Local	27	12,998	\$42.67
Debit	Re	Australia	2	1,371	\$19.97
		Dominican Republic	1	121	\$2.61
Debit	Un	Prepaid	6,943	3,602,807	\$12,513.20
		InterState	682	407,975	\$1,611.15
		Local	6	3,378	\$11.60
		Collect	724	467,401	\$1,608.80
		InterState	97	50,553	\$231.15
		Local	7	4,014	\$14.00
		Courtesy	278	15,090	\$0.00
		InterLata			

**3.9 SERVICE AND MAINTENANCE**

**GTL Response:** GTL understands and complies.

GTL is committed to providing the DOC with the finest level of maintenance and account support possible. GTL professionals ensure that the software, hardware, and peripheral equipment associated with the inmate calling system are maintained for the life of the contract.

- GTL provides the necessary labor, parts, materials, and transportation to maintain all inmate telephones and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.
- Maintenance and repair services provided entirely without cost to the DOC.
- Malfunctioning equipment repaired or replaced as needed and inquires by DOC staff are answered quickly and courteously.
- Responses to service interruptions or equipment malfunctions within the agreed upon timeframes.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to GTL's Inmate Telephone System (ITS) Service Center where highly trained GTL professionals determine the best course of action. Our toll free technical service number is always answered by a live GTL representative. Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, the service technician assigned to the DOC Project will be dispatched.

**GTL Technicians Provide Local Service** - GTL will manage and be responsible for every aspect of the DOC's inmate telephone system and GTL trained employees handle all local, on-site service. Our field repair technicians, through CCG, assist with the installation of all ITS hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for telephone instruments, our field technicians are available for dispatch to assist with any emergencies that occur relative to the GTL Inmate Telephone System. Our field repair personnel are factory trained, certified technicians capable of maintaining and repairing the ITS, offender telephones, and computer systems. Additionally, our field repair staff possesses the required level of knowledge relating to telco network, electronic circuits and wiring standards. They are trained to diagnose, repair and adjust telephone and ancillary equipment to ensure optimal performance and minimal down time. Our field





repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of GTL network technical support, they perform indicated module or card exchanges and/or replacements. Field technicians are trained in the fabrication and testing of LAN interconnecting cables and have the proper equipment to repair and test them.

**South Dakota Based Spare Parts Warehouse-** GTL provides a spare-parts inventory either at the site or with the local technicians who service the site. The number of spare telephones and other parts kept in the local inventory is adjusted as needed. Broken or damaged phones are replaced from the cache of spares. At the time of telephone replacement, an RMA is issued to replenish the inventory. Any part that is needed, but is not currently in the local spare parts inventory, will be shipped by overnight carrier from GTL's Service Center.

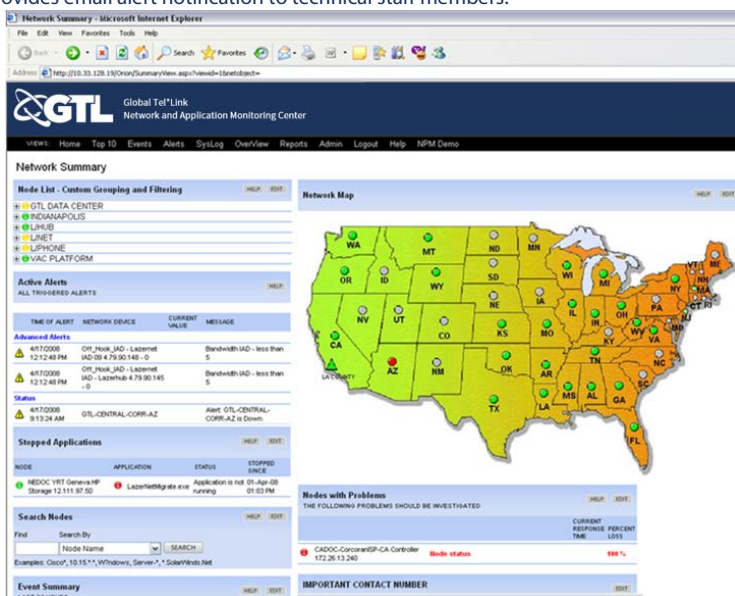
**GTL's Proactive Approach to Maintenance and Service-** GTL's commitment to proactive service begins the day a system is installed. The project manager for the installation works with our Technical Services department to continue to monitor its performance to be sure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, what phones are used and how often, what the mix of call types is, how long call set-up takes, variation in calling patterns, et cetera. These observations are used to establish customized thresholds which are programmed into our remote network monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls for instance, or suddenly shows a shorter average length of call which might indicate some are being disconnected prematurely) our software will automatically notify a Technical Services staff member so that detailed diagnostics may begin. GTL often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

**Remote Diagnostics-** The GTL Inmate Telephone System allows technicians in our Network Operations Centers to place remote test calls to determine the source of a reported problem. Maintenance reports are available that help to isolate marginal inmate phones and trunks. For instance, GTL routinely tracks:

- The number of calls and attempts by individual phone, trunk and by day for the most recent 7 days.
- Average number of calls per day by individual phone and trunk for the previous week and the previous 4 weeks.
- The average conversation time for individual phones and trunks for the previous day.
- The percentage of deviation in usage by individual phone and trunk between the 1 week average and the 4-week average.
- Number of call attempts and completions by call and tariff type over any user-selected time period.

These reports allow GTL Technical Services department to proactively anticipate or identify potential sources or service degradation or interruption and initiate a service call before problems occur.

**SNMP Monitoring -** All GTL equipment at the site will have Simple Network Management Protocol (SNMP) capability enabled. SNMP, illustrated below, allows equipment at the site to be polled and errors trapped when appropriate. Polling results go directly to our central data centers and are monitored by GTL professionals. The functionalities of hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed in real-time. The SNMP poll interval is programmable. By default, polling occurs every five (5) minutes. The SNMP tool provides statistics for Bandwidth Usage, Latency, Jitter, Packet-loss, and Interface functions. An historical log of all statistics enables graphic views of specified daily, monthly, and yearly statistics. Errors and alarms indicate the site involved and the system function that has failed. Real-time email notifications are sent to a GTL NSS notification group from these applications. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of service personnel to the site if appropriate, and progress reports to the site. Ticket escalation occurs if the issue is not resolved within the expected time-frame. Upon failure of a network element or local loop, GTL will open a trouble ticket with the carrier or dispatch a local technician to replace failed hardware elements. The network management tool also provides email alert notification to technical staff members.



SNMP interface displays current network status and access to historical statistical data.

**System Self-Diagnostics -** GTL's inmate calling platform performs continuous on-line self-diagnostics. Connectivity of system elements and functionality of key programs in the system's controller are checked. Should a system component fail a diagnostic test, the ITS automatically alerts GTL's Technical Support Center. Diagnostic and restoration of service begins upon notification. In most cases, problems are diagnosed and resolved before they are noticeable at the facility. Changes in call traffic that might indicate subtle problems are identified through daily performance level reports. These reports measure items such as number of completed calls, number of call attempts, daily revenue and number of validation attempts. Historical data gathered from GTL's extensive installed customer base has allowed us to build a sophisticated measurement model. This model is



used to compare actual data from anticipated data. Thresholds that are exceeded or fall short of expectations are reported daily to our Customer Service department. GTL is capable of adjusting the measurement model on an installation-by-installation basis to ensure accurate problem reporting. In most cases, a problem is detected and resolved before the facility is aware that a problem has occurred.

**Quarterly Quality Sweeps-** Each quarter, every GTL maintained and serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, network health and function, et cetera.

**GTL's Technical Support Approach-** GTL Technical Support is available 24 hours a day, 365 days a year. GTL's first response to a call can usually be measured in minutes, not hours. The first step toward problem resolution is an assessment of the problem through an interview with the caller and, if appropriate, an on-the-spot log-in to the site's GTL Inmate Telephone System. Frequently, user-problems are resolved during the initial phone call. Whether solved immediately or through further steps, every system-related call is recorded and tracked in our electronic Technical Support Trouble Ticket Management program.

**24 Hours/Day, 7 Days/Week, 365 Days/Year Technical Support -** GTL's toll-free number (800-646-6283) is answered 24 hours per day, 365 days per year by a GTL representative. Once a problem has been reported to GTL, Technical Services personnel create a trouble ticket and begin remote diagnostics. If the problem cannot be fixed remotely, Technical Services dispatches GTL's local technician for the DOC, to go to the facility to make the repair.

**Scheduled Maintenance and Service-** The keys to GTL's successful Maintenance and Service Program are diligent monitoring of the inmate telephone system and the use of qualified and competent field service technicians. GTL technicians visit the facility on a regularly scheduled basis and make contact with facility personnel to address any new concerns. Each regular visit will include the following:

1. Physical test of inmate phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound trunks for dial tone. Complete all required inmate phone repairs.
2. Operational test of call processing equipment and perform routine maintenance and cleaning.
3. Ensure that any new facility personnel who work with the inmate phone system are familiar with the proper operation of the system and provide training as necessary.
4. Ensure that the appropriate facility personnel have repair and technical service escalation materials.
5. Forward the completed GTL Scheduled Maintenance & Service Form to GTL for Technical Service to evaluate and track.

**Unscheduled Maintenance and Repairs -** When GTL Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. GTL personnel's response to the customer is immediate and the dispatch of field technicians, if required, is in accordance with contract requirements. Unscheduled maintenance and repairs include the following:

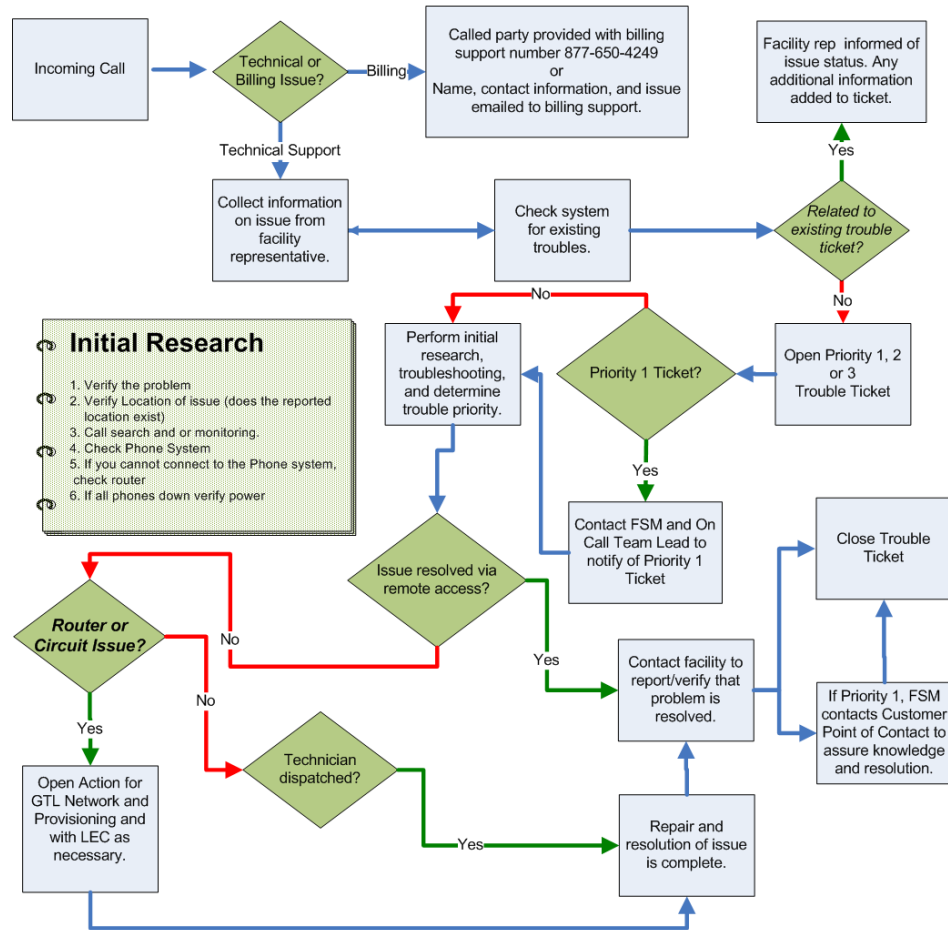
1. The GTL-provided technician receives any further details or instructions involving inmate phone system issues.
2. The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.
3. The technician notifies GTL Technical Service of completion of the trouble, and details on resolution of the trouble.

## **TROUBLE TICKETS**

Troubles are tracked as tickets in the GTL's Trouble Ticket Tracking System. Any ticket opened due to a report or request from the site is a reactive ticket. All activity is documented in detail in the ticket as soon as possible, including any work performed remotely or on-site and details discussed with the customer. The ticket owner is responsible for tracking the ticket through closure. All reactive tickets require customer acceptance before closure.



### Trouble Ticket Creation and Flow



### WORK ORDER TIMEFRAMES

**Non-Emergency Work Orders:**-In general, a non-emergency is any need or situation relative to the GTL Inmate Telephone System that does not impact the usability of multiple inmate telephones or facility personnel’s access to the ITS control program. Examples of non-emergency orders include:

- A problem with one telephone, in a pod that contains multiple phones.
- The failure of an individual PIN account, Allow List, etc..
- Requests for training.

**Emergency Work Orders:** In general, an emergency is any situation that directly impacts the usability of multiple inmate telephones or facility personnel’s access to the ITS control program. All emergency work orders are subject to escalation. GTL has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is defined as the duration between GTL’s first awareness of the problem and the first step taken to resolve the problem. The duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

**Work Order Updates:**- For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table below. Upon DOC request, progress notifications can be provided with greater or lesser frequency.

Severity	Work Order Update
P-1	Every 2 hours
P-2	Every 4 hours
P-3	Every 6 hours
P-4	Every 8 hours
N/A	As Needed



**Service Priority Levels and Response Times**


<p><b>Priority 1</b></p>	<p>50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.</p> <p>Response time is less than thirty (30) minutes.                  Resolution time is less than three (3) hours without site visit.                  Resolution time is less than five (5) hours with a site visit.</p>
<p><b>Priority 2</b></p>	<p>25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the sites ability to conduct normal business</p> <p>Response time is less than one (1) hour.                  Resolution time is less than four (4) hours without site visit.                  Resolution time is less than eight (8) hours with a site visit.</p>
<p><b>Priority 3</b></p>	<p>0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business</p> <p>Response time is less than one (1) hour.                  Resolution time is less than eight (8) hours without a site visit.                  Resolution time is less than twelve (12) hours with a site visit.</p>
<p><b>Priority 4</b></p>	<p>Items that are on a software fix list or related to administrative issues that are informational or non-service affecting conditions or not business critical.</p> <p>Response time is less than four (4) business hours.                  Resolution time is less than twelve (12) business hours w/o site visit.                  Resolution time is less than twenty-four (24) business hours with site visit.</p>

**3.10 INSTALLATION AND CUT OVER-**  **Response:** GTL understands and complies.

The advantages of GTL currently in place with South Dakota allows GTL to focus resources to the video visitation installation and implementation. GTL provides timely system updates and additional features when available at no cost the DOC. With ICMv already in place, GTL is allowed to focus more time on the new phones and the VVS. Updates for the GTL ITS system software are made available based on (a) general availability of new features, (b) development of custom features requested by customers, (c) updates of 3rd party content, and (d) error corrections.

All ITS software updates and new versions are available to the DOC at no cost. GTL will notify the SDDOC of any software updates or new versions within 30 days of general availability of the validated software, and provide the software at no cost to the DOC. GTL will present updates and new versions to the DOC for review, consideration and to determine if such updates are required or desired by the DOC. Routine software updates can be installed immediately as they are released, or installed on a periodic schedule at the discretion of the DOC. Software updates are installed remotely by GTL. These updates are performed during low- or no-usage periods (e.g. 00:00 – 07:00). **Version Release Notes** are issued to the SDDOC with each new software update, explaining any interface changes or new features and any issues in the previous version that were resolved.

Note that antivirus software is a special case. Frequent software updates are required due to continuous updates in pattern files, et cetera. With the explicit permission of the DOC, GTL proposes to automatically download antivirus updates without formal approval required for each update. An antivirus administrator server downloads the antivirus updates. When the antivirus update has been approved for distribution by GTL, it is automatically distributed to all GTL ITS servers and workstations.

**3.11 TRAINING FOR SDDOC STAFF**  **Response:** GTL understands and complies. Any applicable documents will be given upon request. SD DOC is already familiarized with the GTL system as well. GTL has provide video visitation training in the video visitation portion of the response of section 3.0.

DOC staff is already familiar with the ICMv. We will offer refresher training, operate new hire training, and as shown below, offer onsite, offsite, and Webex training. Administrators and investigators are already familiar with GTL’s existing inmate system. While the upgraded GTL Inmate Telephone System proposed for the new contract term has a fresh new look and some exciting new features, those who use the current system will feel right at home navigating the improved interface.

With GTL’s on-site training, **investigators** will quickly master the valuable new features available in the system’s Investigative Suite.



**Inmate Telephone System Training Plan-** The training of DOC staff is an integral part of implementing GTL’s Inmate Telephone System Solution. GTL’s Inmate Calling Manager (ICMv) training for DOC staff includes all inmate functions, all administrative and investigative functions, and procedures for reporting problems to GTL. Your staff will be pleased to discover that ICMv’s user interface is efficient, extremely easy to use, and quickly mastered. We tailor training sessions to meet DOC needs.

**TRAINING PROCESS**

- The Installation team will provide training on the basic operation of the system and answer initial questions during the installation of the new service.
- The training team will provide the DOC with the option of weekly web-based training to coincide with the various officer work shifts so that everyone has an opportunity for training regardless of their hours. Web-based training allows our certified trainers to train as many users as possible at a time that is convenient for their work schedule.
- After implementation of the new service is complete, our certified trainers will provide on-site regionalized training so that DOC staff have the opportunity for instructor-led classroom training with hands on activities. Users will have the opportunity to ask questions and perform tasks in a real-time environment with feedback from our certified trainers. The training team can provide instructional aids such as user guides, cheat sheets, and phone dialing instructions.
- Within the first quarter after the implementation of service, the training team will offer the DOC refresher training for any new hires or for users who want additional training on system features.
- The training team is available for additional training either via WebEx or onsite as needed.

**TRAINING METHODOLOGIES-** The GTL Training team uses web-based and on-site training to meet the diverse needs of individuals working in the corrections environment. GTL Trainers use demonstration, question and answer, hands on activity, and process review to help correctional staff to quickly master the features and functionality of the system while learning by doing.

**Web-Based Training** – Our certified trainers lead web-based training that allows users to view the system via a Web-EX meeting and interact with the trainers and other participants on a toll-free conference bridge. Web-based training allows GTL to train users at time and place that is convenient for them so nearly every work schedule can be accommodated. Web-based training can be tailored to the needs of a group and can include groups of various sizes as needed.

**On-Site Training** – Onsite training may be scheduled as needed at a facility or on a regional basis. The GTL training team will provide in-depth training on all aspects of the system. During on-site training, the GTL trainer will lead a review of system features and functionality and actively encourage each participant to ask questions and perform hands on activity in the system where applicable. The GTL trainer will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick tip cards. On-site training sessions can be general sessions to cover a wide variety of topics or tailored to meet the specific needs of users such as investigators.

**TRAINING MATERIALS- Quick Tips-** Quick Tip cards are quick and simple instructions on how to use particular system features. The Training Department will work with the DOC to review the standard Quick Tips and make any content modifications needed.



**Sample Investigative Quick Tips**

**TRAINING TOPICS –ICMv System Overview**

Topics include:

- Logging into and exiting the system
- Navigating the system using the ICMv’s Dashboard options

- Getting help from the on-line User Guide

**Call Detail Reporting**

Topics include:

- Set Call Detail Report search parameters
- Generate and print the call detail report



- Use Reverse Lookup to see the name and address of a called number
- Use the PIN-link to access detailed information about an inmate
- Access and replay recordings
- Download recordings for in-depth review in Call Analyzer
- Download recordings for transfer to CD/DVD (or other portable media)
- Add investigative notes to calls
- Save and reuse report templates
- Select and use other Report Types (call frequency, et cetera)
- Use ICMv's Report Builder for custom reports

#### **CD/DVD Utilities**

Topics include:

- Burn recordings/call detail records to portable media (e.g. CD, DVD, USB Device, Thumb Drive)
- Email recordings and call records

#### **Live Monitoring**

Topics include:

- Select and listen to a live conversation
- Terminate a live call
- Forward a live call to a remote investigator
- Use Reverse Lookup to see the name and address of a called number

#### **Inmate PIN Management**

Topics include:

- Add inmates to the system (unless established via JMS interface)
- Add/edit PIN restrictions
- Add/edit PAN lists
- Suspend/Deactivate PINs
- Set alerts

#### **Phone Management (System Controls)**

Topics include:

- Shut down all phones

- Shut down individual phone or phones in one area
- Set phone usage parameters (e.g. service on/off schedule, free calls, local only, et cetera)

#### **Number (BTN) Management**

Topics include:

- Add numbers and set restrictions/privileges for each
- Block/Unblock numbers
- Designate Private (Privileged) numbers
- When to use Restricted Playback
- Use Reverse Lookup to see a number's published name and address

#### **Advanced Reports**

Topics include:

- Call statistics and revenue
- Debit system information
- Inmate information
- System diagnostics
- User audits – track user activities (*exclusively for administrators*)

#### **ICMv User Management**

(*Exclusively for administrators*)

Topics include:

- Add a new user and assign privileges
- Add a new role (a set of one or more privileges)
- Edit user privileges
- Edit roles

#### **Reporting System Issues to Technical Support**

Topics include:

- How to Report a Problem to Technical Support
- Technical Support Procedures for Call Handling and Resolution
- GTL Technical Support Contact Information

#### **Sample Syllabus**

After consulting with the DOC on a training plan, the GTL Training team will customize a training syllabus to reflect the exact training needs of the end user.

### **3.12 PAYMENT OPTIONS**



**Response:** GTL understands and complies. Addendum 2 has modified this requirement.

**Collect, Debit, and Prepaid Options-** GTL's Inmate Telephone System provides traditional collect calling as well as prepaid call options to ensure that inmates have every possible opportunity to connect with their friends and loved ones. Roughly half of all telephone numbers in the United States, including almost all cell phone numbers, are restricted from receiving traditional collect calls. Prepaid calling options overcome this limitation; enabling the completion of many more, otherwise approved inmate calls. Prepaid calls are subject to the same call restrictions and security functions as collect calls. GTL configures the ITS to provide collect and prepay opportunities for both inmates and the people they call. GTL earlier in section 3.0 described AdvancePay and OneCall options for family and friends. Rates are provided in the Cost Proposal volume.

**Collect Billing** Inmate collect calls are added to the called party's normal monthly bill along with GTL's toll-free Billing Customer Service number. Under special circumstances, GTL offers a direct bill option for certain customers and products.

**Inmate Prepaid – PIN Debit and Prepaid Cards** GTL's inmate telephone platform enables inmates to prepay for their own calls to any facility-approved telephone number. For facilities where inmate PINs are in place, an Inmate PIN Debit prepaid phone account may be set-up. Funds for the PIN Debit account may be provided either by the inmates themselves from their Trust/Commissary accounts, or by friends and families who may deposit funds directly into Inmate PIN Debit accounts through GTL's web and IVR deposit channels. For facilities without PINs, GTL offers a prepaid phone card solution, whereby the inmate purchases a prepaid card through the commissary which enables them to make calls.

**Called Party AdvancePay – Prepaid Collect** Families and friends of inmates may call GTL's toll-free Billing Support number any time to setup prepaid accounts. Additionally, to help maximize calling opportunities, when an inmate attempts to dial a number that cannot receive collect calls, the Inmate Telephone System will place the inmate on hold while the option is given to the called party to set up an AdvancePay account with a VISA or MasterCard. Should the party elect not to set up an AdvancePay account at that time, he or she is provided with a toll-free number to call when it is convenient. Alternative payment options are available either via customer service representatives or a web payment application.

GTL's AdvancePay prepaid calling accounts allow calls to be placed to called party customers with cell phones. In addition, GTL provides automated promotional calls to cell phones that include clear instructions on how to establish an account immediately using a credit card and the provided IVR

options or, alternately, contacting GTL's Customer Service Center. This real-time process increases call-completion opportunities for inmates and maximizes SDDOC's revenue. GTL is able to supply the required monthly financial reporting for SDDOC which will include the required offender information.

**3.13 EQUIPMENT**  **Response:** GTL understands and complies. GTL equipment and software is currently in place at South Dakota. Our system adheres to all FCC, ADA, and BIT requirements.

***GTL's Inmate Telephone System (ITS) platform is widely deployed and exceeding the telephony and investigation needs of county, state, and federal corrections facilities throughout the USA. Our ITS is a web-based / VoIP system that comes complete with all equipment, hardware, and software—including the telephone network, circuits, recording system, call-control system, telephones, workstations, printers, and associated software.***

The GTL Inmate Telephone Solution includes:

- A specialized, and **highly configurable**, call-processing and recording system designed and built for use by correctional facilities.
- A dedicated and secure network that securely links your facility to GTL's offsite data centers, the Public Switched Telephone Network (PSTN), and makes all ITS features and information available to authorized users from **anywhere there is an Internet connection**.

**GTL ITS Call Processor-** GTL is the exclusive provider of our Inmate Telephone System call processor, which is designed, manufactured, maintained, and upgraded by GTL. Each call processor is built and customized to meet the exact needs of each our clients and offers an unmatched range of benefits to its users. The ITS combines the reliability of commercial hardware with the flexibility of a customized solution to integrate core inmate calling applications with cutting edge value adding features.

GTL's unique ITS solution includes not only the physical call-processing hardware, but also the corresponding network hardware and circuits, designed specifically for the needs of each correctional facility. With this true end-to-end solution, GTL is able to transmit data over a packet-switched network to continuously back up all call records to our offsite data centers, stream live calls directly to remote investigators, and access phone company databases for highly detailed call validation of each and every call.

**GTL ITS On-Site Hardware-** The onsite ITS hardware for SD DOC will continue to include the following high quality components:

#### **Adtran 1335 Series Integrated Services Routers**



GTL will provide commercial-grade Adtran routers for each facility. These routers (sized to the requirements of each facility) will distribute the digital streams from the IADs over GTL's IPVPN network.

#### **Quintum Tenor Integrated Access Device (Network Gateway)**

These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the GTL secure, private network. Tenor AX is available with 2, 4, 6 or 8 T1/E1/PRI trunks and supports from 8 to 120 VoIP channels.



#### **APC Smart1500 UPS**

GTL will provide an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for each individual facility. GTL will match the UPS to the hardware and network design for each facility to ensure that the unit is of the proper size to support the on-site hardware for the time required. An example of a UPS that may be used would be the Smart-UPS 1500VA from APC, which offers more than an hour and a half of runtime on a power draw of 100W.

#### **Inmate Phones**

The telephone and system equipment installed by GTL fully complies with the SDDOC technical and functional requirements and meets all applicable industry standards and regulations including ADA. GTL's standard inmate telephone has a sturdy compact design. Constructed with heavy-duty, seamless stainless steel, this streamlined phone is a totally secure unit, ideally suited for prisons and jails. The housing is tamper and water resistant to the highest degree, and can only be opened with a special security tool. Telephones are flush mounted to the wall. Each is equipped with a stainless

steel, braided security lanyard inside the armored cord designed to handle up to 1,000 pounds of pull resistance - extremely resistant to stretching and breaking. Inmate telephones can be mounted on wheeled-carts for portability.

GTL's inmate telephones are compliant with Americans with Disabilities Act (ADA), providing hearing aid compatibility and volume control. GTL has long taken a proactive stance towards not only meeting applicable ADA requirements, but also truly serving the needs of those with disabilities. To the degree permitted by a facility's structure, telephone units are mounted to ADA height and handicap-accessibility specifications. TDD units can be provided at designated locations.



**WINTEL 7010SSE Cord Out the Top Inmate Telephone**

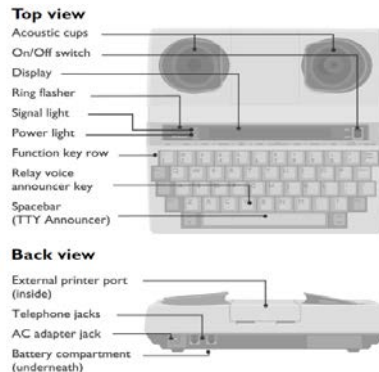
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements). Includes raised bump on "5" digit key.
- 180° rotating swivel elbow with at least 1,000# pull strength.
- Heavy 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed & built for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook-switch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered  
 US: 1DATE05BITC-254, IC: 3267A-ITC254



**TDD/TTY Units**

GTL's proposed inmate telephone system is designed for use by the hearing impaired. GTL will provide TDD/TTY devices based on the needs of each facility, as determined by the DOC. GTL proposes the portable Ultratec (Model: Supercom 4400) vandal resistant TDD.

- 32k memory
- Turbo Code® and Auto IDTM
- E-Turbo for simplified relay calling
- Direct connect (with 2 jacks) to standard telephone lines
- Remote message retrieval
- User-programmable Relay



- Voice Announcer
- Keyboard dialing, follow-up dialing, tone or pulse dial
- Memory dialing/redial
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling

Ultratec Supercom 4400 TDD

**Standard ITS Computer Workstation\***

Properly authorized users may access the ITS and all of its features and tools from an ITS workstation provided by GTL; DOC-owned PCs running Microsoft Internet Explorer 8.0 or higher; and from other Internet-enabled devices. Following is the default configuration of workstations provided by GTL.

**Computer:** Dell Optiplex 3020 Desktop Workstation; Intel Core i3 (4130) 3.4 GHz Processor w/ 3MB Cache; 4.0 GB DDR3 1600MHz SDRAM - 1DIMM; 16X DVD+/-RW SATA Drive; 500GB Serial ATA Hard Drive 7200RPM; Windows 7 Professional Operating System.

**Peripherals (from Dell):** 19" Flat Screen LCD Monitor Black; USB two button Mouse Black; USB Standard Keyboard Black; Speakers (Internal Chassis





Dell)

**Peripherals – (Other):** Hewlett Packard OfficeJet 6100 ePrinter; 2 Blank CDRW Media (starter media); Tripp Lite Internet Office UPS 300 VA; UPS unit; Mouse Pad with GTL Logo.

\* Due to the rapid evolution of computer hardware, should there be a significant delay between contract award and installation, GTL reserves the right to upgrade computer components to newer models.

**Scalability:** GTL’s inmate telephone system will meet your needs now and in the future. The original installation is configured for the number of inmate phones supported, the number of workstations, the amount of call traffic, and the expected number of simultaneous users. The system design is modular and expandable. If additional capacity is required, such as new inmate phones or a facility expansion, GTL’s ITS solution can easily accommodate this need.

**User Interface-** GTL’s ITS provides **Anywhere Anytime Access** to its powerful control and investigation features (no VPN required). Properly authorized users may access the system from an onsite ITS workstation or any off-site PC (desktop, tablet or laptop) with Windows 7 based OS that has Internet access. *Compatible smart phones with Internet connection can also access certain ITS features.*

After connecting to the private GTL ITS website, a user must log into the ITS system with a valid user-name and password. **Each user’s password is linked to an assigned Role defined a system administrator with sufficient privilege.** The Role dictates exactly which features and functionality will be available to that user after log-in. The ITS provides complete control to for authorized administrators to grant or deny feature privileges to fine degree of granularity. Remote access to the system is through a Secure Sockets Layer (SSL) exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

**Percentage of Work Performed-** The table below identifies various aspects of the ITS installation process and shows the percentage of work SDDOC can expect GTL to perform as well as our subcontractor, CCG. CCG provides service to GTL in 42 states maintaining approximately 52,000 offender telephones at more than 1,100 state, county and municipal facilities. CCG’s **nationwide presence**, indicated in the table below, includes more than 187 certified technicians, deployed to install, maintain and repair the GTL systems serving our city, county and state DOC customers.

Project Activity	GTL Percentage	CCG Percentage
Direction and Supervision	100 %	0 %
System Installation	80 %	20 %
Inside Conduit & Wiring	5 %	95 %
Training	100 %	0 %
Software System Monitoring	100 %	0 %
System Maintenance Activities	80%	20 %
Technical Customer Support	100 %	0 %
Billing Customer Support	100 %	0 %

**Call Detail Reporting-** The GTL Inmate Telephone System provides a variety of telephone number reports, based on user-specified criteria, including but not limited to:

- List of all telephone numbers in the system, including for each: blocking, charge, and recording status, and the inmates allowed to call the number
- List of telephone numbers in the system on inmate calling lists, including for each: blocking, charge and recording status, and the inmate whose list it is on
- List of telephone numbers on the allowed list of one inmate or all inmates. Includes all the parameters for that number (do not record, free, etc.)
- List of telephone numbers on the allowed list of more than one inmate
- List of telephone numbers frequently called
- List of all “Private” telephone numbers in the system (those exempt from recording and monitoring)
- List of all numbers to which free calls are allowed
- List of numbers called by more than one inmate during the designated period
- List of all telephone numbers blocked by the facility
- List of all telephone numbers that are blocked in all SDDOC facilities



With the GTL Inmate Telephone System, it is easy to find exactly the call records and recordings you wish to review. The system's Call Detail Reporting feature allows authorized users to specify the desired search criteria for a new report or select from previously saved reports or report types, preconfigured with search criteria for specific information (e.g. frequently called numbers, free calls, et cetera). Call Detail Reporting can generate well over a thousand different call reports, depending on the single or combined search criteria specified by the user. This does not include reports available through the Advanced Reports screen.

**Define Call Search Criteria**

**Call Detail Reporting – Search Criteria**

Search parameters may be selected singularly or in combination to yield exactly the information you need. Among other options, Call Detail Reporting allows you to:

- Report all calls made between specific dates or times. Clicking "Submit Report" with only a timeframe designated, returns all of the current day's completed calls
- Report calls made to a particular number
- Report calls made by a particular inmate PIN, name, or Debit card
- Report calls originating from a specific phone or phone group
- Report calls of a designated rate type (call band) or payment type
- Search calls records to which a note has been added
- Search for calls using an inmate's alias name
- Report only completed or only incomplete calls, and/or accepted or denied calls
- Report all calls that ended for a designated reason (stop code)
- Report calls during which 3-way, forwarding, or extra digits were attempted
- Report calls made to "hot" numbers or calls made using "hot" PINs
- Report calls of any chosen duration
- Report the most frequently dialed numbers
- Report numbers called by more than one inmate
- Report calls made only by active PINs (inmates still incarcerated)

**Convenient Preconfigured Report Queries**

**Select a Saved Report**

User-defined reports with unique search criteria may be saved for re-use.

**Open a Report Type**

System-provided report templates preconfigured to find specific types of information.

Examples of such reports are as follows:



Frequently Dialed Numbers Report

**Frequently Dialed Report** Back Print Export to Excel

**First Name:** **Last Name:** **Start Date (Time):** 03/17/2014 **End Date (Time):** 03/27/2014  
**Phone:** **Bill to Number:** **PIN:** **Active PIN only:**  
**Min Duration:** **Max Duration:** **Call Type:** **Completion Status:** All Calls  
**Stop Reasons:** **HOT status record only:** No **Private status record only:** No  
**Call Band:**  
**Report Date:** 3/27/2014 1:39:27 PM **Run By:** Tech Support **Site Name:** [redacted]

BTN	Frequency	First Date/Time	Last Date/Time
	1000	03/17/2014 05:05	03/27/2014 12:36
2089827456	136	03/17/2014 10:29	03/27/2014 09:40
2092029384	128	03/17/2014 10:24	03/26/2014 22:28
2084206926	105	03/19/2014 21:24	03/27/2014 06:42
2087168808	95	03/17/2014 08:30	03/27/2014 11:02
2085981484	86	03/17/2014 16:11	03/26/2014 23:34
2084204774	71	03/17/2014 19:30	03/27/2014 10:48
2085016880	68	03/17/2014 21:27	03/25/2014 20:46
2089159424	57	03/17/2014 08:59	03/27/2014 12:29



**Shared Destination BTN (Called Number) Statistics Report**

Shared Destination BTN Statistics	
Year: 2014	Month: 03
BTN: <input type="text"/>	<input type="button" value="Generate Report"/>
<input type="button" value="Print"/> <input type="button" value="Export to Excel"/>	
Report Created on: 3/27/2014 2:22:52 PM	
Destination Bill to Number	Unique Pin Count
2693253189	8
2699630761	8
5862221820	7
2486773052	6
3139744590	6
3139263465	6
6166909923	6
3136414928	6
3139488064	6
3139158814	6

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**Shared Destination - BTN Drill-Down Report**

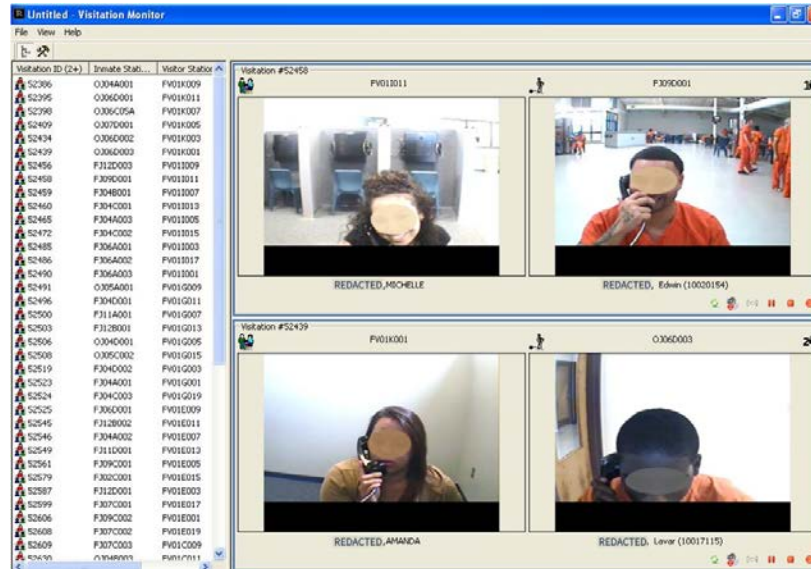
BTN Drill Down Results											
TOOLS	BTN	DATE	TIME	PIN	Phone	DUR.	CHARGE	TYPE	RESULT		
	3139263465	20140325	1027	0325505	LMF - Pine Yard #1	01:46	\$0.38	Debit	Inmate Hungup		
	3139263465	20140325	0816	0829887	LMF - Big Yard #6	00:01	\$0.00	Debit	Inmate Hungup		
	3139263465	20140325	0814	0829887	LMF - Big Yard #6	00:00	\$0.00	Debit	Not Accepted		
	3139263465	20140309	1004	0704258	LMF - Pine Yard #1	06:04	\$1.34	Debit	Inmate Hungup		
	3139263465	20140308	2013	0704258	LMF - Pine Yard #4	00:00	\$0.00	Debit	Not Accepted		
	3139263465	20140308	1917	0751306	LMF - Pine Yard #2	00:00	\$0.00	CMC CM	Inmate Hungup		
	3139263465	20140308	1549	0751306	LMF - Big Yard #1	00:00	\$0.00	CMC CM	Not Accepted		
	3139263465	20140307	0903	0415592	LMF - Spruce Yard #7	15:00	\$2.88	Debit	Time Up		
	3139263465	20140307	0859	0835795	LMF - Spruce Yard #7	01:00	\$0.19	Debit	Funds Expired		
	3139263465	20140303	0838	0835795	LMF - Pine #1	15:00	\$2.88	Debit	Time Up		
	3139263465	20140302	1438	0751306	LMF - Pine #1	14:00	\$2.68	Debit	Funds Expired		
	3139263465	20140302	1423	0751306	LMF - Pine #1	14:38	\$2.68	Debit	Inmate Hungup		
	3139263465	20140302	1421	0751306	LMF - Pine #1	00:00	\$0.00	Debit	Not Accepted		
	3139263465	20140302	1044	0751306	LMF - Pine #1	07:25	\$1.53	Debit	Inmate Hungup		
	3139263465	20140301	0930	0751306	LMF - Pine Yard #3	05:13	\$1.15	Debit	Inmate Hungup		
	3139263465	20140301	0914	0751306	LMF - Pine Yard #3	15:00	\$2.88	Debit	Time Up		
	3139263465	20140301	0906	0751306	LMF - Pine Yard #3	06:30	\$1.34	Debit	Inmate Hungup		
	3139263465	20140301	0902	0751306	LMF - Pine Yard #3	00:00	\$0.00	Debit	Not Accepted		
<b>Total</b>							\$20.13				

**3.14 VIDEO VISITATION MONITORING AND RECORDING**

**Response:** GTL understands and complies.

GTL's VVS gives the facility complete control over all inmate video and non-video visitation at SD DOC. Authorized facility staff are able to manage and schedule Internet video visitation, on premise video visitation, and non-video visitations; specifying shared or separate quotas, stations, visitation center hours, time slots, and scheduling policies. In response to 3.16, GTL details our equipment from the clarification of the Q&A. Visitation policies (visit quotas, restrictions, approved visitor lists, et cetera) may be set up globally or applied only to certain housing units. Through the system's interface, the SD DOC is able to schedule, manage, and track all visits by all types, and view the visit history. GTL's VVS allows live monitoring of non-legal visitation

sessions, utilizing the VVS application. Live monitoring includes both audio and video of the visit. The monitoring system visually shows up to 8 visits at one time (configurable for user preference).



### Simultaneously Display up to 8 Live Visits

If the number of visitation sessions in progress exceeds the display limit, the system is configured to slowly scroll through all active visits. The rate at which visits scroll is a variable easily set and changed and is customizable for each user. Any visit may be selected from the list of actively running visits to be viewed in any viewing pane. If a particular visit needs constant attention, clicking either side of the image will anchor that session to the screen while other visits continue to scroll. The GTL provides the following real-time capabilities:

- Allows facility staff to stop, pause and restart any running visit
- Allows station reassignment during any running visit.
- Allows for visitation time extension during any running visit.
- Allows real-time monitoring of audio/video for up to eight visitations simultaneously.
- Automatically rotates (scrolls) through all visits at user defined monitoring rate.
- Allows the facility user to scan through all active visits and select a particular visit for monitoring.
- Allows the user to lock a visit in place and remove it from the exit queue.
- Allows the user to stop, or pause and restart any visit.
- Allows the user to start recording a visit.

GTL's VVS provides digital recording of video visits with perfectly synchronized video and audio elements. Visits may be recorded globally by visit type or visitor type, ad-hoc, by user type or manually selected when a visit is scheduled by authorized staff. All recorded visits are stored for the agreed upon period of time and are searchable and viewable by authorized personnel. Any recorded visit can be locked so as not to be purged from the system when the normal recording storage period reaches a maximum time limit. GTL's VVS application gives the DOC the option to establish different rules for different types of professional visitors; for example allowing free visits for public defenders, while charging private attorneys for remote visits. **GTL has the only software that allows a facility to set different requirements, quotas, and schedules for public and private attorneys. Having the ability to treat these two types of attorneys in a dissimilar fashion is a huge differentiator of the GTL system and provides SD DOC with many significant options for video visitation management, the value of which is not to be minimized.**

*GTL's Flex™ is fully compatible with the existing GTL ITS that is currently installed at SD DOC.* GTL's VVS provides a wide variety of reports based on visitation data captured by the system. Users may run reports on all visits, selected visitors and/or selected inmates for a specified date or date range. Reports include, but are not limited to: visitation statistics, a daily report, current visitation schedule, email reports and warrant reports. Reports can be exported to Excel, PDF, or HTML, and our system allows the use of 3<sup>rd</sup> party report writing tools to generate additional custom reports from the VVS database.



**Visitation Schedule Report Generation-** The VVS visitation schedule report can be regenerated from the Visitation Manager application on demand. Visitation reports may be grouped by date, day of week, week, or month, or by type of visitation, by visitor, by inmate, by housing unit and by visitation center.

The system user can select a date range as well as the desired report format (PDF, HTML, or XLS).  
 GTL representatives of our VVS are more than ready to provide a demonstration of the system’s reporting capabilities.

GTL’s VVS provides a single web-based application that allows public and professional visitors to register and schedule visits using a standard internet browser and an internet connection, from any device that has Internet access. This includes but is not limited to a desktop PC, laptop, tablet or smart phone. The Visitor Web application may be viewed in English, Spanish and Haitian Creole as needed via options on a drop down menu at the top right of the screen. Upon selection, text within the application is converted to the chosen language.

The GTL Video Visitation software is designed to continuously receive updated inmate information from the facility’s inmate management system (JMS/OMS/IMS) through a one-way seamless data transfer. This allows the visitation system to know which inmates are in custody at the facility and their name, booking number, status, housing unit, restrictions, scheduled inmate events, and any changes to this information—all without the need for tedious, redundant, error-prone manual data entry.

Our VVS is designed with multiple methods of receiving information from the JMS including a database view, flat file or XML. When utilizing an XML interface we can receive additional information from the JMS such as restrictions and inmate events (court, medical, etc.). Typically, the limiting factor on using an XML interface comes down to the ability of the JMS system to provide information via XML, many older systems are not capable of this.

- GTL’s VVS Solution can be configured to use the JMS inmate ID.
- GTL’s VVS Solution can automatically cancel a visit upon inmate release or a change in inmate status which would prevent the inmate from having a visit.
- GTL’s VVS Solution sends visitors cancellation emails upon any visit cancellation.

The system will be configured to receive at a minimum the following information from the facility’s inmate management system from Syscon:

- Inmate ID
- Inmate last name
- Inmate middle name
- Inmate first name
- Gender designator
- Date of birth
- Housing assignment designator
- Race designator (optional)
- Inmate booking number (optional)

After policies are set up and the visitation system is integrated with the inmate management system, the visitation management tool proves itself to be a time-saving, easy to use application for staff, public and professional visitors.

**3.15 FEES AND RATES**  **Response:** GTL Understands and Complies.

All fees and rates are described in the Cost Proposal volume. Previous sections required a flat minute rate and no fees. GTL's Cost Proposal response is provided.

**3.16 VIDEO VISITATION SYSTEM REQUIREMENTS**

**3.16.1 HOSTED VIDEO VISITATION – HARDWARE REQUIREMENTS**

 **Response:** GTL Understands and Complies.

By the clarification of the RFP in the Q&A responses, GTL will provide SD DOC inmates with our newest technology which is GTL's state-of-the-art Video Visitation (VVS) solution the **Flex™ In-Pod kiosk** hardware. The Flex™ in-pod kiosks are able to be provided for inmate stations and for facility lobby public scheduling

GTL's Flex In-Pod kiosk hardware solution for our Video Visitation System (VVS) hardware is the latest technology in multi-functional inmate communication kiosks that allows for infinite expansion of services to both inmates and friends and family. The 10.1 inch touchscreen, Android-based tablet platform is able to allow SDDOC to add new products and services for inmates over time and/or as needed. Inmates have no access to the internet or other restricted information and systems. Our Flex in-pod kiosk enclosures have the following characteristics:

- Android Operating System
- 14-gauge corrections graded stainless steel encasement
- 10.1" 40 PLVDS 1024 x 768 display screen
- Built-in high resolution camera
- Multi-touch capacitive screen
- Corrections grade handset and lanyard
- (2) 8 ohm/1W speakers
- Built-in MIC
- Wi-Fi (Optional)
- Battery - 8000MAH, 3.7v, lithium battery
- Fully powered by Power over Ethernet (PoE)\*

\* Unless 110/120VAC electrical is already in place.



The Flex In-Pod kiosk uses a water-resistant touch-screen. The corrections grade enclosure is constructed of 14-gauge stainless steel with no exposed openings, hinges or fasteners. The Flex kiosk is constructed of non-proprietary, off-the-shelf components. The Flex in-pod kiosk also has a fully integrated power backup battery that is built into the unit. No additional battery backup is required to power the unit if facility power is lost.

GTL's unique design allows the enclosure to fit in the same footprint and mounting brackets as inmate phones. This is a dramatically smaller footprint than the standard in-pod kiosks and/or VVS monitors allowing for future expansion without compromising the facility infrastructure. Similar to inmate phones, GTL's Flex in-pod kiosk enclosure can be mounted to pedestals and other inmate phone hardware should future hardware expansion be needed and/or required. What's more, with the Flex integrated handset and software, inmate phones can be easily swapped out for Flex in-pod kiosk enclosures without the need for alterations to the facility structure. Finally, GTL's Flex™ is fully compatible with the existing GTL ITS that is currently installed at SDDOC. GTL's VVS system Flex kiosk is equipped with two powerful video technologies that allow it to communicate with standards-based H.264 and H.323/SIP video conference devices and Adobe Flash enabled devices, such as a home computer. GTL offers a mobile visitation cart for use with the Flex In-Pod kiosk solution. The Visitation Cart is designed to let you move a visitation station quickly and easily to the needed location. The cart functions just like a hand truck. With a station mounted on the mobile cart the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors.

**3.16.2 HOSTED VIDEO VISITATION REQUIREMENTS**  **Response:** GTL understands and complies.

Addendum 2 has clarified and edited this section. GTL provides the DOC with **the only solution to fully manage all types of visits** (contact, face-to-face, on premise video, and at-home video) through our proven, robust, and mature visitation scheduling software. The software's modular design allows the DOC to configure the system with your own specific policies and procedures as they apply to visitation with inmate friends and family—without the need for custom development or other interventions on GTL's part. Policies can be set up globally or applied only to certain housing units (visitation quotas, restrictions, approved visitor lists, et cetera). Often times, facilities offer a combination of these types of visits based on the classification of



inmates or the type of visit (public or professional). Based on the DOC's needs the platform can handle any combination of traditional contact or non-contact barrier type visits, video visits, remote ("at-home") video visits and professional visits. In addition, the scheduling software can be configured with rules and policies specific to each visit type. This allows each facility to schedule, manage, and track all visits and visit history in one system.

The software also **manages visitor information**. Depending on the DOC's policies, visitors can register in person at the facility or online through GTL's ConnectNetwork.com web based registration and scheduling module. Online registration and scheduling eliminates the need for facility staff to input visitor information while still allowing them to verify first time visitors (or every visitor) during check in.

**Remote At-Home Visits:** GTL is unique in that we have developed a CODEC that not only allows for non-proprietary H.323/SIP calls but also utilizes Flash for "at-home" visits. Flash does not require the visitor to purchase or download any special software as they most likely already have the free Flash software installed on their computer or embedded in their internet browser for web browsing.

**Any time anywhere access:** GTL's VVS software is web-based software and any user with the proper security privileges will be able to access the system user interface from any existing facility staff PC workstation which can be networked to the video visiting network (Internet Explorer, Chrome and Firefox are all supported). Our VVS software is designed this way so that anyone on the network with a username and password (we can also utilize Active Directory) can access their browser based application. Based on the privileges assigned to the user in the system, they will have access to do things such as register or approve visitors, schedule visits, run reports, view or download recordings, etc. This functionality allows various users such as investigators to simply log into the system and access the information they need directly.

Each user is assigned to a user group that defines what privileges they have access to in the system. The software has over 50 privileges that can be assigned or restricted from user groups. User groups can be set up and configured based on the customer's needs and we do not limit the number of user groups. Users can also be assigned to more than one user group. GTL's scheduling software is licensed based on the functionality required and the number of video visitation units and GTL does not limit the number of system users.

**Software Definition** (includes the following modules, features, and functionality):

#### Visitation Scheduling

- Facility Registration and Scheduling
- With included and provided ID card reader
- Public Web-Based Registration and Scheduling
  - Multilingual web interface
  - Reduces visitor traffic and frees staff for more mission critical tasks
- Professional Web-Based Registration and Scheduling
  - Set unique policies for professional visitors as you see fit
- Visitor Kiosk Registration and Scheduling
  - ID card reader capable
- Inmate Visitation Scheduling
- Walk-In Visitation Appointments
  - Use same policies quotas, and restrictions as scheduled visits
  - Set durations and start delays to allow time to reach stations
- Automated Inmate Updates and Cancellation Notices
  - Inmate bookings, housing unit movements, status changes, and releases are immediately propagated throughout the system, providing up-to-date visitation schedules
  - Automatic rescheduling of affected visits. If visits cannot be rescheduled, they are cancelled and visitors are notified via email and automated phone messages, eliminating the need for your visitation staff to manually notify visitors.
  - Automatic email and phone notifications protect confidentiality of visitor's personal contact information

- Manage face-to-face, internet and on-premises video visitation with one solution
- Live chat, email, and phone support for internet visits
- No additional software required
- Live monitoring and remote control
- Officer video check-in prior to visitation start
- Unique internet video visitation quotas
- Revenue generation options- charge a unique rate for internet visits
- Minimal bandwidth requirements
- Integrated into public web scheduling interface
- Visitor can visit via PC, laptop and/or tablet (iPad and Android)

#### On-Premise Video Visitation

##### Face-to-Face Visitation Management

- Manage your video, non-contact, and contact room visits in one interface
- Establish set schedules for video visits, non-contact visits, and contact room visits

##### Revenue Generation

- Generate revenue from internet, on-premises video visitation and/or face-to-face visitation
- Charge for visits in excess of inmates' "free visit" quotas
- Charge during specific days or times of the day
- Charge for specific locations (i.e. downtown visitation center)
- Set up unique fee structures
- Create override and refund policies
- Generate billing reports
- Automated refunds for inmate releases, movements, etc.

#### Internet Video Visitation





#### Fully Configurable Policies

- Quotas
  - Set quotas for both inmates and visitors
  - By day or by week
  - Ability to set different quotas for different housing units
- Custom visitation schedules for different housing units and visitation centers
- Assign staff users to user groups with specific privileges
- Inmate & Visitor Restrictions
- Unique Internet Video Visitation Policies
- Reconfigure policies at any time without the need for redeployments or further development

#### JMS/OMS Integration

- Designed to work with any inmate management system software
- One-way data transfer
- Inmate management software provides the inmate's basic information and housing unit location
- Capable of importing inmate events, visitors, restrictions and approved visitors from the inmate management software

#### Monitoring

- Browser-based monitoring
- View multiple visits simultaneously
- Reassign station management
- Extend visitation end times
- Authorized users can pause, resume, stop, interrupt, and record video visits in real-time
- Privilege-based access

#### Recording

- Does not require third party software
- Will store recordings of visits on our servers for a minimum of (365) days
- Recordings are able to be locked for longer duration of storage
- Live streaming audio and video are automatically synced into a single file
- Configurable recording size and quality
- Utilizes standard servers for processing & storage
- Easily search, view, flag, and download recordings from any PC
- Full audit trail

#### Data Reports

The GTL VVS software is designed to continuously receive updated inmate information from Syscon's JMS Justice Systems software through a one-way data transfer (Flat file, Database View, or XML). This allows the visitation system to know which inmates are in custody at the facility, their name, booking number, status, housing unit, restrictions, scheduled inmate events, and any changes to this information.

Our VVS is designed with multiple methods of receiving information from Syscon's software including a database view, flat file or XML. When utilizing an XML interface we can receive additional information from the JMS such as restrictions and inmate events (court, medical, etc.). Typically, the limiting factor on using an XML interface comes down to the ability of the JMS system to provide information via XML, many older systems are not capable of this.

- GTL's VVS Solution can be configured to use the JMS inmate ID.

#### Security

- System required unique username and password for DOC staff
- Provides configurable alerts for specific visitors and/or inmates
- Audit trail of all user activities including; login information, location, visit modifications, etc.
- Limits visitor/visitor, inmate/inmate & visitor/inmate contact through conflict checking
- Visitor Warrant Check

#### Visitation System Automation

- Inmate bookings, movements, and releases automatically propagate
- Automatic recording of visits unless specified for professional visits
- Automatic rescheduling of affected visits
- Automatic phone and email cancellation notifications if visits cannot be rescheduled
- Set automatic recordings for specific visitors, inmates, or visits
- Automatic countdown clock promotes conflict-free visit endings
- Automated station start-up and shutdown messages (e.g. "Your visit may be recorded")
- Ability to automatically match visitors to wheel-chair accessible stations

#### Conflicts Checking

- Inmate and station availability
- Inmate and visitor quota verification
- Inmate and visitor restrictions
- Housing unit visitation schedules
- Visitation center hours
- Schedule events as expectations to regular visitation schedule (holidays, lock-downs, maintenance, etc.)
- Recording resources availability
- Number of visitors allowed per visits

#### ID-Card Reader

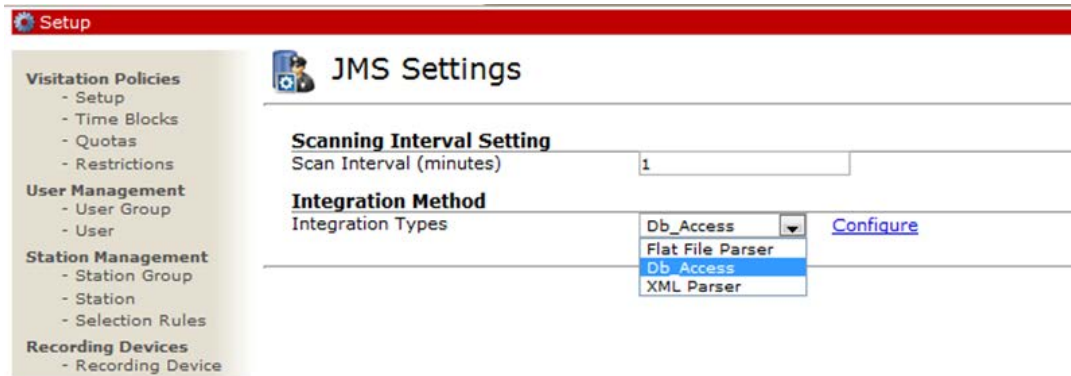
- Can be used for visitor registration, scheduling, and check in
- Visitation kiosks can be equipped with ID card readers

#### Technology Neutral

- User software Codec is H.264 and H.323/SIP compatible
- Works with any Adobe Flash device (desktops, laptops, tablets, etc.)



- GTL's VVS Solution can automatically cancel a visit upon inmate release or a change in inmate status which would prevent the inmate from having a visit.
- GTL's VVS Solution sends visitors cancellation emails upon any visit cancellation.



GTL will store recordings for 365 days.

The system will be configured to receive at a minimum the following information from Syscon's Justice System software:

- Inmate ID (same ID as inmate telephone ID)
- Inmate approved calling list
- Inmate last name
- Inmate middle name
- Inmate first name
- Gender designator
- Date of birth
- Housing assignment designator
- Race designator (optional)
- Inmate booking number (optional)

### 3.16.3 HOSTED VIDEO VISITATION – TECHNICAL REQUIREMENTS

 **Response:** GTL understands and complies.

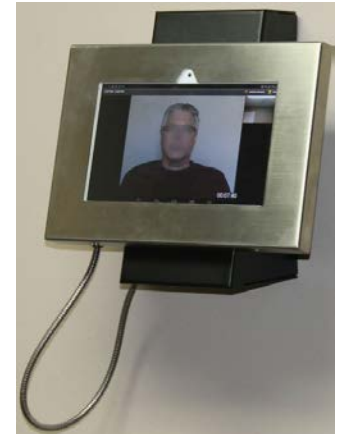
GTL is providing a video visitation system that is completely TCP/IP based. All video and audio streams are transmitted over TCP/IP/Ethernet. For off-site visits over the Internet, any Personal Computer (PC) or laptop system with a camera, microphone and speakers (or headset) connected to the Internet at a speed of at least 200kbps can be utilized for visits to the inmate stations installed at the DOC's facilities. GTL's VVS is able to configure the VVS system such that all professional video visitations and ensure no recording or monitoring can take place.

GTL's Video Visitation Solution includes all visiting stations installed at the facility. All video visitation station components are field replaceable either by facility staff or by GTL and all hardware components are nonproprietary. Our inmate and visitor stations include video monitors with web cams, handsets, and codec hardware for both onsite and remote video visitation. With the pace of technology innovation, it is important to select hardware that allows the DOC to easily transition to new technologies over time. With this in mind, GTL has developed a video conferencing device specifically for the corrections market. The unit incorporates the latest technology while being hardened for corrections environments (e.g. no moving parts such as disk drives).

**Visitor VVS Station Hardware-** GTL provides SDDOC with our newest technology which is GTL's state of the art Flex in-pod kiosk hardware. The Flex in-pod kiosks are provided for inmate stations and for SDDOC facility lobby public scheduling kiosks. GTL's Flex in-pod kiosk hardware comes with detention grade audio handsets interfaced with audio and video equipment for the lobby visitation centers.

GTL's VVS connects on-site visiting stations via 100Mbps dedicated Ethernet and provides for any public station to be connected to any inmate station. Inmate-to-inmate communication is not allowed through the system. GTL's Video Visitation Solution utilizes CAT6 cabling for connection to the visitation network and delivery of power to visitation stations. Each station is fully powered through the Ethernet cable (Power over Ethernet); eliminating the need for 110 or 120VAC electrical connection. Upon implementation, exact cabling will be determined based on facility requirements.

GTL's videoconferencing Codec contains multiple non-proprietary CODECS and is optimized for the corrections environment. Our built in video conferencing codec utilizes **H.323 and SIP protocols** for open communication with devices from Cisco, Polycom, Lifesize, et cetera. It has an embedded Cisco Jabber CODEC that communicates with **Cisco's Unified Call Manager** and it utilizes **Adobe Flash** to communicate with other Flash enabled devices, such as home computers.



**Non-proprietary- H.323, SIP, H.263 and H.264 standards-** Although many video visitation systems claim to be "standards-based," a myriad of video conferencing standards have been developed over the years to define how codecs work. There are different standards which define separate parts of a videoconference call. H.323 and SIP are two of the top standards-based protocols for starting, controlling and terminating an audio-visual communication session, while H.263 and H.264 are two of the most widely used compression formats for high definition video. In order to be truly non-proprietary, the GTL videoconferencing Codec is compatible with both H.323 and SIP in addition to H.263 and H.264.

**Compatibility- Communicates with all industry-leading video conference devices-** By utilizing H.263/H.264 and H.323/SIP standards, the GTL Codec allows you to communicate with all the industry-leading video conference devices. Not only does this mean that GTL visitation stations are compatible with other visitation stations, it will also allow you to connect inmates to public defenders' offices, courtroom arraignment, or a myriad of other locations that use video conferencing.

**Adobe Flash enabled for internet video visits-** Secondly the GTL Codec utilizes Adobe Flash to communicate with other Flash enabled devices (i.e. a home computer or mobile device). The GTL Codec allows you to deploy both on premise and internet video visitations while still communicating with other devices such as Polycom and Cisco codecs.

**Video Transmission-** GTL's VVS can perform at both 30 and 15 frames per second (fps), however 15 fps is not recommended because performance at this slow speed appears jumpy or choppy. Not a single one of our over 100 video visitation clients uses the 15 fps option. The bandwidth for the GTL VVS is supported from 24 kbps up to 8 Mbps. We provide a wide range of available video resolution and frame rates including; CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels).

### 3.17 SERVICE, SUPPORT, INSTALLATION AND TRAINING

#### 3.17.1 SYSTEM TESTING

 **Response:** GTL understands and complies.

At the Implementation Meeting, GTL will provide the SD DOC a complete and comprehensive functional test plan, including a checklist of specific items to be performed by GTL implementation team and verified by DOC staff. We will review testing checklists with the DOC to refine specific requirements and ensure the system is fully tested and certified before being placed into service at the SD DOC facilities. Upon completion of acceptance testing, testing documentation will be submitted to the DOC for final acceptance and sign-off.

Upon installation, the GTL implementation team will perform a series of tests to ensure the seamless install of the VVS with our ICMv system already in place. After all tests are passed, GTL will inform the facility staff the system is ready for transition and coordinate the timing of the cut-over.

#### 3.17.2 TRAINING REQUIREMENTS

 **Response:** GTL understands and complies.

GTL provides two training tracks for our Visitation Management Solution: Administration and Scheduling training. Our Account Management can provide training both onsite and via webinar. For onsite training it is preferable that training take place in a classroom or conference room setting with direct connectivity to the GTL Visitation Management Solution as well as a projector for demonstration purposes. Onsite training classes should not exceed 20 participants per class. An ideal learning scenario is a hands-on environment in which each user can utilize a computer to interface with the scheduling software application. GTL will provide "train the trainer" courses if individuals are unable to attend.

Documentation provided during training includes:

- Administration Manual
- User Manual
- End User Quick Guides
- Administration Training Power point
- End User Training PowerPoint



**Administrative Training** -Administrative training takes place 1-2 weeks prior to the facility going live with the system and is done in conjunction with Scheduling Training. The purpose of this training course is to familiarize key stakeholders with the capabilities of the system.

The attendees should include:

- Command staff in charge of visitation policies
- Key decision makers at the facility
- Visitation command staff
- Facility IT staff
- Facility maintenance staff
- Assigning user privileges
- Adjusting visitation policies and quotas
- Creating events for housing units and visitation centers
- Adding inmate and/or visitor restrictions
- Activating/deactivating stations
- Altering housing unit visitation times
- Reviewing recordings (video visitation only)

Topics for this training include but are not limited to:

In addition to the above items, Administration Training will cover all items detailed in the Scheduling Training section below.


**Scheduling Training**- Scheduling training takes place 1-2 weeks prior to the facility going live with the system and is done in conjunction with Administration Training. The purpose of this training course is to demonstrate and train individuals that will be using the system on a daily basis how to manage, schedule and check-in visitors.

The attendees should include:

- Visitation command staff
- Visitation staff
- Dorm officers
- Investigative staff
- Scheduling and altering visitations
- Monitoring live visits
- Reassigning visitations booths
- Troubleshooting during live visits
- Searching for visitations
- Registering and editing visitors
- Viewing/downloading recordings (video visitation only)
- Generating visitation reports

Topics for this training include but are not limited to:

### 3.17.3 EQUIPMENT/SYSTEM MAINTENANCE

 **Response:** GTL understands and complies. As the incumbent, GTL maintenance and support procedures are in place. VVS support and maintenance will be taken on by our current field service personnel and abide by the maintenance and support policies already responded to in the ITS section of the response.


### 3.17.4 VIDEO VISITATION RATES

 **Response:** GTL understands and complies. GTL has provided rates in the Cost Proposal.

## Sections 3.18 -- 3.19

 **Response:** GTL understands and complies.

## 4.0 PROPOSAL PREPARATION INSTRUCTIONS

**4.1 PROPOSAL PACKAGE**  **Response:** GTL understands and complies with section 4.1. GTL has responded to the RFP and has made every effort to follow the headers and instructions of the RFP. Headers and section titles are answered in the order requested and those instructions in 1.8, 1.20, 2.50, 4.2, 4.4, 5.2, and 5.3.

**4.2 DETAILED RESPONSE**  **Response:** GTL understands and complies. GTL's detailed response responds to all pertinent sections. This includes sections 1.0, 2.0 and 3.0.

**4.3 RESPONSE GLOSSARY**  **Response:** GTL understands and complies.

**Inmate Calling Manager  
Glossary of Terms**



**Admin Block:** An Admin block indicates that an Authorized ICM User has blocked inmates from calling a specific outside number (BTN).

**Alert ANI:** On the Number Management screen, a field where you can enter a phone number to automatically be dialed with an alert message when a hot BTN is dialed.

**ANI:** Automatic Number Identification. Entering a phone number in this field on the Number Management or PIN Management screen will program the ICM to automatically dial that number whenever a call is made by the selected PIN or to the selected BTN.

**Auto PAN:** A feature that allows an inmate's allowed number list to automatically be populated by the first group of phone numbers (amount to be determined by the client facility and their authorized administrators) that the inmate dials, often from the booking area or during a limited and supervised time frame.

**BTN:** Billed To Number. The outside number to which a collect call is billed, or just the destination number for any outbound call.

**CODEC:** Compression/Decompression plug-in used to send and receive audio files.

**CPAN:** Collect Personal Allowed Number. On the Phone Details screen this column indicates whether a collect call can be made only to a number on inmate's PAN from each phone.

**CPIN:** Collect Personal Identification Number. On the Phone Details screen this column indicates whether a PIN must be entered to make a collect call from each phone.

**DPAN:** Debit Personal Identification Number. On the Phone Details screen this column indicates whether a PIN must be entered to make a debit call on each phone.

**DPIN:** Debit Personal Identification Number. On the Phone Details screen this column indicates whether a PIN is required to make a debit call from each phone.

**FCD:** Free Calls Daily. This column on the System Control screen shows whether a phone group has been set to allow a certain number of free calls per day (per phone).

**FDC:** Free Daily Calls. On the Phone Details page this column shows whether individual phones have been set to allow a certain number of Free Calls per day.

**FL:** Free Local. On the Phone Details page this column shows whether local calls are free from any phone (for instance in the booking area).

**High Toll Block:** An outside number may be blocked from receiving collect calls if they have a large unpaid balance on their phone bill from previous collect calls.

**Hot:** A number or PIN marked as hot means that the ICM has been set to instantly notify an interested investigator when a call is made from anywhere on the system that uses that PIN or goes to the designated BTN.

**ICM:** Inmate Call Manager software.

**Intralata:** Calling within a single Local Access Transport Area.

**Intralata:** Calling between two LATAs (see Lata below).

**Invalid PAN:** Call was not allowed because inmate dialed a number not on their assigned PAN

**Invalid PIN:** Call was not allowed because inmate failed to enter a valid PIN.

**LAN:** Local Area Network. The local intrafacility or interfacility network that a client department, DOC or agency uses to share data and files internally; often using Ethernet. Client LAN will be connected to GTL Wide Area Network during system installation to allow remote access to ICM functions.

**Lata:** Local Access and Transport Area, also called a Service Area by some phone companies. One of 196 geographical service areas in the United States.

**LEC Block:** Listed in the Call Results field, this means that a call failed because the Local Exchange Carrier at the BTN's end doesn't allow that number to receive collect calls.

**No Funds:** In the Call Results column, this means a call attempt failed because there were insufficient funds in the prepaid or debit account to connect the call.

**PAN:** Personal Allowed Number. A list of numbers specific to an individual inmate that are the only numbers that inmate is allowed to call.

**Private:** Calls to a number marked Private will not be recorded.

**GTL:** Global Tel\* Link. A company that provides Inmate Telephone Systems, including this ICM, to correctional facilities and departments nationwide.

**PIN:** Personal Identification Number.

**Secure Block:** A Secure Block is made when the called party receives a call and, during acceptance, presses a certain digit to block all future calls from the correctional facility. They are prompted to enter a 4-digit code to be used as the Key to unblock the number in the future. This code is the Secure Key and is stored in the ICM database. If at any point in the future they wish to unblock their line, they can provide this Key to the GTL Customer Service line to do so.

**SIT Tone:** Station Intercept Tone. The distinctive three tone sequence played before the message, We're sorry, your call cannot be completed as dialed, please hang up and try again, or We're sorry, the number you have dialed is no longer in service, etc.

**VPN:** Virtual Private Network. Any of a number of different protocols that employ encryption, sender authentication, and tunneling to send information securely over an unsecured network.

**Wildcard:** When you get to choose how broadly or how narrowly a restriction or search parameter applies is called a Wildcard field. For instance, when blocking calls to BTNs, You can enter a Wildcard block and choose for themselves who specific or how wide a range of numbers to block.

#### 4.4 TECHNICAL PROPOSAL



**Response:** GTL understands and complies. Mandatory Documentation is provided in Section 1.0 and 2.0. Qualification and Experience are also answered in Section 2.0, specifically in section 2.50. The Technical Approach is Section 3.0, the Scope of Work. A letter is provided. As noted and clarified in the Q&A, the bid bond is not required. A letter of surety has been provided. Other mandatory documentation is expressed in Section 1.20 and 2.0 where consent of agreement is noted in the requirements by GTL's representative who signs the proposal document. The remaining requirements mentioned in this section have been answered in their designated section headings 1.0. 2.0. 3.0, and 4.0. Specifically in Section 2.0 and 3.0 these items are addressed. GTL has provided a Table of Contents that melds the differing proposal formats of section 1.0 and section 4.2, 4.4, and 5.5.

#### 4.5 RFP FORM (COVER PAGE)



**Response:** GTL understands and complies. The Cover page has been signed.

#### 4.6 EXECUTIVE SUMMARY




**Response:** GTL understands and complies. See our executive Summary in the specified section. .



**5.0**     **EVALUATION AND AWARD PROCESS**  **Response:** GTL understands and complies.

**Sections 5.1– 5.6**  **Response:** GTL understands and complies.

**5.7**     **QUALIFICATION OF PERSONNEL**  **Response:** GTL understands and complies. Personnel have been discussed in Section 2.0. GTL will retain the current field service personnel and Account Executive for South Dakota DOC.

**5.8**     **COST PROPOSAL**  **Response:** GTL understands and complies. GTL has submitted the Cost Proposal as specified.

**5.9**     **MULTIPLE PROPOSALS**  **Response:** GTL understands and complies.

**5.10**    **SELECTION PROCESS**  **Response:** GTL understands and complies. The Q&A has clarified the selection and scoring process.

**5.11**    **METHOD OF AWARD**  **Response:** GTL understands and complies.

**5.12**    **FEES RELATED TO OPERATION**  **Response:** GTL understands and complies. Fees are provided in the Cost Proposal response.