

# Your Single, Trusted Source for Integrated Solutions

## WESTERN TIDEWATER REGIONAL JAIL

### RFP No. 09182017 – 01 – Inmate Telephone System

Presented to:  
Attention Tim Wertheimer  
24022 Godwin Blvd.  
Suffolk, VA 23434  
757-942-0555

Presented by:  
John "JC" Rogers  
Account Manager  
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The Corrections Innovation Leader

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**Confidential Materials:** Enclosed in separate envelope located in front pocket of proposal binders.

# 1. | Proposal Format

Western Tidewater Regional Jail



The Corrections Innovation Leader

# A. | Section One – General Information about the Contractor

Western Tidewater Regional Jail



The Corrections Innovation Leader



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October 30, 2017

Mr. Tim Wertheimer  
Western Tidewater Regional Jail  
2402 Godwin Blvd.  
Suffolk, VA 23434

**RE: RFP No. 09182017-01 Inmate Telephone System for Western Tidewater Regional Jail**

Dear Mr. Wertheimer,

Enclosed with this letter is Global Tel\*Link's (GTL) response to the RFP issued for Inmate Telephone System for the Western Tidewater Regional Jail (WTRJ). Additionally, we have reviewed, acknowledged and accept the terms and conditions included in this RFP. We appreciate the opportunity to present our solution that not only meets, but also exceeds your expectations. GTL understands the importance of selecting the right partner to provide the best combination of products, services, and support allowing Western Tidewater the flexibility in administering advanced technologies. However, what is often overlooked are the core principles of a company that guide every business decision and its entire approach within their industry. For GTL, we are built on a foundation of Vision, Value, and Trust. We know these are the reasons more correctional agencies choose GTL over any other vendor.

GTL has been providing solutions to the corrections arena for nearly 30 years and has stood the test of time by evolving from an inmate telephone company to a Corrections Automation Company. Along the way, GTL did not just adapt to the changing landscape, we actually created it with the technical know-how and forward vision to get us to where we are today! Now, GTL has more than 1,000 team members across the USA with our Corporate Headquarters in Reston VA, Operations Center in Mobile AL, our Major Development Office is in Altoona PA with a satellite office in Richmond, Virginia. GTL has more technicians in the state of Virginia than ALL competitors combined! GTL serves nearly 2,300 facilities and more than 1.8 Million offenders across all 50 states. We hold 50% of the inmate telephone market share nationwide. Locally, GTL provides inmate telephone service to over 85% of the inmate population in the Commonwealth of Virginia making all our investigative tools more effective than the competition!

The Western Tidewater Regional Jail has trusted GTL as a strategic business partner for Inmate Telephone Service and related services for over a decade. As demonstrated throughout our proposal, GTL fully understands and meets the implementation requirements, service requirements, and overall operational goals that Western Tidewater is seeking.

GTL has provided numerous products and services to the Western Tidewater Regional Jail over the course of our 13-year partnership, including inmate telephone service, lobby kiosks, and our ConnectNetwork web payment portal for friends/family. We have developed and deployed proven interfaces between the current inmate telephone system platform, ICMv, and Jail Tracker for PIN management and with WTRJ's accounting vendor, TechFriends, for deposit services and debit calling. Rest assure, with GTL since these interfaces already exist and are deployed, pain will be completely eliminated from the entire interface process. This is a guarantee that no other vendor can make to WTRJ.

GTL is excited to expand even further and grow with you in achieving your vision for the future of the agency by providing the Western Tidewater Regional Jail with the next generation of correctional technologies that fully align with your Mission Statement.

These technologies and services will provide the following benefits to Western Tidewater Regional Jail without any interruption

- Provide a lucrative cost recovery/commission payment to Western Tidewater Regional Jail
- Increase the overall efficiencies of the Facility with manpower savings to allow your staff to focus on Care, Custody and Control;
- Increase the safety and security of your staff, inmates, and the public
- Provide the industry leading tablet program to WTRJ and its inmate population that allows for phone calling, messaging, content (music, games, books, etc.) and video visitation!
- Increase communication channels to help break that cycle of recidivism and truly make a difference in the lives of the inmates and their loved ones
- The existing technician that has serviced WTRJ for over 3 years will continue to provide weekly preventive maintenance for the facility
- WTRJ will continue to be a cashless facility; the same valued and trusted personnel that pick up the cash today will continue to pick up the cash in the future
- Zero change for Friends and Families on their AdvancePay Accounts, and deposit channels

Account Manager JC Rogers will serve as your main point of contact for negotiations, contractual obligations and clarifications requested by Western Tidewater. JC can be reached at (804) 304-9653 or via email at [john.rogers@gtl.net](mailto:john.rogers@gtl.net). As an alternative point of contact, you can also contact Vice President of Mid-Atlantic Sales Tony Pellegrino. Tony can be reached at (814) 330-3832 or via email at [anthony.pellegrino@gtl.net](mailto:anthony.pellegrino@gtl.net). Should you have any questions, please contact JC or Tony directly.

As President and Chief of Business Solutions for GTL, my team and I commit to you that your experience with the proposed products, services, and support over the course of our partnership will be a stellar experience.

Once again, thank you for your time and consideration as GTL looks forward to the opportunity to expand upon its successful partnership with Western Tidewater Regional Jail.

Respectfully,



Jeffrey B. Haidinger  
President and Chief of Business Solutions

# | Executive Summary

Global Tel\*Link (GTL) is delighted to present a fully compliant proposal to Western Tidewater Regional Jail (WTRJ) for its Inmate Telephone System Request for Proposal. The following pages will summarize our technical proposal, technical approach, our ability to fulfill the requirements and comply with the terms of this RFP to meet and exceed the needs of Western Tidewater Regional Jail (WTRJ).

- Section I explains how we would continue to be a true partner to WTRJ and the benefits you will enjoy; discusses how our solutions will meet or exceed the full requirements of each evaluation criterion; and emphasizes how our offering represents the best value to WTRJ.
- Section II summarizes our technical approach and solution.
- Section III describes our proven commitment and ability fulfill the requirements and terms of the RFP.
- Section IV briefly summarizes our proposal and the advantages of continuing your partnership with GTL as your future technology provider.

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## Section I: A True Partner Dedicated to your Needs

**GTL is the largest provider of integrated corrections communication services** and we have the size, financial strength and commitment to fulfill your needs today and your vision for the future. **We hold ourselves to the highest ethical standards and integrity** and work every day to deliver on our mission of **vision, value and trust to clients like WTRJ**. Furthermore, we take great pride in being a **collaborative technology partner rather than simply a vendor**.

A partner is someone that you can trust to do what they promise throughout the contract. It is someone that delivers **exceptional value on Day One** and builds on that; delivering new features, functions and products as they become available. A partner is **transparent**, listens to your needs and is willing to develop a customized approach to address your unique challenges. It is someone that makes **security and inmate rehabilitation top priorities** and develops solutions with that in mind. The WTRJ can be assured that if you continue your partnership with **GTL, we will make commitments, backed up by service level agreements, and we will deliver on our promises**.

### A Trusted Partner

GTL has been your trusted corrections technology partner for 13 years, enabling intimate knowledge of your business operations and a keen understanding of your operational goals.

**Having worked alongside your personnel at WTRJ for over a decade, we leverage our experience with your environment to fulfill your needs.** GTL is truly grateful for the successful, and mutually-beneficial partnership we've enjoyed with WTRJ for over a decade. We never take for granted our long-term loyal customers that have been a true partner, helping to build and shape not only our products, but also our company.

GTL as well has the largest presence in the Commonwealth of Virginia with over **85% of all inmate in the Commonwealth either using a GTL product or managed by a GTL product.** Further, GTL's Corporate Executive Office is in Reston VA. After reviewing this proposal, we know that you will come to the conclusion that GTL provides the technology you want with a lucrative financial incentive and the leading tablet and Video Visitation system in the industry.

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## **Section II: Our Technology - GTL's Proposed Approach and Solution**

### **Technical Approach**

Our Technical Approach is centered on providing solutions that not only meet today's technology needs, but also developing and upgrading our customers' technology throughout the life of the contract. GTL upgraded the OCS phone system to the latest and greatest, fully hosted platform and no vendor can assist you in the use of a new phone system faster than GTL. Further, we demonstrate additional value to WTRJ in the following ways:

- **NO change factor** for your staff, the inmates and the friends/family
- **NO new website**, NO new phone numbers, NO closing accounts and providing refunds only to have to open a new account
- **NO hassle** or additional costs - GTL provided this upgrade at NO cost to WTRJ

### **Technical Solution**

Our proposed Technical Solutions are influenced by the market expertise, technical innovation, and **operational experience gained by enabling more than one million inmates to make almost three hundred million calls per year.** This scale allows us to lower the cost of telecommunication services, offer transparent pricing, and maximize the benefits of our offering to WTRJ. Our experience in back-office security and our multi-layer security architecture minimizes the risk of unauthorized access to your data.

### **The Backbone: A Secure Network**

Unauthorized access to customer data has been a newsworthy problem for the inmate telecommunications industry, with more than one reported data breach in recent years. The Addendum Section of our proposal response details how we will install any additional services of our secure network to safeguard against risks of hacking and unauthorized access to the internet. The network will be separate from the WTRJ's network and will not ride the WTRJ's backbone.



When it comes to securing sensitive information, uncertainty and risk reflect the reality of the world we live in. Data breaches, whether stolen or hacked, have reached an all-time high and are at the forefront of the news. Many such breaches do not come to light until years after the breach has taken place, but **a simple Google search of “inmate call data breach” highlights the dangers of inadequate security in a correctional setting.**

The loss of millions of inmate call records at various locations has been called one of the largest data breaches of 2016. These repeated losses of confidential information have resulted in lawsuits against an ITS provider and their customers - jails/correctional entities in multiple locations.

**Customer data security is a core competency for us.** We have developed a comprehensive and integrated security program and reinvest in it continually. The Security Architecture relies on a layered approach to data security to **proactively protect agency, inmate, and friends and family information.** This approach begins at the customer level, continues during data transport, and carries through to our data centers.

For example, when we store your most critical information such as credit card data, this data is encrypted using an industry best practice Key Encryption Appliance. The keys used to encrypt the data never leave the appliance, which means that data can only be decrypted programmatically using multiple layers of authentication. The benefit is that your important information is completely protected by using industry best practices.

**While breaches could be devastating to ITS providers, they are equally as damaging to the agency and government customers.** Because we value integrity, we deliver on our promises. One of those promises is protecting the security of your data. We encourage you to research the recent breaches of inmate telephone data in evaluating the best vendor for WTRJ.

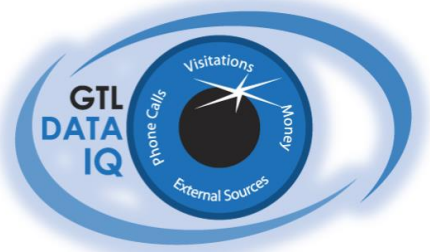
### **A fully Integrated Inmate Telephone System (ITS)**

Inmate telephones have been the core of GTL’s business for nearly 30 2 years, and GTL is the unquestioned leader in inmate communications. Our ITS is a fully integrated solution that was designed by our customers for our customers. We hold an annual user group where you are invited to provide direct input on the features that you want in your system.

We develop and add those features as they become available so that your technology stays up-to-date. Our system is fully configurable so you may deploy features today or roll them in at a future date. Our ITS is the most feature-rich solution in the industry, with more than 700 purpose-built elements to save you time and effort in administering the inmate telephone solution.

### **Investigative Solutions – Finding the Answers that Prevent and Solve Crimes**

In addition to the suite of cutting-edge investigative solutions built right into the phone system, GTL will also provide our Data IQ system that mines valuable data from mountains of recorded inmate telephone calls and creates actionable intelligence for investigative staff. Simply put: “If you can **think** it, we can **link** it.”



Designed with input from leading investigators, field-tested technology reveals previously hidden activities, identifies incriminating calls, and helps investigators solve and proactively prevent crimes. This system will pull in data from all of GTL's systems deployed at the WTRJ and will be the one-stop shop for your investigators. This Data IQ system will be provided at **NO COST** to WTRJ.

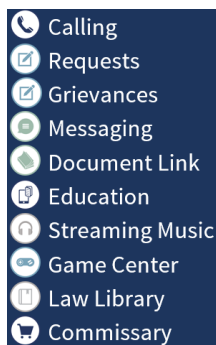
## Payment and Deposit Solutions – Ensuring the Quick, Accurate and Secure Processing of Funds

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 deposit kiosks to automated telephone payments, we help automate labor-intensive and time-consuming processes while providing seamless, real-time integration across accounts and transactions.

GTL has deployed over 700 lobby kiosks - more than any inmate phone provider in the nation

## Handheld Inmate Communication Devices (Tablets)

GTL is proud to offer WTRJ Wireless Tablets for use throughout the facility. The deployment of tablets allows for the expansion of access to key functions that can sometimes be limited by antiquated technologies such as InPod kiosks. GTL's tablet program is based upon the concept of "Equal access to tablets". This approach ensures that all inmates have access to tablets, **at NO cost**, and eliminates resource contention and the potential disruption that could ensue. It also provides for more privacy and greater access to programs and education to help inmates on their journey from incarceration to rehabilitation to re-entry and reintegration, thereby reducing recidivism.



These tablets can make wireless phone calls (with all the same security and recording as the phones on the wall), viewing the inmate handbook and other pdfs, secure inmate messaging/email, video visitation, commissary ordering, requests, grievances, streaming music, games, eBooks, etc. GTL can even provide access to Lexis Nexus Law Library on your inmate tablets if needed. These services increase communication between inmates and their loved ones, decrease inmate and officer interactions to promote a safer environment, decrease paperwork, increase facility efficiencies, and provide manpower savings.

## Inmate Rehabilitation via Educational Content

**GTL Inspire® Tablets enabling inmate rehabilitation:** The US Department of Justice (Bureau of Justice Statistics) states that "Within three years of release, 49.7% of released inmates end up back in prison and 55.1% end up back in prison within 5 years." There is no cure or solution that brings this percentage down to zero but GTL feels strongly that our inmate tablets will provide the education, job training and life skills necessary to help break that cycle of recidivism and truly make a difference in the lives of the inmates and loved ones.

GTL was the first in the corrections market to build from the ground up a transparent corrections-grade tablet that **makes wireless phone calls** through our integrated inmate telephone system. We provide an industry-leading, five levels of security to prevent unauthorized access and unauthorized usage. GTL is proposing that we provide an adequate supply of inmate tablets to accommodate your population at NO COST to WTRJ. The primary purpose of this tablet deployment will be to provide our Educational Software with real world job training and life skills to help your inmate prepare for re-entry into society.

In early 2017, GTL acquired **Innertainment Delivery Systems (IDS)**, the leading provider of inmate education systems in the U.S. The acquisition represents GTL's most recent investment in tools that **provide solutions for effective inmate rehabilitation and successful reentry, both of which reduce recidivism rates**. IDS was founded by Dr. Turner Nashe, Jr. and Phylance Nashe, J.D. in 2009.

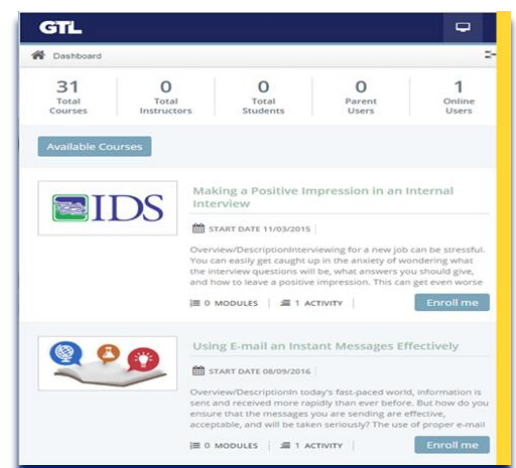
IDS is a one-stop shop that provides standard and customized course work to incarcerated individuals, including life skills, vocational skills, preparation for high school equivalency exams, professional certifications, and diplomas. Additionally, IDS provides continued access to educational programs for inmates released on probation or parole and offers professional workforce development programs for corrections and community corrections staff.

The IDS system partners with education providers, such as Pearson Education and i-Pathways, to tailor a comprehensive program to WTRJ's unique needs. This program incorporates your current curriculum with other GED Prep, K-12, Post-Secondary Ed, Vocational, Life Skills, Religion, Computer Skills, etc. In addition, the Educational Program includes Khan Academy Lite (KA Lite), providing over 7,000 videos and 20,000 interactive exercises in Math, Science, History and Economics, matching common core standards. For the instructors, the program includes an analytics and reporting dashboard to easily track attendance, inmate/student's activities, progress and grades, etc. Best of all, the inmate/student can continue using this Learning Based System Education upon release from incarceration to ensure they continue down the right path.

GTL provides credentialed content used by educational professionals worldwide. With over 65,000 titles currently available and **over 13,000 inmates using our systems daily**, GTL is the number one inmate educational system used in the United States. We support inmate success and their journey from incarceration to rehabilitation and reintegration into the community by providing them access to the tools that will help them become productive, tax-paying, law-abiding citizens.

GTL can offer WTRJ an integrated educational solution for the correctional marketplace that meets federal, state and local correctional agency requirements if needed.

Our Learning Management System (LMS) has more than 5,000 hours of educational content already available, which has been developed by industry leading educational content partners. The content is delivered electronically via the tablet, which includes short videos, quizzes, and interactive games. It should also be noted that GTL is also a supporter and user of the open content movement's work. The LMS uses SCORM-compliant materials to ensure all the contents' cross-platform compatibility.



Our academic content is aligned with most state standards. Additionally, the proposed solution offers educational materials crafted to be appropriate for a wide variety of academic abilities including but not limited to: K-12, Adult Basic Education, GED prep, online high school diplomas, Vocational Certifications, and post-secondary levels. The curriculum and content packages, will be available through the secure server-based Learning Management System (LMS). Administrators and teachers will have the ability to create a custom learning plan for each student that summarizes their current knowledge (also known as competencies) helps select appropriate content, and tracks their learning progress.



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### **Section III: Our Commitment, Experience and Promise**

#### **Experienced, proactive employees who understand your needs**

Technology has sparked significant and positive changes both in corrections technology and in day-to-day life. While features and patents are important, technology alone does not solve the business problems and challenges organizations face each day. A key advantage GTL enjoys is its singular focus on correctional technology with quality-minded contributions from the most talented people in the industry. We offer the best combination of experience and innovation. Our core management team is experienced, knows corrections technology, and has been together longer than any other vendor in the industry, providing confidence that we can work together to meet your needs.

For WTRJ specifically, we organized a Strategic Account Team that comprises top level executives, a knowledgeable account manager, and skilled technical staff. Our management approach reflects well-defined roles and responsibilities which delivers maximum efficiency while ensuring that all critical functions are fully covered. The WTRJ Strategic Account Team includes the following personnel.

	<p><b>John “JC” Rogers, GTL Account Manager</b> – JC will continue to serve as the primary single point of contact for WTRJ. He has extensive knowledge of prison and jail operations in Virginia. JC works closely with the Field Service Manager, Tom Zidar and Sales Vice President Tony Pellegrino and ensures that all obligations to the Western Tidewater Regional Jail are fulfilled. He has been in the industry for almost a decade and lives in Powhatan, Virginia.</p>
	<p><b>Tony Pellegrino / GTL, Vice President of Mid-Atlantic Sales</b> – Tony Pellegrino provides executive-level support to ensure proper corporate commitment and resources. He is based in Altoona PA. Tony has more than 24 years of experience in corrections and has overseen the implementation / management of similar services in many VA Counties and Regional facilities. Tony has worked with the WTRJ for 13 years.</p>

	<p><b>Tom Zidar, Field Service Manager</b> – Based in Richmond, Tom Zidar has been working with the WTRJ for the past seven years. His 18+ years of experience will always be an added benefit to the facility. Tom manages technicians assigned to this region to provide service to the correctional facilities throughout the Commonwealth of Virginia and will assure that all services and support-related issues are handled in a professional and timely manner.</p>
	<p><b>Jonathan Walker – Executive Vice President of Sales</b> – Jon leads the sales team with more than 25 years of sales management. Jon has extensive experience in sales planning, revenue productivity, sales training, new market development, and leadership. Jon will be the executive escalation point of contact in Sales for the WTRJ.</p>
	<p><b>Phillip Jones, Director of Field Services</b> – Philip will be the direct contact for all field service activities including managing all technicians and administrators. He will also assist with training and service escalations. Philip brings with him 30 years’ experience providing stellar service to correctional facilities across the country.</p>

## Our Philosophy - Partnership with Integrity and Transparency

The services requested in this RFP are part of a larger framework of your security and intelligence infrastructure. The decisions made in the evaluation of this RFP will have a lasting impact on the operational safety and security of your facility. As your team evaluates this RFP, consider which company is best suited to handle the ever-increasing risk of security breaches and digital intrusion. We have a professionally certified team dedicated to both corporate security and PCI compliance. Our goal is to safeguard your data and keep you out of the headlines.

## Our Core Principles - Vision, Value and Trust

We pride ourselves on essential core principles that define our long-term commitment to be a technology partner and not just another vendor.

- Vision.** As the market leader in innovation and 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 is why we have our eye on providing tomorrow's indispensable technology today! This year alone we have filed more than 100 patents covering everything from drone technology to telemedicine. In addition, each year GTL holds an annual technology conference where we invite our customers to review our current product portfolio, provide feedback on our product roadmap, and see our next-generation products and services. We have partnered for over a decade now and our vision aligns with that of yours and we look forward to the opportunity to continually bring you industry-leading solutions.

- **Value.** Part of providing value and making customers' lives easier is serving as a one-stop shop where you can acquire integrated correctional technology solutions. We deliver value based on a proven methodology for determining how various technological components fit together for optimal efficiency and control. Each quarter, WTRJ will have untethered access to GTL executive leadership during the contract period. Tony Pellegrino, GTL's Vice President of Mid-Atlantic Sales along with other key members of the WTRJ account team will meet with you quarterly. The purpose of this meeting will ensure and **guarantee the WTRJ obtains a level of support and service that far surpasses any in the industry.** This is just one of the many benefits that WTRJ will receive in continuing its partnership with GTL.
- **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 personally validate our performance by contacting current GTL customers such as the Norfolk City Sheriff's Office, Richmond City Sheriff's Office, Rappahannock Regional Jail. Our professional philosophy is to operate with the highest levels of integrity, transparency and honesty by always delivering on our commitments.

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## **Section IV: Conclusion - A Long-Term Technology Partner for the WTRJ**

We welcome this opportunity to present WTRJ a comprehensive solution for your inmate communication requirements. We are confident our response meets, or exceeds, the requirements and addresses all the goals and objectives in all key areas as defined in this RFP.

We currently provide the inmate telephone service, lobby deposit kiosk, and web banking to the WTRJ. GTL is the only company that can fully integrate all of the correctional technology into one solution while guaranteeing seamless integration. This translates into operational efficiencies, manpower savings and financial savings to your constituents. We know that WTRJ's and GTL's vision for the future at WTRJ fully align to implement new proven technology to increase efficiencies for their staff; aid inmates in successful re-entry back into society with educational tools and additional communications channels; arm their staff with investigative tools to increase the safety of everyone that interacts with the jail and provide a lucrative revenue source for WTRJ.

For nearly three decades, GTL has had a history of innovation that is built on a foundation of industry-leading correctional expertise, coupled with a strong financial balance sheet. Our goal is simple: Continue to be a long-term technology partner to the Western Tidewater Regional Jail by delivering innovative products, services, and solutions. We look forward to expanding upon our great partnership for the long-term future.


# 1 Offeror's Organization and Staffing


This section should include identification of the staff members of the project team, their duties and responsibilities and their background and experience.

GTL has read, understands, and complies.

We have a dedicated, experienced team of seasoned professionals who produce high-impact, technologically-advanced products and unparalleled service for our clients.

The following are our team members who currently provide and will continue to provide services to WTRJ:


	GTL Team Member	Background
	<b>JC Rogers</b> Account Manager	Primary contact and liaison for all contractual and administrative issues and communications with WTRJ personnel to ensure all of your requirements are fulfilled. He will be supported by the GTL's field services and support teams.
<p><b>Qualifications:</b></p> <p>JC has been in the industry for nearly a decade and lives in Powhatan, Virginia. JC manages most of the GTL Regional and County customers in VA and the Virginia DOC. He has worked with WTRJ for over seven (7) years.</p> <p>His positive attitude gets tasks accomplished quickly and effectively he fosters and sustains a client relationship in numerous ways:</p> <ul style="list-style-type: none"><li>• Focuses on current events and trends in the industry</li><li>• Stays abreast with emerging technologies</li><li>• Continuously involved with various issues and challenges facing the clients and attends trade shows and conferences</li></ul> <p>He firmly believes the best way to do business is to become an advocate for his customers. He believes that every customer is his family, and as such, deserve the utmost attention and respect and his customer-centric attitude is how he strives to "Improve Your Experience".</p>		

	GTL Team Member	Background
	<p><b>Anthony Pellegrino</b> Vice President of Mid-Atlantic Sales</p>	<p>Provides support and direction for Account Executives in the Northeast region. He will assist in supporting the day to day needs of WTRJ.</p>

**Qualifications:**

For more than 25 years, Mr. Pellegrino has fostered and sustained client relationships in various ways. For over a decade, Tony has been working with Western Tidewater regional Jail. With vast correctional and telecommunications experience, his insights relative to client needs are keen and invaluable. Tony stays knowledgeable on the ever-changing correctional environment by attending trade shows/conferences; continuously visiting new and existing accounts; and by staying abreast of issues through correctional trade journals.



His extensive knowledge and experience enable Tony to intelligently discuss correctional issues with clients and explain how technology can resolve their issues. Tony's experience, up-to-date knowledge, and sincere commitment to the client's best interest allow him to maintain progressive, successful client relationships while directing GTL's sales efforts in the Mid-Atlantic states.


	<p><b>Tom Zidar</b> Field Services Manager</p>	<p>Technology installations: Overseeing installations of innovative technologies designed to meet the special needs of correctional clients. Field service: Managing delivery of quality maintenance and trouble resolution for installed systems.</p>
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**Qualifications:**

Tom has been with GTL for 18 years and has more than 40 years' total experience in computer and telecom marketplaces. He currently manages field services client accounts in the Commonwealth of Virginia, including all of the Regional and County jails and the Virginia DOC; responsible for technology implementations, direction and management of field repair techs and resource allocation; manages the delivery of quality maintenance and trouble resolution for installed systems




	GTL Team Member	Background
	<p><b>Philip Jones</b> Field Services Director</p>	<p>Oversight of implementation, vendor management, development activities, sales support, infrastructure resources and configuration, marketing and end user training for clients in the northeast region.</p>
<p><b>Qualifications:</b></p> <p>Philip Jones has over 10 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 Virginia, 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.</p> <p>Philip 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.</p>		
	<p><b>Robert Wells</b> Sales Engineer</p>	<p>Responsible for managing service personnel for the County. In addition to operating and managing activities within an approved budget for the region, he performs daily management of resources to oversee inmate telephone services contractual requirements, service offerings, processes, maintenance and administrative activities, and responsibilities as it relates to Field Services. He provides accurate, detailed, and comprehensive review of implementation, technical support, and field services responses to assure they are consistent with processes and procedures.</p>
<p><b>Qualifications:</b></p> <p>Robert has four years of experience in the telecommunications business. He has the unique experience to have been both a Technical Support Specials and a Phone Platform Trainers prior to joining the Sales Engineering team. He will be actively involved in all aspects of the upgrade implementation, including system design and configuration; installation and service. This, along with his reputation for stellar customer service makes him particularly skilled in ensuring the highest quality of continued care and service for the County.</p>		

	GTL Team Member	Background
	<b>Michael Condra</b> Field Service Technician	Responsible for all ITS equipment maintenance, repairs, and replacement. He is also responsible for all cash collection from Lobby Deposit Kiosks.

**Qualifications:**

Mike has more than 14 years' experience maintaining and repairing telecom equipment and computer systems. He is the primary field service technician for WTRJ. He is skilled in network setup and knowledgeable about wiring, tracing wiring issues, repairing and punching down cable pairs in both 110 and 66 type blocks as well as RJ11 and RJ45 crimping.

	<b>Steve DeForrest</b> <b>Executive Director of Implementations</b>	<p>Steve is responsible for aspects of the Operations Departments as it pertains to system installation, post installation support and project management. He implements procedures to ensure system configurations are consistent with contractual requirements and the expectations of the customer.</p> <p>His responsibilities include the successful implementations of the company's inmate calling platforms in over 550 state and county correctional facilities across the country providing service to over 23,000 inmate telephones.</p> <p>He chairs the company's Interdepartmental Operational Meeting in which issues arising from installations or system performance are reported, addressed and corrected.</p> <p>Additionally, Steve is responsible for negotiation of all major corporate contracts, as it relates to Field Operations, system maintenance and implementations.</p>
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**Qualifications:**

Mr. DeForrest has more than 20 years of experience in various aspects of the inmate telecommunications market including: Production, Installation, Installation Support Services, Contract Procurement, Job Cost Estimating, Customer Service, Customer Technical Support and Customer Training, Project Management, Purchasing Management, Job Cost Estimating, Statistical Analysis, Field Service Management.

## 2 Documented Experience

**The Offeror must describe the Offeror's background and experience to demonstrate the Offeror's ability to operate an inmate telephone system as described in the Inmate Telephone System RFP.**

**GTL has read, understands, and complies.**

WTRJ and GTL have been engaged in a trusted and successful business partnership for more than a decade, first starting in 2008. Our team of knowledgeable, capable, and responsive team members have a long and successful track record with WTRJ. We have provided you with a state-of-the-art solution configured to the WTRJ's specific requirements (reports, settings, user roles, administrative tools) which means "Zero change" for WTRJ.

In the 27+ years that Global Tel\*Link ("GTL") has served the corrections industry, it has solidified partnerships with its corrections customers, gained unique sensitivity to the needs of inmates and their family and friends, and not only set the standard for best practices in the corrections services industry, but continually raises the bar.

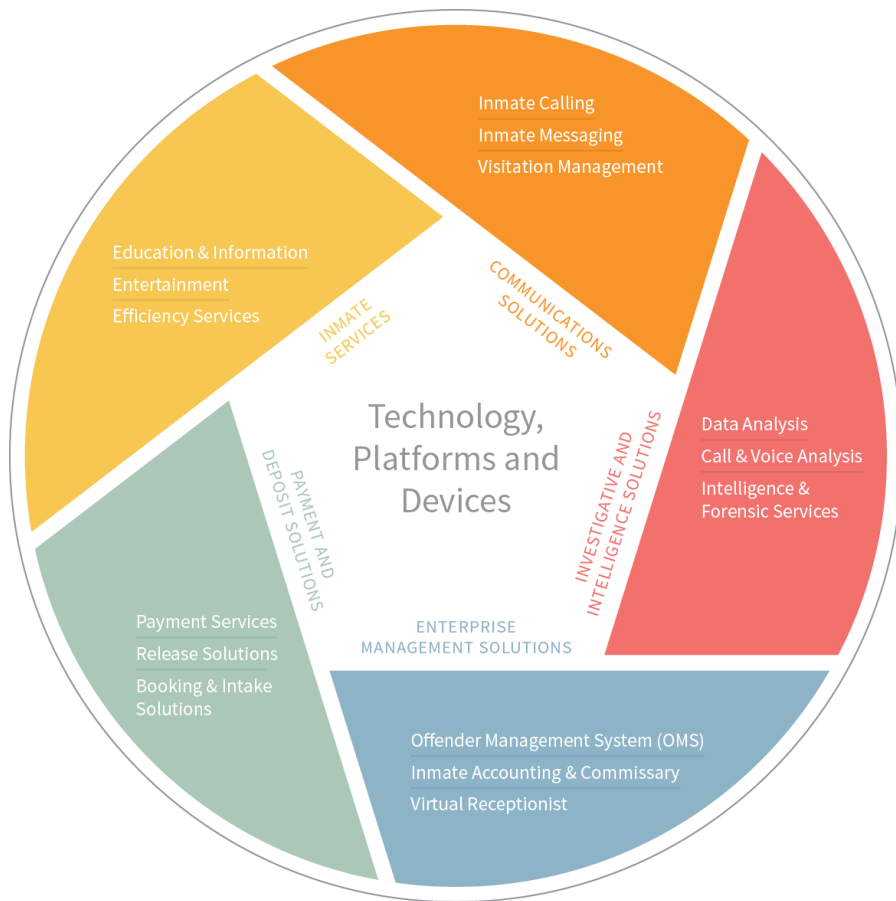
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## **GTL's DELIVERY OF UNMATCHED VALUE**

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. Integration of technologies, among GTL's numerous offerings AND between GTL's offerings and those of third-party vendors, is an underlying value of nearly every product and service GTL delivers.

### **Integrated 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. 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 meld to form a comprehensive range of offerings that meets the needs of correctional facilities.



**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, we are the trusted leader in helping correctional facilities leverage technology to enable connection without compromising control. Our robust and secure infrastructure completed over 275 million calls totaling 3.3 billion minutes in 2016.

**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-premises and remote video visitation. GTL’s Video Visitation system manages more than 11,000 visitation stations and over 5 Million visits per year.

**Investigative and Intelligence Solutions** – Finding the Answers that Prevent and Solve Crimes

We offer 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.

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

Spanning the full spectrum of inmate/facility interaction, our Enterprise 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 tested and proven technology.

### **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, time-consuming processes while providing seamless, real-time integration across accounts and transactions. GTL processed 22.3 million credit card transactions totaling over \$590 million without a single breach.

### **Inmate Services** – Supporting the Rehabilitation Process

Aligned with industry best practices aimed at reducing recidivism rates, our Inmate Services and 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 living environment while preparing inmates for a more successful re-entry into society.

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. GTL’s Video Visitation system manages more than 11,000 visitation stations and over 5 million visits per year.

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. GTL processed 22.3M credit card transactions totaling over \$590M without a single breach.

The quantification of GTL’s mission to pursue innovative vision, provide value and engender trust looks like this:

GTL provides service to over

2,300

correctional facility customers with locations in all

50

states plus the District of Columbia and Puerto Rico.

GTL provides service to departments of corrections in

33

states, and we also provide service to the Federal Bureau of Prisons.

25%

or one in four inmates in county-managed and privately operated corrections facilities have their data managed by the GTL Offender Management System.

GTL provides service to

79

of the 100 largest city/county facilities, including

40

of the top 50. In total, more than

650

U.S. counties are home to one or more GTL customers.

More than

1,000

team members work for GTL, a company that has been in business for

27

years.

More than

1.8 million

inmates use GTL services, representing more than

82%

of the U.S. inmate population.

GTL delivered more than

3.3 billion

inmate telephone call minutes in 2016, giving the company a substantial share of the inmate telephone services market.

GTL managed more than

5 million

inmate visits in 2016.

GTL processed over

22.3 million

automated payment transactions in 2016 (up from 18.2 million in 2015).

GTL processed over

\$590 million

in credit card transactions in 2016 (an increase from \$545 million in 2015).

We are the exclusive provider of our Inmate Telephone System (“ITS”) call processor, which is designed, manufactured, maintained, and upgraded by GTL. Our 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.

Our 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, we are 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.

# B. | Section Two – Current and Previous Contracts

Western Tidewater Regional Jail



The Corrections Innovation Leader

**Provide information about the company’s current and previous contracts or business, legal actions against the company, and audited financial statements. As a minimum, Section Two shall include:**

**1 Current Contracts or Business**

**List facility name, city, state, and type of correctional institutions (jail or prison) where Offeror is providing an Inmate Telephone System and the length of time that each contract has been in effect. This information must be submitted on the Client Reference Attachment C.**

**GTL has read, understands, and complies.**

Per Q&A Response to Vendors – “The Form also says a minimum of 3. We do not want every customer that every vendor has and prefer clients in VA with as close to an average ADP of between 800 and 1000 as possible.” Additionally, per Q&A responses “Please confirm WTRJ is expecting a minimum of 3 current clients, 3 former clients, and 3 software interface references, for a total of 9 unique references. – Yes”

Please refer to Attachment C for required client reference information.

**2 Previous Contracts of Business**

**List facility name, city, state, and type of correctional institutions (jail or prison) where Offeror has terminated Inmate Telephone System, or been out-bid in the past 24 months. For each contract specify the contract start and reason for termination.**

**GTL has read, understands, and complies.**

Per Q&A Response to Vendors – “The Form also says a minimum of 3. We do not want every customer that every vendor has and prefer clients in VA with as close to an average ADP of between 800 and 1000 as possible.” Additionally, per Q&A responses “Please confirm WTRJ is expecting a minimum of 3 current clients, 3 former clients, and 3 software interface references, for a total of 9 unique references. – Yes”

Please refer to the **“CONFIDENTIAL”** envelope included with our proposal response.

**3 Legal Action**

**Include disclosure of any legal action pending or settled against the company or corporate principals within the company within the past 48 months.**

**GTL has read, understands, and complies.**

*GTL has never had a security breach unlike other vendors in the industry!*



*Unlike other vendors in the industry, GTL is not the subject of lawsuits for recording attorney client calls!*

Our company's litigation history is provided in the **CONFIDENTIAL** envelope located in the front of this proposal. When reviewing our past litigation, lawsuit and regulator information, it is important to view the information in context with the size and scope of our customer base. As the nation's largest inmate telephone service provider with nearly 50% of all inmates in the United States using our service, we are the subject and participant in litigation and lawsuits, which quite frankly, are often unavoidable. We ask WTRJ to carefully consider this when viewing our information especially in comparison to smaller companies who do not have the breadth of our customer base.

With the recent security breaches that have occurred within the corrections industry (both recently and in the past) it has become more critical for corrections facilities to desire to work with a vendor that places the security of their data as the highest priority. We understand that WTRJ and demand the highest levels of data security both for user access of data and storage of that data. We are dedicated to the protection and reliability of our customers' data using the latest technology and industry best practices. It is the "peace of mind" that comes with knowing that we are able to exceed the data security needs of WTRJ that we strive toward. With this in mind, we encourage you to examine the strength of our data security practices. Please refer to the Exhibits section of our proposal response for detailed information on our Information Security Framework.

#### **4 Audited Financial Statements**

**Provide audited financial statement for the most recent fiscal year and previous year to support the Offeror's financial capability to undertake and complete the performance of the contract. If the company is a subsidiary or division of a corporation, the relationship of the Offeror must be clearly delineated in the proposal.**

**GTL has read, understands, and complies.**

As evidence of GTL's financial stability, please find our company's audited financial statements enclosed in a sealed envelope marked **CONFIDENTIAL**, in the front pocket of this proposal book. As a privately held corporation, Global Tel\*Link considers its financial reports to be confidential and have labeled them thusly. We respectfully request that this confidential information, submitted for the WTRJ's review, be removed from our proposal books prior to public display of proposals after opening.

# C. | Section Three – Offeror’s Work Plan

Western Tidewater Regional Jail



The Corrections Innovation Leader

**Describe in detail the Offeror's work plan and proposal for satisfying all RFP requirements. At a minimum, Section Three shall include:**

**1 Offeror's Work Plan**  
**Describe in detail:**

**1.1 Actions the Offeror will take to start up and provide ongoing Inmate Telephone System for WTRJ. The work plan shall include a detailed project schedule identifying all tasks to be accomplished, the Offeror's approach to task accomplishment, and a timeline for completion of tasks and implementation of Inmate Telephone System.**

**GTL has read, understands, and complies.**



As your current vendor, we will not need to install a new inmate telephone system. An installation plan has been provided for new feature implementation and if chosen, optional Video Visitation and Tablet implementations. Please refer to the Exhibits section of our proposal response for a sample implementation plan for proposed additional products and services.

We are the current vendor for WTRJ's telephone system thus there will be no need for migration and no interruption in the Inmate Telephone Services. GTL is the hassle free vendor for WTRJ!

WTRJ will have continued access to all historical call detail records and recordings. NO other vendor in the industry can make that guarantee!

- NO down time and NO learning curve needed
- Inmates are already familiar with our GTL systems
- NO changes that would cause confusion for either staff or inmates

No unnecessary changes for Friends and Family members;

- All prepaid accounts remain intact
- NO closing accounts, NO requesting refunds, NO opening new accounts, NO new telephone numbers, and NO new websites to learn
- Friends and Family are familiar and comfortable with GTL
- Hassle-free transition for WTRJ, the public, and your inmates

NO disruptive changes—Same company, Knowledgeable Account Executives, and Same service technician and technical support

Your current technician, Michael Condra, will continue to serve WTRJ going forward.

**1.2 Procedures for dealing with staff/inmate complaints and methods for minimizing the potential for inmate litigation regarding inmate telephone related issues. In addition, the proposer shall identify the schedule of weekly visits to fix any deficiencies or the full time person who will be assign to this location.**

GTL has read, understands, and complies.



Our dedicated team of professionals will continue to work in tandem with WTRJ to address any complaints or issues regarding the ITS. WTRJ will not experience any change in support personnel. We already have procedures in place to address any inmate telephone related issues.

Tom Zidar will continue as the Field Service Manager for WTRJ and will provide technical assistance as needed. Michael Condra, our local technician, will continue to be the primary technician who will respond to any issues for WTRJ. He will also schedule weekly visits to meet with WTRJ staff and administrators to address any deficiencies.

# D. | Section 4 – Offeror’s Products and Pricing

Western Tidewater Regional Jail



The Corrections Innovation Leader

Describe your billing and collection process based on the following criteria:

**1 How are calls billed and who is your billing company?**

GTL has read, understands, and complies.

**Collect, Debit, and Prepaid Options**

GTL’s ITS 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.

Inmate Calling Options		
Collect Calling	Standard Collect	Charges for each call added to called party’s monthly LEC bill. Subject to maximum dollar threshold.
	AdvancePay (Prepaid Collect)	Called party establishes an account with pre-funding; collect calls are debited to this account. GTL offers multiple options to assist called parties in funding their AdvancePay account.
Inmate Debit Calling	PIN Debit	Telephone platform is integrated to customer’s trust/commissary account platform, allowing inmates to fund debit accounts tied to their PIN. Inmate can choose debit calling at start of the call and charge for the call is debited from the PIN debit account. GTL can configure the PIN debit such that inmates can fund their PIN debit account using the telephone.
	Prepaid Cards	Inmates purchase cards, usually through the commissary, that have a fixed value that can be used to make inmate debit calls. Does not require PINs to be used.
Single Call Billing	AdvancePay OneCall	Allows called parties to accept and pay for a single call without the need to first establish a prepaid account.

**2 Explain the billing process for collecting, rating, sorting, distributing, and billing of calls.**

GTL has read, understands, and complies.

GTL maintains billing agreements with over 900 Local Exchange Carriers (LECs) and Competitive Local Exchange Carriers (CLECs).

After a called party actively indicates acceptance of an inmate's call, our ITS begins the "billing" process by recording the cost of the call, based on the agreed upon rates for the call type, in the call detail record.

As each call is finished, a copy of the call record is transmitted to GTL's central processing center in real time. Each incoming collect 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.

Most of our customers who have their local phone service with the predominant Local Exchange Carrier (LEC) are billed for GTL services via the phone bill they receive from the LEC. GTL processes all inmate call records and passes the records for collect calls to the appropriate LEC or, in areas where applicable, to our billing agent who passes the records to the LEC on GTL's behalf.

Billing statements for inmate calls are issued monthly. WTRJ's commission is based on calls completed through the system, not on collectible revenue; therefore, WTRJ's commission is in no way impacted if a phone bill for inmate calls proves uncollectable.

### **3 What types of payment options are available to the called party?**

**GTL has read, understands, and complies.**

GTL has the ability to accept credit cards, money orders, personal checks, or Western Union payments.

We provide pre-pay calling options for the friends and families of inmates through our AdvancePay Program and the inmate's debit account.

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#### **AdvancePay Prepaid Collect**

**AdvancePay Program - Funded by Friend or Family:** Families and friends of inmates may continue to 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 is configured to 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, they are provided with a toll-free number to call when it is convenient. Alternative payment options are available either via customer service representatives, kiosks, or through ConnectNetwork, our web payment application.

**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, 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.

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## AdvancePay Convenience Options

### AdvancePay Card Storage

GTL allows frequent depositors to securely “store” their credit/debit card numbers, in order to expedite their AdvancePay deposit transactions. 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.

GTL has NEVER had a data breach



## AdvancePay OneCall

This option is targeted towards those who:

- Do not receive many inmate calls (so no need for a prepaid phone account)
- Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)
- Don't want to miss an inmate call (since it may be the ONLY one!)

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Similar to AdvancePay-AutoReload, this means 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.

- **Courtesy Call** – The initial call from an inmate to a friend or family member is vital to establishing connectivity. By providing a courtesy call to the friend and family member at no cost to them, the inmate is able to make contact with friends and family members. Inmates are able to communicate important information about their whereabouts while friends and family members know where the inmate is located and who their new telephone service provider allowing them to set up an AdvancePay call in preparation for the next call.
- **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) completed message following an unsuccessful call attempt by an inmate. 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.
- **Auto Reload** – By maintaining an AdvancePay balance at all times, friends and family members can stay in touch with their loved one without fear of interruption of service due to insufficient funds. Auto Reload allows friends and family members to automatically replenish their AdvancePay account when they reach a certain low balance threshold, e.g. \$3.00. When this threshold is reached, their credit card is charged and their AdvancePay account is replenished. This convenient option helps ensure friends and family members with hectic schedules can stay in contact at all times.



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## Inmate Debit Accounts

WTRJ currently utilizes our **Real-Time** PIN Debit calling approach as the solution to automate the transfer and use of inmate phone calling funds which eliminates WTRJ staff involvement!

**Overview:** Inmates can prepay for their own calls to any facility-approved telephone number. An Inmate PIN Debit prepaid phone account may be set-up upon entering the facility. Funds for the PIN Debit account may be provided either by the inmates themselves from their Trust/Commissary accounts, or from their friends & family who may deposit funds directly into Inmate PIN Debit accounts through GTL’s web, lobby kiosk and IVR deposit channels.

We will continue to support the integration between the ITS and WTRJ’s JMS – Jail Track that will allow for direct Inmate Debit account funding through commissary ordering via the inmate telephones. Inmates can continue to purchase debit calling funds **directly through call prompts from the inmate phone**. Funds are moved in *real-time* from the inmate’s commissary/trust account to their debit phone account, tied to their inmate ID and PIN. The cost of each debit call is deducted immediately from the inmate’s debit account at the end of the call. Prior to making another debit call, the inmate will hear their new available balance.

### 4 Please disclose all fees associated with establishing debit and pre-paid accounts (ex: transaction fee, refund fee, etc.).

**GTL has read, understands, and complies.**

Per Addendum #2 dated September 25, 2017, WTRJ has indicated that proposing vendors must agree to disclose any fees (other than those specifically mandated by law) associated with the establishment of debit and pre-paid accounts. GTL has included these fees in Attachment D: Rates and Commissions.

**5 Please detail the process for obtaining a refund for any remaining or available balances on a debit and/or pre-paid accounts.**

**GTL has read, understands, and complies.**

Unused funds in AdvancePay accounts are available for refund upon request by the owner of the account. GTL prepaid accounts do not expire. To receive a refund of the remaining balance in an AdvancePay account, the account owner simply notifies GTL. Refund and account closure information is provided on GTL's AdvancePay website, ConnectNetwork. After login to his or her account, the account owner selects the **Close Account** option and follows the simple instructions.

**Debit Prepaid Calling:**

The GTL Debit prepaid calling solution allows inmates to move funds from their existing commissary /trust accounts into their GTL Debit prepaid phone account. With this feature, unused funds in an inmate debit phone account can be transferred back to their trust account in near real-time. Refunds occur at the time of release and there are no fees associated with inmate phone account refunds.

**6 Please specify the timeframe it takes for a debit and/or prepaid account to become dormant.**

**GTL has read, understands, and complies.**

A Prepaid account is considered inactive (dormant) if no calls are accepted by the telephone number associated with the account, and no payments are made into the account, for more than 90 consecutive days. A user can contact GTL at any time, even if an account is dormant, to have the account reactivated or refunded. Debit accounts are never considered dormant because when the inmate is to be released, that money is transferred back to their commissary account for release.

**7 Please describe what happens when a debit and/or prepaid account becomes dormant.**

**GTL has read, understands, and complies.**

**Prepaid Account:**

GTL's AdvancePay accounts never expire. A refund may be requested at any time upon account holder verification even if the account is dormant.

**Debit Account:**

Inmate debit accounts remain active as long as the inmate is incarcerated in the jail. Additionally, the Real-Time debit account balance is able to be refunded back to the inmate's commissary/trust

account upon the inmate's release and automatically deactivated. Should a balance remain on the inmate's trust account, WTRJ can issue a debit release card that the inmate can use upon release.

## **8 Please indicate whether Offeror offers a direct bill option.**

**GTL has read, understands, and complies.**

While the prison phone industry, as a whole, has moved toward a prepay model for most customers, We do provide a direct bill option for certain high-usage customers (such as large Bail Bonds companies and some Attorney offices). When an inmate's call goes to a number that has an associated GTL Direct Bill account, the call is processed and delivered to the called party as a collect call. At the end of each billing cycle, Direct Bill account holders receive a bill directly from GTL for inmate calls completed during the billing period.

## **9 Please describe Offeror's policy when the remaining balances on a debit and pre-paid is not sufficient to make a 1 minute call.**

**GTL has read, understands, and complies.**

Insufficient funds are 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. We operate 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 satisfied customers. In the event an inmate family or friends does not have enough funds on their AdvancePay account, when that person receives a call the automated attendant will alert the called party to this situation. At that time, the Called Party can elect to replenish their AdvancePay account right then and once completed accept the call. Should the Called Party elect not to replenish their account at that time, the inmate can always reattempt the call using their debit funds should they have a debit account.



Additionally, to completely avoid this type of situation, the called party can enroll in Auto Reload. Auto Reload allows friends and family members to automatically replenish their AdvancePay account when they reach a certain low balance threshold, e.g. \$3.00. When this threshold is reached, their credit card is charged and their AdvancePay account is replenished. This convenient option helps ensure friends and family members with hectic schedules can stay in contact at all times.

## **10 Inmates will not be charged when brought to the Booking area for processing into the Jail.**

**GTL has read, understands, and complies.**

**11 WTRJ uses Lock-Down inmate accounting software. The proposer must state that the proposer's software will interface with Lock-Down or assume the cost for the interface.**

**GTL has read, understands, and complies.**

In order to allow automation of the processes at the WTRJ facilities we will provide the best quality of services available in order to facilitate the interfaces between the WTRJ vendor/provider systems and the GTL ITS platform.



We will provide an interface which automates the transfer of inmate Debit Account funds for WTRJ inmates with the Lockdown inmate accounting software provided by Tech Friends. This interface has already been implemented with Tech Friends at many of GTL's customer sites including; Meherrin River RJA, VA, Pamunkey RJA, VA and Rappahannock RJA, VA. This interface will be provided at no cost to WTRJ.

WTRJ does not have to be concerned about the redeployment of an interface with GTL. The GTL / Lock-Down interface is already in place and functional!

# E. | Section Five – Exceptions and Deviations

Western Tidewater Regional Jail



The Corrections Innovation Leader

**Provide a statement expressing the Contractor’s understanding and willingness to comply with all provisions of this RFP. If there are any provisions of the RFP that the Contractor is unwilling or unable to comply with, the Contractor shall identify the paragraph number, list the provision in its entirety and provide the reason for non compliance. If there are provisions of the RFP that the Contractor would like to propose an alternative solution, the Contractor shall identify the paragraph number, list the provision in its entirety and provide the alternative solution. This will be documented on “Deviations from RFP Specifications” form found under Forms under the Procurement Tab on [www.wtrj.org](http://www.wtrj.org).**

**GTL has read, understands, and complies.**

GTL has taken no exceptions or deviations from the provisions of the RFP and has not proposed any alternative solutions that would need to be documented on the “Deviations from RFP Specifications” form.

# F. | Section Six – Technology Enhancements and Other Services

Western Tidewater Regional Jail



The Corrections Innovation Leader



**Offeror may use this section to describe technology enhancements, software applications, other services, etc that are available through or recommended by the Offeror.**

**GTL has read, understands, and complies.**

Please refer to the Exhibits section of our proposal response for GTL's Proposed Value-Added Features.

# G. | Offeror Notification

Western Tidewater Regional Jail



The Corrections Innovation Leader

**The successful Offeror submitting proposals shall be notified in writing no later than December 1, 2017.**

GTL has read, understands, and complies.

# H. | Evaluation and Selection

Western Tidewater Regional Jail



The Corrections Innovation Leader

**Evaluation and selection of an Offeror will be based on the information submitted in the proposals plus any required oral presentations and demonstrations. There may be further information required for clarification purposes after the proposals are submitted.**

**A committee designated by Western Tidewater Regional Jail will evaluate all proposals submitted in response to this RFP.**

**WTRJ reserves the right to accept or reject any or all proposals, or any part of any proposals, and to waive any defect or technicality, and to advertise for new proposals where the acceptance, rejection, waiver, or advertisement would be in the best interest of WTRJ. WTRJ also reserves the right to award in whole or in part, by item, group of items, or by section where such action serves WTRJ's best interest. Proposal award will be based on compliance with mandatory items and evaluation of desirable items indicated throughout this specification. Complete and accurate responses to all items are necessary for fair evaluation of proposals.**

GTL has read, understands, and complies.

# I. | Delivery

Western Tidewater Regional Jail



The Corrections Innovation Leader

**Bidder's ability to meet delivery requirements and other criteria as it pertains to the specific RFP. WTRJ will consider any other factors that are in WTRJ's best interest.**

GTL has read, understands, and complies.

## 2. | Offeror Participant Considerations

Western Tidewater Regional Jail



The Corrections Innovation Leader



# A. | Contractor Qualifications

Western Tidewater Regional Jail



The Corrections Innovation Leader

To qualify for this contract, the Contractor should:

**11.1.1 Demonstrate the Contractor has experience providing inmate telephone services in jails with an average daily inmate population of 800 or more.**

**11.1.2 Demonstrate financial stability.**

**11.1.3 Have operated under the same business name for the last three (3) years.**

**11.1.4 Demonstrate that the Contractor has the corporate staffing and organizational structure required to support the contract.**

GTL has read, understands, and complies.

## B. | Geographic Scope

Western Tidewater Regional Jail



The Corrections Innovation Leader

**The Contractor must identify the geographic scope of the firm, whether local, within Virginia, regional, national or international. If the company is not local, it must identify the location of the closest office designated to provide project support, supervision, and oversight. Contractor must provide details regarding off-site (WTRJ) resources dedicated to this contract.**

GTL has read, understands, and complies.

GTL’s corporate office is in Reston Virginia. GTL also maintains 17 other offices located across the US and numerous other satellite offices, including service, support and oversight office in Richmond, VA. Below is a list of GTL’s corporate offices.

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## **GTL Office Locations**

Global Tel*Link Headquarters 12021 Sunset Hills Road, Suite 100 Reston, Virginia 20190 Telephone: (703) 955-3910	
Global Tel*Link Business Office 6612 East 75th Street, Suite 450 Indianapolis, IN 46250	Global Tel*Link Houston Data Center Houston, TX 77056
Global Tel*Link Operations Center 2609 Cameron Street Mobile, AL 36607	Global Tel*Link Fort Worth Data Center Fort Worth, TX 76177
Global Tel*Link Offender Management System Operations 5000 Sixth Avenue Suite 1 Altoona, PA 16602	Global Tel*Link Engineering Resources 3801 E. Plano Parkway, Suite 100 Plano, TX 75074
Glendale Office 425 West Broadway, Suite 420 Glendale, CA 91204	Pittsburgh Office 600 River Avenue, Suite 103 Pittsburgh, PA 15212
Lake Butler Office 75 S.W. 2nd Avenue Lake Butler, FL 32054	Global Tel*Link Technical and Billing Support Backup Services 4550 N.W. 6th Street Gainesville, FL 32609

<p>Nashville Office  5209 Linbar Drive, Suite 602  Nashville, TN 37211</p>	<p>Irving Office  7801 Mesquite Bend Drive, Suite 101  Irving, TX 75063</p>
<p>Sacramento Office  819 Striker Avenue, Suite 16  Sacramento, CA 95834</p>	<p>Minneapolis Office  5666 Lincoln Drive, Suite 206  Edina, MN 55436</p>
<p>San Francisco Office  655 Montgomery St. #1800  San Francisco, CA 94111</p>	<p>Los Angeles Office  10940 Wilshire Blvd. Suite 2030  Los Angeles, CA 90024</p>

GTL will continue to provide the same support services as WTRJ has received in the past. We will use the same certified technicians that have gained first-hand knowledge of your facility and operations for more than a decade including Tom Zidar (Field Service Manager) and Michael Condra (Tech). This means that WTRJ will continue to receive superior service because of their familiarity with the facility, the facility’s operating policies and the facility infrastructure. With GTL, there is no learning curve! We have the most extensive network of field service and support personnel in the Commonwealth of Virginia.

# C. | Client References

Western Tidewater Regional Jail



The Corrections Innovation Leader

**Each submission must include a minimum of three (3) current client references with the client's name, address, telephone numbers, name and email of client contact, number of years under contract, and if the contract is active or non-active. References must be from contracts with jails with average daily inmate population greater than 800. This information must be provided or the submission may be disqualified. Include Attachment C, Client References with submission.**

GTL has read, understands, and complies.

Please refer to Attachment C for required client reference information.

# D. | Software Interface Application

Western Tidewater Regional Jail



The Corrections Innovation Leader



**Each submission must include a detailed list of software interfaces created that are currently in use. Interface references must be from contacts with jails with average daily inmate population greater than 800. Contracts with reference jails must have been in effect for at least one year and at least five of the references must be from current contracts. This information must be provided or the submission may be disqualified.<sup>1</sup>**

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## **Integration Capabilities**

GTL has developed and deployed interfaces for WTRJ that include PIN Management with Jail Tracker and payment and deposit services to inmate accounts through Tech Friends, WTRJ's accounting provider. These proven interfaces ensure that WTRJ will not encounter any issues or pain in regard to these critical interfaces during the new contract. We will continue to work directly and harmoniously with WTRJ's existing and future vendor partners to provide trouble-free, **open systems integration**. GTL has developed **web service functions** that are based upon Service-Oriented Architecture and that are platform independent. Integration can also be provided for WTRJ'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's system architecture is designed to be platform independent and to accommodate advances in investigative techniques.

The following is a partial list of the technologies used for completing third party interfaces:

- **XML** – Our preferred transport protocol for information sharing is by utilizing the GJXML subset of the NIEM 1.0-1.1 schema.
- **Web Services** – This type of interface is preferred by GTL.
- **Direct Database Access** - For both shared interface tables and custom read-only database views.
- **Shared File System** - Leverages the existing facility network file system as a communication mechanism.
- **FTP** – The FTP protocol is sometimes used as an alternative to the shared file system when the file systems may not be on the same network.
- **Batch Export to File** – This approach actually works in conjunction with several others listed here.
- **Watchdog Applications** – GTL has optional “watchdog” applications that can watch ODBC/OLE databases, the file system, FTP sites, and web sites for triggering events.

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<sup>1</sup> Per Q&A document posted on the WTRJ procurement website: “Please confirm WTRJ is expecting a minimum of 3 current clients, 3 former clients, and 3 software interface references, for a total of 9 unique references.” **YES**

“Please confirm all references are to be provided on Attachment C, Client References (page 56), and that proposers are permitted to make copies of Attachment C for each reference.”

**YES**

- **Application Program Interfaces** – GTL uses native Win32 API for a variety of interfaces including interface of biometric equipment and portable data collection.

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## Interface Experience

We have a successful history of interfacing with many third party applications, including Commissary, Livescan, Medical, Appriss, RMS, mugshot, NCIC, District Attorney, Sheriff's Office, Video Visitation, Court, State Justice and many homegrown systems throughout the country. We have been interfacing our products with foreign systems within the correctional enterprise for over 28 years and we have used our knowledge of corrections to better serve the community. GTL was a member of the Integrated Justice Information Systems Industry Working Group (IJIS IWG; [www.ijis.org](http://www.ijis.org)) and helped the initial justice XML data model become a reality. The GJXML model served as an example to the rest of the public sector and will soon become a subsection of the NIEM 1.1 (National Information Exchange Model; [www.niem.gov](http://www.niem.gov)). GTL will continue to be involved with the development of the GJXML namespace within NIEM.

We recognize the need to connect to other systems that are typically outside the justice realm. There is a tremendous value to leveraging systems, such as medical practice management, for use within a correctional environment. HL7 (Health Level 7; [www.hl7.org](http://www.hl7.org)) is the standard messaging protocol used for medical software integration. GTL has developed and deployed an industry standard HL7 messaging system that integrates seamlessly with our correctional suite of products.

*GTL has an existing interface with WTRJ's Interact Jail Track Jail Management System for integration services.*

We have over 80 interfaces deployed at our client sites, with many others in development. In addition to the extensive list below, we have interfaces to other third party vendors for ancillary products as well as "home grown" systems. The following list illustrates a sampling of the wide variety of systems to which GTL has completed interfaces:

### Nationally known Jail Management Software Providers

- Jail Tracker
- GTL Offender Management System (OMS)
- Motorola
- New World
- Spillman
- Intergraph
- Syscon

### Nationally known Commissary Vendors

- Oasis Commissary
- TechFriends / Lockdown
- Keefe Commissary
- Swanson Commissary
- Canteen

- Aramark
- Southern Sheriff's Supply

## Biometric Devices

- Sagem Morpho – MorphoSoft single print identification system
- Crossmatch Identifier Series
- Iridian Iris Scan
- M2SYS - Single print identification system
- Dynamic Imaging – Positive ID biometric identification system
- DataWorks Plus – SAF ID biometric identification system (Pending)
- State Specific NCIC systems
- Georgia GCIC
- Florida FCIC (Pending)

## State Information Sharing Networks

- Pennsylvania State DOC systems including OS390 Mainframe, Sybase SQL11, and Microsoft SQL Server based
- State of PA Justice Network (J-Net; [www.pajnet.state.pa.us](http://www.pajnet.state.pa.us))
- New Jersey CCIS
- Virginia Local Inmate Data System (LIDS)
- Statewide Supervision System (Minnesota)

## Court Systems

- SCT Banner Court System
- CORIS
- State Attorney System in Illinois
- eMagistrate (Virginia Courts)
- Circuit Court Criminal System in Illinois
- Administrative Office Of the Pennsylvania Courts
- MNCIS (Minnesota Court Information System)

## Sheriff/Police RMS Systems

- OSSI PISTOL 2000
- MASI /Northrup Grumman
- LogiSys
- Versaterm
- Tiberon
- Cody
- United Systems Solutions
- Intech
- State of Maryland ABS System
- IPC (pending, utilizing NIEM 1.1 messaging)
- Plant (pending)

- Crosscurrent (Pending)
- ABS
- Intech
- Sheriff's Department in Salt Lake, Utah and Brown County, Wisconsin

### **Portable Data Collection Systems**

- Symbol
- Percon
- Videx

### **Offender Photo Imaging (Mugshot) Systems**

- Dynamic Imaging Systems, Inc
- Imageware
- Dataworks Plus

### **Appriss VINE for Victim Notification**

We have included Attachment C: Client References – Software Interface at the end of this section.

## ATTACHMENT C

### CLIENT REFERENCES – Software Interface References

List a minimum of three client references providing information described below. References must be from current contracts with jails with average daily inmate population **between 800 and 1000 as possible** <sup>1</sup> ~~greater than 1000~~. Contracts with these jails must have been in effect for at least one year.

Agency Name: New River Valley Regional Jail

Agency Address: 108 Baker Rd Dublin, VA 24084

Contact Person: Superintendent Greg Winston

Contact Numbers: 540-643-2000

Number of Inmates: 827

Facility Type:     Jail                       Prison  
                          Juvenile                       Other

Contract Start: December 29, 1999

Contract End: July 18, 2019

Reason Contract Ended: Contract is still in full force. GTL has been the service provider for New River Valley Regional Jail since December 29, 2009. GTL just renewed this contract through competitive procurement.

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<sup>1</sup> Modified per Question and Answers on the WTRJ procurement website

## ATTACHMENT C

### CLIENT REFERENCES – Software Interface References

List a minimum of three client references providing information described below. References must be from current contracts with jails with average daily inmate population **between 800 and 1000 as possible<sup>2</sup> greater than 1000**. Contracts with these jails must have been in effect for at least one year.

Agency Name: Chester County Prison

Agency Address: 501 S Wawaset Road, West Chester, PA 19382-6776

Contact Person: Warden Ed McFadden

Contact Numbers: (610) 324-7215

Number of Inmates: 950

Facility Type:     Jail                       Prison  
                          Juvenile                       Other

Contract Start: January 29, 2009

Contract End: October 31, 2022

Reason Contract Ended: Contract is still in full force. GTL has been the service provider for Chester County since January 29, 2009. GTL just renewed this contract through competitive procurement November 1, 2017.

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<sup>2</sup> Modified per Question and Answers on the WTRJ procurement website

## ATTACHMENT C

### CLIENT REFERENCES – Software Interface References

List a minimum of three client references providing information described below. References must be from current contracts with jails with average daily inmate population **between 800 and 1000 as possible<sup>3</sup> greater than 1000**. Contracts with these jails must have been in effect for at least one year.

Agency Name: Dauphin County Prison

Agency Address: 501 Mall Road, Harrisburg, PA 17111

Contact Person: Warden Brian Clark

Contact Numbers: (717)-780-6777

Number of Inmates: 1,065

Facility Type:     Jail                       Prison  
                          Juvenile                       Other

Contract Start: August 1, 2005

Contract End: May 17, 2018

Reason Contract Ended: Contract is still in full force. GTL has been the service provider for Dauphin County since August 1, 2005.

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<sup>3</sup> Modified per Question and Answers on the WTRJ procurement website

### 3. | Section V Scope of Services

Western Tidewater Regional Jail



## **V. SCOPE OF SERVICES – GENERAL REQUIREMENTS**

**The Offeror shall furnish, install and maintain telephones for use by inmates at the Facility. The Offeror shall provide all telephone services to the inmates utilizing the Offeror’s Inmate Telephone System (ITS) in accordance with those requirements and provisions set forth in this RFP.**

### **A. General Requirement for Inmate Phone System**

1. The system shall be a Web-Browser-based, easy to use application.

**GTL has read, understands, and complies.**



The existing ITS is a user friendly, web-based application which runs on Microsoft Windows XP/Windows 7/Windows 10 operating systems and Internet Explorer, Google Chrome, Safari, and Firefox Browser applications.

Features are intuitively named and organized to make the system extremely easy to learn and use.

2. The proposed system shall allow outgoing calls, only.

**GTL has read, understands, and complies.**

WTRJ’s existing ITS platform, which is the most current platform available and the proposed system, permits outgoing calls only. We employ several methods to ensure there will be no incoming calls to inmate telephones.

- We use IPVPN circuits to connect each facility to the data center, eliminating the need for POTS (plain ordinary telephone service) lines connected to our system. It is not possible to make an inbound call to our system through an IPVPN circuit.
- Trunks in the ITS are engineered for one-way, outbound calling only.
- The inmate telephones have no ringer or other means of signaling an incoming call.
- The Caller ID number displayed for outgoing calls is the GTL toll-free Customer Service number. The actual phone number for the circuit is never displayed; therefore, end users will never have knowledge of a phone number to call an inmate at a facility even if the system allowed it.

3. The proposed system, shall allow inmate calls to be restricted up to 15 minutes.

**GTL has read, understands, and complies.**

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## Call Duration

WTRJ currently limits the duration of calls to 15 minutes and the same maximum duration may apply for the new contract or WTRJ has the option 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.



To prevent individual inmates from tying up phones with back-to-back calls (limiting calling opportunities for other inmates), WTRJ can impose a **time-delay** between successive PIN usages.

We provide WTRJ with almost unlimited flexibility to set any policies regarding inmate calling, because only you know what is best for your jail, the individual inmates you oversee, and the communities you protect.

4. The proposed system must require active acceptance by the called party.

### GTL has read, understands, and complies.

As with the existing ITS, the proposed system requires every called party to actively indicate acceptance of an inmate's call. An automated operator facilitates all inmate calls, eliminating access to a live operator and preventing any communication with a called party until that party positively accepts the call. Voice prompts are designed to provide complete user instructions.

5. The system shall permit a free call to a number designated by WTRJ.

### GTL has read, understands, and complies.



As with the existing ITS the proposed system can be configured to allow free local calls from specified inmate telephones such as those in booking areas, and/or to pre-selected local numbers such as the public defender's office or other agencies.

## B. Station Equipment Specifications

1. The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling.

### GTL has read, understands, and complies.



The WTRJ system is currently configured to allow only the types of calling services (local, IntraLATA, InterLATA, interstate, international, collect and/or prepaid) approved by WTRJ. As WTRJ is already on the latest version of our ITS the proposed system will provide the same functionality.

2. Each call, having been identified as being placed through the Offeror's ITS, shall be delivered to the called party as a collect call, debit and/or pre-paid call.

GTL has read, understands, and complies.

## Collect, Debit, and Prepaid Options



The ITS 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 ITS call restrictions and security functions as collect calls. GTL configures the ITS to provide prepay opportunities for both inmates and the people they call. These are all features and benefits that WTRJ currently has and GTL will continue to be provided if awarded as your future technology provider.

## Inmate Debit Calling

- Inmate debit can fund both **domestic** and **international** calling that is facilitated exclusively, from start to finish, by ITS automated operator.
- Inmate debit provides international calling without the security and financial risks associated with international collect.
- Inmate debit allows calls to otherwise-approved phone numbers that are blocked for collect calling.
- Inmate debit calls are more likely to be accepted since the answering party does not have to pay for the call.

Inmates can 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 from their friends & family who may deposit funds directly into Inmate PIN Debit accounts through GTL's web and IVR deposit channels.

As an integral component of the ITS, GTL proposes, to WTRJ our Cardless, **Real-Time** PIN Debit calling approach.

Real-time inmate PIN debit calling enables inmates to transfer money from their commissary/trust accounts on-demand, through the phone system to their PIN debit accounts. Through this existing and proven system an inmate may use the phone to transfer money into his or her debit account through the phone system's self-guiding IVR. The allocated amount is immediately transferred to the inmate's debit account for use. *Additionally, the Real-Time debit account balance can be refunded back to the inmate's commissary/trust account upon the inmate's release.*



The advantages of **fully integrated debit** include:

- We have implemented a fully integrated debit solution that has resulted in a substantial increase in call volumes and commission revenues for the facility.
- Less busywork for staff with greater system accuracy and fewer data entry errors.
- Quicker, easier debit phone-time sales through the commissary and/or inmate trust accounts.
- Automatic deactivation of an inmate's debit account within a given facility when the inmate is transferred to a different facility.
- Automatic deactivation of an inmate's debit account upon the inmate's release from incarceration.

There are **no added fees associated with debit calling**. The only charge to the inmate account is the cost for calls.

### **GTL AdvancePay Prepaid Account Calling - *Funded by Friends and Family***



Our ConnectNetwork® web site, currently used by WTRJ, enables Inmate friends and family members to continue to deposit money into an inmate's PIN debit prepaid phone account from their computer, tablet, or smart phone. Both the ConnectNetwork® website and the PIN debit IVR toll free number are accessible 24/7.

Your staff, inmates and friends and family will not experience any changes, therefore, reducing any burden associated with a new system. The normal call volume and revenue decreases normally seen with the migration to a new vendor are eliminated by retaining GTL as your continued provider. The public will not have to endure the trouble of requesting refunds, opening new accounts, learning new systems, etc. Additionally, WTRJ will not see any decreases in revenue usually associated with a new vendor!

**Prepaid Account Options for Friends and Families:** We will continue to make it easy for families and friends to setup prepaid accounts to fund inmate calls via a **toll-free number** connection to a GTL service representative; our convenient **automated IVR** system; as well as our secure **Internet website**. Payments can be made via money order, credit or debit card and Western Union.

**GTL External Payment by Friends and Family:** WTRJ currently utilizes the ConnectNetwork® payment product suite that includes web and IVR convenience. For friends and family, we provide the convenience of both web and IVR as channels to deposit funds into an Inmate's PIN debit account, using either credit or debit cards. We can also accept money order for friends and family without credit or debit cards.

Calls to numbers that are unable to receive collect call billing can be completed through GTL's AdvancePay program. When an inmate attempts to dial a number that cannot receive collect calls, the ITS system will place the offender on hold while the option is given to the called party to set up an AdvancePay account using a credit card. If an account is successfully created, the offender is reconnected and the call continues.

A similar process is engaged for existing AdvancePay customers who receive a call when their funds are too low or depleted. They are offered an on-line opportunity to add funds after which, the offender and called party are reconnected. Should the called party be unable to set up an AdvancePay account as described above, they are given a toll-free number to do so at a later time. Additionally, their number is placed into an outbound automated calling queue that reminds them of this service availability. They can react to or opt out of these automated calls if they choose to do so.

Apart from this platform driven feature, GTL provides a toll-free service that allows family and friends to 1) set up an account, 2) check their AdvancePay balances, 3) make a deposit and 4) get alternative payment instructions by retail money transfer services like Western Union or mail via USPS.

Our toll-free AdvancePay Customer Service number is answered from 7:00 AM to 11:00 PM EST, Monday through Friday and from 8:00 AM to 7:00 PM EST on Saturdays and Sundays. Our call center supports a call back feature for customers for average hold times over 5 minutes. AdvancePay customers can also use GTL's website, 24 hours a day, 7 days a week, to deposit funds to their existing AdvancePay accounts.

### Forms of Deposits

- Visa, MasterCard and Discover
- Check (both certified and personal)
- Money Order
- Retail Money Transfer
- Cash (at kiosks where provided)

### Account Maintenance

Outbound automated calls will continue to account holders when their funds are too low or depleted. This initiative helps to ensure communications channels between offenders and their family and friends are maintained. We always provide the means for these outbound reminders to be discontinued, recognizing that emotional connections within the framework of this environment are subject to changes.

All AdvancePay calls are subject to all the security features and management reporting associated with the current ITS platform.

### Benefits

- Improved call completion
- Morale booster
- Convenience
- Family or Friend Account specific (one phone number)
- Controls cost
- Minimal to no facility involvement

***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, commissions are maximized and inmate and friend/family complaints are minimized.***

Some key features of the AdvancePay program are described below.

## AdvancePay Card Storage

Frequent depositors can continue to securely “store” their credit/debit card numbers, in order to expedite their AdvancePay deposit transactions. 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 five-digit zip code, plus a three-digit security code may be difficult to do without error. Over 40% of deposit transactions are now completed using a previously stored card.



**NOTE:** We fully comply 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 can 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, your customer's account is re-funded automatically whenever it hits a low balance condition, using a payment card securely 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 OneCall

This option is targeted towards those who:

- Do not receive many inmate calls (so no need for a prepaid phone account)
- Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)
- Don't want to miss an inmate call (since it may be the ONLY one!)

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Our OneCall option means 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 free contact programs that alert called parties of an inmate’s attempt to contact them and the need to set-up or reload an AdvancePay account. The result is more accounts are established and funded, leading to more completed calls and satisfied customers.

- **Courtesy Call** – The initial call from an inmate to a friend or family member is vital to establishing connectivity. By providing a courtesy call to the friend and family member at no cost to them, the inmate can make contact with friends and family members. Inmates can communicate important information about their whereabouts while friends and family members know where the inmate is located and who their new telephone service provider allowing them to set up an AdvancePay call in preparation for the next call.
- **Phone Call Contact Program** – When an inmate is unable to complete a call to an authorized number, we provide easy to understand instructions to the friend and family members about the inmate’s call attempt and how to accept the call. This program leaves one (1) completed message following an unsuccessful call attempt by an inmate. There is no attempt to relay an inmate’s call attempt where the called party declines to accept the call.
- **Email Contact Program** – We send 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 ConnectNetwork.com, 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 sends a text message each time the account holder’s AdvancePay balance is low. 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.



- **Auto Reload** – By maintaining an AdvancePay balance at all times, friends and family members can stay in touch with their loved one without fear of interruption of service due to insufficient funds. Auto Reload allows friends and family members to automatically replenish their AdvancePay account when they reach a certain low balance threshold, e.g. \$3.00. When this threshold is reached, their credit card is charged and their AdvancePay account is replenished. This convenient option helps ensure friends and family members with hectic schedules can stay in contact at all times.

3. Telephone station equipment shall be powered by the telephone line and require no additional power source. A power source will be available at the demarcation location.

**GTL has read, understands, and complies.**

Inmate telephones are line powered and require no AC or battery backup power.

4. Offeror agrees to install the quantity of telephones, enclosures and/or pedestals required by WTRJ.

**GTL has read, understands, and complies.**

5. The ITS shall comply with all Federal Communication and Utility Commissions regulations. The inmate telephone sets shall be stainless steel (or equivalent strength) and shall be sturdy, non-coin, vandal resistant and armored. In addition, the telephone sets shall be composed of durable, tamper-free equipment suitable for a correctional/detention environment. The telephones must contain no removable parts.

**GTL has read, understands, and complies.**

6. The Offeror shall provide a sufficient number of telephone/trunk lines to the ITS to allow inmates the opportunity to place calls 99.5% of the time. Spares will also be maintained on WTRJ's site for replacement as needed but a minimum of 3 units.

**GTL has read, understands, and complies.**



We will continue to provide a sufficient number of telephone / trunk lines to accommodate all inmate and visitation phones at the facility. Our system is designed to allow for ALL phones to be used at the same time far exceeding the 99.5% requirement directly above.

We also commit to having ample parts and complete inmate telephones located both at the facility and in the possession of your trusted technician Mike Condra.

7. The Offeror shall provide telephone reception quality at least equal to the toll quality offered to the general public and shall meet telecommunication industry standards for service quality. A minimum of twenty (20%) percent of the telephone sets must be of the “amplified” or volume controlled sort. The Offeror shall accept WTRJ's decision regarding whether the reception quality meets industry quality standards.



**GTL has read, understands, and complies.**

8. Call acceptance by the called party shall be accomplished for all collect, debit and pre-paid calls through caller confirmation (positive acceptance). acceptance. The ITS shall be able to recognize and distinguish standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular telephones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. Offeror shall provide information on how the proposed ITS will meet this requirement.

**GTL has read, understands, and complies.**

Positive acceptance is required for all collect, debit and pre-paid calls. When the called party answers, he or she will hear the following announcement : ***“To accept this call, press 0 and hold.”***

The called party indicates acceptance by pressing the specified digit on the telephone keypad. If the party fails to respond appropriately, the options are repeated up to three times. If no appropriate response is made within 30 seconds of the last repeat, the call attempt is terminated.

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.

9. The ITS shall monitor the switch hook of the inmate telephones and if the switch hook is depressed at any time, the call will be disconnected or an internal dial tone should be activated to prevent fraud. Offeror must assume all responsibility for fraud.

**GTL has read, understands, and complies.**

GTL's ITS immediately detects when the switch hook is depressed on an inmate or inmate visitation phone. Upon detection, the system immediately terminates the call and returns the inmate to the initial call menu where they can establish a new call. At no time can the inmate obtain secondary or internal dial tone. GTL assume responsibility for fraud.

10. During the call set up process, the ITS shall provide a pre-recorded announcement identifying:
  - a) That the call is coming from a specific inmate at the Facility.

**GTL has read, understands, and complies.**

When a called-party lifts the receiver, the system's automated operator announces that the call is from an inmate at the correctional facility. Both the facility and inmate are named, using pre-recorded information.

b) That the call "may be monitored and recorded."

**GTL has read, understands, and complies.**

The existing ITS informs both the inmate and the called party that the call is subject to recording and monitoring. This announcement has been in place and acceptable to WTRJ for the past decade. This will save WTRJ time during the implementation process. Should WTRJ wish a modification to this branding, GTL as it has always done, will work with the facility to modify all branding messages.

11. The ITS shall provide a recording at the beginning of all collect calls clearly identifying the call as a collect call to the called party. This recording must be free of any toll charges.

**GTL has read, understands, and complies.**



When an inmate's call is answered, the ITS' automated operator provides information about the call and clearly states the called party's options, including how to accept or reject the call. GTL's ITS will not charge the called party until the call has been positively accepted. The branding message and options are always free of any toll charges.

12. Offeror must indicate how much time is allowed for the inmate to record his/her name when placing a call and how many times the system will play the message to the called party prior to termination. The ITS shall have the capability to configure the time allowed for the inmate to record his/her name.

**GTL has read, understands, and complies.**



GTL provides a unique advantage over the competition as your incumbent. With GTL the inmate name recordings will be preserved for transition to the new contract. This will prevent inmates from having to re-record their names when the new contract takes place. The process utilized for this feature requests inmates to speak their name during call set-up, for inclusion in the outbound message. Inmates are given two seconds to state their names. This timeframe is configurable by WTRJ. Since PINS are required by WTRJ, each inmate's name can recorded their name once (usually on the first call attempt) and stored with the inmate's PIN on GTL's platform so the name will not need to be re-recorded for each call. Pre-recording names

in this fashion prevents inmates from passing messages, or making threats to called parties who choose not to accept an inmate's calls. Inmates can also be required to first record their name during the booking process for further security.

13. The ITS shall process calls on a selective bilingual basis: English and Spanish. The inmate must be able to select the preferred language utilizing a simple code. Offeror shall indicate whether the called party will be able to select the preferred language for call prompts.

**GTL has read, understands, and complies.**



The existing, and proposed ITS, is configured to provide voice prompts in English and Spanish.

Clear voice prompts assist and instruct an inmate from the time he or she lifts the receiver until the call is completed and disconnected.

When an inmate initiates a call, GTL's automated operator prompts the inmate to select the preferred language via the phone's keypad (for example, "For English, press 1; para Español, marque 2"). That language will then be used for any voice prompts used during the call.

The called party selects the preferred language in a similar way. The prompt to the called party states: "Hello, this is a collect call from (inmate name), an inmate at the (facility name). To hear acceptance options in English, press 1, para Español, marque 2." This option is repeated twice; if no language is selected, the acceptance prompts begin in English.

14. Written dialing instructions in both English and Spanish must be permanently and prominently displayed on or near each inmate telephone.

**GTL has read, understands, and complies.**

Written dialing instructions in both English and Spanish will be permanently and prominently displayed near each phone in each housing unit.

15. The Offeror shall subscribe to the Local Exchange Carrier (LEC) Line Information Screening Data Base (LIDB). The Offeror shall query this database for each inmate call and process only those calls which do not have Billed Number Screening (BNS). The Offeror must assume all responsibilities for the cost and the accuracy of validation.

**GTL has read, understands, and complies.**

Our centralized call-validation incorporates in real-time, validation responses from Local Exchange Carriers; compliance with carriers who do not permit collect calls; and managerial restrictions such as blocked-number lists entered by WTRJ or GTL.

GTL assumes all responsibility for the cost and the accuracy of validation. We subscribe to the Local Exchange Carrier (LEC) Line Information Data Base (LIDB). This database is maintained by phone companies globally and contains complete and always up-to-date records of all valid telephone and calling card numbers, as well as automatically performing Billed Number Screening (most cell phones do not accept collect calls; although a cell phone user can receive calls from an inmate if they choose to set up an account using our customer friendly prepaid solution), Public Telephone Check, Originating Line Screening, and Calling Card Validation and Fraud Check services. This database will be queried for every called-to number. We will process only those calls that do not have Billed Number Screening (BNS).



Our validation process differentiates GTL from our competitors. Although GTL uses LIDB as one tool to validate calls we do not rely only on this database. Due to number portability and CLECs (Competitive Local Exchange Carriers) that do not allow collect call billing to their customers, it is important to have redundant and overlying data sources, such as those obtained from our LIDB, billing agencies and in-house databases to ensure the permissibility of each call attempt.

We validate numbers against two databases: the standard LIDB used by phone companies, and an in-house Real-Time Validation Server. We believe that investing in our back office is key to reducing bad debt so that we can pass on that savings to our clients and customers. Therefore, GTL has developed our own proprietary in-house Real-Time Validation Server that collects and stores valid phone numbers from the LIDB, billing agencies and in-house databases to ensure complete redundancy and validity of each call attempt.

**Validation Process:** Each and every call is automatically and rapidly put through a stringent series of checks to prevent unauthorized activity. Records of call acceptance and/or blocking are automatically generated and stored in your GTL database and are easily searchable, sortable, and retrievable.

1. If the facility uses Personal Allowed Number lists, the first check in the validation process is to ensure that the number dialed is on the inmate's PAN list. If not, the call is terminated and a record of an attempted violation is generated.
2. All calls are validated through the LIDB access service. It verifies that the dialed number is billable and reports any billing blocks.
3. All calls are compared to an On-Net/Off-Net Table maintained by GTL and routinely updated with information provided by major telephone billing agencies in order to identify them against bad area code/prefixes, or numbers with a known history of billing fraud. This check also automatically disallows any calls to end numbers whose phone service provider does not allow billing for collect calls. In the event that an inmate attempts a collect call to a number which is permissible to the system administrators, but whose LEC does not allow billing of collect calls; the called party will be contacted promptly by GTL and offered a chance to set-up a prepaid account. This substantially reduces uncollectible debt and increases legitimate calling and thus revenue.

4. An Originating Carrier Number is provided by the LIDB for each dialed number. GTL compares that Originating Carrier to our On-Net Off-Net table to ensure that said LEC allows billing for collect calls.
5. All calls are checked against a high toll table to ensure that the number of calls/minutes/dollars being billed to any one number is not in excess of any prescribed limits. Again, this helps to prevent billing fraud.
6. When a called number reaches a pre-set billing threshold, that number is called to ensure that the person responsible for paying the bill is aware of the call volume.
7. All calls are compared to system and administration blocks, which may be entered, altered, and removed as needed by authorized system users, to ensure that disallowed numbers are not contacted.
8. All Calls are checked against a Telco Block Table established by telephone billing agencies which identifies numbers with billing problems.

16. The ITS shall provide a recording back to the inmate which details why a call was not completed. Please provide a list of the available recordings.

**GTL has read, understands, and complies.**



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

Busy - "The number you have called is busy; please try again later."

No Answer - "The number you have attempted was not answered; please try your call again later."

Not Accepted - "The called party did not accept your call."

Blocked Number - "The called party has placed a block on this number."

17. The ITS shall have the capability to allow two (2) free, completed local telephone calls per inmate from the booking phones at WTRJ. When inmates are released and then rebooked; the ITS shall be capable of allowing the inmate another two (2) free, completed local telephone calls from the booking phones.

**GTL has read, understands, and complies.**



The existing ITS is configured and will continue to allow for a minimum of two free local calls using the booking phones. 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. Additionally, inmates who are rebooked will

once again be able to place up to two local calls at no charge.

18. Offeror shall indicate whether the ITS can be configured to allow the inmate to remain muted while being able to hear the call progress (ex: ringing on the line, voicemail pick-up, etc.)

**GTL has read, understands, and complies.**



The existing and proposed ITS has the ability to allow the inmate to hear the call progression while remaining muted to the called party. As an alternative, both parties can be muted to the other should the facility wish. Our industry experience has shown that offering the ability to hear the call progress adds additional stress to the inmate when they are unable to connect. To minimize inmate stress our ITS can split, should the facility wish, calls in such a way that the called party cannot hear the inmate, and the inmate cannot hear the called party until the called party has actively accepted the call. After the number has been dialed, the inmate hears, ***“Please wait while your call is being processed.”*** While the inmate is “on hold” during call set up, the system delivers tones to indicate that the call is progressing.

19. The ITS shall have the capability to program a specific speed dial code to selected numbers as determined by WTRJ.

**GTL has read, understands, and complies.**

20. Offeror must indicate how calls to rotary telephones are handled to ensure completion of all calls.

**GTL has read, understands, and complies.**

Although rare today, when rotary telephones are anticipated, the system can be configured for passive acceptance on that specific phone number. Any number that WTRJ wishes can be set in the ITS database for passive acceptance. When a call is made to a passive acceptance number, the call will be considered accepted upon the called number going off-hook and the opening announcement (call coming from WTRJ, inmate name, monitored and recorded, etc.) is completed without going back on-hook.

21. Offeror must specify how international calls are processed and whether international collect calls can be completed via the proposed ITS.

**GTL has read, understands, and complies.**



Our Inmate Telephone System is capable of processing international calls in the same manner it processes domestic local and long distance calls. The ITS will allow inmate debit calls to international numbers. All WTRJ's pre-set call restrictions will apply, the call is recorded and can be monitored by authorized personnel, and the inmate never has access to a live operator. To retain this level of control, inmate international calls must be prepaid via the inmate's GTL ITS **Debit** account, or the international called party's GTL **AdvancePay** account.

### **Inmate International Debit Call Process**

The inmate selects the Debit call option during call setup or, if applicable, uses his or her GTL Inmate Calling Card. The inmate follows the instructions of the system's automated operator during call setup.

1. Choose a language.
2. Enter a destination number:
  - a. For calls inside the US and Canada please dial the Area Code + Number.
  - b. **For international calls, please dial 011 + Country Code + City Code + Number.**
2. Press 6 for a station-to-station call.
3. (if applicable\*) Enter your inmate ID.
4. (if applicable) Enter the calling card number.
5. (if applicable) Enter the calling card's security code .

The call is routed to the international destination number

The ITS automated operator informs the answering party of the nature of the call; providing the inmate's name and the name of the facility at which the call originated, and announcing that the call is subject to recording and monitoring.

If the call is accepted, the cost of the call is automatically deducted from the balance in the inmate's ITS Debit account or, if applicable, from the GTL Inmate Calling Card.

### **AdvancePay Prepaid Collect Account**

A non-USA called party can also set up an AdvancePay prepaid collect account. This provides an alternative to pre-paid inmate debit. In certain circumstances collect is also available.

We provide pre-pay calling options for the friends and families of inmates through our AdvancePay Program.

22. Offeror must specify the process for completing those calls that would normally be blocked because of cell phones and un-billable issues. Offeror shall also identify the percentage of calls on an average basis that do not pass validation because of cell phones and un-billable issues.

**GTL has read, understands, and complies.**



For calls that would normally be blocked because of cell phones and un-billable issues, we provide multiple options to call options, including inmate debit, direct bill, pre-pay calling options for the families and friends of inmates through our AdvancePay program, including a OneCall option. Below is a description on each of the options available to complete more calls.

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## AdvancePay Prepaid Features

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 ITS places the inmate on hold or offer a call back period while the option is given to the called party to set up an AdvancePay account with a VISA, MasterCard or Discover. 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 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 Account Creation

At the time of an inmate’s call, the called party who chooses to use a credit card to set up an AdvancePay account is guided through the remainder of the setup process by the automated system prompts. Once the account has been established and payment made via credit card, the current call is connected or the next inmate call can be completed. After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid account’s balance before the account holder is advised of the need to replenish funds.

### Non-Automated AdvancePay Account Creation

For called parties who do not have or choose not to use a Credit Card, AdvancePay’s automated operator also provides a toll-free telephone number to GTL’s AdvancePay customer service representatives, who can set up an AdvancePay account using other methods of payment including; cashier’s check, personal check, Western Union, or money order.

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## OneCall Option – Single Call Billing

Through our **AdvancePay OneCall** option, GTL is able to connect more calls from offenders to their families and friends. OneCall allows called parties to accept and pay for a single call without the need to first establish a prepaid account. This option is targeted towards those who:

- Do not receive many inmate calls (so no need for a prepaid phone account)
- Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)
- Don’t want to miss an inmate call (since it may be the ONLY one!)

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up



and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Our OneCall option means more completed calls and more satisfied customers.

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## Inmate Debit

Inmate debit calls can be made to cellular numbers that are on the inmate's Approved Numbers list.

PIN Debit calling is currently available to WTRJ inmates at no cost. PIN Debit calls are subject to the same call restrictions and security functions as collect calls and does not require the use of a physical card.

By allowing connection to numbers that are blocked for collect calls (cell phones, business phones, et cetera), PIN Debit tends to increase the number of completed inmate calls and therefore increases the revenue to WTRJ.

### Why Calls and Revenue Increase

- Inmate debit can fund both **domestic** and **international** calling that is facilitated from start to finish, by the ITS automated operator, in accordance with WTRJ's restrictions.
- Inmate debit provides **international calling without the security and financial risks** associated with international collect.
- Inmate debit allows calls to otherwise-approved phone numbers that are blocked for collect calling.
- Inmate debit calls are more likely to be accepted since the answering party does not have to pay for the call.

### Other Advantages of PIN Debit

- Less busywork for staff with greater system accuracy and fewer data entry errors.
- Quicker, easier debit phone-time sales through the commissary and/or inmate trust accounts.
- Automatic deactivation of an inmate's debit account within a given facility when the inmate is transferred to a different facility
- Automatic deactivation of an inmate's debit account upon the inmate's release from incarceration.

There are **no additional fees associated with PIN Debit calling**. The only charge to the inmate account is the cost for calls.

Inmate Debit Overview: Inmates will be able continue to prepay for their own calls to any WTRJ-approved telephone number. Funds for the PIN Debit account may be provided either by the inmates themselves from their Trust/Commissary accounts, or from their friends & family who may deposit funds directly into Inmate PIN Debit accounts through GTL's ConnectNetwork and IVR deposit channels.

<b>Real-Time PIN Debit</b>	<p>Cardless, real-time PIN Debit is currently accomplished by an existing and tried interface between the existing ITS and the WTRJ's commissary/trust accounting system.</p> <p>This allows inmates to move funds from their existing commissary /trust accounts into their PIN Debit prepaid phone account.</p>
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Real-time inmate PIN debit calling enables inmates to transfer money from their commissary/trust accounts on-demand, through the phone system to their debit accounts. Through this existing, tested and proven system an inmate may use the phone to transfer money into his or her debit account through the phone system's self-guiding IVR. The allocated amount is immediately transferred to the inmate's debit account for use.

*Additionally, the Real-Time debit account balance can be refunded back to the inmate's commissary/trust account upon the inmate's release.*

## Direct Bill

While the correctional phone industry, as a whole, has moved toward a prepay model for most customers, we can provide a direct bill option for certain high-usage customers (such as large Bail Bonds companies and some Attorney offices). When an inmate's call goes to a number that has an associated GTL Direct Bill account, the call is processed and delivered to the called party as a collect call. At the end of each billing cycle, Direct Bill account holders receive a bill directly from GTL for inmate calls completed during the billing period.

We require a written request on company letterhead to establish the direct bill account. Initially, the account will be opened with a relatively low credit limit. After the called party has established a credit "history" with us, they can request a Direct Bill credit increase.

We monitor all Direct Bill accounts closely. If, for any reason, a Direct Bill account becomes uncollectible, that account holder must prepay for further call usage.

Direct Bill customers can prepay via a GTL AdvancePay account or they can prepay against their established Direct Bill account.

### Validation Percentage Information

GTL has provided this information in a separate **CONFIDENTIAL** envelope as it deems this information highly sensitive and considers this a trade secret.

23. The ITS shall, upon request by WTRJ, provide specific information for tracking inmate calling activities and calling patterns by individual telephone numbers. The following reports shall be available for monitoring and billing purposes:

- a) Monitoring reports that can be provided or sorted by any or all of the following criteria:
  - 1) Daily statistical reports;

- 2) Housing Unit;
- 3) Originating number;
- 4) Terminating number;
- 5) Date of call;
- 6) Time of day;
- 7) Length of call;
- 8) Type of call;
- 9) PIN number;
- 10) Frequently called numbers (for all numbers called more than 5 times in one day); Common numbers called (for all numbers called by more than one inmate);
- 11) Originating station;
- 12) Bill type; and
- 13) Calls not passing validation.
- 14) Inmate Name

**GTL has read, understands, and complies with 23 a) items 1 – 14.**

The existing ITS provides authorized WTRJ users with a variety of intuitive telephone number reports. Specific information on inmate calling activities and calling patterns are available. Authorized users can create and sort a report based on specific criteria. This list below is a sampling of available reporting options:

- List of all telephone numbers in the system, including for each: blocking, calling restrictions, charge, alert status and recording status.
- List of telephone numbers in the system on inmate calling lists, including for each: inmate name, inmate PIN, calling restrictions, charge, alert status and recording status.
- 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 at WTRJ.
- List of all telephone numbers with an alert or “hot” status.

b) Billing reports that can be provided or sorted by any or all of the following criteria:

- 1) Call detail report;
- 2) Amount charged per call;
- 3) Gross revenue;
- 4) Daily statistics;
- 5) Monthly statistics;
- 6) Called party/number accepting report;
- 7) Fraud/velocity report;
- 8) Separate Housing Unit totals and statistics;
- 9) All Housing Unit totals and statistics;
- 10) Total calls;
- 11) Calls by date;
- 12) Pre-paid report;
- 13) Debit usage report;
- 14) Bill and call type distribution;
- 15) Time of day;
- 16) Length of a call
- 17) Calls being denied by validation
- 18) Adjustment/refund report
- 19) Commission Rate
- 20) Commission
- 21) Revenue

**GTL has read, understands, and complies with 23 b) items 1 – 21.**

WTRJ will continue to be able to access and monitor billing and revenue reports on-line. We provide comprehensive call traffic and billing information, in standard reports from the current Inmate Telephone System, as well as in monthly reports submitted with commission checks and/or available from GTL's secure Internet FTP Site.

***Inmate Telephone System Reports:*** WTRJ authorized staff will be able to access the facility's original call data on-line, via the system's password protected interface program, to request and generate reports detailing total gross revenue for the specified billing period by such criteria as: inmate telephone, call type, inmate PIN, destination number, or virtually any combination of criteria that WTRJ desires to use to audit detail or summary information contained in monthly commission reports.

***Secure Internet FTP Report Server:*** We also provides a secure ***Internet FTP Site*** from which revenue data and reports are currently accessed by authorized WTRJ staff from on-site workstations, or from authorized computers at remote locations. These reports can be formatted in one of three formats, depending on WTRJ's preference: comma separated value text files, Excel worksheets, or portable document formatted (.pdf) files. Our flexible report system is currently configured to provide over one hundred (100) different kinds of reports based on information available in a facility's call detail records. GTL customizes reports, as needed, to meet WTRJ's needs.

c) Monthly Reporting shall include the following:

- 1) Fiscal Period
- 2) Revenue
- 3) Intrastate Revenue
- 4) Commissionable Revenue
- 5) Commission & Balance of Prepaid Commission after current month's commission is deducted

**GTL has read, understands, and complies.**



WTRJ will continue to receive a set of reports detailing call traffic, and total gross revenue. Reports will distinguish collect and prepaid calls as appropriate by: Local, IntraLATA, InterLATA, Interstate and International call types.

<b>Summary Commission Report</b>	Calls, minutes, revenue, commission, and percentages with details and totals for individual call types and grand totals for all call types in the report.
<b>Monthly Revenue by Phone</b>	Calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.

**SUMMARY COMMISSION REPORT**

2609 Cameron St.  
Mobile, AL 36607

**Facility:** Western Tidewater VA-Regional Jail  
**Supplier Code:** ZZ8162  
**Cost Center:** 8162  
**Period:** September-2017

Call Type	Calls	% Calls	Minutes	% Minutes	Revenue	% Revenue	Commission Rate	Commission
Advance Pay Interstate Interlat	2,218	5.50%	27,258	5.26%	\$5,723.78	9.26%	\$0.0 per minute	\$0.00
Advance Pay Intrastate Interlat	548	1.35%	6,321	1.22%	\$1,580.25	2.56%	\$0.070 per minute	\$442.47
Advance Pay Intrastate Intralat	688	1.70%	7,938	1.53%	\$1,984.00	3.21%	\$0.070 per minute	\$555.52
Advance Pay Local	24,185	59.88%	330,217	63.72%	\$34,708.52	58.13%	\$0.070 per minute	\$23,115.19
Advance Pay One Call Interlat	115	0.28%	1,865	0.36%	\$301.65	0.49%	\$0.0 per minute	\$0.00
Advance Pay One Call Intralat	9	0.02%	144	0.03%	\$36.00	0.06%	\$0.070 per minute	\$10.08
Advance Pay One Call Local	14	0.03%	205	0.04%	\$51.25	0.08%	\$0.070 per minute	\$14.95
Advance Pay One Call Local	193	0.49%	3,288	0.63%	\$343.14	0.55%	\$0.070 per minute	\$228.62
Collect Interstate Interlat	11	0.03%	101	0.02%	\$25.25	0.04%	\$0.0 per minute	\$0.00
Collect Local	71	0.18%	725	0.14%	\$78.30	0.12%	\$0.070 per minute	\$50.75
Debit Canada	12	0.03%	122	0.02%	\$73.20	0.12%	\$0.0 per minute	\$0.00
Debit Interstate Interlat	1,122	2.78%	10,571	2.04%	\$2,219.91	3.59%	\$0.0 per minute	\$0.00
Debit Intrastate Interlat	197	0.49%	1,951	0.38%	\$487.75	0.79%	\$0.070 per minute	\$138.57
Debit Intrastate Intralat	535	1.33%	4,152	0.80%	\$1,038.00	1.68%	\$0.070 per minute	\$290.84
Debit Local	10,408	25.79%	123,081	23.75%	\$12,942.84	20.93%	\$0.070 per minute	\$8,615.67
Debit Non-US Caribbeans	11	0.03%	12	0.00%	\$1.80	0.00%	\$0.0 per minute	\$0.00
Debit Other International	28	0.06%	210	0.04%	\$123.60	0.20%	\$0.0 per minute	\$0.00
Debit US Territories	10	0.02%	110	0.02%	\$23.10	0.04%	\$0.0 per minute	\$0.00
<b>Sum:</b>	<b>40,355</b>	<b>100.00%</b>	<b>518,245</b>	<b>100.00%</b>	<b>\$61,828.12</b>	<b>100.00%</b>		<b>\$33,459.88</b>

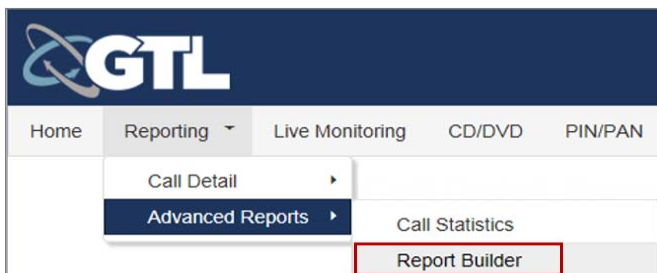
WESTERN TIDEWATER REGIONAL JAIL  
 Director of Admin  
 2402 Godwin Blvd.,  
 Suffolk, VA 23434

24. The ITS shall also provide the capability to customize reports in a form mutually agreed upon by WTRJ.

GTL has read, understands, and complies.

## Customized Reporting

The existing ITS is designed for easy, real-time, customizable/ad hoc reporting of all ITS information needed by facility administrators and investigators alike. 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.



**Report Builder** allows investigators to **build custom ad hoc reports**, which have been mutually agreed upon by WTRJ, to incorporate 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.

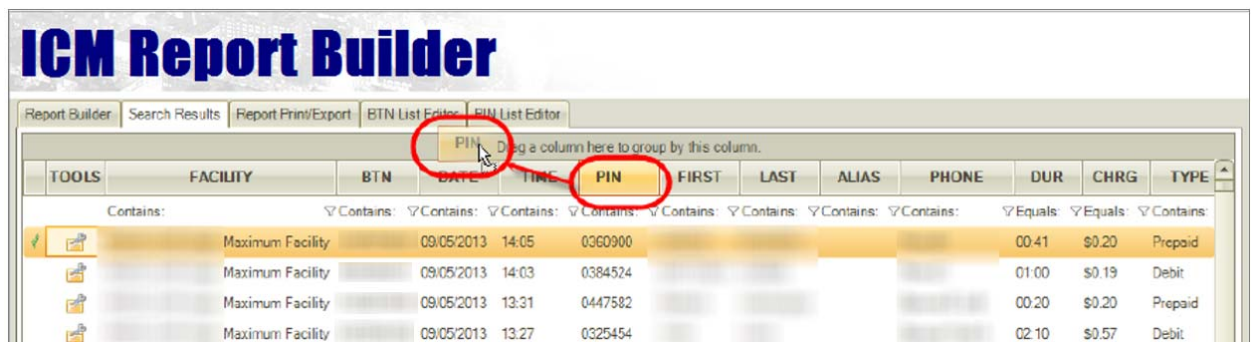
Report Builder can be used to build simple or complex custom reports. A complex report might be the result of a multi-BTN (destination number) query that is cross referenced against a single or multi-inmate PIN query or other combination of queries. Report Builder's **BTN List Editor** and **PIN List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

25. The system platform data storage shall be stored in a minimum of three (3) locations to avoid any possibility of call detail records being lost.

### GTL has read, understands, and complies.

Our ITS operates automatically in a dynamic, real-time environment. As inmate calls are placed and completed, call records are created, time stamped, and saved in real-time to GTL's Primary Data Center in Dallas, Texas. All call records are automatically replicated and transmitted on an on-going basis to our Secondary Data Center, also located in Houston, Texas. These initial events create two (2) identical copies of each call record. Call records at each GTL Data Center are backed up periodically to separate storage locations within each center, making a total of four (4) identical copies of each and every call detail record. All our data centers are lightning and surge-protected and have UPS and back-up power generators. Also, an exact copy of each call detail record is immediately sent to GTL's Data Center in Mobile, Alabama for archiving and bill processing **creating (3) locations of data storage**.

26. The ITS shall store all call detail records, including all attempted and completed calls through the ITS for the term of the contract. WTRJ shall have access to all call detail records from any workstation based on the user's access level.

### GTL has read, understands, and complies.

As an existing customer, WTRJ will continue to be provided with the redundant storage of all call detail records (including attempted and completed calls), at GTL's secure Data Centers.

Call detail records are stored for the life of the contract and available to authorized WTRJ staff at all times through the system's user interface program.

WTRJ user's password is currently linked to an assigned Role which provides them access to information for which they are authorized. This ensures that each user has access only to those functions that are related to their job description and that ***all data are accessed on a "need to know" basis.***

27. The ITS shall have the capability to perform remote diagnostics to the ITS to determine if a problem is with the telephone unit or with the telephone line. Remote diagnostic tests shall be, at a maximum, run one time each day on each telephone.

### GTL has read, understands, and complies.

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 (to which phones are directly connected), 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.

28. The ITS shall be TCP/IP compatible and allow multiple operators simultaneous access while maintaining adequate security to prevent unauthorized use and access.

#### GTL has read, understands, and complies.



The existing ITS allows simultaneous access to call records to authorized WTRJ users through a secure TCP/IP protocol.

29. The Offeror shall provide accommodations necessary to comply with Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing systems that are compatible with Telecommunication Devices for the Deaf (TDD). Offeror must indicate what TDD equipment will be included in the proposed ITS. The TDD equipment must be available in all housing units, medical, and intake/release department.

#### GTL has read, understands, and complies.

All of our proposed systems meet ADA standards.

We currently provide WTRJ with a TDD/TTY device with the calling capability to meet ADA guidelines for the hearing impaired. We have extensive experience ensuring that hearing impaired inmates have the same calling privileges and security restrictions as all other inmates.

Our standard TDD/TTY unit provided is portable and can be used with any ITS station set at the WTRJ location. It has an easy-touch **keyboard** with a bright, tilted **24-character display**. Turbo Code provides "real-time" conversations with other Turbo Code TDD units. Auto ID informs the called party that the caller is using a TDD.



Our standard TDD/TTY, Ultratec Miniprint 425  
Features a build-in 24-character printer, plus:

- 3 selectable print sizes
- Turbo Code® and Auto ID™
- E-Turbo for simplified Relay Center calling
- Sticky key feature (for single-handed typing)

We will continue to work closely with WTRJ to ensure that the security features designed into standard calling practices are incorporated into the calls made by inmates through the Relay Centers. This includes recordings, blocked numbers, PINs and PANs. We have extensive experience in working with various Relay Centers to ensure that disabled inmates have **the same calling privileges and security features** designed into their calling patterns as all other inmates.

We meet all current and future ADA requirements, including providing telephones that are accessible to persons in wheelchairs, locating and mounting telephones properly, moving or lowering telephones, lengthening handset cords, and providing telephones that are compatible with TDD devices that are currently commercially available. Amplified volume control is a built-in feature of the inmate telephones proposed by GTL. The proposed offender telephone standard keypad assembly is ADA compliant and has a "raised bump" on the number 5 (five) button as required. Physically impaired inmates at correctional institutions nationwide are successfully using these standard keypads.

In addition to the above, GTL offers Video Relay Services. VRS allows for point to point contact video calls, or a deaf user to contact anyone with a telephone through video sign language interpreters.

30. The ITS must offer the called party an option to receive a rate quote during the call set-up process. The ITS must repeat the options to the called party a minimum of two (2) times during the initial call process.

**GTL has read, understands, and complies.**



When an inmate's call is answered, the ITS's automated operator provides information about the call and clearly states the called party's options, including how to receive a rate quote. With a collect call, the called party will hear: **"TO HEAR THE COST OF THIS CALL PRESS 8 NOW."**

If the party fails to respond appropriately, the options are repeated up to three times. If no appropriate response is made within 30 seconds of the last repeat, the call attempt is terminated.

31. Offeror shall have the capability to establish an informant line. Calls to the informant line shall be free and shall be routed via the ITS to a destination designated by WTRJ.

**GTL has read, understands, and complies.**

GTL understands the importance of allowing inmates to easily and anonymously communicate with WTRJ when necessary. At WTRJ's request, we will setup a free informant line. All calls to this line will be routed to a designated WTRJ approved destination.

32. Offeror shall work with WTRJ on the implementation of a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. At a minimum, Offeror shall:

- a) Provide free calls via the ITS to a phone number designated by WTRJ, which may be the same as the Facility's informant line.
- b) Provide a telephone line at no cost to WTRJ dedicated for the PREA calls to which the calls will be routed as free.

**GTL has read, understands, and complies.**

We have provided WTRJ, at no cost, with a dedicated telephone line for PREA calls. This hotline, provided free of charge to the inmate, will continue to be used for anonymous reporting of inmate sexual victimization.

33. Offeror must describe how printed information will be provided.

**GTL has read, understands, and complies.**

GTL will post easily readable signage at specific locations throughout the facility informing inmates of the existence of the "hotlines"; explaining the purpose of each, and providing the toll-free number for each.

34. Offeror will provide a means for remote parties, Public Defenders, Commonwealth Attorneys, Law Enforcement Officers, to be able to find and download phones calls from the repository after being vetted by WTRJ.

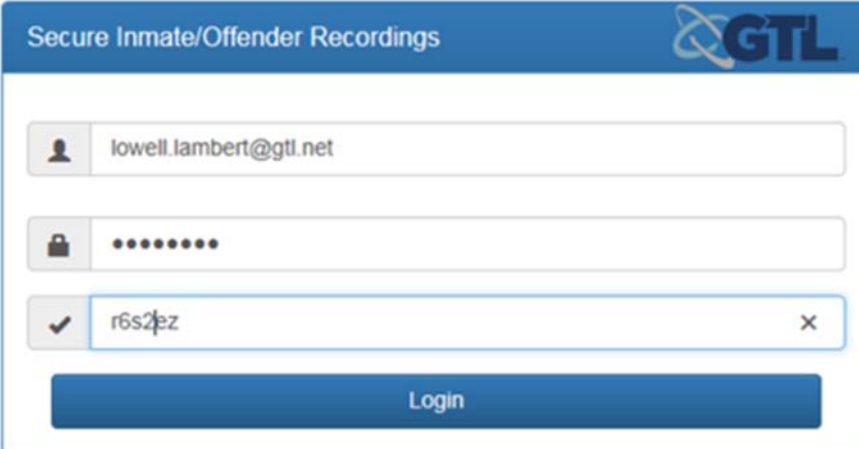
GTL has read, understands, and complies.

**GTL is making investigative call recording access easier for investigators.** The GTL ITS allows WTRJ authorized users the ability to send a link to inmate call recordings using the system Audio/Data/Email Utility rather than burn to a CD or download to external media. The WTRJ Investigators can now email a secure link to end users to play or download selected recordings. End users who receive the secure email link to recordings will have 7 days to retrieve the recordings and must enter their email, a password, and a confirmation code to access the recordings.

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## Secure Link to GTL Inmate Call Recordings

1. The process of sending an email link to call recordings is as easy as pressing the start icon and clicking on the Email Recording Link.
2. When the Email Link screen is open simply complete the recipient's email address and a password for the recipient for security purposes.
3. The recipient will receive an email with the link to access the inmate call recordings and instructions on accessing, playing, or downloading the recordings. Click the link to access the Secure Inmate/Offender Recordings screen. The recipient will have 7 days to access the recordings.
4. A Secure Inmate/Offender Recordings Login screen will be displayed for the recipient. The recipient must enter their email address, the Link Password, and the confirmation code (the sending user must provide the Link Password and confirmation code to the recipient).



*Secure Inmate/Offender Recordings Login Screen*

1. From the Secure Inmate Recordings screen, the recipient can do the following:
  - a. Play to listen to the recording.
  - b. Save Individual Recording as Wave File.
  - c. Download All Calls (Zip Format).
  - d. Download the ITS Codec.

- e. Export Call List to Excel, PDF, or CSV format.

## **Call Recording Email Link User Permission**

Authorized users are granted permission to use the call recording Email Link in the Edit Roles screen in User Management. Only users with this permission enabled will be able to send an email link to call recordings from the ITS user interface Audio/Data/Email Utility screen.

## **Emailed Link Audit Log Activity**

WTRJ system administrators are able to run an audit report showing a list of authorized personnel who sent email links of call recordings from the system.

The **Global Audit Report** will display the recipient email to which the email link was sent.

### **C. Personal Identification Number (PIN)**

The proposed system shall utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.

1. The proposed system shall prevent duplicate PINs.

GTL has read, understands, and complies.

A Jail Management System (JMS) interface for inmate information and PIN transfer is currently in operation with the GTL ITS and will continue to operate during this new contract term as well. The design of this interface prevents duplicate PINs. New inmate PIN information is electronically sent to the existing ITS from the JMS. We have software components and scripts written in open format to provide easy integration with virtually any of today's offender management systems. This open architecture type of programming provides WTRJ with integration solutions, which assist in automating many functions that traditionally required manual system entry, prevention of duplicate PINs and additional staff time to maintain. With the use of simple text scripts, written in universal programming language, JMS system vendors, such as JailTracker, can quickly install GTL's automatic offender information/PIN interface. Our experience ensured a smooth integration process with WTRJ's current jail management system, JailTracker, and can do the same with any other JMS vendor should WTRJ change their JMS system.



The scripts are configured so that at predetermined intervals new inmate data such as PIN, offender name, and offender location is sent via an FTP server to the inmate phone system. New inmate information is received and stored in our database in near real time and ready for use by the inmate at any designated station.

2. The PIN application shall interface with the ITS using all of the features and functionalities described herein.

GTL has read, understands, and complies.



The system's integrated inmate Personal Identification Number (PIN) system will continue to allow WTRJ to identify inmate callers and the assignment of restrictions to individual inmates without affecting the call privileges of other inmates.

3. The ITS shall have the capability to provide collect, debit and pre-paid station-to-station calling utilizing a PIN.

GTL has read, understands, and complies.

Personal Identification Number (PIN) technology is a standard feature in GTL's ITS. The PIN system is active and available and has the capability to provide collect, debit, and prepaid station-to-station calls utilizing a PIN.

4. The ITS shall have the capability to provide Personal Allow Numbers Lists (PANs) associated with each PIN. These PANs shall store a set quantity of allowed telephone numbers for each inmate.
  - a) Offeror shall indicate whether the proposed ITS will provide updates and history of PANs entries.

GTL has read, understands, and complies.

The Personal Allowed Numbers (PAN) functionality is utilized by WTRJ. The PAN application allows WTRJ administrators to associate a "Personal Allowed Number" list with each PIN, ensuring that the inmate is unable to make calls except to those pre-specified numbers on the inmates PAN list.

WTRJ administrators can set a maximum PAN quantity for individual inmates. As users update the

The screenshot shows a web form with several input fields. The 'Max PAN' field is circled in red. The form includes fields for Inmate ID (184337), Debit PIN (0062), Collect PIN (0062), Card ID, First Name (JOHN), Middle Name (JACKIE), Last Name (DOERS), Alias, Location (No Restriction), Phone Group (No Restriction), Security Threat (Select Threat Group), and Auto PAN (checkbox). The Max PAN field contains the value 0.

PAN entries the system's audit trail tracks this information for reporting at a later time by WTRJ authorized personnel.

Statistical information regarding the specific PAN includes:

- Status (enabled or disabled)
- Date added to PAN list for this PIN

- Date PIN last called this PAN number
- Phone used for last call by this PIN to this PAN number

b) Offeror shall indicate how attorney phone numbers are stored with the PAN application and whether the attorney phone numbers count against the set quantity of allowed telephone numbers for the individual inmate.

GTL has read, understands, and complies.

Approved legal/attorney numbers are excluded from recording and monitoring by designating them as **Private** in the system’s Number database and are not counted against the inmate’s PAN quantity.

The screenshot shows a web form titled "New BTN". At the top right are "Save" and "Cancel" buttons. Below them is a text input field labeled "Enter BTN" containing the number "2514232624". A red box highlights this field. Below the input field are several checkboxes: "Blocked", "Hot", "Free" (which is checked and highlighted with a red box), "Restricted Playback", "GeoFence Override", "Private", and "Voicemail". Below these are two sections: "BTN Limits" with a "BTN Limits" checkbox, a "Select Type" dropdown, and an "Enter Value" input; and "Collect Billing Status" with "Validated" and "Billable" checkboxes and their respective input fields. At the bottom are "Alert ANI" and "Notes" input fields.

*Number Management – Private “Privileged” Number*

The system’s private number report allows WTRJ to review and/or edit privileged numbers that have been added to the system.

### Number Management

BTN Search Create New BTN

Search Criteria

Search Results

BTN	Blocked	Secure Block	Free	Private	Hot	Limits	Last Call	Notes
8007400080			✓	✓	✓			
8067401414			✓	✓	✓		20160215	
8067633232			✓	✓	✓		20160428	
8067739023			✓	✓	✓		20160320	
8067757200			✓	✓	✓		20160402	

Page size: 10 | 5 items in 1 pages

*Report Private Numbers*

5. The ITS shall be capable, upon request by WTRJ, of providing specific information for tracking inmate calling activities and calling patterns by individual telephone numbers. At a minimum, the following reports shall be available for monitoring purposes:
  - a) PANs per inmate or identifying number;
  - b) Calls by PIN or other identifying number.

**GTL has read, understands, and complies.**



PAN Management allows WTRJ authorized users to search and maintain PAN lists that are associated with inmate PINs.

### PAN Management

PINs | **PANs** | Debit Cards

Search Criteria

PAN

Active Only

First Name

Middle Name

Last Name

Search Results

The results of the search will be displayed in column format; results can be ordered (ascending or descending) on any column by clicking on that column header.



PAN Management							
Search Criteria							
Search Results							
Active PANs: 19   Inactive PANs: 0							
PIN	PAN	First Name	Last Name	Active	Balance	Last Call	
038457				True	\$0.00		
				True	\$0.00		<a href="#">Edit PAN Entry</a>
			Bail Bonds	True	\$0.00		
090754			Bail Bonds	True	\$0.00		

## PIN Management

### PIN Search

The initial screen is the PIN Search Criteria function, which allows searching the PIN database with various filters including:

#### PIN

**Name** (any combination of First, Middle, Last, and/or Alias)

**Notes** – words in any of the Note field of the PIN record

**Security Threat Group** – and PINs assigned a specific STG

**Card ID** – any Debit Card ID that has been sold to the specific PIN

**Location** – facility housing the inmate.

### PIN/PAN

#### PIN Management

[Create New PIN](#)

Search Criteria

Search    Reset

**PIN**

**Notes**

**First Name**

**Security Threat Group**

**Middle Name**

**Card ID**

**Last Name**

**Location**

**Alias**

Active Only  
  Include Retired PINs (current site only)  
  Hot Status  
  Restricted Playback  
  Include Unique PIN#s

The search can also be filtered by checking specific states of the PIN:

Active Only  
  Include Retired PINs (current site only)  
  Hot Status  
  Restricted Playback  
  Include Unique PIN#s

**Active Only** – Filter for active PINs only (inactive PINs are still stored in the database)

**Include Retired PINs** – retrieve PINs that been retired

**Hot Status** – Filter on PINs with Alert triggers

**Restricted Playback** – Filter on PINs set up to have restricted playback on their call recordings (sensitive inmate situation)


**Include Unique PIN#s** – Include the Collect and Debit Security PINs in the displayed results

All PINs in the database can be retrieved simply by specifying no filters or search criteria.

After **Search** is pressed all applicable PIN records from the database will be displayed in column format. Results can be ordered ascending or descending by clicking on any column.

The screenshot shows the 'PIN Management' interface. On the left, there is a sidebar with 'PINs' selected. The main area has a 'Search Criteria' dropdown and 'Search Results' section. Below this, it shows 'Active PINs: 0 | Inactive PINs: 12'. A table of PIN records is displayed with columns: PIN, First Name, Last Name, Debit PIN, Collect PIN, Last Call, Balance, Location, Threat Group, and Active. Annotations include: a red box around the table header with an arrow pointing to the 'First Name' column and the text 'Order Ascending / Descending by click on any column'; a red box around the 'Edit Pin Data' icon (a pencil) in the second row with the text 'Edit Pin Data'; a red box around the 'Output Query Results to' dropdown menu with the text 'Output Query Results to - Excel (csv) - PDF - Word'; and a red box around the export icons (Excel, PDF, Word) at the bottom right of the table.

PIN	First Name	Last Name	Debit PIN	Collect PIN	Last Call	Balance	Location	Threat Group	Active
000123	TEST	TEST	3210	3210	20150928	\$0.00	No Restriction		False
000678	TEST	TEST	8760	8760	20160617	\$7.01	No Restriction		False
	TEST	TEST	7654	7654		\$3.00	No Restriction		False
	TEST	TEST	6977	6977	20160511	\$39.26	No Restriction		False
	TEST	TEST	1212	1212	20130913	\$10.00	No Restriction		False
115599	TEST	TEST	4033	4033	20151009	\$50.00	No Restriction		False
123666	TEST	TEST	1371	1371	20160628	\$3.52	No Restriction	DS	False
139221	TEST	TEST	0985	0985	20160610	\$1.00	No Restriction		False
181891	TEST	MACH 6	8574	8574	20151117	\$10.00	No Restriction		False
181972	TEST	TEST	5121	5121	20141103	\$10.00	No Restriction		False
666666	TEST	TEST	8244	6666	20151204	\$9.65	No Restriction		False
817491	Test	Test	7359	7359	20160610	\$10.83	No Restriction		False

The Edit Pin Data icon  allows the ITS PIN data to be viewed and/or modified by authorized WTRJ personnel. Based on the WTRJ user's credentials, all the data associated with the PIN can be edited as required.

- Additionally, the ITS provides the following standard reports:
- List of calls made by a specified inmate by time and date
- List of calls made by inmates with alerted PINs during a specified time period
- List of numbers called by more than one inmate
- List of all inmates in the facility
- List of inmates released and removed from the inmate telephone system.
- List of all inmates that are allowed to call a particular number
- List of all inmates who have called a particular number during a specified period.
- List of inmate accounts transferred in or out of a facility during a specified period

- List of inmate telephone accounts added during a designated period
  - List of inmates whose calling privileges have been suspended
  - List of inmates that have made more than a specified number of calls during a specified time period.
  - List of inmates that have made calls totaling in excess of a specified number of minutes during a specified time period.
  - List of 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 numbers on the allowed list of more than one inmate.
  - List of numbers called by more than one inmate during a designated period.
6. The ITS shall have the capability to generate PINs for inmates through the inmate telephones by randomly generating some number unique to the inmate. Offeror shall specify the maximum number of digits the proposed ITS can store as a PIN number. Currently, the jail's inmate management system creates the PIN number for inmates to utilize.

**GTL has read, understands, and complies.**



The ITS currently receives the inmate ID and PIN information from WTRJ's JMS – Jail Tracker; however, PIN numbers can be manually typed-in or automatically generated by the system during the creation of a new PIN account at the workstation. An inmate performing the PIN Auto Enrollment procedure enters the approved PIN on the keypad of a booking area phone. In all cases, the system verifies the uniqueness of the PIN before the new PIN file is created.

The inmate PIN can have a maximum length of up to 25 digits. WTRJ also utilizes Security PINS. These additional digits are assigned and required for debit or collect calling.

The PIN for each call is recorded for tracking purposes, regardless of whether the call itself was monitored or recorded. PINs also facilitate the use of inmate debit accounts when debit calling is used.

7. The ITS shall have the capability to interface with WTRJ's jail management system (JMS) at no cost to WTRJ so that the inmate PINs will be automatically transferred to the ITS. If WTRJ elects the interface option, WTRJ shall not be responsible for entering PIN numbers into the ITS when new inmates are added. Offeror shall indicate the interface requirements necessary to meet this requirement. The current JMS provider is Interact's Jail Tracker.

**GTL has read, understands, and complies.**



With GTL being the current provider for inmate telephone services we are already providing the required interface with the WTRJ Jail Management System. In order to automate the day to day processes for the WTRJ facilities systems, and therefore reduce staff manual involvement, GTL will continue to provide our **fully automated** interface for inmate PIN and demographic information transfer which is currently in place at WTRJ facilities.

### **Integration between GTL’s ITS and the Interact Jail Tracker JMS provides:**

Automatic transfer of inmate data (PIN, name, facility, housing location, et cetera) to the GTL ITS PIN database.

Automatic PIN update for inmate status change.

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## **PIN Information Integration**



For this contract GTL will continue to provide WTRJ with the existing interface program that allows our ITS to import inmate PIN and demographic data generated by the Interact Jail Tracker, the WTRJ Jail Management System.

*For this project, we will continue to provide this interface service at no cost to WTRJ.*

With integration between the GTL ITS and the Interact Jail Tracker JMS software application, an inmate will be able to begin placing calls as soon as they are processed into the WTRJ’s facility. As well, upon an inmate’s release, the PIN is deactivated in near real-time.

GTL ITS-JMS integration allows the automatic establishment and updating of inmate information PIN accounts within the GTL ITS via information transfer from the Jail Tracker JMS, without the need for human intervention. New inmate information is received and stored in our database in real-time and ready for use by the inmate at any designated station.

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## **Integration Experience**

We provide below a partial listing of our integration experience with nationally recognized JMS vendors in the corrections industry. GTL is able to provide the WTRJ with the most technically knowledgeable and experienced staff in the industry with proven integrations at some of the largest correctional facilities.

### **Nationally known Jail Management Software Providers**

- Jail Tracker
- GTL Offender Management System (OMS)
- Motorola
- New World
- Spillman
- Intergraph
- Syscon

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## Integration Capabilities

The key to trouble-free, **open systems integration** is working directly and harmoniously with the DOC's existing and future partners. Integration can be provided for the WTRJ 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. GTL's system architecture is designed to be platform independent and to accommodate advances in investigative techniques.

The following is a partial list of the technologies used for completing third party interfaces:

**XML** – Our preferred transport protocol for information sharing is by utilizing the GJXML subset of the NIEM 1.0-1.1 schema.

**Web Services** – This type of interface is preferred by GTL.

Direct Database Access

Shared File System

**FTP** – The FTP protocol is sometimes used as an alternative to the shared file system when the file systems may not be on the same network.

**Batch Export to File** – This approach actually works in conjunction with several others listed here.

**Watchdog Applications** – GTL has optional “watchdog” applications that can watch ODBC/OLE databases, the file system, FTP sites, and web sites for triggering events.

**Application Program Interfaces** – GTL uses native Win32 API for a variety of interfaces including interface of biometric equipment and portable data collection.

8. The PIN numbers shall be stored in a database that is accessible to designated users, depending upon the user's password level.

**GTL has read, understands, and complies.**



The PIN database is accessible by authorized users only. The existing ITS utilizes password-protected security levels to ensure that users can only access information for which each has been authorized. WTRJ personnel as well as GTL employees are subject to security level and role 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, the user logs-into the system/interface using a registered name and password through a Secure Sockets Layer (SSL) exchange. This is 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. Each user's password is linked to an assigned Role which gives that person permission to access certain functions and not others.

9. The ITS shall include, at a minimum, an alert system that will detect and prohibit an attempted call made to a restricted number, an attempted call using a restricted PIN, or an attempted call made from a restricted telephone.

**GTL has read, understands, and complies.**



WTRJ’s ITS allows email, text, or phone call hot alerts to be set up by authorized WTRJ staff; to be triggered when a specific PIN is used to make a call, a specific telephone number is called, or a call is placed from a specific phone station. Alerts can be sent to a large variety of devices including smart phones, landlines and PCs. A valid secure log-in password is required to set an alert. When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.

- Alerts can be sent to phone numbers (including cellular phones, landlines, pagers, etc.), email addresses, or SMS text. A valid secure log-in password is required to set an alert.
- When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.
- A sequence of numbers can be set up to provide “find and follow” sequence until a number is answered.

Once BTN, PINs or phone stations have been designated as “Hot”, their use triggers a “Hot alert”. The system contacts a designated authorized investigator with an “Alert ANI” (Automatic Number Identification) specified when the alert was set. When the alert is sent to an investigator’s telephone, the investigator enters 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, the system 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.

Authorized personnel who are to be notified when a hot BTN, hot PIN or hot phone station is used are designated on the system’s **Alerts** screen.

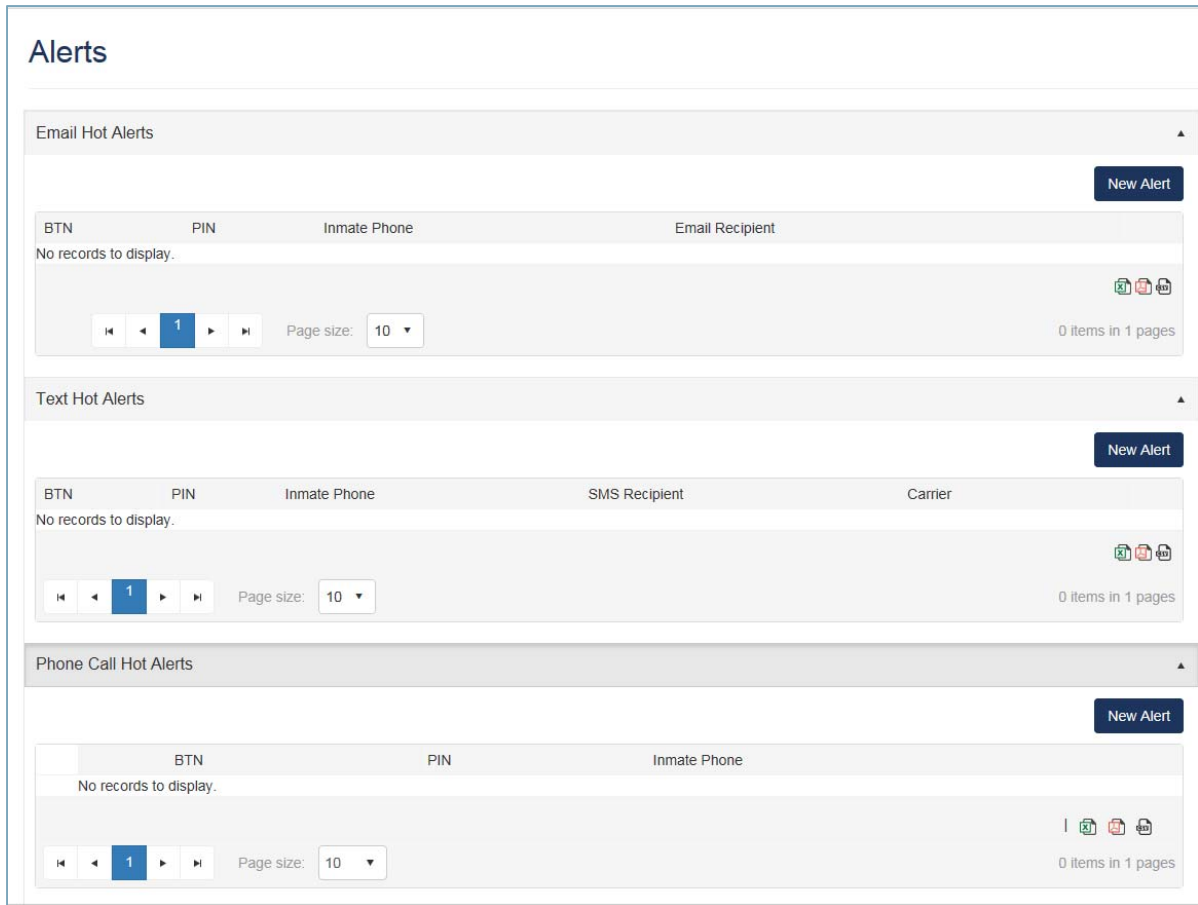


Alert options include:

**Email Hot 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 or phone station to place a call.

**Text Hot Alerts** – Notify one or more designated people via SMS text message that a “hot” telephone number has been called or inmate has used a “hot” PIN or phone station to place a call.

**Phone Call Hot Alerts** – Notify one or more designated people via telephone that a “hot” telephone number has been called or inmate has used a “hot” PIN or phone station to place a call. The alerted officer(s) have the option to access and listen to the live conversation.



Direct Alerts to Email Addresses, Text and Telephones - The New Alert button on either Email Hot Alerts, Text Hot Alerts, or Phone Call Hot Alerts allows the authorized user to add an email, text or forward-call alert to the selected list.

This is a close-up view of the "New Alert" form for Email Hot Alerts. It contains the following fields and controls:

- BTN:** A text input field.
- PIN:** A text input field.
- Inmate Phone:** A dropdown menu currently showing "Inmate Phone".
- Email Recipient:** A text input field.
- Buttons:** "Save" and "Cancel" buttons.

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

10. The ITS shall be capable of transferring inmate information (ex: PINs, PANs, etc.) from one WTRJ Housing Unit to another without requiring manual re-entry of the inmate’s information.

## GTL has read, understands, and complies.



When an inmate is transferred from one WTRJ housing unit to another, the inmate's existing PIN account is transferred to the new housing unit without the need to re-enter PIN information. The PIN record available to the new unit includes the inmate's existing personal identification number, prerecorded name, PAN list, personal restrictions (if applicable), and any additional information previously entered into the PIN database.

The ITS accomplishes move control in the ITS in one of two ways:

**Automated Change:** Generally, an inmate move will be reported by an update to the inmate data from the JMS or a JMS data feed. Inmate location changes in the ITS occur immediately when the data is received from the JMS. This is the process currently being utilized and the recommended process as it reduces staff involvement and minimizes errors.

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

11. The ITS shall be capable of documenting the date/time when an individual PIN entry was added or modified in the ITS and document the user making the change.

## GTL has read, understands, and complies.

PIN account creation in the GTL ITS is accomplished through an interface with the WTRJ Jail Tracker JMS through an automated feed. However, PIN accounts may also be added or modified manually through the GTL ITS user interface. Each of these methods of PIN account creation/modification are tracked within the ITS user interface and are shown here.

### Automated PIN Creation Report

Through the ITS user interface WTRJ staff are able to report the inmate PIN accounts which were created, including the date and time, through the automated interface between the WTRJ's Jail Tracker JMS and GTL ITS. Using the PIN/PAN feature, PIN accounts for all inmates can be listed in the Search results screen. By selecting the edit feature, the PIN account is displayed along with all the relevant data including the creation date.



Search Results

Active PINs: 68 | Inactive PINs: 0

PIN	First Name	Last Name	Alias	Card ID	Balance	Location	Active
0508705					\$1.00	No Restriction	True
0963597					\$0.00	No Restriction	True
1021937					\$0.06	No Restriction	True

Buttons: Print Inmate Copy, Save, Cancel

Form fields: Auto PAN (999), Max PAN (999), Voice IQ (Untrained), Security Threat (Select Threat Group), Active, Voice Verification Enrolled, Currently In Use, Restricted Playback, Hot PIN, Reset Recorded Name.

PIN Specific Call Limits: Free, Private, Debit, Collect, Prepaid, Calls/Minutes (No Limit, 0).

Statistics	Free	Private	Debit	Collect	Prepaid	Total Used
Used	0	0	0	0	0	0

Summary: Date Added (7/9/2017), Last Date Used (7/18/2017), Last Phone Used (267), Balance (\$1.00)

### Manual PIN Creation/Modification Report

Through the ITS user interface WTRJ staff are able to report the inmate PIN accounts which were created or edited manually by WTRJ staff. Using the **Global Audit** reporting screen the user is able to select the **Added New PIN** report and the date range desired to view the inmate accounts that were created during the required time frame. The user can select the **Edited PIN** report and the date range desired to view the inmate PIN accounts that were modified during that time frame.

The screenshot shows the GTL Reporting interface. The 'Reporting' dropdown menu is open, showing 'Advanced Reports' and 'Summary Reports'. The 'Advanced Reports' sub-menu is also open, listing 'Call Statistics', 'Report Builder', 'Debit System Information', 'Inmate Information', 'Diagnostics', 'Global Audit', and 'Auto Enroll IVR'. The 'Global Audit' option is highlighted.

Global Audit

Start Date: 10/17/2017 | End Date: 10/17/2017 | Modules: PIN / PAN | Actions: [Dropdown] | Users: [Select User(s)] |  Active Users

Buttons: Show Details, Generate

Actions List:  Check All,  Added New Pin,  Edited Pin,  Retired Pin,  Added New Pan

Footer: Inmate Telephone System (v1.0.3.2) | Please call 1-800-6-INMATE (1-800-646-6283) for Technical Support

### D. Fraud Management

1. The proposed system shall detect and prevent three-way or conference calls. Provide any patent that you may have which applies to this feature.

GTL has read, understands, and complies.

## Three-Way Call Prevention



The current ITS 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.

We have a total of eight (8) U.S. patents directed to the detection of three-way call attempts. We also have Patent 8,630,726 for detecting attempted masking of three way calls by the calling/called parties as well as Patent 8,509,736 that utilizes voice recognition to determine if a new speaker enters the conversation.

GTL's patented (*US Patent 7,639,791*) proprietary process utilizes several system settings to detect 3-way calling. The process is active within the Federal Bureau of Prisons, several State Departments of Corrections, and numerous County facilities. The success rate of detection has been outstanding (> **95%**) in each of these existing customers.

Our call forwarding/three-way call detection method currently configured for WTRJ is multi-layered and does not rely solely on audible clicks or other sounds but utilizes a variety of factors to detect 3-way attempts. ***Additionally, our system detects the special network messages that are generated when a cellular or VoIP phone is used to create a 3-way call.***

The system constantly analyzes the audio stream looking for audio events with sufficient amplitude and duration that may indicate a three-way call is occurring. When detection occurs the three-way call analysis software breaks the audio stream into 10ms slices before and after the event for detailed analysis to determine if it is a three-way call.

For example, an event that would cause the system to report a three-way call would be: if a tone or "noise" (such as call progress tones) occurred in the middle of the conversation with sufficient amplitude and duration the software would then start analyzing the audio to determine if it was part of the conversation. Assuming the tone or "noise" detected was not part of the conversation the configurable sensitivity settings would cause the software to declare the event a three-way call.

This three-way call detection method does not listen for frequencies which can be problematic but rather audio events or aberrations of sufficient amplitude and duration that are not part of normal conversation.

The ITS is configured to inform the call parties, by playing a message, that a prohibited 3-way call attempt has been detected prior to ending the call.

The call will be flagged in the Call Detail Record and made available for review in a report designed for this specific purpose ("*Energy Detect*").

Call Detail Report

Drag a column header and drop it here to group by that column

Add To Queue    Enter Export File Name  Selected Only

#	STATUS	BTN	PIN	DATE	TIME	DUR	CHARGE	DETECT
1	E		136909	07/11/2016	21:14	14.2	\$3.45	07:11
2	E		198382	07/11/2016	20:52	10.4	\$2.82	09:18
3	V E		156892	07/11/2016	20:12	05.1	\$1.54	02:19
4	110 E		160982	07/11/2016	19:58	17.3	\$4.62	09:58
5	E		169885	07/11/2016	19:03	06.0	\$1.54	03:32
6	E		093719	07/11/2016	18:05	15.0	\$3.45	14:50

Back

Multi-Way Call Multi-Way Call Block

Reset Save Clear

- The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing."

**GTL has read, understands, and complies.**



The current ITS allows 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.

- The proposed system shall detect any extra digits dialed by the inmate after the party has accepted the call. Please describe process.

**GTL has read, understands, and complies.**

If an inmate attempts to dial extra digits during a call, the current ITS three-way call detection program will detect the DTMF tones and disallow that call attempt. The current ITS configuration immediately terminates the call when extra digits are detected. A record of calls terminated for this reason can be viewed at any time simply by selecting DTMF Stop in the Stop Reasons window of the Call Detail Search page and running a report. Our call surveillance algorithms combine several strategies to detect fraudulent call attempts; including DTMF tones (Dual Tone Multi-Frequency) and extra dialed digits.

**Stop Code**

DTMF Detect Stop

- Dialing Block
- DTMF Detect Stop
- Energy Detect Stop
- Failed to get outbound trunk
- Failed to get outbound trunk
- Failed Voice Verification
- Fund Transfer Error
- Funds Expired
- Harassing Call

- The proposed system shall have capability to remotely survey inmate calls and be able to transfer specific calls in progress to investigators.

**GTL has read, understands, and complies.**

## Remotely Survey Inmate Calls



Authorized WTRJ investigators can continue to monitor inmate phone conversations in real-time as well as receive alerts. 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. 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.

An authorized user monitoring calls may also transfer calls-of-interest, for example, to a designated number or other approved numbers for investigative staff.

TOOLS	BTN	PHONE	DATE	TIME	PIN	LAST	FIRST	FACILITY ID
[Speaker] [Forward] [X]	[Button]	[Phone]	07/12/2016	17:38	048750	[Last]	[First]	[Facility ID]
[Speaker] [Forward] [X]	[Button]	[Phone]	07/12/2016	17:38	999339	[Last]	[First]	[Facility ID]
[Speaker] [Forward] [X]	[Button]	[Phone]	07/12/2016	17:38	201540	[Last]	[First]	[Facility ID]
[Speaker] [Forward] [X]	[Button]	[Phone]	07/12/2016	17:37	196300	[Last]	[First]	[Facility ID]

### 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, when an inmate has called a “hot” (alerted) destination number or if an inmate places a call on a “hot” phone station. Alerts may be sent to a phone, SMS text, or email address.
5. The proposed system shall brand each call with the name of the facility and the inmate placing the call.

## GTL has read, understands, and complies.



The current ITS brands each call with the inmate caller's name and the name of the facility from which the call originates.

**Current WTRJ Call Branding:** *“Hello, this is a collect call from [inmate name], an inmate at **Western Tidewater Regional Jail**. This call is subject to recording and monitoring.”*

The system is currently 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.

6. The proposed system shall continue to play the brand recording at random intervals throughout the call.

## GTL has read, understands, and complies.



Voice overlays during inmate calls are a standard feature of the current ITS and were configured specifically to the WTRJ's specifications. The automated operator can play any message to the called-party either at set times, or randomly throughout the call (so that inmates who know that these messages are played cannot anticipate them and attempt to mask them by shouting). These voice announcements were custom recorded and are currently in operation at WTRJ. The ITS is currently configured to provide voice prompts in English and Spanish.

Overlay announcements are an effective fraud and harassment prevention tool. If an inmate attempts to fraudulently access outside numbers, voice overlays limit abuse of the general population and provide an indication of where the call originated. The called party is made aware of the origin of the call at all times, which is especially important if the called party accepts the call in error. Any inappropriate calls can be easily reported to facility personnel.

Typically, the message is programmed to repeat randomly at approximately a five minutes interval, resulting in three announcements during a 15-minute call. We will review the current configuration with WTRJ to ensure these settings are meeting your requirements for maximum effectiveness and minimal call intrusion.

7. The proposed system shall guard against “Hook-switch dialing,” and other fraudulent activities. Please describe.

## GTL has read, understands, and complies.



Our 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.

The current ITS 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 is 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.

8. The proposed system shall permit the called party to block all future calls from that particular inmate or from the facility.

**GTL has read, understands, and complies.**



**Customer Requested Call Blocks:** With each and every inmate call, the current ITS automated operator gives called parties an option to request that calls from any inmate at WTRJ be blocked. During a call attempt, the automated operator informs the called party:

***“If you wish to block future calls of this nature, press or say ‘7’ to immediately block the call.”***  
Numbers are immediately blocked.

## **E. Investigative Tools**

1. Telephone Monitoring: Chosen configuration will allow for immediate, real-time live monitoring of calls in progress. The configuration must allow

access to all features and tools from the applicable desktop client. Offeror must provide 100% support for any options provided.

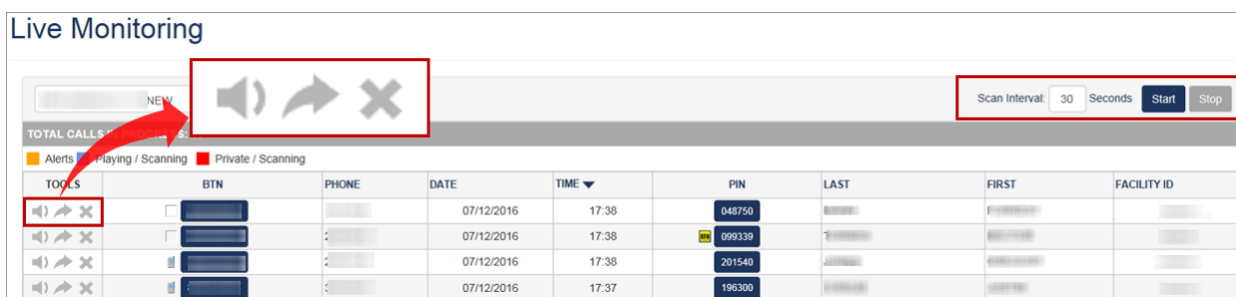
### GTL has read, understands, and complies.



The current ITS allows authorized WTRJ staff to monitor in real-time all inmate phone conversations and assumes 100% support for any options provided.. 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 in the Inspector General’s Office. An authorized user monitoring calls may also manually 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 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 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.

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.

GTL provides its customers 100% support for any options provided and will continue to provide this support to WTRJ under the new contract.

2. Offeror will host secure external system for monitoring telephone calls. Calls can be monitored from any authorized PC using a web browser and proper credentials.

**GTL has read, understands, and complies.**

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## Anytime, Anywhere Access



GTL's hosted Inmate Telephone System (ITS) solution has a Web-based interface that is accessible to authorized individuals via connection to GTL's private ITS Website.

WTRJ-authorized individuals and investigators, either on-site or at remote locations, can continue to access the system via connection to our secure Website. The current ITS **Anywhere Anytime Access** application is a Web-based interface that eliminates the need for special or additional software such as a virtual private network (VPN). From any location that offers Internet access and via a workstation, tablet or mobile device (as applicable), the user logs-into the system/interface using a registered name and password through a Secure Sockets Layer (SSL) exchange. This is 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.



Our ITS 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 WTRJ 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 ITS monitoring and recording functions.

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's on-site PCs, or any off-site PC (desktop or laptop).

Authorized users may access system features & tools from any PC running Microsoft Internet Explorer 9.0 & other Internet-enabled devices.

Data security is a core competency for GTL and we go the extra mile to protect your institutions and your data. As such, GTL has not had any data breaches related to customer or inmate data. We have developed a comprehensive and integrated security program and we reinvest in it continually. GTL's



Security Architecture relies on a layered approach to data security to proactively protect agency information. This approach begins at the customer level, continues during data transport, and carries through to our data centers.

For example, when GTL stores its most critical information, such as credit card data, this data is encrypted at rest using an industry-best practice - our Key Encryption Appliance. The keys used to encrypt the data never leave the appliance, which means that data can only be decrypted programmatically using multiple layers of authentication. At the facility level, we employ five levels of security on our network and have developed a secure custom operating system for our in-pod and handheld devices. These security elements are integrated within our network topology to prevent intrusion from external sources.

When it comes to securing sensitive information, uncertainty and risk reflect the reality of the world that we live in. Data breaches, whether stolen or hacked, have reached an all-time high and are at the forefront of the news. Many such breaches do not come to light until years after the breach has taken place, but a simple Google search of “inmate call data breach” highlights the dangers of inadequate security in a correctional setting.

We encourage you to research the recent breaches of inmate telephone data in evaluating the best vendor for WTRJ. The loss of millions of inmate call records at various locations has been called one of the largest data breaches of 2016. These repeated losses of confidential information have resulted in lawsuits against an ITS provider and their customers - jails/correctional entities in multiple locations. While breaches could be devastating to ITS providers, they are equally as damaging to the agency and government customers.

The services requested in this RFP are part of a larger framework of your security and intelligence infrastructure. The decisions made in the evaluation of this RFP will have a lasting impact on the operational safety and security of your institutions. As you evaluate this RFP, consider which company is best suited to handle the ever-increasing risk of security breaches and digital intrusion. At GTL, we have a professionally certified team dedicated to both corporate security and PCI compliance. Our goal is to safeguard your data and keep you out of the headlines.

### 3. Offeror shall provide equipment that has keyword search capabilities.

#### GTL has read, understands, and complies.



GTL is able to provide fully integrated keyword data-mining capabilities along with our ITS solution through our Call IQ® feature. Our fully **Integrated and Intelligent Keyword Search** application allows the recorded conversations of inmate calls to the outside world to be scanned automatically for specified keywords; alerting investigators of recordings that contain the words or phrases of interest.

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## Call IQ® Basic - Keyword Search

GTL will enable WTRJ investigators to tap into the massive amounts of recorded audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. WTRJ staff can now index large amounts of recorded audio from phone calls or computer voicemail making content instantly searchable. By eliminating the need to translate speech to text, and then mining that text, GTL provides indexing speeds never before imagined. GTL's fully Integrated Call IQ 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 speaker's gender, age, dialect or accent or 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 400 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.

The process works in two phases. In the first phase, 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.

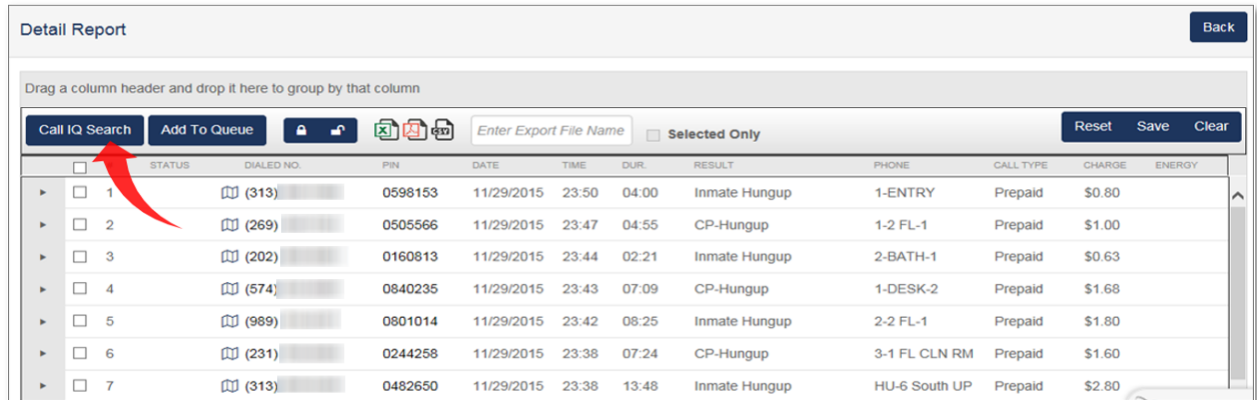
The second phase begins when a search is requested. Searches can be done directly on words or phrases, or using special operators such as Boolean strings or time-based proximity to other content. GTL's proprietary search engine identifies and matches the phonetic equivalent of the search string and returns 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

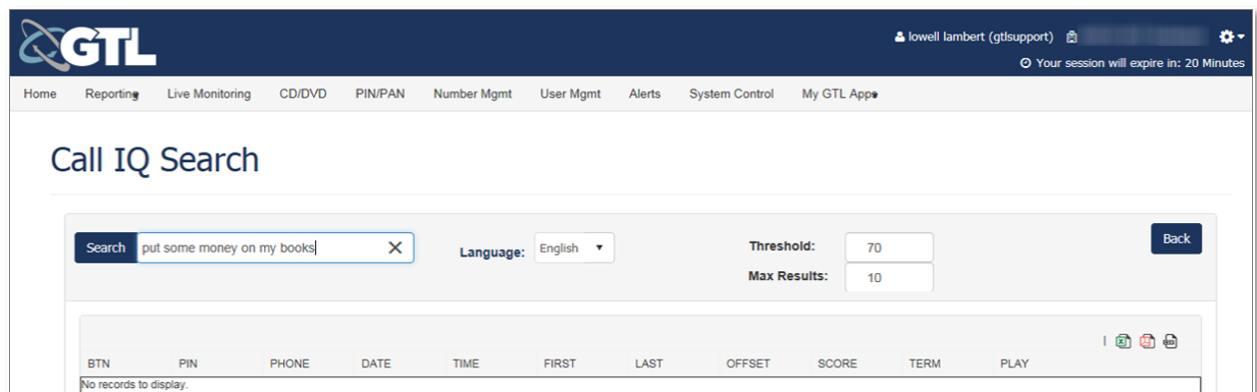
## Easy to Use

Users can easily select the calls to investigate by creating a Call Detail Report on any criteria desired. The Integrated Keyword Search is invoked for these calls by clicking the **Call IQ Search** button.



	STATUS	DIALED NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY
▶	<input type="checkbox"/>	(313)	0598153	11/29/2015	23:50	04:00	Inmate Hungup	1-ENTRY	Prepaid	\$0.80	
▶	<input type="checkbox"/>	(269)	0505566	11/29/2015	23:47	04:55	CP-Hungup	1-2 FL-1	Prepaid	\$1.00	
▶	<input type="checkbox"/>	(202)	0160813	11/29/2015	23:44	02:21	Inmate Hungup	2-BATH-1	Prepaid	\$0.63	
▶	<input type="checkbox"/>	(574)	0840235	11/29/2015	23:43	07:09	CP-Hungup	1-DESK-2	Prepaid	\$1.68	
▶	<input type="checkbox"/>	(989)	0801014	11/29/2015	23:42	08:25	Inmate Hungup	2-2 FL-1	Prepaid	\$1.80	
▶	<input type="checkbox"/>	(231)	0244258	11/29/2015	23:38	07:24	CP-Hungup	3-1 FL CLN RM	Prepaid	\$1.60	
▶	<input type="checkbox"/>	(313)	0482650	11/29/2015	23:38	13:48	Inmate Hungup	HU-6 South UP	Prepaid	\$2.80	

The user then types in the words or phrase of interest and selecting the language of the search. Criteria for minimum correlation threshold and maximum returned results can be defined, then just click **Search** to initiate the audio search.



Call IQ Search

Search  X Language: English Threshold: 70 Max Results: 10 Back

BTN	PIN	PHONE	DATE	TIME	FIRST	LAST	OFFSET	SCORE	TERM	PLAY
No records to display.										

## 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.

4. Please provide any other additional investigative tools, features or creative solutions that might be available to the WTRJ.

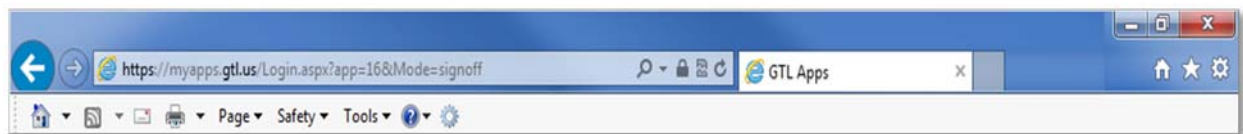
**GTL has read, understands, and complies.**

WTRJ investigators will immediately recognize and appreciate our ITS superior investigative capabilities. Our investigative tools were designed and integrated as a result of input from active investigators. The ITS investigative tools include but are not limited to:

- Called Party IQ® – Inmate to Inmate Call Detection
- Anytime Anywhere Access to Investigative Tools
- Live Call Monitoring and Hot Alerts
- Reverse Number Lookup (BNA)
- Call Recording – Replay, Analysis, Transfer to Portable Media
- Investigative Note Attachment
- Case Management
- Security Threat Groups (Gang) Investigative Module
- Call Detail Reporting
- Report Builder – Advanced Investigative Call Reporting
- Call IQ® – Basic & Advanced Intelligent Keyword Search

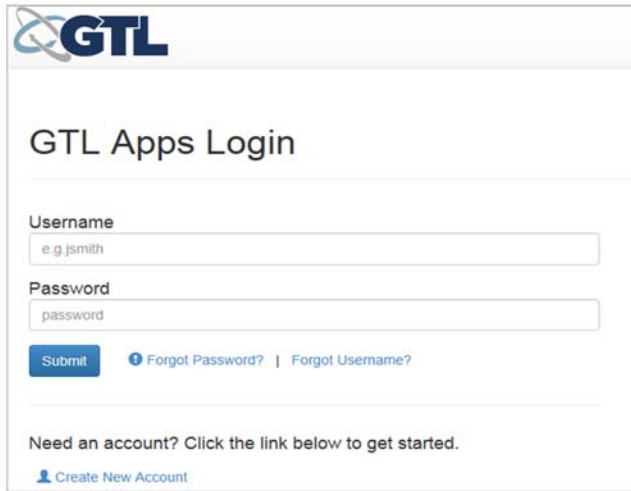
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## **Anytime Anywhere Access**



GTL's hosted ITS solution has a 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 system workstation, on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain ITS features.

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

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

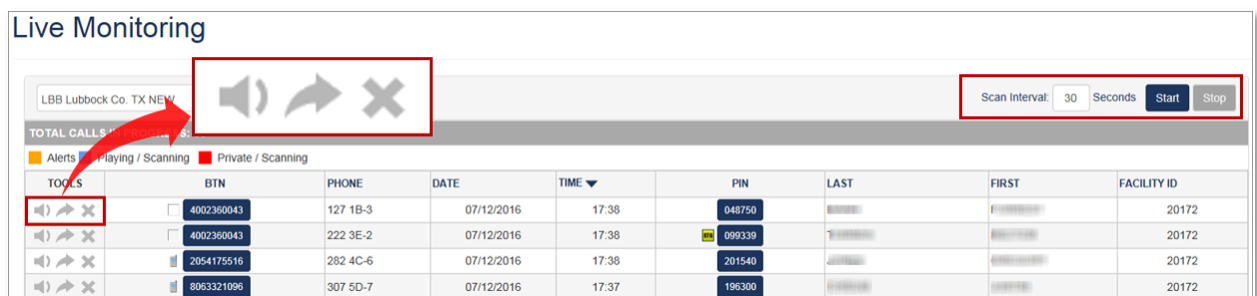
Remote access to the system is through a Secure Sockets Layer (SSL) exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

## 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. 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.

An authorized user monitoring calls may also forward calls-of-interest, for example, to a designated number or other approved numbers for investigative staff.



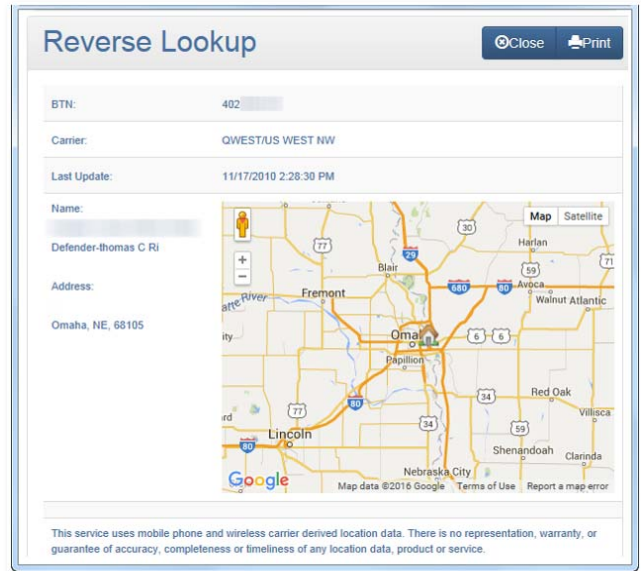
## Reverse Number Lookup

GTL's Reverse Number Lookup feature is included standard and is fully integrated with our ITS software. GTL offers this investigative tool as a standard part of our calling system at no additional cost. Reverse Lookup searches a large industry database for the billing name and address (BNA) of a specified phone number and displays the name and address along with a street Map or Satellite image.

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

Reverse Number Lookup is also available for inmate-dialed numbers **during live Call Monitoring** and from **Detail Reports**. The

authorized user simply clicks any Billed to Number (BTN) displayed on the Call Monitoring screen or listed the icon next to the number on a call detail report to instantly view the name and address associated with the selected number.



## Call Recording – Replay, Analysis, Transfer to External Media

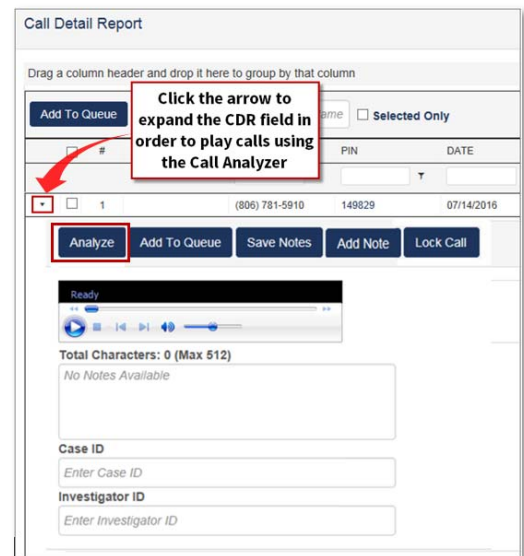
WTRJ users are easily able to retrieve and playback specific call recordings in the Call Detail Reports screen of the ITS. Simply clicking on the drop down arrow expands the call record to display two options for replaying the recorded conversation associated with each call record: *Call Playback* and *Call Analyzer*.

**Call Playback** is accessed by clicking the play button on the player screen.

- 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.

**Call Analyzer** is accessed by clicking the Analyze button.

- 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.

**Separately Analyze the Two Sides of a Conversation:** As shown in the previous screenshot GTL ITS 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.

**Remove silence during playback:** Call Analyzer is able to remove silence from recordings with our Skip Silence control. This allows users to remove silence in call recording playback from both channels, the inmate side only, called party side only or disable the control. Investigators are able to set the rate which the Call Analyzer skips ahead when silence is detected. In addition, users are able to adjust the level of Silence Sensitivity to detect the level of volume and filter out noise in the audio.

**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.

## GTL Expert Testimony

GTL provides free expert testimony 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 for replay in a courtroom, or elsewhere, retains the security envelope.

## Call Recording Off-Load to Portable Media

Call archiving to portable media is simple with the GTL ITS. The **CD/DVD Utilities** module allows call recordings with their associated call records to be easily copied to portable media (CD, DVD, USB devices). 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.

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.

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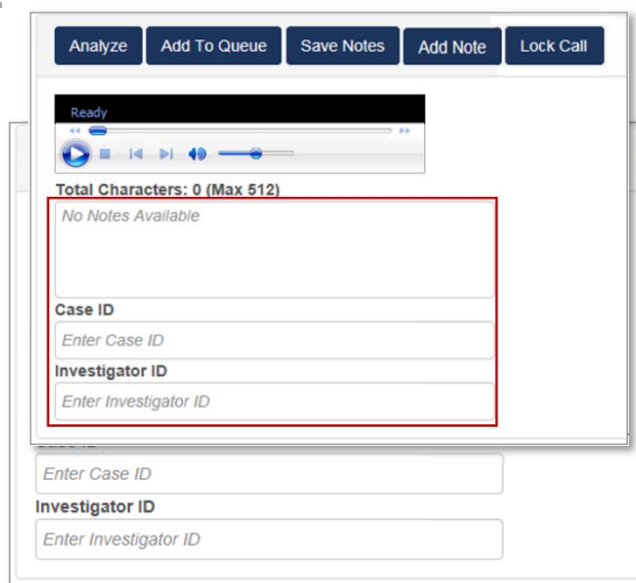
## Investigative Note Attachment

The ITS gives authorized users the capability of attaching multiple notes of up to 512 characters each to calls for the inclusion of information such as case number or other investigative data. Notes attached to a call can be viewed and printed. Once a note has been added to a recording, additional notes may be added.

**Search Investigator Call Notes:** Investigators are able to search for notes attached to records of calls that have previously made and saved in the Call Detail Reporting screen.

**View Additional Call Notes:** Investigators are able to view all notes made by all users by choosing the View All Notes option in the User Management screen when setting up the role in User Management.

**View All Notes:** Users with the assigned role can search for and view calls with notes attached. Any calls that have a note assigned will appear with the Notes icon in the Call Search Results.



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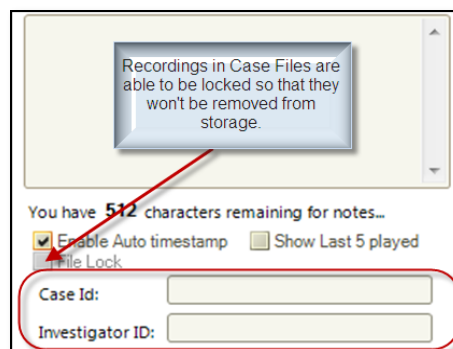
## Case Management

GTL's ITS provides investigators with Case Management which allows them to assign inmate call recordings to specific Case IDs and include Investigator ID's and notes as attachments to those inmate recordings being investigated.

GTL's ITS allows authorized users to track case management by attaching a specific a Case ID and an Investigator ID to inmate call recordings related to a specific investigation. For each inmate recording within a specific Case ID, investigator notes may be added in the notes field.

To search for specific Case IDs and notes placed by investigators made by a specific investigator, regarding a specific case, or for a note mentioning a specific word or words, enter information in any one or more of the fields.

In addition, the system provides investigators additional case management features within the Report Builder solution. In Report Builder, investigators can assign a Case ID along with the Investigator ID and any notes related to the case management of the recordings of inmates being investigated. The Case Management feature of the Report Builder allow for the recording and all fields including Case ID and notes to be "locked" indefinitely on GTL storage servers until the specific investigator no longer needs the recording.





## 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 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 through a Jail Management System feed.

Investigators are able to perform STG reporting in the "Security Threat Group" pull down menu which 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 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 will be displayed as a Tool Tip when the user moves the mouse over the Alert icon or the STG icon.

The screenshot shows the 'Live Monitoring' interface for LBB Lubbock Co. TX NEW. It features a 'TOTAL CALLS IN PROGRESS: 19' indicator and a 'Scan Interval: 30 Seconds' control. A legend indicates 'Alerts' (yellow square), 'Playing / Scanning' (blue square), and 'Private / Scanning' (red square). The main table displays call details with columns for TOOLS, BTN, PHONE, DATE, TIME, PIN, LAST, FIRST, and FACILITY ID. A red box highlights an 'STG' icon in the PIN column for the second row. A tooltip for 'Status Alerts' is visible, listing 'Hot BTN' and 'Bloods'.

TOOLS	BTN	PHONE	DATE	TIME	PIN	LAST	FIRST	FACILITY ID
[Speaker] [Play] [X]	4002360043	179 2B-7	07/12/2016	18:3	098569	CASTILLO	MICHELLE	20172
[Speaker] [Play] [X]	4002360043	110 1D-2	07/12/2016	18:3	161458		BEAU	20172
[Speaker] [Play] [X]	9067773290	351 6D-3	07/12/2016	18:3	136909		JOHNNIE	20172
[Speaker] [Play] [X]	8176091253	101 1A-1	07/12/2016	18:30	154253		GARY	20172
[Speaker] [Play] [X]	8065444931	412 -R2	07/12/2016	18:30	175516	LARA	LETICIA	20172

**STG PIN/PAN PIN Search:** A Security Threat Group 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.

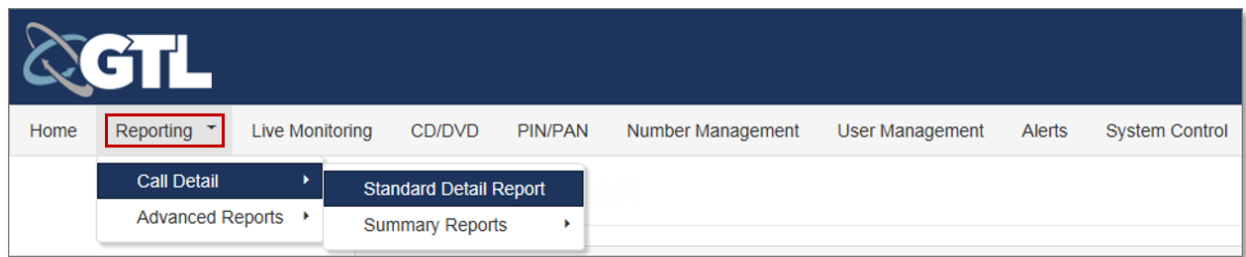
**STG PIN Details:** A Security Threat Group drop-down may be used in the PIN Detail screen. Users can select a STG from the drop-down list and click Save to assign the PIN to the threat group. A PIN may only be assigned to one STG at a time.

**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.

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## 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:

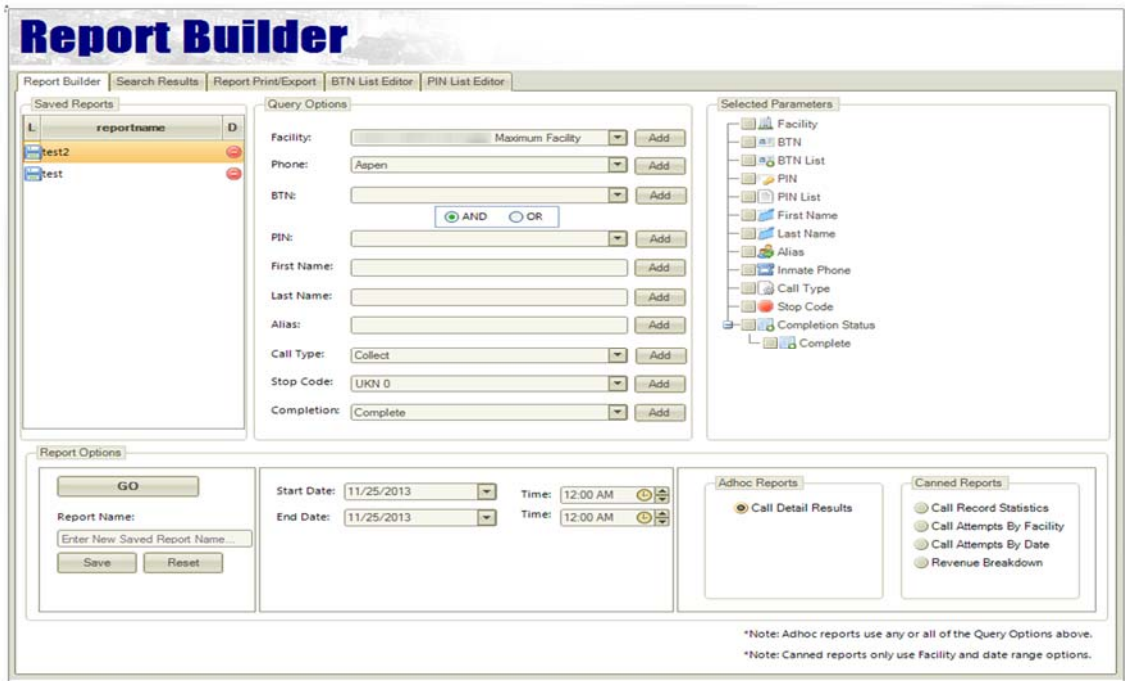
- Define call search parameters and generate reports
- Trace the origin and destination of every inmate call or call attempt
- View every call's history detail (date and time, duration, cost, destination, if applicable reason for block, reason for disconnect, et cetera).
- Report the frequency of inmate 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.
- 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.

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## Report Builder - Build Custom Investigative Reports

The GTL-ITS Report Builder allows investigators to build custom 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, the ITS 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 to create and save special lists that can then be selected as the BTN and/or PIN Query Options reports.


For example, all incarcerated members of a particular gang might compose a special PIN List and phone 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.

TOOLS	FACILITY	BTN	DATE	TIME	PIN	FIRST	LAST	PHONE	DUR	CHF
	MIS Women's Reception (WERDCC) -Debit Blended	5738039744	20101208	1403	0086133	CYNTHIA	TAYLOR	HU1 A-LL	05:38	\$1.60
	MIS Women's Reception (WERDCC) -Debit Blended	5737833531	20101208	1403	1185327	RACHEL	TRIPP	HU2 A-LL	13:36	\$1.51
	MIS Women's Reception (WERDCC) -Debit Blended	5738039744	20101208	1403	0326394	KAREN	MEYER	HU3 B-LL	00:25	\$0.10

Report Builder’s Search Results Screen

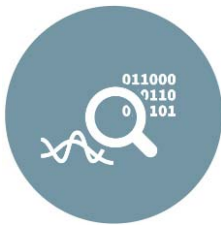
**Apply Additional Filters:** Clicking the dropdown icon  that is visible beneath any column heading will let you apply additional filters to the data in that column, thus refining the search.

**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 each 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 each facility so that you can run a report on calls made from every booking area in your jurisdiction. 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 any facility to any of those same numbers could then lead you to other gang members in your facilities that had not previously been identified.

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## Call IQ® Basic - Keyword Search



GTL will provide WTRJ with our fully integrated word data-mining capabilities along with our ITS solution through our Call IQ® feature. Our fully ***Integrated and Intelligent Keyword Search*** application allows the recorded conversations of inmate calls to the outside world to be scanned automatically for specified keywords; alerting investigators of recordings that contain the words or phrases of interest.

GTL will enable WTRJ investigators to tap into the massive amounts of recorded audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. WTRJ staff can now index large amounts of recorded audio from phone calls or computer voicemail making content instantly searchable. By eliminating the need to translate speech to text, and then mining that text, GTL provides indexing speeds never before imagined. GTL’s fully Integrated Call IQ 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 speaker’s gender, age, dialect or accent or 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

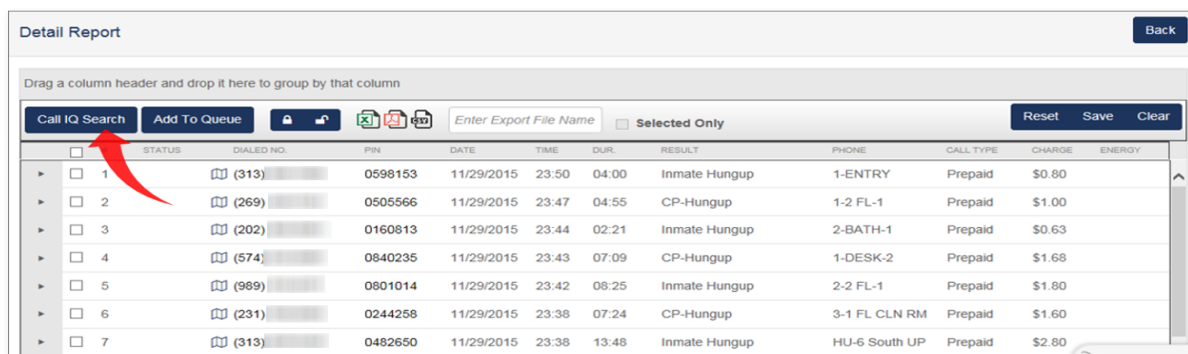
This technology is based on phonetics—the systematic study of the sounds of human speech. In all the languages of the world, there are about 400 distinct sounds (known as “phonemes”) though most languages use only a fraction of that total. By using these tiny components of language, GTL is able to capture 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.

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

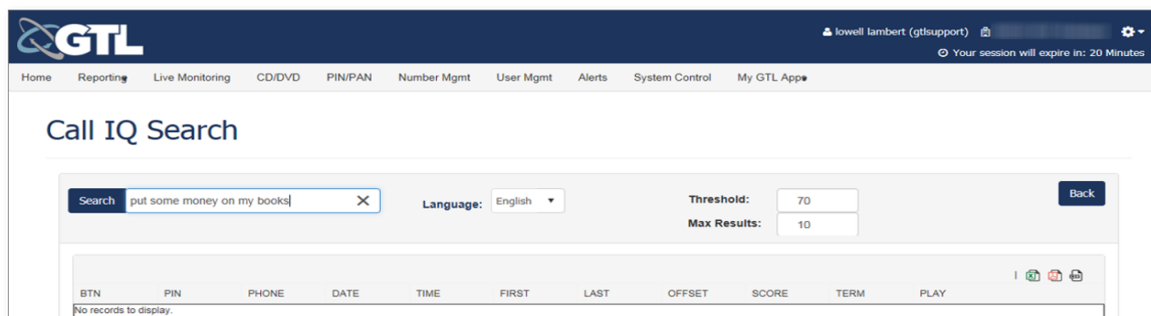
## Easy to Use

Users can easily select the calls to investigate by creating a Call Detail Report on any criteria desired. The Integrated Keyword Search is invoked for these calls by clicking the **Call IQ Search** button.



	STATUS	DIALED NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY
▶	<input type="checkbox"/>	(313)	0598153	11/29/2015	23:50	04:00	Inmate Hungup	1-ENTRY	Prepaid	\$0.80	
▶	<input type="checkbox"/>	(269)	0505566	11/29/2015	23:47	04:55	CP-Hungup	1-2 FL-1	Prepaid	\$1.00	
▶	<input type="checkbox"/>	(202)	0160813	11/29/2015	23:44	02:21	Inmate Hungup	2-BATH-1	Prepaid	\$0.63	
▶	<input type="checkbox"/>	(574)	0840235	11/29/2015	23:43	07:09	CP-Hungup	1-DESK-2	Prepaid	\$1.68	
▶	<input type="checkbox"/>	(989)	0801014	11/29/2015	23:42	08:25	Inmate Hungup	2-2 FL-1	Prepaid	\$1.80	
▶	<input type="checkbox"/>	(231)	0244258	11/29/2015	23:38	07:24	CP-Hungup	3-1 FL CLN RM	Prepaid	\$1.60	
▶	<input type="checkbox"/>	(313)	0482650	11/29/2015	23:38	13:48	Inmate Hungup	HU-6 South UP	Prepaid	\$2.80	

The user then types in the words or phrase of interest and selecting the language of the search. Criteria for minimum correlation threshold and maximum returned results can be defined, then just click **Search** to initiate the audio search.



Call IQ Search

Search put some money on my books X Language: English Threshold: 70 Max Results: 10 Back

BTN PIN PHONE DATE TIME FIRST LAST OFFSET SCORE TERM PLAY

No records to display.

## 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.

## F. Phone System Security

1. The proposed system must be programmed for auto shut-off at times designated by the WTRJ.

GTL has read, understands, and complies.

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### Call Scheduling - Automatic Daily Turn On/Off of Phones

The existing ITS has been automatically configured to with specific program times when the system will be available or unavailable for inmate calling.

- On/Off times may be programmed to the minute, 24 hours a day.
- On/Off times may be programmed to be unique on each day of the week.
- On/Off times may be programmed to be unique by individual phones.

Phone Group Edit Global View Save Cancel / Reset

Phone	Description	PIN Override Type	Value	Recording
101	101 1A-1	Disabled	0	Recording

Call Time - 4004

	Start Time	End Time	Duration
Sunday	8:00 AM	10:00 PM	20 Min.
Monday	8:00 AM	10:00 PM	20 Min.
Tuesday	8:00 AM	10:00 PM	20 Min.
Wednesday	8:00 AM	10:00 PM	20 Min.
Thursday	8:00 AM	10:00 PM	20 Min.
Friday	8:00 AM	10:00 PM	20 Min.
Saturday	8:00 AM	10:00 PM	20 Min.

**Schedule Inmate Calling Times:** The current ITS allows calls from inmate phones or groups of phones to be limited to specific times during the day and/or on particular days of the week. Authorized staff can establish calling times by inmate phone, outside number, PIN, housing area, and system-wide within the System Control screen that will automatically control the availability of individual or groups of phones.

2. The WTRJ personnel must be able to manually shut down all or any part of, the system.

**GTL has read, understands, and complies.**



#### Manual Cut Off Switches – Shutdown All or Selected Phones

The ITS currently provides options for automatic daily turn on and shut off of telephone service at designated times for separate housing units by individual phone. The phones can be shut down quickly and easily using either system software controls or manual shutdown switches.

### Automatic Daily Turn On and Shut Off of Phones

GTL's ITS provides the ability to program times when the system will be available or unavailable for inmate calling.

- On/Off times may be programmed to the minute, 24 hours a day.
- On/Off times may be programmed to be unique on each day of the week.
- On/Off times may be programmed to be unique by individual phones.

In addition to the ability to shut down phones from any workstation, we also provide WTRJ mechanical cut-off switches, located in WTRJ designated areas. We have provided WTRJ with individual kill switches for each phone, and have provided more advanced and flexible switch configurations to allow WTRJ staff to shut down various groups of phones with one switch. With these configurations, phones can be cutoff individually, as a bank, or for the entire facility.

3. The proposed system shall be password protected to permit only appropriate authorized personnel access to the system.

**GTL has read, understands, and complies.**



The current ITS utilizes password-protected security levels to ensure that WTRJ users can only access information for which each has been authorized. WTRJ 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, all personnel will continue to 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.

4. The ITS shall prohibit direct-dialed calls of any type.

**GTL has read, understands, and complies.**

All calls are processed through a multi-lingual, automated operator. Inmates are NEVER permitted with the ability to dial a number directly.

5. The ITS shall prohibit access to a line operator for any type of calls.

**GTL has read, understands, and complies.**

The automated operator controls each call from off the hook to hang-up. Inmates will never have access to a live operator and cannot place a direct dialed call for any type of call.

6. The ITS shall prohibit access to "411" information service.

**GTL has read, understands, and complies.**



As the incumbent, this capability is already in place. A file was loaded into the ITS database upon initial implementation that prohibits inmates from making calls to specific numbers.

Access is typically denied to the following:

- **Information (411, 1-411, 555-1212, 1-555-1212)**
- Direct Dialing (1+)
- Operators (0-, 00-, 1-0-XXX-0)
- Talk Lines (900, 976 Exchanges)
- Toll Free Lines (1-800, 1-888, 1-877, and the like)
- IXC Access (950, 10-XXXX, 10-10-XXX)
- Correctional facility telephone numbers
- Correctional facility employees' home numbers
- Judges' and prosecutors' home numbers
- Emergency Numbers (e.g. 911, Police, Fire, Poison)

7. The ITS shall prohibit access to 800 and 900 type services.

**GTL has read, understands, and complies.**





As the incumbent, this capability is already in place. A file was loaded into the ITS database upon initial implementation that prohibits inmates from making calls to specific numbers.

Access is typically denied to the following:

- **Toll Free Lines (1-800, 1-888, 1-877, and the like)**
- **IXC Access (950, 10-XXXX, 10-10-XXX)**
- Direct Dialing (1+)
- Operators (0-, 00-, 1-0-XXX-0)
- Information (411, 1-411, 555-1212, 1-555-1212)
- Talk Lines (900, 976 Exchanges)
- Correctional facility telephone numbers
- Correctional facility employees' home numbers
- Judges' and prosecutors' home numbers
- Emergency Numbers (e.g. 911, Police, Fire, Poison)

8. The ITS shall prohibit access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.

**GTL has read, understands, and complies.**



As the incumbent, this capability is already in place and will continue to be provided by prohibiting access to multiple long distance carriers via 950, 800 and 10 10-xxx numbers . The existing ITS allows unlimited telephone number blocking and includes a wildcard feature for blocking groups of numbers.

**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.

9. The ITS must be able to be shut down quickly and selectively. WTRJ must be able to shut down the ITS by cut-off switches at several locations including, but not limited to:
- a) At demarcation location
  - b) By central control
  - c) By select housing units

**GTL has read, understands, and complies with Section F. 9, items a – c.**



The existing and proposed ITS is configured to provide both manual and automatic ways to shut down service to inmate telephones. For all phones or designated phones, service shut down methods include:

- **Software Phone Controls:** Manually shut down telephones using ITS software controls
- **Manual Cut Off Switches:** Manually shut down all or selected phones using mechanical switches installed by GTL.

## Software Phone Controls – Turn Off All or Selected Phones

The current ITS gives WTRJ the ability to shutdown individual phones and groups of phones within a specific demarcation location, by central control or by selected housing units. From any workstation or Internet connection, WTRJ staff with the appropriate authorization can access **System Control** to modify the service status of inmate telephones. Phone Status has three possible settings:

- **Recording** – Calling service is ON and all non-private calls are recorded. This is the default setting.
- **No Recording** – Calling service is ON without recording
- **Off** – Calling service is turned OFF

To shut down service to all telephones or all phones in a designated group (e.g. specific housing unit, entire facility, etc.) , in the Global Phone Status field, select “Off”.

The screenshot shows the 'System Control' interface with a sidebar on the left containing 'Default Settings', 'Phone Settings' (selected), 'Phone Details', 'Location IQ', and 'IP Restrictions'. The main area is titled 'Phone Settings' and includes a 'Select Phone Group' dropdown, a 'Phone Group' field, and buttons for 'Edit Phones View', 'Save', and 'Cancel / Reset'. Below these are three fields: 'Global PIN Override' (set to 'Disabled'), 'Value' (set to '0'), and 'Global Phone Status' (set to 'Recording'). The 'Global Phone Status' dropdown menu is open, showing options: 'Recording', 'Off' (highlighted with a red box), 'No Recording', and 'Recording'.

*Telephone Status – Global On/Off Phone Control*

## Manual Cut Off Switches – Shutdown All or Selected Phones



In addition to the ability to shut down phones from any workstation, we also provide mechanical cut-off switches, currently located in approved WTRJ locations.

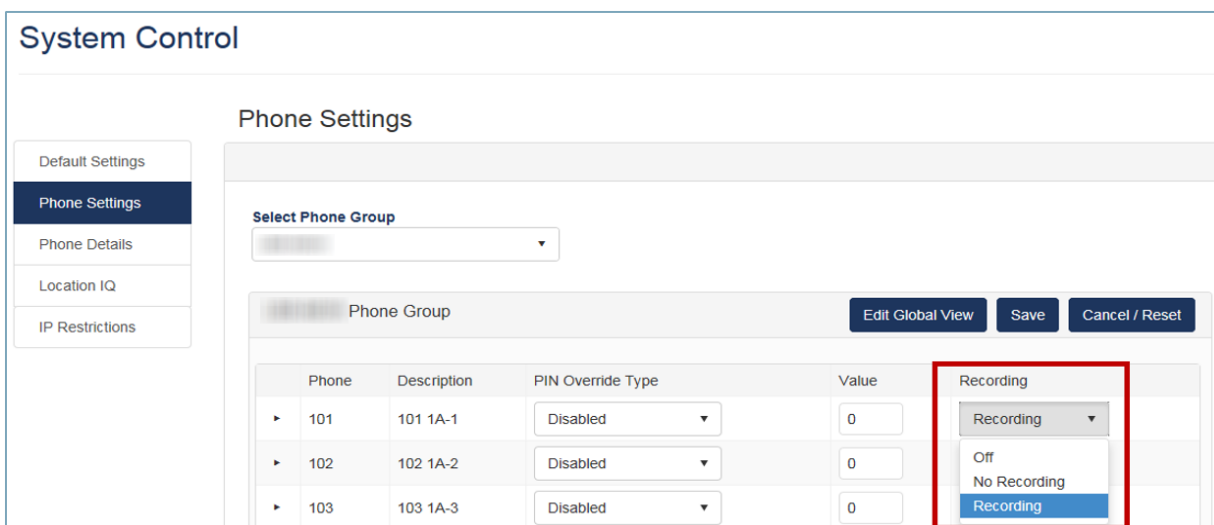
WTRJ will be able to manually cut-off phones by housing unit, individual phone or globally

10. The ITS shall be capable of taking an individual station out of service without affecting other stations or units.

**GTL has read, understands, and complies.**



Telephone service to individual inmate phones may also be turned on or off and placed out of service without affecting other stations or units. 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 following image.



11. The ITS shall prevent any inmate telephone from receiving any incoming calls. The Offeror shall work with the local exchange carriers (LECs) to ensure such control. Offeror shall provide a detailed explanation regarding the information which is displayed on the called party’s caller ID each time a call from the Facility is placed.

**GTL has read, understands, and complies.**

The existing ITS permits outgoing calls only. We employ several methods to ensure there will be no incoming calls to inmate telephones.

- We use IPVPN circuits to connect each facility to the data center, eliminating the need for POTS (plain ordinary telephone service) lines connected to our system. It is not possible to make an inbound call to our system through an IPVPN circuit.
- Trunks in the ITS are engineered for one-way outbound calling only.
- The inmate telephones have no ringer or other means of signaling an incoming call.
- The Caller ID number displayed for outgoing calls is the GTL toll-free Customer Service number. The actual phone number for the circuit is never displayed; therefore, end users will

never have knowledge of a phone number to call an inmate at a facility even if the system allowed it.

12. The ITS, upon detection of a three way call (call forwarding and conference calls, etc.), shall have the capability to flag and/or terminate the call immediately. Three-way calls shall be flagged in the call detail records as “three-way call.”
  - a) Please indicate whether the ITS plays a message to the inmate and/or the called party prior to terminating the call.

**GTL has read, understands, and complies.**

The current Inmate System is configured to inform the call parties via a pre-recorded message, that a prohibited 3-way call attempt has been detected prior to ending the call.

- b) Please specify the method used by the Offeror to detect three-way calls.

**GTL has read, understands, and complies.**



The existing and proposed ITS is configured 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 has been 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 has 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.

The system is constantly analyzing the audio stream looking for audio events with sufficient amplitude and duration to indicate that a three-way call may be occurring. When triggered, the three-way call analysis software breaks the audio stream into 10ms slices before and after the event for detailed analysis to determine if it is a three-way call.

Triggers include detection of a tone or “noise” (such as call progress tones) in the middle of a conversation with a specific degree of amplitude and duration that indicates that the tone is not part of the conversation.

This three-way call detection method does not listen for frequencies which can be problematic but rather audio events or aberrations of sufficient amplitude and duration that are not part of normal conversation.

The call will be flagged in the call detail record and made available for review in a report designed for this specific purpose (“Three-Way/Energy Detect”).

Call Detail Report							
#	STATUS	BTN	PIN	DATE	TIME	DUR	
1	E	(806) 777-3290	136909	07/11/2016	21:14	14.2	
2	E	(806) 445-7146	198382	07/11/2016	20:52	10.4	
3	V E	(806) 928-9126	156892	07/11/2016	20:12	05.1	
4	st E	(682) 225-3760	160982	07/11/2016	19:58	17.3	
5	E	(806) 474-8807	169885	07/11/2016	19:03	06.0	
6	E	(806) 632-0368	093719	07/11/2016	18:05	15.0	

CHARGE	DETECT
\$3.45	07:11
\$2.82	09:18
\$1.54	02:19
\$4.62	09:58
\$1.54	03:32
\$3.45	14:50

13. WTRJ prefers that the ITS has the capability to detect and terminate Remote Call Forwarding calls. If Offeror’s ITS is unable to detect Remote Call Forwarding, please provide the status of Offeror’s research and development relative to detection of Remote Call Forwarding.

GTL has read, understands, and complies.



Fraud attempts, involving a called party’s cooperation in having calls automatically forwarded to a remote number, poses a great challenge to the corrections industry.

*At GTL we place the highest priority on security and fraud prevention within our ITS platform solution.*

## Remote Call Forwarding

The existing and proposed ITS provides WTRJ staff with real-time reporting of forwarded calls detected in the Call Detail Record of the current ITS user interface. Additionally, Remote Call Forwarding Detected calls can be configured to not terminate and be allowed to connect, or they can be blocked and immediately terminated. Calls that are detected but passed through are shown in a yellow highlight in the Call Detail Reporting screen. Calls blocked and immediately terminated are marked as Remote Call Forwarding Detection in the call termination code.

Call Detail Report							
#	STATUS	BTN	PIN	DATE	TIME	DUR	
1	E		136909	07/11/2016	21:14	14.2	
2	E		198382	07/11/2016	20:52	10.4	
3	V E		156892	07/11/2016	20:12	05.1	
4	st E		160982	07/11/2016	19:58	17.3	
5	E		169885	07/11/2016	19:03	06.0	
6	E		093719	07/11/2016	18:05	15.0	

CHARGE	DETECT
\$3.45	07:11
\$2.82	09:18
\$1.54	02:19
\$4.62	09:58
\$1.54	03:32
\$3.45	14:50

**How it works:** We implement state of the art VoIP networks for our customers that use SIP (Session Initiated Protocol) for signaling and control. During the call setup, and throughout the duration of the

call, the ITS platform and the terminating end points pass status messages. The current ITS monitors these messages, as well as voice phases, that occur in order to detect any forwarded calls or abnormal call events. We will continue to work tirelessly to provide the most secure fraud prevention solutions for WTRJ.

**VOIP Provider Call Forwarding:** Our SIP to SIP remote call forwarding is the most accurate technology in the corrections industry today, and is completely reliable in detecting and deterring remote call forwarding. In a recent month, over 1M remote call forwarding/three-way calls were stopped without undue inmate or called party complaints.

**Additional Forwarding Prevention:** We have taken additional action to combat remote call forwarding.

In addition to our SIP to SIP network detection and reporting, we use various customer screening methods during the customer account setup process for both prepaid and postpaid GTL accounts. The methods in place require the potential account holder to send us written confirmation, verifying the address location of the phone number for the account, including the customer's city, state and postal zip code.

The validated address must match the assigned National Public Area Code (NPA) and local phone exchange (NXX) as approved by the Public Utilities Commission in that area. If the customer attempts to set up an account on a phone number outside their assigned area code and exchange, GTL will not complete the account set up process and will advise the customer that he or she must utilize a phone number associated with their geographic billing address.

14. The ITS shall have the capability of answer detection.

**GTL has read, understands, and complies.**



The existing and proposed ITS is able to determine that the call has been positively answered, answered by an answering machine, not answered, etc.

15. The ITS shall be capable of limiting the length of a call, providing the dial tone at certain times of the day and allowing a maximum number of minutes or seconds per inmate, per month. The current call time limit is fifteen (15) minutes.

**GTL has read, understands, and complies.**

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## **Call Duration**

Our ITS will continue to allow WTRJ to control the duration of inmate calls based on both time limits and time of day restrictions. The same maximum duration (e.g. 15 minutes) may apply to all inmate calls throughout the jail or WTRJ has the option to set longer or shorter maximum time limits for inmates in certain 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) or set call duration by PIN. The system can be set to announce the time remaining at specific intervals, such as one or five minutes prior to the call expiration.

The system keeps a running count of calls for each inmate and to each given number. With a limit on call volume based upon a defined time period in place, once this “velocity” threshold is reached, further attempts by an inmate to place a call or to call the particular number are blocked until the designated time expires. Call limit thresholds are easily programmable by authorized WTRJ personnel through the system’s interface program.

PIN Specific Call Limits

Free       Private       Debit  
 Collect       Prepaid

Calls/Minutes  
No Limit (selected)      0

Statistics	Free	Private	Debit	Prepaid	Total Used
Used	0	0	0		0

**Designate Number of Calls per Time Period**

16. In all circumstances, the ITS shall limit the inmate to a single call request. The ITS shall always require the inmate to disconnect the call in progress and initiate another call.

**GTL has read, understands, and complies.**

GTL’s ITS will allow completion of only one dialed number per individual attempt. Any attempt to dial extra digits during a call attempt will be blocked. The inmate must hang up (terminating the first call), re-enter his/her PIN and redial to place another call, thereby eliminating the potential for chain dialing or other phone fraud.

**G. Phone System Reports**

1. The Offeror shall supply the capability for the facility to view and track call activity, commission information, and facility service requests from practically any location at any time via a web accessible site.

**GTL has read, understands, and complies.**



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

This Web-based interface eliminates the need for special or additional software to access GTL’s virtual private network (VPN). Investigators or other WTRJ-authorized individuals, either on-site or at remote locations, may access the system via connection to our secure Website. Users can view and track call activity, access commission information and review facility service requests from any location that offers Internet access. The user is required to enter their login credentials using their registered name and password.

2. The Offeror shall supply call detail reports to the WTRJ. These reports shall contain a variety of call information and be customizable to suit WTRJ’s needs.

**GTL has read, understands, and complies.**



The existing ITS is preconfigured with a set of report templates that are commonly used. Upon request, GTL can configure and save additional Report Types that WTRJ anticipates needing. The investigator selects these custom report templates from the **Call Detail/Summary Reports** drop list on the Menu Bar.

GTL-defined reports include:

- Standard Summary Report (data for all calls for count, minutes and revenue)
- Free Call Summary Report (data for free calls for count, minutes and revenue)
- Rate Summary Report (data for all calls by call type for count, minutes and revenue)
- Frequently Used Summary Report (data for all calls by BTN for frequency and date/time)

Authorized WTRJ users can create call detail reports using the parameters listed below.

<b>Call Detail Record Report Parameters</b>	
Start and End Date	Defaults to the current date. To generate a report for any time, frame other than the current day, click the Calendar icon beside Start or End Date to open the calendar and select a new date. Before selecting a day of the month, check that the correct month and year for the report have been selected.
Start and End Time	If these fields are left blank, then data for the entire day will be included in the report. To narrow the search to a specific time frame, enter a <b>Start Time</b> and <b>End Time</b> with a colon between the hour and the minute. The time must be entered in international format. For example, 7 a.m. is 7:00, and 7 p.m. is 19:00.



Call Detail Record Report Parameters	
Inmate Phone	If no phone is selected, all phones will be included. Select the phone to view an individual phone.
Phone Group	Phones are grouped into categories set during installation in compliance with each facility's request. Select from the list of phone groups to search for records of calls made from a particular location or Pod in the facility.
First and Last Name	You can type part of a name or the full name. For example, type Geo in the <b>First Name</b> field, and all calls made by any inmate whose name starts with Geo will appear. This field is not case sensitive.
Bill-To Number (BTN)	Search for calls made to a specific number, or search all calls made by entering only part of the number. For example, enter 817741 to find all calls to the 741 prefix in area code 817. Do not type a space, dash, hyphen, or any character that is not a number in this field.
Contains	A Contains checkbox has been added beside the BTN, PIN, First Name, and Last Name, and Alias fields. When checked, the Contains option allows users to enter <b>partial search values</b> (e.g. part of a name or number) in these fields to return all records containing the partial search string.
PIN	To search only for calls made by a particular PIN or inmate ID for those facilities using PINs, or by a particular calling card number for facilities using cards, type that number in this field.
PINs - Active Only	To search only for records of calls made active PINs in the facility, click on the PINs - Active Only located at the bottom left-hand corner of the screen. A green checkmark will appear.
Minimum & Maximum Duration	If no entry is made in these fields the search will bring up calls of any length. To search only for calls of certain duration, type a time in seconds in either or both of these fields. A Minimum Call Duration of 3 minutes must be entered as 180. A Maximum Call Duration of 10 minutes must be entered as 600.
Completion Status	Users may search call records based on the Completion Status of the call. Select <b>All</b> , <b>Complete</b> , or <b>Incomplete</b> from the drop-down list. To change the default setting so that your preferred choice comes up when you open this page, click System Control and select Default Settings from the menu. Select your preferred choice and save. You will need to log out and log in again for the change to take effect.
Call Type	View all call types permitted at your facility, which typically include Collect, Debit, Prepaid, and Free. Call types may vary depending on the facility. If none of the options is selected, the search will include all types of calls. To narrow the search by Call Type simply click on the type of calls you want to search.
Call Band	In this field you will see these Call Bands. Local, Intralata, Interlata, Interstate, or International. If none of the options is selected, the search will include all Call Bands.

Call Detail Record Report Parameters	
Stop Reasons	In this field you will see a list of every way in which a call can be terminated. To search for calls terminated in a specific way, select any Stop Reason.
Return HOT status calls only	To search only for calls which have been marked as HOT, check this box. Calls are considered HOT if the inmate PIN or the BTN has had an alert placed on it by an ICM User.
Return PRIVATE status records only	To only search records of calls to numbers that have been marked as PRIVATE, check this box. Calls to numbers marked as PRIVATE are not recorded.
List Pin with inmate name	Click the List PIN with Inmate Name checkbox to see the name of the inmate who made each call listed with the search results on the Call Detail Results screen (for facilities that use PINs or Inmate IDs).
Return ENERGY status records only	Select this checkbox to search calls flagged as potential three-way calls.
Return Calls for all Sites	Select here to run report for all your correctional agency's facilities, not just the site whose ID you entered on the Log-in page. (Appears for multi-facility accounts only)
Alerts (button in upper right-hand corner of the screen)	Click the <b>Alerts</b> button to view a list of all alerts that have been set on any PIN or BTN and the contact number and email to which notification is to be sent for each alert.

The existing system's unique **Report Builder** is specifically designed for WTRJ to generate custom and ad hoc reports using more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, reports from Report Builder can reveal **call trends and correlations** that might otherwise go unnoticed in standard reports.

Report Builder may be used to build simple or complex ad hoc 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. Report Builder's **BTN List Editor** and **PIN List Editor** allow you to create and save special lists that can then be selected as the BTN and/or PIN Query Options.

3. Offeror shall attach samples of their call detail and other standard reports.

**GTL has read, understands, and complies.**

Please refer to the Exhibits section of our proposal response for Sample ITS reports.

4. Offeror shall provide a secure access to all calling activity via the web accessible site. The hosted site will need to provide an interface that will allow the facility to view call detail reports, check and track the facility

commission data. This system should also allow authorized individuals to open and/or view the status of service tickets.

**GTL has read, understands, and complies.**



The current ITS provides secure hosted site with access to authorized personnel via an accessible website allowing users to is a secure website providing calling activity to authorized personnel only. Approved users can view call detail reports, check and track facility commissions data and open / view the status of service tickets.

## **H. Service and Maintenance**

1. Provide an onsite representative who will handle all inmate problems with the ITS. This will include liaison duties between the ITS tech support, phone technician, inmate and inmate families, our member jurisdictions and the public. The representative will handle all technical issues with call recording terminals at the facility and member jurisdictions while working with the ITS technical support. The representative will also complete all requests for inmate telephone recordings that cannot be completed by a member or outside jurisdiction. The representative will also work directly with member jurisdictions to assist with any issues they have with retrieving recording or other data. The representative will serve as the “Custodian of Records” for the ITS and will be subpoenaed by courts to validate recordings. This representative’s hours will be documented in the proposal.

**GTL has read, understands, and complies.**



We will provide a highly-qualified, professional person who will be located on-site and provides both System Administrator and Service Technician. Functional responsibilities include, but are not limited to, the following:

- Inmate Telephone Called Number Validation
- System Administration
- Debit System Administration
- Report Generation
- Help Desk
- Trouble Report Management, Tracking, and Resolution
- Dispatch of Field Service Repair Technicians
- Personnel Training
- Specialized training for State Investigators
- Inmate Telephone and System Maintenance

2. Offeror shall provide 24-hour, toll-free service number.

GTL has read, understands, and complies.

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## **GTL Maintenance and Support Plan**



We are committed to providing WTRJ with the finest level of maintenance and account support possible. Our dedicated team of professionals ensuring the software, hardware, and peripheral equipment associated with the inmate calling system are maintained for the life of the contract.

**24 Hours/Day, 7 Days/Week, 365 Days/Year Technical Support**

Our toll-free number (800-646- 6283) is manned 24 hours per day, 365 days per year by a GTL technical representative located at our U.S. based call centers. 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 arranges for a Technician to go to the facility to make the repair. Mike Condra, your dedicated service technician, who has first-hand knowledge of your facility and operations for the past 3+ years, will continue to provide support for WTRJ - no learning curve.

Requests for service or reports of malfunctions go directly to our Technical Assistance Center where highly trained professionals determine the best course of action. Our toll free technical service number is always answered by a live GTL representative. We also offers live chat on the web.

3. Offeror shall provide service policies and procedures as an attachment to this proposal.

GTL has read, understands, and complies.

Please refer to the Exhibits section of our proposal response for GTL's Maintenance and Service Policies and Procedures.

4. Describe the maintenance and quality assurance programs for telephones to be installed.

GTL has read, understands, and complies.

GTL's maintenance and quality assurance program for the telephones being installed is part of our overall program. The full program is described below.


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## **GTL Inmate Telephone Services**

Global Tel\*Link (GTL) takes pride in providing the best and most reliable services to our valued customers who include many of the largest counties and state departments of corrections in America. We systematically measure, compare with industry and customer standards, and monitor the performance of the products and services we deliver. This focus on quality translates into repeatable and sustainable performance over the life of the contract; ensuring contract compliance and resulting

in superior service for WTRJ, inmates and offenders, and the families and friends who financially support those incarcerated in the WTRJ facility.

GTL's quality assurance program for the WTRJ Project involves planned and systematic performance surveillance activities designed to ensure that performance standards are met. This Quality Assurance Plan is subject to modification by WTRJ and GTL's mutual agreement.

	<p style="text-align: center;"><b>GTL Quality Assurance Plan Highlights</b></p> <ul style="list-style-type: none"><li>• Overview of Mission Critical Quality Control Processes</li><li>• Quarterly Executive Account Review</li><li>• Technical Maintenance and Support</li><li>• Service Priority Levels and Response Times</li><li>• Issue Notification and Escalation</li></ul>
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## Overview of Mission Critical Quality Control Processes

We include a brief overview of our Mission Critical Quality Control Processes, because these strongly support and ensure the success of our Quality Assurance Plan.

## System Design and Change Management

GTL's Inmate Telephone System is specifically designed by GTL to meet the unique needs of correctional customers and manufactured or programmed to meet or exceed industry standards. Specific services are configured to address WTRJ's stated needs and requirements. Any updates, upgrades, or changes in design or functionality are carefully planned and extensively tested prior to deployment. Every change, small or large is subject to WTRJ's approval as well as:

- **Management Approval:** All changes must be approved by GTL management prior to being placed in the production environment.
- **Security Department Approval:** Any changes to security elements (firewalls, et cetera) or features that have the potential to impact security must be reviewed and approved by GTL's Security Department.
- **Impact Analysis:** Identification of all features, applications, and processes related to the change that may impact functions available to system users.
- **Test Plan:** Planned tests, specific to the change, to verify that the change accomplished what it was supposed to do and does not adversely affect other system components.
- **Rollback Procedure:** A fallback plan that describes the process of reverting the environment to its original configuration if the change does not proceed as intended.
- **Test Environment:** All software changes must be rigorously tested on the quality assurance test network isolated from the production network.

## Installation Check Lists and System Burn-In

A series of detailed check lists are used to ensure the proper installation and implementation of our inmate telephone services for each site. Installation includes a “burn in” process during which all equipment, interface programs, and transaction record creation, storage and retrieval are extensively tested.

## GTL Security Architecture and PCI Compliance

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. We present below only a fraction of the policies and procedures GTL has in place to ensure fund and data security and accuracy. If desirable, GTL’s Chief Security Officer will be pleased to set up a meeting with WTRJ 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 (PCI) Security Standards.

- 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-canned 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. The GTL Information Security Policy dictates that no wireless networks are permitted to be attached to the LAN. Wireless networks are strictly used to provide guest Internet access. PCI-

DSS Compliance requirements only dictate that quarterly wireless scanning is required, however GTL goes a step beyond that to better ensure the protection of our customer's data.

- Anti-Virus is installed on all internal GTL servers and workstations. The anti-virus solution is centrally managed and alerts the Technology Group when viruses are detected or security policies are not adhered to.
- Monthly internal and external vulnerability scanning and annual penetration testing is performed. 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.
- All backup tapes are encrypted before they are sent for off-site storage. It should be noted that PCI only requires that tapes be stored in a "secure location". Encrypting the tapes ensures that if a tape is lost during transit, the data is not accessible to unauthorized persons.
- Billing customer service representatives are prevented from accessing the internet and their machines are locked down to prevent the use of external media such as thumb drives and CD-ROMs. This helps to ensure that electronic credit card data does not leave the premises.
- File integrity monitoring is in place on all servers that process, transmit or store credit card information. This ensures that the Security Department is alerted to all unauthorized modifications of critical system files and internally developed software.

## Real Time System Monitoring

GTL has continuous, on-line access to our Inmate Telephone System. The system is electronically monitored in real time by Simple Network Management Protocol (SNMP) and continuous on-line self-diagnostic applications that automatically alert GTL's Network Engineers or Technical Support staff when a problem is detected.

System components are automatically polled at specific intervals (typically every five minutes) and various data and, alerts when applicable, are transmitted to GTL's support center. When an alert is received, steps to remotely diagnose and fix the problem begin immediately. If an issue cannot be handled through remote access, a technician is dispatched to the site to investigate and resolve the problem.



SNMP interface displays current network status and access to historical statistical data.

GTL's virtual private network (VPN) through which all call and financial transactions are transmitted is monitored in real time, 24 hours a day, 365 days a year by GTL's highly trained, certified network specialists.

## Daily Performance Level Monitoring

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 System Surveillance Sweeps

Each quarter, every GTL 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 network health and function, software version numbers, storage capacity, module operation, and database synchronization and capacity.



## Technical and Customer Service Tracking

GTL provides round-the-clock technical and customer service and support. Every technical or customer service issue is fully documented in GTL's Technical or Customer Service tracking systems.

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### Quarterly Executive Account Review

GTL's WTRJ Project Team will meet on a quarterly basis with an assigned GTL Executive to review contractual obligations, terms, and conditions, and GTL's service delivery performance for the previous quarter. The review will include at a minimum:

- Technical and Customer Service Reports.
  - Review of transaction volume.
  - Review of service issues.
  - Performance comparison to previous quarters.
  - Action plan for the following quarter if applicable.
- 

### Technical Maintenance and Support

GTL's quality service includes routine equipment maintenance and toll-free Technical Support **24 hours a day, 365 days a year**. GTL's **first response** to a call from <<clientshort>> 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 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 manned 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 arranges for a Technician 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:

- Physical test of inmate phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound trunks for dial tone and proper PIC code. Complete all required inmate phone repairs.

- Operational test of call processing equipment and perform routine maintenance and cleaning.
- 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.
- Ensure that the appropriate facility personnel have repair and technical service escalation materials.
- 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'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:

- The GTL-provided technician receives any further details or instructions involving inmate phone system issues.
- The technician performs system diagnostics, performs repairs as necessary, and completes the Trouble Ticket form.
- The technician notifies GTL Technical Service of completion of the trouble, and details on resolution of the trouble.

5. It is solely the Offerors' responsibility to provide installation and maintenance which includes all wiring at the facility.

**GTL has read, understands, and complies.**



The existing ITS ) is already installed and fully operational. Any additional wiring required by WTRJ will be provided at no cost. GTL will be fully responsible for all wiring maintenance as well.

6. Detail equipment installation charges, if any.

**GTL has read, understands, and complies.**

All solutions being provided by GTL are provided to WTRJ at **NO COST**. We will continue to assume responsibility for any new equipment, installation, service, maintenance, voice network and transmission, data network and day-to-day operation. WTRJ will bear no responsibility for any costs associated with our solutions.

7. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.

**GTL has read, understands, and complies.**

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## **GTL Service Levels**

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 WTRJ concerns. We provide an immediate response and the dispatch of local field technicians. Unscheduled maintenance and repairs include the following:

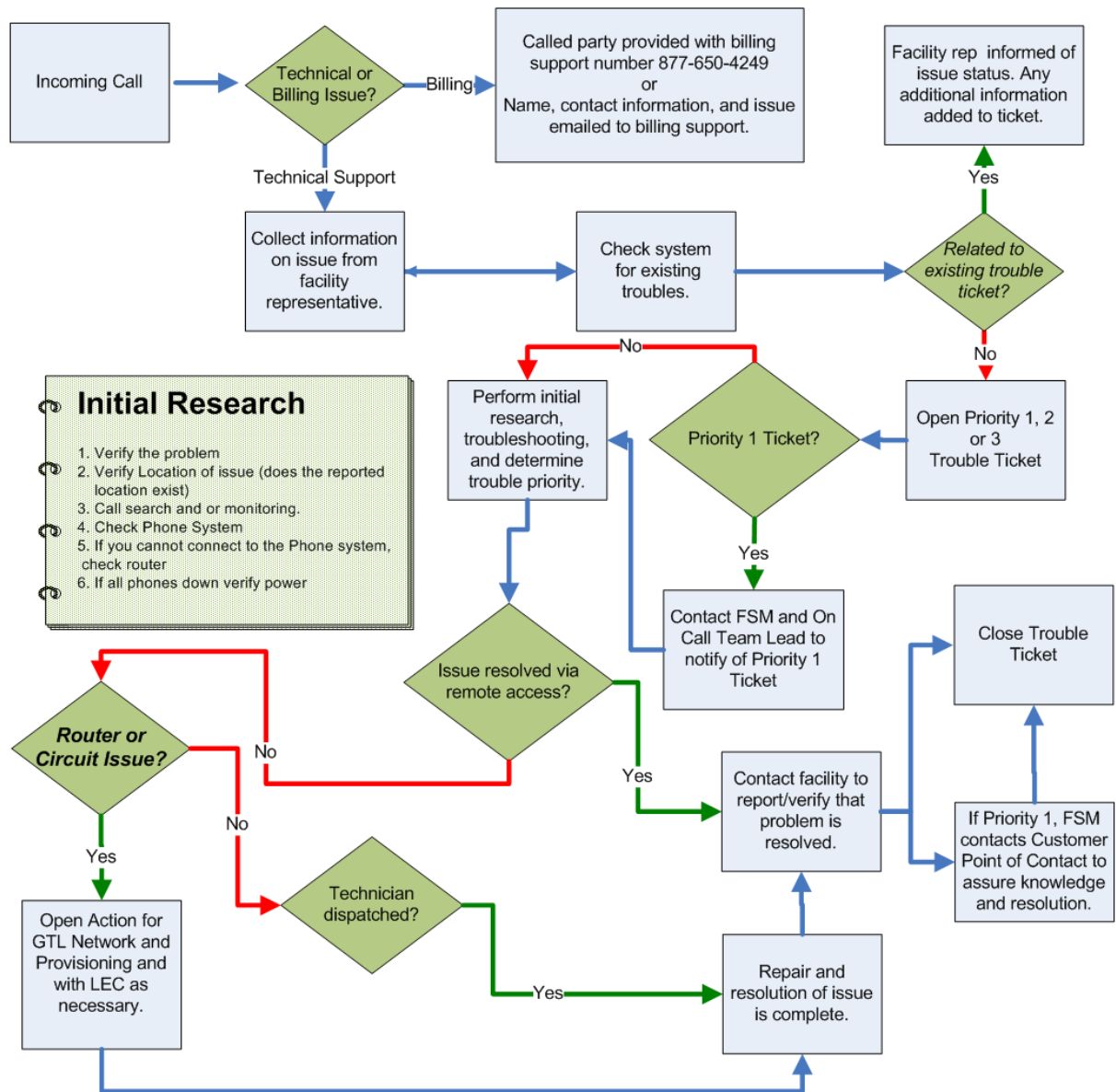
- The GTL-provided technician receives any further details or instructions involving inmate phone system issues.
- The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.
- The technician notifies GTL Technical Service of completion of 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 WTRJ’s 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

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## Service Priority Levels and Response Times

	Description	Expertise
<b>Priority 1</b>	<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> <ul style="list-style-type: none"> <li>• Response time is less than one (1) hour.</li> </ul>	<p>Sr. Technician Level of Expertise</p> <p>Minimum 6 years Network Operations or IT Industry experience</p> <p>Experience with using and configuring network monitoring applications and ticketing systems</p> <p>First level network and/or first level server support experience</p>

	<ul style="list-style-type: none"> <li>• Resolution time is less than three (3) hours without site visit.</li> <li>• Resolution time is less than six (6) hours with a site visit.</li> </ul>	<p>Experience with providing escalation support and training to first level technicians.</p> <p>Understanding of carrier class environment and services</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> <ul style="list-style-type: none"> <li>• Response time is less than two (2) hours.</li> <li>• Resolution time is less than six (6) hours without site visit.</li> <li>• Resolution time is less than ten (10) hours with a site visit.</li> </ul>	<p>Priority 2 Service Level will be managed by either a Tier II and Sr. Technician depending issue and will many times work together to resolution.</p>
<p><b>Priority 3</b></p>	<p>10%- 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> <ul style="list-style-type: none"> <li>• Response time is less than two (2) hours.</li> <li>• Resolution time is less than six (6) hours without a site visit.</li> <li>• Resolution time is less than fourteen (14) hours with a site visit.</li> </ul>	<p>Tier II Technical Support Technicians - Level of Expertise</p> <p>3+ years experience in a technical support environment providing support for external desktop and network customers</p> <p>Understanding of networks, router and servers.</p> <p>Experience in direct customer support with Microsoft Operating System.</p> <p>Experience supporting Linux/UNIX/QNX and SQL.</p> <p>Experience supporting POTS and DSL circuits.</p> <p>Desktop, server and networking equipment application and hardware support.</p> <p>Associates or Bachelors degree, preferably in Information Technologies, Computer Science or Electronic Engineering.</p> <p>Experience working in a software and hardware testing environment.</p> <p>Experience in direct customer support with Windows OS.</p> <p>Experience in server based telephony networks.</p> <p>MCP, MCSE or A+ Desktop certifications</p> <p>CCNA or N+ Network certification</p> <p>Proven experience with integration of computer and telephone networks</p>

		Solid experience with communication ports, modems TCP-IP, remote access clients and protocol.
<b>Priority 4</b>	<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> <ul style="list-style-type: none"> <li>• Response time is less than four (4) business hours.</li> <li>• Resolution time is less than twenty-four (24) business hours w/o site visit.</li> <li>• Resolution time is less than twenty-four (24) business hours with site visit.</li> </ul>	<p>Tier I Technical Support Technicians - Level of Expertise</p> <p>2+ years experience in a technical support environment providing desktop support for internal and external customers.</p> <p>Associates or Bachelors degree, preferably in Information Technologies, Computer Science or Electronic Engineering.</p> <p>Experience working in a software support environment.</p> <p>Experience in direct customer support with Windows OS.</p> <p>Experience in server based telephony networks.</p> <p>MCP, MCSE or A+ Desktop certifications</p>

8. List the service office responsible for the facility.

**GTL has read, understands, and complies.**

GTL’s office located in Richmond Virginia will be responsible for the coordination of all service activities. Localized service personnel will be dispatched to the facility for any and all repairs. Since GTL has more service personnel located in the Commonwealth than all other vendors combined, WTRJ can rest assured that service will continue to be delivered in a highly effective and responsive manner.

9. The Offeror shall provide the necessary labor, parts, materials, and transportation to maintain all proposed telephones in good working order and in compliance with the equipment manufacturer’s specifications throughout the life of the Agreement. No charge shall be made to WTRJ for maintenance of the ITS.

**GTL has read, understands, and complies.**

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**GTL Maintenance and Support Plan**

We are committed to providing WTRJ with the highest level of maintenance and account support possible. Our professionals ensure that the software, hardware, and peripheral equipment associated

with the inmate calling system are maintained for the life of the contract and provided at NO CHARGE to WTRJ.

- We provide 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 WTRJ.
- Malfunctioning equipment repaired or replaced as needed and inquires by WTRJ staff are answered quickly and courteously.
- Responses to service interruptions or equipment malfunctions within the agreed upon timeframes.

10. The Offeror shall maintain all cable related to the ITS, whether reused or newly installed.

**GTL has read, understands, and complies.**

GTL service technicians will be responsible for installation and maintenance of all required wiring/cabling throughout of the life of the contract, at no cost the WTRJ.

11. The Offeror shall respond to repair requests from WTRJ by arriving at the site promptly after reasonable notice has been given on a twenty-four (24) hours a day, seven (7) days a week basis, 365 days a year.

**GTL has read, understands, and complies.**



Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to our 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, Tom Zidar and Mike Condra the service team assigned to the WTRJ's Project, will be dispatched to the site.

12. The Offeror must exhibit to WTRJ a best effort approach to completion of the repairs or replacement during the first twenty-four (24) hours following notification of a significant problem (significant is at the sole discretion of WTRJ). WTRJ shall be notified of progress and or delays in progress until there is resolution of the problem. Offeror shall notify WTRJ any time a technician will be dispatched to the Facility.

**GTL has read, understands, and complies.**



We are committed to providing WTRJ with the highest level of maintenance and account support possible. We will make every effort to complete any repairs or the replacement of equipment within the first 24 hours following notification

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 WTRJ Project will be dispatched to the site.

We will notify WTRJ at any time a technician will be dispatched to the facility.

## Work Order Timeframes

### Non-Emergency Work Orders:

In general, a non-emergency is any need or situation relative to the current ITS 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. We have 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 WTRJ's request, progress notifications can be provided with greater or lesser frequency.

<b>Severity</b>	<b>Work Order Update</b>
P-1	Every 2 hours
P-2	Every 4 hours
P-3	Every 6 hours
P-4	Every 8 hours
N/A	As Needed

13. WTRJ may cancel the Agreement with Offeror if Offeror has not cured a service problem within ten (10) days of the Offeror receiving notice of the problem from WTRJ.

**GTL has read, understands, and complies.**

GTL is committed to providing WTRJ with the professional services that you currently experience with our technical support specialists. Mike Condra will continue to visit the jail on a weekly basis to perform preventative maintenance and resolve any outstanding work orders and issues ensuring WTRJ's ITS is fully operational. He has been servicing WTRJ for many years and is familiar with the facility and staff as well as WTRJ's policies and procedures.

14. A complete list of contractors/subcontractors, managers, administrators, technicians, etc. must be provided to WTRJ. This includes a complete list of business, cellular or other contact means; the Offeror's management home and emergency telephone numbers must also be furnished. Offeror shall provide a copy of your current repair procedure policy for both normal maintenance and emergency outages.

**GTL has read, understands, and complies.**



The following GTL personnel and authorized subcontractors will continue to provide the high level of professional customer service to which WTRJ is accustomed.

- John "JC" Rogers , Account Manager
- Tony Pellegrino, Regional Vice President
- Tom Zidar, Field Services Manager
- Philip Jones, Field Services Director
- Robert Wells, Sales Engineer
- Michael Condra, Field Service Technician
- Steve DeForrest, Executive Director of Implementations

Their contact information can be found in the CONFIDENTIAL envelope included with our proposal response.

We will continue to be responsible for all ongoing and preventative maintenance for all the equipment (including the Lobby Deposit Kiosk and the intake kiosk currently installed at WTRJ) and for any payment-related hardware and software services. Additionally, GTL will continue to collect 100% of the cash from both kiosks as we know this is very important to the Western Tidewater Regional Jail Command Staff. Our toll-free Customer Service number is available for after hours and weekend support for all repairs and issues.

**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. We have 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 WTRJ’s request, progress notifications can be provided with greater or lesser frequency.

<b>Severity</b>	<b>Work Order Update</b>
• P-1	• Every 2 hours
• P-2	• Every 4 hours
• P-3	• Every 6 hours
• P-4	• Every 8 hours
• N/A	• As Needed

15. Either party shall report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the ITS. Offeror will assume liability for any and all such damages. In addition, Offeror shall ensure that all inmate telephones are operable and maintained at an acceptable level at all times.

**GTL has read, understands, and complies.**

16. All issues surrounding the ITS service shall be reported by Offeror to WTRJ or its Designee promptly.

**GTL has read, understands, and complies.**

## **I. Installation and Cut-Over**

1. The contractor will provide inmate phone sets, the remote administration station and the automated inmate call control system, remote system access via the web and the system and insure that they are working properly. This installation is to be completed within thirty (30) days after award of the contract.

**GTL has read, understands, and complies.**



GTL will easily meet the 30 days window for installation! We have provided the inmate phone sets, the remote administration station, and configured the call control and remote access system based on WTRJ's current policies and procedures. The ITS currently installed at WTRJ has demonstrable past performance in meeting or exceeding the specifications as defined in this RFP. WTRJ will experience "zero" down-time and "zero" change with the current inmate phone system. The same inmate Calling/Recording/Monitoring system that WTRJ has become reliant upon will continue in an uninterrupted fashion now and beyond the new contract start date. The need to access multiple systems to review calls, that would be experienced with the migration to a different provider, is completely eliminated!

2. Offeror shall submit a complete and detailed schedule of the time frame required for installation, utility coordination, training, cut over and testing. The system must be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the facility.

**GTL has read, understands, and complies.**



As your current inmate phone system provider, WTRJ will have no changes to the existing ITS hardware and software, therefore, there is no impact and no disruption of services provided to the inmates, their families and friends and WTRJ staff.

GTL will continue to maintain, update, and provide new features and functionality to WTRJ with the functionality, security requirements, call controls and monitoring as required by WTRJ at no additional cost. Your staff, inmates and friends and family will not experience any changes, therefore, reducing any burden associated with a new system. The normal call volume and revenue decreases normally seen with the migration to a new vendor are completely eliminated by retaining GTL as your continued provider. The public will not have to endure the trouble of requesting refunds, opening new accounts, learning new systems, etc.

We have provided a sample timeline for the additional value added services we are proposing to WTRJ. Please refer to the Value-Added Features document in the Exhibits section.

3. If the schedule cannot be met within the 30 days stated above, contractor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the contractor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the WTRJ.

**GTL has read, understands, and complies.**



GTL will easily meet the 30 days window for installation! As the current provider of the ITS, no installation is required. WTRJ will not experience any disruption of any services that are currently provided. The facility will continue to operate under normal operating conditions with no impact of services to the inmates, friends and family and WTRJ personnel.

4. Due to Offeror's action(s), if any installation is not completed within the timeframe allowed in the agreed-upon implementation plan, Offeror may incur liquidated damages in the amount of three hundred dollars (\$300.00) per day for each day beyond the installation date. In no event will natural disasters or acts of God cause Offeror to incur liquidated damages.

**GTL has read, understands, and complies.**

5. Should Offeror incur liquidated damages, WTRJ will invoice Offeror. Payment of the invoice shall be made to WTRJ or its Designee within thirty (30) days of Offeror's receipt of the invoice.

**GTL has read, understands, and complies.**

6. The Offeror agrees to obtain WTRJ's written permission before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.

**GTL has read, understands, and complies.**

7. The Offeror agrees to assume responsibility for installation of the equipment in accordance with the specifications contained in the manufacturer's installation instructions.

**GTL has read, understands, and complies.**

8. Use of existing or in-place conduit, raceways, cable ways, cable, inside wiring, telephone set mountings, switches, terminal boxes, and terminals

within the Facility are at the risk of the Offeror. No exposed wiring will be permitted in inmate housing areas. Ownership of any wiring or conduit placed under this Agreement by the Offeror becomes WTRJ's property upon termination and/or expiration of the Agreement.

**GTL has read, understands, and complies.**

9. The Offeror agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and must meet all applicable EIA/TIA wiring standards for commercial buildings. The new wiring will be of a color agreed upon by WTRJ and the contractors as to not conflict with the color schema currently in use at WTRJ.

**GTL has read, understands, and complies.**

10. The Offeror shall install additional telephones and monitoring and recording equipment as needed at no cost to WTRJ. This shall be done throughout the Agreement term and all subsequent renewal terms.

**GTL has read, understands, and complies.**

11. The Offeror shall provide and install adequate surge and lightening protection equipment on all lines used for the ITS. Offeror shall be responsible for maintaining, replacing or upgrading the surge and lightening protection at no cost to WTRJ.

**GTL has read, understands, and complies.**

12. Installation of all telephones and related equipment shall be accomplished during normal business hours at WTRJ or as otherwise specified by the Administrator.

**GTL has read, understands, and complies.**

13. The Offeror shall clean up and remove all debris and packaging materials resulting from work performed.

**GTL has read, understands, and complies.**

14. The Offeror shall restore to original condition any damage to WTRJ's property caused by maintenance or installation personnel associated with the Offeror, including repairs to walls, ceilings, etc.

GTL has read, understands, and complies.

15. The Offeror agrees to install, repair and maintain all Offeror provided equipment and lines, including but not limited to any wiring or cable work required throughout the facility at no cost to WTRJ. All Offeror-provided equipment, installation, maintenance and repair costs as well as all costs or losses due to vandalism shall be the total responsibility of the Offeror.

GTL has read, understands, and complies.

16. Upon completion of the initial installation and any ongoing installations, Offeror must provide WTRJ and its Designee with a list of telephone numbers, equipment specifications and locations of each unit.

GTL has read, understands, and complies.

17. Offeror must indicate any environmental conditions required for the proposed call processing equipment. Offeror shall specifically provide a recommendation for addressing the temperature in the phone room at the facility at no cost to WTRJ.

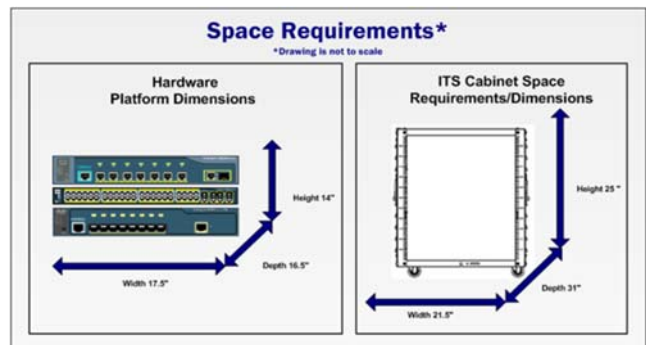
GTL has read, understands, and complies.

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## ITS Space Requirements

The space currently allocated for the existing ITS platform will be suffice for this contract as well. The on-site ITS platform hardware is housed within an on-site equipment cabinet.

- Platform Hardware: 14" Height x 17.5" Width x 16.5" Depth
- Cabinet: 25" Height x 21.5" Width x 31" Depth



## ITS Power Requirements

Standard 120v, 60hz electrical current powers the on-site Inmate Telephone System equipment. The system requires a standard 20 amp dedicated outlet for proper operation. The outlet(s) should be

located within 6 feet of the system equipment rack. In the case of multiple racks, additional circuits are required. All related electrical wiring and circuit loading will be in compliance with the guidelines of the National Electrical Code and state code requirements. Inmate telephones throughout the facility are line-powered and do not require that electricity be run to cell blocks.

## **Electrical Grounding**

During installation, GTL ensures ITS equipment grounding and station-side surge protection at each facility. The protection blocks are mounted and punched next to the connector blocks. The ITS controller and all protection blocks are connected directly to a local earth ground in the equipment room. GTL also verifies that the telephone company grounding systems meet certain minimum requirements.

## **Environmental Requirements**

GTL's onsite hardware requires an operating temperature of 0° to 40° Celsius, a storage temperature of 0° to 70° Celsius, and a relative humidity of 5% to 95% non-condensing.

18. Offeror must indicate the physical size of any call processing equipment to be installed at the Facility.

**GTL has read, understands, and complies.**

The space currently allocated for the existing ITS platform will be suffice for this contract as well. For dimensions of the equipment please refer to the answer found directly before this question.

19. Any delay in the implementation of the contractors' schedule that is caused by WTRJ will increase the contractor's time allowance to complete installation but the contractor must submit a complete and detailed schedule of additional time required.

**GTL has read, understands, and complies.**

20. The contractor will assume the risk of loss and or damage during shipment, unloading and installation.

**GTL has read, understands, and complies.**

### **J. Call Monitoring and Recording**

1. Any communication between the inmate and the called party must have the capability of being recorded.

**GTL has read, understands, and complies.**





The current ITS automatically records all calls, except those to numbers marked “Private” within the system to ensure attorney/client privilege, between the inmate the called party. The system is capable of recording calls from all phones simultaneously. Live monitoring of calls does not interfere with the recording of calls.

When an offender places a call, the recorded conversation (along with call details) is digitally stored in a Redundant Array of Independent Disks (RAID). Call processing and call recording operate off the same clock and have the same date and time stamp. Detailed records of all calls will be stored at GTL’s Data Center in Texas. Call recordings are encrypted, date and time stamped, and stored along with their associated call data.

2. Communication between the inmates and their attorney’s office should not be recorded. The system must allow the facility to identify phone numbers that should not be recorded.

### GTL has read, understands, and complies.

Unlike other major providers, GTL NEVER records attorney or privileged calls when appropriately marked within the system. As evidence, a simple google search for “law suit recording attorney calls” will quickly shed light on this issue in the industry. Approved legal/attorney numbers are protected from recording and monitoring by designating them as **Private** in the system’s Number database. BTN’s are able to be set as **Private** for new numbers or existing numbers in the Number Management screen.

The screenshot shows a web form titled "New BTN". At the top right are "Save" and "Cancel" buttons. Below is a text input field labeled "Enter BTN" containing the number "2514232624". A row of checkboxes includes "Blocked", "Hot", "Free" (checked), "Voicemail", "Restricted Playback", "GeoFence Override", and "Private". Below this are two panels: "BTN Limits" with a "BTN Limits" checkbox, a "Select Type" dropdown, and an "Enter Value" field; and "Collect Billing Status" with "Validated" and "Billable" checkboxes and their respective input fields. At the bottom are "Alert ANI" and "Notes" text input fields.

*Number Management – Private “Privileged” Number*

The system's private number report allows the WTRJ to review and/or edit privileged numbers that have been added to the system.

The screenshot shows a web interface titled "Number Management" with a "BTN Search" section. On the left, there are navigation tabs for "BTNs", "Site BTNs", and "Reverse Lookup". The main area displays a table of search results. The table has columns for "BTN", "Blocked", "Secure Block", "Free", "Private", "Hot", "Limits", "Last Call", and "Notes". A red box highlights the "Free" column, which contains checkmarks for all five listed BTNs. The "Private" column also contains checkmarks for all five BTNs. The "Last Call" column shows dates like "20160215", "20160428", "20160320", and "20160402". At the bottom, there is a pagination control showing "Page size: 10" and "5 items in 1 pages".

BTN	Blocked	Secure Block	Free	Private	Hot	Limits	Last Call	Notes
8007400080			✓	✓	✓			
8067401414			✓	✓	✓		20160215	
8067633232			✓	✓	✓		20160428	
8067739023			✓	✓	✓		20160320	
8067757200			✓	✓	✓		20160402	

#### *Report Private Numbers*

3. Authorized individuals must be able to search call recordings by dialed number, date, time, inmate account, or site ID.

**GTL has read, understands, and complies.**

WTRJ authorized users have the ability to search call recording using a number of search criteria including dialed number, date, time, inmate account, etc.

4. Authorized individuals must be able to simultaneously listen to and record conversations.

**GTL has read, understands, and complies.**

Authorized WTRJ personnel can simultaneously listen to inmate phone conversations while continuing to record the conversation.

5. Recordings must be backed up for archival purposes. Please describe system utilized.

**GTL has read, understands, and complies.**

The GTL's ITS recording feature is a fully integrated component of our ITS and automatically **records all calls in real time**, except those to numbers marked "Private" within the system to ensure attorney/client privilege. The system is capable of recording calls from all phones simultaneously. Recordings are available to authorized users from local and remote locations via the secure web-based interface.

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## Call Recording Storage & Redundancy

GTL's ITS is a centralized non-premise system that is configured with built-in redundancy to reduce interruption of service and prevent data loss. The recording for each inmate call conversation will be encrypted and digitally transmitted **in real-time** as inmate calls complete and stored in our secure, enterprise level "cloud" storage pillar at our Primary Data Center in Texas, which utilizes dedicated EMC VMAX SAN All Flash storage arrays. This investment in EMC's VMAX All Flash arrays puts GTL in an elite category of high-performance systems companies. The Data Center servers for WTRJ will store inmate call conversation recordings on-line for immediate access by authorized staff and investigators.

6. The ITS shall allow WTRJ staff to remotely monitor live conversations and to access call recordings.

### GTL has read, understands, and complies.

Any PC or portable device that is capable of running an approved Browser and that has a connection of sufficient bandwidth may conveniently use the ITS, including among many others: **live monitoring and playback of call recordings**.

The GTL ITS solution integrates easily with existing work habits and procedures and saves considerable time by allowing authorized: **investigators** access to call records, recordings, and investigative tools; **accounting department personnel** access to call-completion and billing data; and **facility staff** to set and adjust inmate calling parameters—all at any time and from any station or workplace most convenient for each user.

7. The ITS shall be capable of permitting full monitoring and recording of all calls from any telephone within the Facility unless there are restrictions that prohibit the recording and monitoring of certain calls such as attorney-client restrictions. The ITS shall have the capability to exclude those calls.

### GTL has read, understands, and complies.

Full monitoring and recording from any and all inmate telephones within the jail will continue with the current ITS platform. Should an inmate contact a called party who is designated in the Number Database as a "Private" number, all phone calls associated with this number are prohibited and excluded from any monitoring or recording.

8. The ITS shall comprehensively record all calls. At a minimum, WTRJ shall have the capability of playing back a recorded call. All call recordings shall be stored for the term of the contract. The Offeror shall be responsible for supplying all backup disks/CDs/media for the storage of call recordings at no cost to WTRJ throughout the life of the Agreement and any renewal terms.

### GTL has read, understands, and complies.



The GTL's ITS automatically records all calls, except those to numbers marked "Private" within the system to ensure attorney/client privilege. The system is capable of recording calls from all phones simultaneously.

Our ITS is a centralized non-premises system that is configured with built-in redundancy to reduce interruption of service and prevent data loss. When an inmate completes a call, the call recording will be digitally transmitted *in real-time* and stored in our secure, enterprise level storage pillar at our Primary Data Center in Texas. This center utilizes dedicated Redundant Array of Independent Disks (RAID) disk drives. Data replication associated with RAID storage automatically creates redundancy. The RAID for WTRJ will store call recordings on-line for immediate access by authorized staff and investigators.

GTL will supplying any backup disks/CDs/media for the storage of call recordings at no cost to WTRJ throughout the life of the Agreement and any renewal terms

Each time a recording is stored on the dedicated RAID, 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 stored at our continuously-updating Secondary Data Center in Texas.



In addition to providing the industry's latest technology in inmate call recording transmission and storage capabilities, GTL is the **ONLY** vendor that can provide WTRJ with all of the existing call recordings and records from the previous contract period within one user interface!

9. The monitoring and recording of calls shall be selectively programmable by one or all of the following:
  - a) Inmate Telephone;
  - b) Housing Unit;
  - c) Start and Stop Time and Date of Call;
  - d) Called Number
  - e) PIN; and
  - f) Inmate Name

#### **GTL has read, understands, and complies with Section J.9 items a - f.**

Call recording can be set globally, with the exception of private / attorney number. Should WTRJ wish, recording can also be restricted by any of the above parameters as well.

Authorized personnel viewing active calls on the ITS Live Monitoring screen can view the calls by phone station, facility unit, time/date of the call, BTN or called number, inmate PIN and inmate name.

**Live Monitoring**

Scan Interval: 30 Seconds Start Stop

TOTAL CALLS IN PROGRESS: 2

Alerts Playing / Scanning Private / Scanning

TOOLS	BTN	PHONE	DATE	TIME	PIN	LAST	FIRST	FACILITY ID
		136	07/13/2016	11:52	134796			
		394	07/13/2016	11:52	184432			

Additionally, authorized WTRJ staff may search for call recordings from one or any combination of multiple criteria listed on the Detail Reporting screen; customizing the report to meet the particular investigative (or administrative) need. A Search button generates and displays the report on the user's computer screen and provides options to export it in Excel, PDF and CSV format for further analysis, print, and/or save the report's query as a template for similar reports in the future.

From the on-screen call detail report the investigator can search call records by cell block, the start and stop time and date of call, called number, number of origin, PIN, inmate name (first and last), as well other selection criteria.

**Detail Report** Back

Drag a column header and drop it here to group by that column

Add All To Queue Enter Export File Name Reset Save Clear

Page size: 10 429 items in 43 pages

#	STATUS	ORIGIN NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY
1	<input type="checkbox"/>	( ) -		10/27/2017	14:16	00:14	Inmate Hungup	Booth 6 Inmate-256	Visitation	\$0.00	
2	<input type="checkbox"/>	(210) 973-1238	000055968380	10/27/2017	14:10	02:49	CP-Hungup	House1C1	Debit	\$0.63	
3	<input type="checkbox"/>	(361) 516-7071	000040453380	10/27/2017	14:10	05:10	Inmate Hungup	House 4-1	Debit	\$1.26	
4	<input type="checkbox"/>	(650) 518-2334	000024514111	10/27/2017	14:08	06:52	Inmate Hungup	House7C3	Prepaid	\$1.47	
5	<input type="checkbox"/>	(817) 842-7599	000089922380	10/27/2017	14:07	03:14	CP-Hungup	House3C3	Debit	\$0.84	
6	<input type="checkbox"/>	(214) 257-6648	000066153380	10/27/2017	14:07	00:18	Inmate Hungup	House 4-1	Debit	\$0.21	
7	<input type="checkbox"/>	(830) 469-9453	171909201043	10/27/2017	14:06	02:39	CP-Hungup	House6B2	Debit	\$0.63	
8	<input type="checkbox"/>	(502) 966-6327	000058760179	10/27/2017	14:06	04:24	Inmate Hungup	House1B3	Debit	\$1.05	

- The ITS shall be capable of showing real time call activity. This activity shall be detailed by date of call, start time of call, stop time of call, originating telephone station number and called number.

GTL has read, understands, and complies.

## Live Monitoring of Calls in Progress

GTL's ITS allows authorized WTRJ staff to monitor inmate phone conversations in real-time. 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. 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 in the Inspector General's Office. An authorized user monitoring calls may also manually forward calls-of-interest, for example, to the Inspector General's designated number or other approved numbers for investigative staff.

TOOLS	BTN	PHONE	DATE	TIME	PIN	LAST	FIRST	FACILITY ID
[Speaker] [Forward] [X]	4002360043	127 1B-3	07/12/2016	17:38	048750			20172
[Speaker] [Forward] [X]	4002360043	222 3E-2	07/12/2016	17:38	999339			20172
[Speaker] [Forward] [X]	2054175516	282 4C-6	07/12/2016	17:38	201540			20172
[Speaker] [Forward] [X]	8083321096	307 5D-7	07/12/2016	17:37	196300			20172

### 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) 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.

Home Reporting Live Monitoring CD/DVD PIN/PAN Number Management User Management Alerts System Control

11. WTRJ requires an onsite workstation under this RFP for the onsite offeror's employee. Access to the ITS shall be completely web-based. Offeror shall provide a detailed description for how access to the ITS can be accomplished.

## GTL has read, understands, and complies.

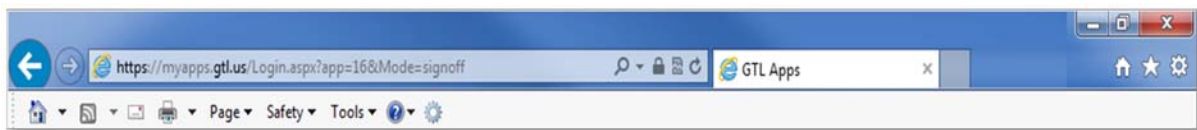
GTL will provide the on-site GTL employee with an ITS system workstation to be located on-site at the WTRJ facility. From the ITS system workstation authorized staff may access the GTL ITS and all of its features and tools provided by GTL. Following is the default configuration of workstations provided by GTL.

**Computer:** Dell Optiplex 3040 Desktop Workstation; Intel Core i3 (6100) 3.7 GHz Processor w/ 3MB Cache; 4.0 GB DDR3L 1600MHz SDRAM - 1DIMM; 16X DVD+/-RW SATA Drive; 500GB Serial ATA Hard Drive 7200RPM; Intel Integrated Graphics; Windows 7 Professional Operating System.

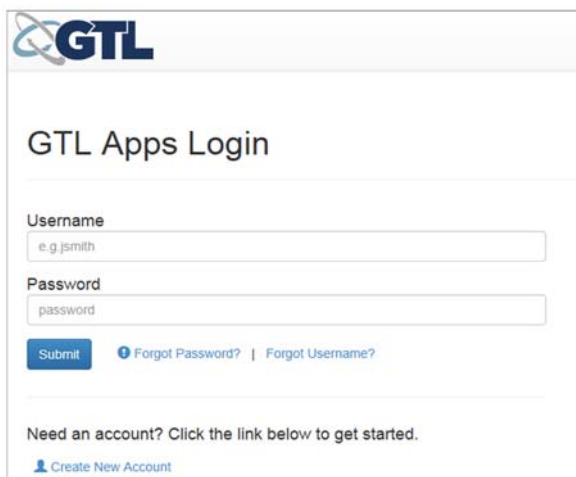
**Peripherals (from Dell):** 19" Flat Screen LCD Monitor Black; USB two button Mouse Black; USB Standard Keyboard Black; Speakers (Internal Chassis Dell)



WTRJ authorized staff and investigators can access the GTL's ITS 24/7/365 with instant **Anywhere Anytime Access** to the ITS powerful investigative features.



GTL's hosted ITS solution has a Web-based interface that is accessible to authorized individuals via connection to GTL's private ITS Website.



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

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

log-in.

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

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.

12. The ITS shall allow for the manual set up of the monitoring and recording connection on an as needed basis. The ITS shall have the capability to select a particular telephone number for recording or monitoring while a call is in progress.

GTL has read, understands, and complies.



Authorized personnel viewing active calls on the ITS Live Monitoring screen can access the call history for a particular telephone number displayed on the Live Monitoring screen.

Live Monitoring

Scan Interval: 30 Seconds [Start] [Stop]

TOTAL CALLS IN PROGRESS: 2

Alerts [ ] Playing / Scanning [ ] Private / Scanning [ ]

TOOLS	BTN	PHONE	DATE	TIME	PIN	LAST	FIRST	FACILITY ID
[Speaker] [Play] [X]	[BTN]	136	07/13/2016	11:52	134726			
[Speaker] [Play] [X]	[BTN]	394	07/13/2016	11:52	194432			

An additional tab to view the Call Detail Screen can be used to look up the call history for a number, while still keeping the Live Monitoring screen open. From the Call Detail screen users can review recent call activity for the called number (BTN) of interest.

Detail Report [Back]

Drag a column header and drop it here to group by that column

[Add All To Queue] [Export] [Enter Export File Name] [Reset] [Save] [Clear]

Page size: 10 429 items in 43 pages

#	STATUS	CHANGED NO	PHN	DATE	TIME	DIR	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY
1		0		10/27/2017	14:16	00:14	Inmate Hungup	Booth 6 Inmate-256	Visitation	\$0.00	
2		(210) 973-1238	000055068380	10/27/2017	14:10	02:49	CP-Hungup	House1C1	Debit	\$0.63	
3		(361) 516-7071	000040453380	10/27/2017	14:10	05:10	Inmate Hungup	House 4-1	Debit	\$1.26	
4		(650) 518-2334	000024514111	10/27/2017	14:08	06:52	Inmate Hungup	House7C3	Prepaid	\$1.47	
5		(817) 842-7599	000089922380	10/27/2017	14:07	03:14	CP-Hungup	House3C3	Debit	\$0.84	
6		(214) 267-5648	000066153380	10/27/2017	14:07	00:15	Inmate Hungup	House 4-1	Debit	\$0.21	
7		(830) 469-9453	171909201043	10/27/2017	14:06	02:39	CP-Hungup	House6B82	Debit	\$0.63	
8		(502) 956-6327	000058780179	10/27/2017	14:06	04:24	Inmate Hungup	House1B3	Debit	\$1.05	

13. The ITS shall provide for simultaneous playback of recorded calls and continuous recording of live conversations. It is mandatory that the playback of any selected channel must be accomplished while continuing to record all input channels.

GTL has read, understands, and complies.



Simultaneous playback of recorded calls is available with the existing ITS while continuing to record all live conversations. WTRJ personnel can playback any selected call or channel. Calls are continuously recorded.

Authorized WTRJ personnel 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. 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.

14. The ITS shall provide for continuous on-line diagnostics and continuous supervision, as well as local remote offline system control access for advanced programming and diagnostics. Access to the built-in advanced diagnostics and program control shall be accessible via modem or broadband internet by service center personnel and shall provide failure reports, service history and other diagnostics.

**GTL has read, understands, and complies.**

## **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.

## Daily Performance Level Monitoring

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.

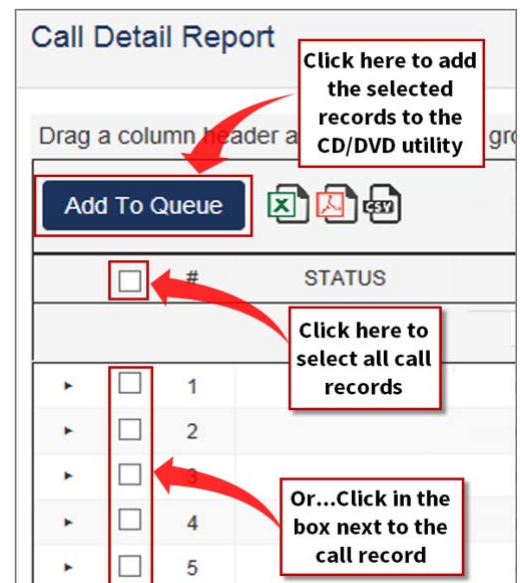
15. The ITS shall provide the capability to copy the conversations onto a storage device in audio format with tamper free capabilities.

### GTL has read, understands, and complies.

Clues and evidence of guilt are often captured in recorded inmate conversations. Our ITS makes it easy for investigators to retrieve and share recordings with each other or to submit them for presentation to a jury.

**CD/DVD Queue** marks calls in call detail reports for download to portable media.

- Click the box at the top of the column to select all calls or select the box next to the specific call record(s) to only send those calls to the queue.
- Clicking the "Add To Queue" button on the call detail report screen adds the call(s) to a queue for download to a CD, DVD, or USB drive.
- Once queued, the system's CD/DVD Utilities are used to direct the selected call(s) to the desired destination device.



## Download Calls to Removable Media

Call archiving to portable media is simple with the current ITS. The CD/DVD Utilities option on the system's dashboard allows call recordings with their associated call records to be copied to portable media (CD, DVD, USB devices). Any authorized user who wishes to store call recordings on external media can easily download them to the designated medium. The CD/DVD Utility will produce tamper free recordings with no loss in quality and will place a time and date stamp within the recording.



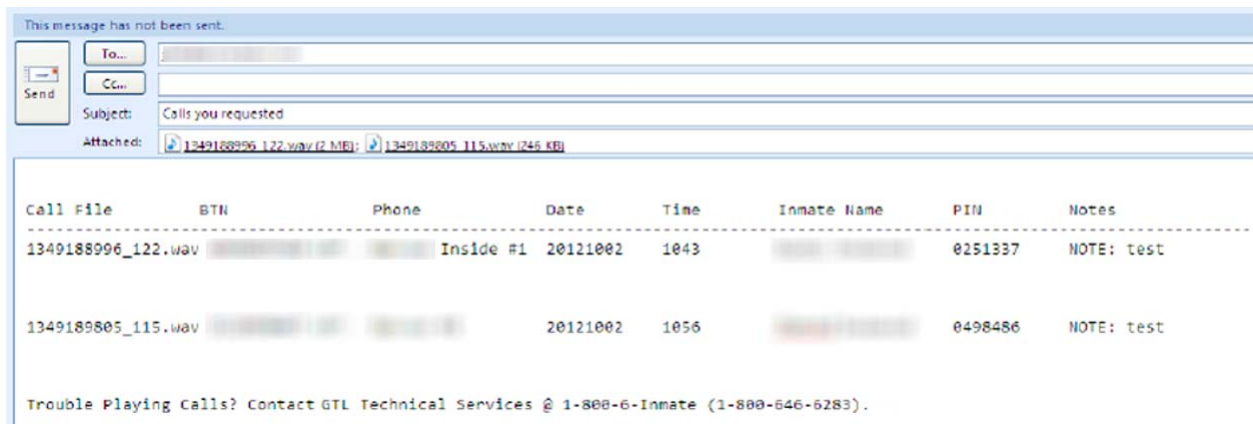
Downloading can be performed on any computer that has secure access to the call recordings, whether at the facility or at a remote location. The user simply searches for the calls he/she wants to download (calls can be searched by PIN, date, start or stop time, inmate telephone station, called number,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



Figure 1 Downloading Audio Files to External Media

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.

The ITS CD/DVD Utilities also offer the option to email recordings to designated email addresses. Selecting the email option opens the investigator's default email program.



Example Email with Attached Recordings

16. Time and date entries for each recorded conversation shall be displayed on a per channel basis. The ITS shall display all conversations in chronological order to facilitate research and playback.

GTL has read, understands, and complies.

17. At the request of WTRJ, Offeror shall provide remote access to the ITS at no cost. The provision of remote access shall allow WTRJ the same features and functionalities, permitted by the user's level of access.

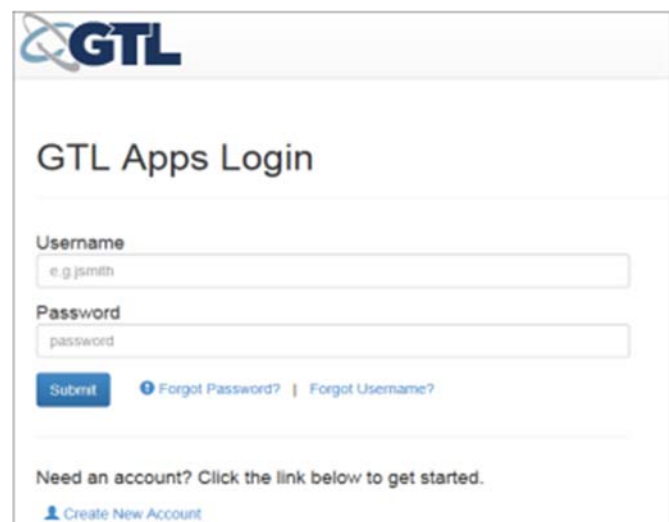
GTL has read, understands, and complies.

### Remote Anytime, Anywhere Access

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

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

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



Remote access to the system is through a Secure Sockets Layer (SSL) exchange. This is 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.

18. The Offeror shall provide an uninterrupted power supply source to ensure there is no loss of recordings or real time call data in the event of a power failure.

#### **GTL has read, understands, and complies.**

We currently provide an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for WTRJ. All required phone system equipment is connected to a UPS back-up system that provides both **electrical conditioning and battery back-up in case of a power outage**. GTL provides and maintains an adequate number of appropriately sized Uninterruptible Power Source (UPS) systems with surge protection and line conditioning at the Jail. These systems will be capable of supporting all ITS components, including recording and monitoring devices, for a minimum of one (1) hour.

If commercial power is lost, the UPS indicates the shift to battery backup with an audible sound in the facility's equipment room and through a remote alert notification via the GTL's Network Management System (NMS) to our Network Operations Center which will immediately begin diagnosing and addressing the cause of the outage.

*Regardless of any interruption in power, call records are protected at all times and not subject to loss.*

#### **K. Debit and Pre-Paid Application**

1. The debit and/or pre-paid application shall work with the JMS and Commissary providers.

#### **GTL has read, understands, and complies.**



All debit and pre-paid applications will continue to interface with the current JMS and Commissary providers.

2. The pre-paid application shall allow for pre-payment to a specific inmate's account.

#### **GTL has read, understands, and complies.**

GTL provides the most channels for Family and Friends and inmates to be able to pay for calls in a prepaid manner! Family members and friends who visit WTRJ may deposit funds to inmate accounts

though the on-site lobby (or other public area) kiosks. The on-site kiosk is a great option for people who do not have access to a computer, or who only have cash to use for deposits. The GTL Kiosk can accept **cash**, and MasterCard® or Visa® or Discover® branded **credit cards, debit cards, and stored value cards**. Deposit options and easy-to-understand instructions, are displayed on the kiosk touch-screen.

## Deposit Funds at remote locations using on-line access

Family members and friends at remote locations may deposit funds to inmate accounts using GTL's secure ConnectNetwork® website. At this website, families and friends can setup personal ConnectNetwork® payment accounts from anywhere they can gain an Internet connection. Navigating this simple, yet powerful website, a user sets up an account in part by selecting the facility in which their loved one is incarcerated, the loved one's name, and the amount of money the user wishes to initially place in the inmate's account. After a user ConnectNetwork® account is established, funds can be deposited to inmate accounts anytime. On the website the user pays by MasterCard® or Visa® or Discover® branded **credit card, debit card, or stored value card**. Each transaction appears on the inmate's account quickly, efficiently, and accurately.

## Deposit Funds at remote locations using telephone access

In addition to deposits made via the ConnectNetwork® Kiosk or Website, deposits to trust or commissary accounts can also be made via GTL's toll-free ConnectNetwork® telephone payment number and an interactive voice response (IVR) system. Our phone IVR system accepts payments via MasterCard® or Visa® or Discover® branded credit cards, debit cards, and stored value cards; each transaction appears on the inmate's account quickly, efficiently, and accurately.

3. The ITS shall provide the inmate with the balance of their debit and/or pre-paid account at the time of the call. The ITS shall provide the called party with the balance of their debit and/or pre-paid account at the time of the call.

## GTL has read, understands, and complies.



Inmates have the option to confirm their debit account balance prior to each call. Once funds are applied to an inmate's PIN debit account, the inmate can use the debit option during call set up to make calls that will be charged to his/her debit account. The total cost of the call will be decremented from the inmate's debit account at the conclusion of each call (i.e. the debit account balance will be accurate after each call). This assures that the inmates do not complete calls that will result in charges exceeding their account balances and assures that funds necessary for payment of the calls have been collected from each inmate. The inmate has the option to confirm his/her debit account balance prior to each call.

### Called parties

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.

4. The debit and/or pre-paid application shall allow international calls.

#### **GTL has read, understands, and complies.**

Our debit and pre-paid payment applications (Inmate's **Debit** account, the international called party's **GTL AdvancePay** account, **GTL Inmate Calling Card**) allow inmates to place international calls.

5. The debit and/or pre-paid application shall have the capability to terminate a debit and/or pre-paid account and issue a refund in a manner specified by WTRJ. Please describe Offeror's process for meeting this requirement. Under no circumstances will the Offeror be allowed to keep any money deposited in a debit and/or pre-paid account upon termination of the Agreement between WTRJ and Offeror. All monies shall be returned to the individual inmate or end-user at the termination of the account or six (6) months of no activity, whichever comes first. The Offeror will allow the closing of an account upon release on an inmate and have their unused balance posted to the inmate's general account to offset fees amassed or refunded to the inmate thru our debit card program.

#### **GTL has read, understands, and complies.**

### **Refunds**



**Debit Accounts:** The GTL Cardless, real-time PIN Debit Calling solution allows inmates to move funds from their existing commissary /trust accounts into their PIN Debit prepaid phone account. With this feature, unused funds in an inmate debit phone account are either transferred back to his/her trust account in near real-time or otherwise refunded through a process locally established. Refunds occur at the time of release. There are no fees associated with inmate phone account refunds.

**AdvancePay Accounts:** Funds paid in advance for inmate calls are available for refund upon request by the owner of the account. **GTL provides the most advantageous refund policy for consumers.** Unique among major ITS vendors, we will issue refunds on prepaid accounts at any time with no time limitations. Most vendors will expire an account after approximately 6 months and no refunds are then available. We do not charge any fees when issuing a refund.

- Refunds credited to the last credit card used are typically processed within 7 – 10 business days.
- Refunds made by check are typically processed within 15 – 30 days.

Our prepaid accounts do not expire. Refund and account closure information is provided on GTL's ConnectNetwork website. After login to his or her account, the account owner selects the **Close Account** option and follows the simple instructions.



Should an account be deactivated and the account holder requests that it be reactivated, GTL will arrange for this by making any unused funds available again for use. There are no fees associated with this transaction.

6. The debit and/or pre-paid calling rates may be lower than the collect calling rates.

**GTL has read, understands, and complies.**

7. The debit application shall interface with the inmate accounting system and Commissary Systems for the transfer of money from the inmate's account to the inmate's ITS debit account. The interface shall be completed at no cost to WTRJ or the inmate. The current JMS provider is Interact Jail Tracker and the Commissary Provider is currently Oasis

**GTL has read, understands, and complies.**



As a continuing partner in inmate communications for WTRJ we have worked to provide automation of the processes at the WTRJ facilities. We will continue to provide the best quality of services available in order to facilitate the interfaces between the WTRJ vendor/provider systems and the GTL ITS platform.

We will provide a web-services interface which **fully automates** the transfer of inmate Debit Fund transfer for WTRJ systems in **real-time**, and therefore **reduces staff manual involvement**.

Integration between GTL's ITS and Tech Friends Lockdown provides:

- Automatic Real-Time funding of inmate PIN Debit calls from commissary/trust accounts.
- Automated inmate fund balance.
- Commissary/Trust and debit fund deposits.

*This interface has already been implemented with Tech Friends Lockdown, the WTRJ commissary/trust accounting vendor software at WTRJ facilities as well as at many of GTL's customer sites.*

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## **Inmate PIN Debit Interface**



As an integral component of the ITS solution, GTL will continue to provide the WTRJ with our automated **Real-Time** PIN Debit calling approach. This solution automates the transfer and use of inmate phone calling funds which virtually eliminates WTRJ staff involvement!

**Overview:** GTL's ITS platform enables Inmates to prepay for their own calls to any facility-approved telephone number. An Inmate PIN Debit prepaid phone account may be set-up upon entering the facility. Funds for the PIN Debit account may be provided either by the inmates themselves from their Trust/Commissary accounts, or from their friends & family who may deposit funds directly into inmate PIN Debit accounts through GTL's web, kiosk and IVR deposit channels.

GTL will, as part of this project, provide the integration to the Tech Friends Lockdown software system that allows for direct inmate PIN Debit account funding through commissary ordering via the inmate telephones. This is an existing integration that we have deployed at many other GTL customer facilities.

GTL is the leader in the industry at successful integration of inmate debit with a variety of Commissary and Trust Accounting systems. Inmates will purchase debit calling funds **directly through call prompts from the inmate phone**. Funds are moved in real-time from the inmate's commissary/trust account to his/her PIN Debit phone account, tied to his/her inmate ID and PIN. The cost of each debit call is deducted immediately from the inmate's account at the end of the call. Prior to making another debit call, the inmate will hear his/her new available balance.

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## Integration Experience

GTL has an existing relationship with Tech Friends for integration services. We have multiple interfaces with Tech Friends and their Lockdown solution at our customer sites including:

- Meherrin River RJA, VA
- Pamunkey RJA, VA
- Rappahannock RJA, VA



Additionally, we provide a partial listing of our integration experience with nationally recognized vendors in the corrections industry. GTL is able to provide WTRJ with the most technically knowledgeable and experienced staff in the industry with proven integrations at some of the largest correctional facilities.

## Nationally known Commissary Vendors

- Keefe Commissary
- Oasis Commissary
- Swanson Commissary
- Canteen
- Aramark
- Southern Sheriff's Supply

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## Integration Capabilities

The key to trouble-free, **open systems integration** is working directly and harmoniously with the WTRJ's existing and future partners. Integration can be provided for WTRJ's systems using **web service functions** that are based upon Service-Oriented Architecture and that are platform independent, as well as any vendor system that implements standardized protocols, such as real-time XML, 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's system architecture is designed to be platform independent and to accommodate advances in investigative techniques.

The following is a partial list of the technologies used for completing third party interfaces:

- **XML** – Our preferred transport protocol for information sharing is by utilizing the GJXML subset of the NIEM 1.0-1.1 schema.
- **Web Services** – This type of interface is preferred by GTL.
- **Direct Database Access**
- **Shared File System**
- **FTP** – The FTP protocol is sometimes used as an alternative to the shared file system when the file systems may not be on the same network.
- **Batch Export to File** – This approach actually works in conjunction with several others listed here.
- **Watchdog Applications** – GTL has optional “watchdog” applications that can watch ODBC/OLE databases, the file system, FTP sites, and web sites for triggering events.
- **Application Program Interfaces** – GTL uses native Win32 API for a variety of interfaces including interface of biometric equipment and portable data collection.

8. Offeror shall provide information on how ITS handles debit and/or pre-paid balances if an inmate is transferred from WTRJ.

**GTL has read, understands, and complies.**



Real-time inmate PIN debit calling enables inmates to transfer money from their commissary/trust accounts on-demand, through the phone system to their debit accounts. Through this existing, tested and proven system an inmate may use the phone to transfer money into his or her debit account through the phone system’s self-guiding IVR. The allocated amount is immediately transferred to the inmate’s debit account for use. *Additionally, the Real-Time debit account balance can be refunded back to the inmate’s commissary/trust account upon the inmate’s release.*

Friends and Family prepaid accounts are maintained at the global level within GTL. As an example, John Smith As an example, should John Smith establish an AdvancePay Account (prepaid) with GTL John Smith can receive calls from the inmate at any facility that is serviced by GTL.

## **L. Training**

1. Offeror shall provide on-site training to authorized individuals in system administration, operation, and reporting at no cost to WTRJ. This training will be repeated as needed for new staff at no cost to WTRJ.

**GTL has read, understands, and complies.**



We will continue to provide onsite hands-on training to authorized WTRJ personnel at NO COST. Additional refresher training will be conducted via web-ex and/or onsite training throughout the duration of the contract if/when desired by WTRJ. Training modules will include system administration, operations and reporting.

2. Describe training program; include description of course and any applicable documents.

**GTL has read, understands, and complies.**

WTRJ personnel currently on staff will not require full and complete training since they are already familiar with the features and functionalities of the existing ITS. We will however provide refresher training to any and all staff at the direction of WTRJ. We will continue to provide training to WTRJ staff and when upgrades are available and as new products and services are implemented. Your staff will experience less time away from their jobs, therefore, becoming more productive.

We will provide training to any new administrators and staff as requested by WTRJ.

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## **TRAINING TOPICS –ITS System Overview**

<b>Session</b>	<b>Training Topics</b>
<b>ITS System Overview</b>	<ul style="list-style-type: none"> <li>• Logging into and exiting the system</li> <li>• Navigating the system using the ITS’ Dashboard options</li> <li>• Getting help from the on-line User Guide</li> </ul>
<b>Call Detail Reporting</b>	<ul style="list-style-type: none"> <li>• Set Call Detail Report search parameters</li> <li>• Generate and print the call detail report</li> <li>• Use Reverse Lookup to see the name and address of a called number</li> <li>• Use the PIN-link to access detailed information about an inmate</li> <li>• Access and replay recordings</li> <li>• Downloading recordings for in-depth review in Call Analyzer</li> <li>• Download recordings for transfer to CD/DVD (or other portable media)</li> <li>• Add investigative notes to calls</li> <li>• Save and reuse report templates</li> <li>• Select and use other Report Types (call frequency, et cetera)</li> <li>• Use ITS’s Report Builder for custom reports</li> </ul>
<b>CD/DVD Utilities</b>	<ul style="list-style-type: none"> <li>• Burn recordings/call detail records to portable media (e.g. CD, DVD, USB Device, Thumb Drive)</li> <li>• Email recordings and call records</li> </ul>
<b>Live Monitoring</b>	<ul style="list-style-type: none"> <li>• Select and listen to a live conversation</li> <li>• Terminate a live call</li> <li>• Forward a live call to a remote investigator</li> <li>• Use Reverse Lookup to see the name and address of a called number</li> </ul>
<b>Inmate PIN Management</b>	<ul style="list-style-type: none"> <li>• Add inmates to the system (unless established via JMS interface)</li> <li>• Add/edit PIN restrictions</li> </ul>

	<ul style="list-style-type: none"> <li>• Add/edit PAN lists</li> <li>• Suspend/Deactivate PINs</li> <li>• Set Alerts</li> </ul>
<b>Phone Management (System Controls)</b>	<ul style="list-style-type: none"> <li>• Shut down all phones</li> <li>• Shut down individual phone or phones in one area</li> <li>• Set phone usage parameters (e.g. service on/off schedule, free calls, local only, et cetera)</li> </ul>
<b>Number (BTN) Management</b>	<ul style="list-style-type: none"> <li>• Add numbers and set restrictions/privileges for each</li> <li>• Block/Unblock numbers</li> <li>• Designate Private (Privileged) numbers</li> <li>• When to use Restricted Playback</li> <li>• Use Reverse Lookup to see a number's published name and address</li> </ul>
<b>Advanced Reports</b>	<ul style="list-style-type: none"> <li>• Call statistics and revenue</li> <li>• Debit system information</li> <li>• Inmate information</li> <li>• System diagnostics</li> <li>• User audits – track user activities (<i>exclusively for administrators</i>)</li> </ul>
<b>ITS User Management (exclusively for administrators)</b>	<ul style="list-style-type: none"> <li>• Add a new user and assign privileges</li> <li>• Add a new role (a set of one or more privileges)</li> <li>• Edit user privileges</li> <li>• Edit roles</li> </ul>
<b>Reporting System Issues to Technical Support</b>	<ul style="list-style-type: none"> <li>• How to Report a Problem to Technical Support</li> <li>• Technical Support Procedures for Call Handling and Resolution</li> <li>• GTL Technical Support Contact Information</li> </ul>

Our training team will customize a training syllabus to reflect the exact training requirements of WTRJ for both initial and refresher training.

## INVESTIGATIVE TRAINING TOPICS

### System Overview

- Logging into and exiting the system
- Navigating the system using the ICM's Dashboard options
- Getting help from the on-line User Guide

### Call Detail Reporting

- 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 ICM's Report Builder for custom reports
- Create and modify PIN and ANI alerts

### CD/DVD Utilities

- Burn recordings/call detail records
- Email recordings and call records

### Sample Training Syllabus

3. Offeror shall provide training to WTRJ's staff at the location where the equipment is installed. Additional training shall be provided to new staff assigned at no cost to WTRJ. Training manuals shall be provided to WTRJ's staff at all training meetings and will become the property of WTRJ.

**GTL has read, understands, and complies.**

All new staff and refresher training will be conducted at NO COST at locations designated by WTRJ.

GTL will prepare manuals (training materials and user guides) to be distributed to all staff attending any training session. All materials provided to WTRJ will become property of the Jail.

4. Informational pamphlets shall be available for inmates relative to the applicable features and functionalities of the ITS, when requested by WTRJ.

#### **GTL has read, understands, and complies.**

GTL will have informational pamphlets available for the inmate that are relative to the applicable features and functionalities of the ITS when requested by WTRJ. As the current provider of the ITS if selected the inmates will have NO CHANGE in the system they are accustomed to utilizing. In addition, GTL's Inmate Telephone System provides fully automated operator services for all call types. The automated operator gives dialing instructions, call-type and language options, error prompts, makes initial contact with the called party and provides information about the call, including the inmate's name and the name of the correctional facility. The call does not connect until it has been positively accepted by the called party.

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 never has access to a live operator. When a connection to one number ends, the system returns to the equivalent of a primary dial tone before another call can begin. Following are the default prompts and events that occur during an inmate call. Wording of prompt messages may be changed at the WTRJ's request.

*The inmate lifts the receiver and hears the automated prompt: (in English) "Press 1 For English," (in Spanish) "Press 2 for Spanish" and so on, through each language currently available in the system, until the inmate makes a language selection. GTL ITS supports prompts in up to ten (10) languages.*

*The automated operator instructs the inmate to dial the area code and the destination number.*

*Any number that is disallowed by the facility will initiate a voice prompt that states, "This is an invalid number," and the call is disconnected.*

*The automated operator instructs the inmate to specify the type of call:*

*To place a collect call, press [designated digit].*

*To place a person-to-person call, press [designated digit]. To place a prepaid debit call, press [designated digit].*

If any other number is pressed or no number is pressed, the call is placed as collect, station-to-station. If the call type is prepaid, the automated operator reports the balance in the inmate's Debit account and disallows a prepaid call if the balance is insufficient.

The automated operator obtains the inmate's name and, for a person-to-person call, the called party's name, as follows:

- If PINs are in use, the automated operator instructs the inmate to enter his or her PIN, and then the inmate's pre-recorded name is retrieved from the individual's PIN file.
- If PINs are not in use, the automated operator says, "At the tone, state your name." The name is stored in temporary memory. By default, the inmate has a two (2) second window in which to state his/her name. The time window is programmable for longer or shorter periods.

- If the call type is person-to-person, the automated operator obtains the name of the person to be called: “At the tone, state the name of the person you are calling.” The name is stored in temporary memory. By default, the inmate has a two (2) second window in which to state the called party’s name. The time window is programmable for longer or shorter periods.

The inmate is placed on hold while the destination number is checked. Number validation, which normally takes **less than 10 seconds**, is described below:

- The destination number is checked first against the facility-wide Call Block, Call Schedule, and Call Allow lists. If PINs are used, the number is also checked against the inmate’s personal Call Block, Call Schedule, and Call Allow lists.
- The destination number is passed to the contracted Line Information Database (LIDB) hub where it is checked for fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable). If the destination number is valid, a signal is returned to the phone to authorize the call. If the destination number is not valid, the automated operator will inform the inmate of this and terminate the call.

When the call is answered, 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 may be monitored and/or recorded.*

*If you wish to accept this call, press [designated digit] and hold.*

*To deny the call, press [designated digit] and hang up.”*

*If you wish to block future calls of this nature, press [designated digit].*

*To hear costs for this call, press [designated digit] and hold for rate information.*

- If the called party fails to respond appropriately, the message repeats three times and if no appropriate response is made within 30 seconds of the last repeat, the call is terminated.
- The exact wording of automated prompts will vary with call type. The wording of default messages can be modified to exactly match WTRJ’s preferences.

Billing begins when the called party positively accepts the call and the connection is made, allowing the inmate to talk with the called party.

When an inmate’s call cannot be completed, the automated operator will notify the inmate using a message like one of the following:

*The called number was busy; please try your call later.*

*The called party did not answer; please try your call later.*

*The called party did not accept your call.*

*The called party has placed a block on this number.*



## **M. Transition**

- 1 The Offeror shall work with WTRJ, and the incumbent Offeror to ensure an orderly transition of services and responsibilities under the Agreement and to ensure the continuity of the services required by WTRJ.**

GTL has read, understands, and complies.

- 2 Upon expiration, termination, or cancellation of the Agreement, the Offeror shall cooperate in an orderly transfer of responsibilities and/or the continuity of the services required under the terms of the Agreement to an organization designated by WTRJ. The Offeror shall provide and/or perform any or all of the following responsibilities:**
  - a) The Offeror acknowledges that the call records, call recordings, documentation, reports, data, etc., contained in the ITS are the property of WTRJ. The call detail records, call recordings, documentation, reports, data, etc. shall be provided to WTRJ by Offeror in a workable, software-compatible format at no cost to WTRJ upon expiration and/or cancellation of the Agreement.**
  - b) The Offeror shall discontinue providing service or accepting new assignments under the terms of the Agreement, on the date specified by WTRJ. The Offeror agrees to continue providing all of the services in accordance with the terms and conditions, requirements and specifications of the Agreement for a period not to exceed ninety (90) calendar days after the expiration, termination or cancellation date. Commissions will be due and payable by Offeror to WTRJ at the compensation rate provided in the Agreement until collect, debit and/or pre-paid calls are no longer handled by Offeror.**

GTL has read, understands, and complies with Section M, 2 items a - b.

GTL acknowledges that the call records, call recordings, documentation, reports, data, etc. contained in the ITS are the property of WTRJ. Upon termination or completion of this contract, if GTL is not chosen as the successful vendor for a new contract, GTL will transfer all existing call records, call recordings, documentation, reports, data, etc. to a hard drive storage device for off-line access indefinitely. At no cost to WTRJ, GTL will provide our exclusive leave behind solution (LBS) hardware and software that will allow authorized WTRJ staff to access the call records, recordings, documentation, reports, data, etc. on the hard drive storage device indefinitely.

- 3 All ITS inside wiring shall become the property of WTRJ at the conclusion of the Agreement. The Offeror agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of that wire distribution.**

GTL has read, understands, and complies.

- 4 Successful offeror will test the software database, network facilities, switching systems, and all hardware and software components to ensure each and every system feature and service is functioning and operational to the specifications and requirements of the WTRJ. Successful offeror shall provide test results to the WTRJ prior to implementation as well as all system documentation and related manuals. The WTRJ shall provide final approval in writing prior to go live operations.**

**Successful offeror shall conduct an operational system test of the proposed system and certify, in writing, that the system is ready for acceptance testing and will perform in accordance with the requirement stated in their contract. The successful offeror shall ensure that the system, in general, and each module of the system, in particular, operates according to specifications before turning the system over to the WTRJ. WTRJ personnel will not debug modifications for the successful offeror.**

**The WTRJ will have ten business days to test all aspects of the system to ensure it is functioning as specified. If any aspect of the system fails to function as specified, the offeror will be given five business days to correct the malfunction. The WTRJ will have another ten business days to test and accept the system. If the successful offeror fails to correct defects after a second five day period, the WTRJ reserves the right to require replacement of the system. Acceptance testing shall not in any way relieve the successful offeror of its responsibilities to correct any defect during the term of this contract.**

#### **GTL has read, understands, and complies.**

With GTL, WTRJ can rest assured that the normal and laborious process of migrating from one calling platform to another will be significantly diminished! With GTL, since the proposed system is already in place, most if not all of the above items have already been completed thus saving WTRJ significant time and manpower. However, GTL will still test the software database, network facilities, switching systems, and all hardware and software components to ensure each and every system feature and service is functioning and operational to WTRJ specifications and requirements. We will provide test results to WTRJ as well as all update system documentation and related manuals. GLT understands WTRJ shall provide final approval in writing prior to “go-live’ operations even though the system is already in a “Live” status.

Prior to final acceptance, GTL will conduct an operational system test of the proposed system and certify, in writing, that the system is ready for acceptance testing and will perform in accordance with the requirements stated in this contract. GTL will ensure that the system, in general, that each and every module of the system, in particular, operates according to specifications before turning the system over to WTRJ.

GTL understands acceptance testing shall not in any way relieve GTL of its responsibilities to correct any defect during the term of the contract. Prior to final acceptance by WTRJ, GTL will have satisfactorily completed the refresher system training program for system all users. Inmates will not need retrained as calling prompts and process will remain the same.

## N. Payment Options

- 1 **The proposed system must maintain a list of toll free phone numbers (such as attorney's offices).**

GTL has read, understands, and complies.

Toll-free phone numbers can be maintained utilizing the current ITS. The existing toll-free numbers that WTRJ and their inmates have come to rely upon for over a decade will remain in place and can be supplemented with additional numbers at any time.

- 2 **The proposed system shall provide a debit and/or pre-paid account for inmates' families and other approved parties.**

GTL has read, understands, and complies.



Your staff, inmates and friends and family will not experience any changes, therefore, reducing the painful burden associated with a new system. The normal call volume and revenue decreases normally seen with the migration to a new vendor are completely eliminated by retaining GTL as your continued provider. The public will not have to endure the trouble of requesting refunds, opening new accounts, learning new systems, etc. All of the existing prepaid accounts (AdvancePay) and Inmate Debit accounts will remain intact!

### Debit Solution

Inmates can continue to prepay for their own calls. Funds for the PIN Debit account may be provided either by the inmates themselves through our seamless integration to WTRJ's TechFriends accounting system or from their friends & family who may deposit funds directly into Inmate PIN Debit accounts through GTL's ConnectNetwork and IVR deposit channels.

<b>Real-Time PIN Debit</b>	<b>Cardless, real-time PIN Debit is currently accomplished by a customized interface between the existing ITS and the WTRJ's Tech Friends trust accounting system.</b> <b>This allows inmates to move funds from their existing commissary /trust accounts into their PIN Debit prepaid phone account.</b>
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Real-time inmate PIN debit calling enables inmates to transfer money from their commissary/trust accounts on-demand, through the phone system to their debit accounts. Through this existing, tested and proven interface between the ITS and TechFriends, an inmate may use the phone to transfer money into his or her debit account through the phone system's self-guiding IVR. The allocated amount is immediately transferred to the inmate's debit account for use.

## Prepaid Payment/Deposit Options

GTL provides pre-pay calling options for the friends and families of WTRJ inmates through our AdvancePay Program.

**AdvancePay Program - Funded by Family or Friend:** Friends and families of inmates may call GTL's toll-free Billing Support number at any time to setup prepaid accounts. Additionally, to help maximize communication between inmates and their friends and families, when an inmate attempts to dial a number that cannot receive collect calls, the system will allow the call to be completed and accepted for one free minute. This can allow an inmate to inform the called party that they wish to communicate with them and that the called party can set up an AdvancePay prepaid account to receive future calls. The phone platform will then allow the called party to press a digit and set up a prepaid account in real-time while the inmate is on hold. If this option is not chosen, the called party will be provided a toll-free number that they can call later to establish an AdvancePay account.

GTL can accept:

- Visa, MasterCard, and Discover
- Check (both certified and personal)
- Money Order
- Retail Money Transfer

GTL provides convenient easy-to-use methods for friends and family members to establish prepaid accounts to fund inmate calls. These include (1) a toll-free number connection to one of our service representatives, (2) a convenient, automated IVR system, and (3) a secure Internet website.

Additionally, payments can be made via check or money order through US Mail, by use of a credit or debit card, or through Western Union.

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## ConnectNetwork® Web and IVR Payment Services

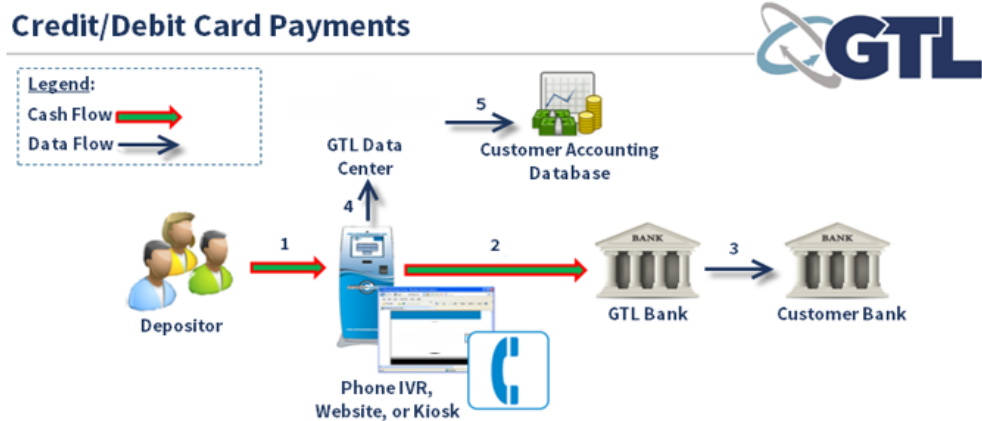
Using the ConnectNetwork web site, inmate friends and family members can deposit money into an inmate's debit or trust account. Using our ConnectNetwork web site is easy and can be accessed from anywhere that they can gain an internet connection using a PC, laptop or smart phone.

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 in which their loved one is located, 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.

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](http://ConnectNetwork.com), set up personal accounts, make deposits, and/or check balances and view previous transactions in their existing accounts. On the



website, the user pays by credit or debit card and each transaction amount is immediately credited to his or her AdvancePay account.



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, funds may be added to an AdvancePay or designated offender account at any time.

### Key Features and Benefits of IVR Automated Phone System

- Toll-Free phone number with easy step-by-step instructions
- Accepts Credit/Debit Cards
- Accepts transactions 24/7/365
- Bilingual user interface (English and Spanish)
- Can be used to take any payment type for multiple departments
- Instantaneous posting of payment to back office reporting and accounting systems

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, commissions are maximized and inmate and friend/family complaints are minimized.

### Key features of the AdvancePay program are:

#### AdvancePay OneCall

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up

and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Similar to AdvancePay-AutoReload, this means more completed calls and more satisfied customers.

## AdvancePay Customer Contact Programs

One key reason inmate calls are not completed is insufficient funds. 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.

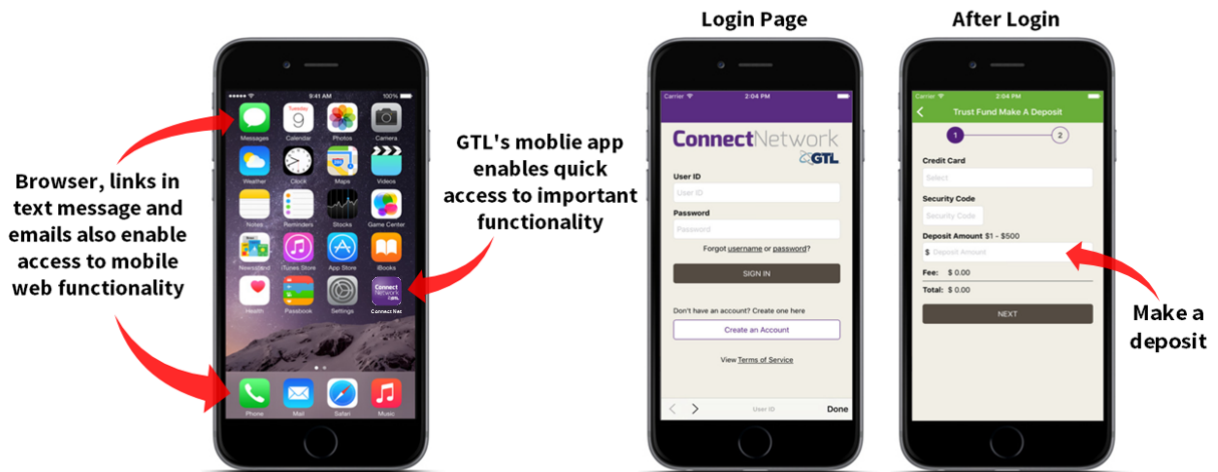
- **Courtesy Call** – The initial call from an inmate to a friend or family member is vital to establishing connectivity. By providing a courtesy call to the friend and family member at no cost to them, the inmate is able to make contact with friends and family members. Inmates are able to communicate important information about their whereabouts while friends and family members know where the inmate is located and who their new telephone service provider allowing them to set up an AdvancePay call in preparation for the next call.
- **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) completed message following an unsuccessful call attempt by an inmate. 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.
- **Auto Reload** – By maintaining an AdvancePay balance at all times, friends and family members can stay in touch with their loved one without fear of interruption of service due to insufficient funds. Auto Reload allows friends and family members to automatically replenish their AdvancePay account when they reach a certain low balance threshold, e.g. \$3.00. When this threshold is reached, their credit card is charged and their AdvancePay account is replenished. This convenient option helps ensure friends and family members with hectic schedules can stay in contact at all times.

## Android and Apple iOS Mobile Payment Apps

Currently over 50% of payments are originating from mobile phones. GTL enhances the payment experience with ‘apps’ specifically designed for Android and Apple iOS mobile phones. This functionality provides inmate’s family and friends with improved capabilities to manage their account with GTL when using their mobile phones. This provides real time capability to conveniently and easily manage their accounts. We have provided a partial list of app functionality that is available to account holders.

<b>Create and Manage ConnectNetwork Account</b>
<b>Create and Deposit to AdvancePay Accounts</b>
<b>Deposit to Inmate Debit or Trust Accounts</b>
<b>Store and Manage Credit Card/Debit Card #</b>
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The mobile browser enables WTRJ family and friends to access and manage their account, text message links, and emails. GTL’s mobile app is available in both English and Spanish. The following images display the easy to navigate app and functionality.



**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 can manage their account without the need to download the ConnectNetwork app.

### 3 All debit and/or pre-paid calls will be subject to the same restrictions and features as standard inmate collect calls.

**GTL has read, understands, and complies.**

All debit and Prepaid calls are subject to the same ITS call restrictions and security functions as collect calls.

### 4 The called party shall be informed of the per-minute cost of the call prior to accepting the charges.

**GTL has read, understands, and complies.**

Each called party will continue to be provided a rate quote option prior to call acceptance. The rates are retrieved from GTL's centralized rating system. The rate-quoting feature will quote to the called party the cost of the first period or minute and, when applicable, the cost for any additional period(s) or minute(s).

**5 As an option, please provide a system that will allow inmate families and friends to set-up alternate billing methods directly with the Offeror. Two of the methods WTRJ would like to see offered are:**

**a) The Offeror should have a system in place that will allow inmate families and friends to set-up an account directly with the Offeror.**

**GTL has read, understands, and complies.**

GTL provides a direct bill option for customers (such as Bail Bonds companies and Attorney offices). When an inmate's call goes to a number that has an associated GTL Direct Bill account, the call is processed and delivered to the called party as a collect call. At the end of each billing cycle, Direct Bill account holders receive a bill directly from GTL for inmate calls completed during the billing period.

**b) The Offeror should have an advance payment system. This system should allow customers to prepay for calls from the facility.**

**GTL has read, understands, and complies.**

**GTL AdvancePay Prepaid Account Calling - *Funded by Friends and Family***



Our ConnectNetwork® web site, currently used by WTRJ, enables Inmate friends and family members to continue to deposit money into an inmate's PIN debit prepaid phone account from their computer, tablet, or smart phone. Both the ConnectNetwork® website and the PIN debit IVR toll free number are accessible 24/7.

Your staff, inmates and friends and family will not experience any changes, therefore, reducing any burden associated with a new system. The normal call volume and revenue decreases normally seen with the migration to a new vendor are completely eliminated by retaining GTL as your continued provider. The public will not have to endure the trouble of requesting refunds, opening new accounts, learning new systems, etc. Additionally, WTRJ will not see any decreases in revenue usually associated with a new vendor!

**Prepaid Account Options for Friends and Families:** We will continue to make it easy for families and friends to setup prepaid accounts to fund inmate calls via a **toll-free number** connection to a GTL service representative; our convenient **automated IVR** system; as well as our secure **Internet website**. Payments can be made via money order, credit or debit card and Western Union.

**GTL External Payment by Friends and Family:** WTRJ currently utilizes the ConnectNetwork® payment product suite that includes web and IVR convenience. For friends and family, we provide the



convenience of both web and IVR as channels to deposit funds into an Inmate's PIN debit account, using either credit or debit cards. We can also accept money order for friends and family without credit or debit cards.

Calls to numbers that are unable to receive collect call billing can be completed through GTL's AdvancePay program. When an inmate attempts to dial a number that cannot receive collect calls, the ITS system will place the offender on hold while the option is given to the called party to set up an AdvancePay account using a credit card. If an account is successfully created, the offender is reconnected and the call progresses.

A similar process is engaged for existing AdvancePay customers who receive a call when their funds are too low or depleted. They are offered an on-line opportunity to add funds after which, the offender and called party are reconnected. Should the called party be unable to set up an AdvancePay account as described above, they are given a toll-free number to do so at a later time. Additionally, their number is placed into an outbound automated calling queue that reminds them of this service availability. They can react to or opt out of these automated calls if they choose to do so.

Apart from this platform driven feature, GTL provides a toll-free service that allows family and friends to 1) set up an account, 2) check their AdvancePay balances, 3) make a deposit and 4) get alternative payment instructions by retail money transfer services like Western Union or mail via USPS.

Our toll-free AdvancePay Customer Service number is answered from 7:00 AM to 11:00 PM EST, Monday through Friday and from 8:00 AM to 7:00 PM EST on Saturdays and Sundays. Our call center supports a call back feature for customers for average hold times over 5 minutes.

AdvancePay customers can also use GTL's website, 24 hours a day, 7 days a week, to deposit funds to their existing AdvancePay accounts.

### **Forms of Deposits**

- Visa, MasterCard and Discover
- Check (both certified and personal)
- Money Order
- Retail Money Transfer
- Cash (at kiosks where provided)

### **Account Maintenance**

Outbound automated calls will continue to account holders when their funds are too low or depleted. This initiative helps to ensure communications channels between offenders and their family and friends are maintained. We always provide the means for these outbound reminders to be discontinued, recognizing that emotional connections within the framework of this environment are subject to changes.

All AdvancePay calls are subject to all the security features and management reporting associated with the current ITS platform.

### **Benefits**

- Improved call completion
- Morale booster
- Convenience
- Family or Friend Account specific (one phone number)

- Controls cost
- Minimal to no facility involvement

**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, commissions are maximized and inmate and friend/family complaints are minimized.**

Some key features of the AdvancePay program are described below.

## AdvancePay Card Storage

GTL allows frequent depositors to securely “store” their credit/debit card numbers, in order to expedite their AdvancePay deposit transactions. 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 OneCall

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Similar to AdvancePay-AutoReload, this means more completed calls and more satisfied customers.

## AdvancePay Customer Contact Programs

Having 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.

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no cost to them, the inmate is able to make contact with friends and family members. Inmates are able to communicate important information about their whereabouts while friends and family members know where the inmate is located and who their new telephone service provider allowing them to set up an AdvancePay call in preparation for the next call.

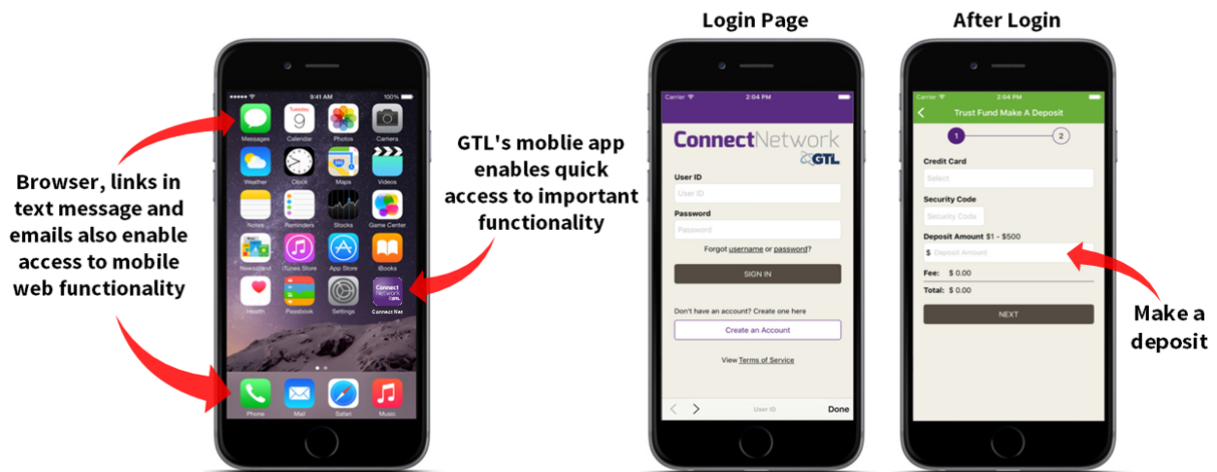
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**ConnectNetwork Website** - Additionally, our website is enhanced for consumers who view the site from their mobile phone and/or tablet device. With similar functionality as our new mobile phone app, consumers can manage their account without the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

## O. Equipment

### 1 The proposed inmate telephone system shall be a turnkey, non-coin telephone system and service.

**GTL has read, understands, and complies.**

The ITS currently installed at WTRJ, 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.

### 2 The Offeror shall provide non-coin, collect call, debit and/or pre-paid call, inmate telephones composed of durable, tamper-free equipment suitable for jail environments. Equipment must not contain any removable parts.

**GTL has read, understands, and complies.**

The inmate telephones that are currently installed at WTRJ are non-coin units and allow collect, debit and pre-paid calls.

Our standard inmate telephone has a sturdy compact design. Constructed with heavy-duty, seamless 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. The inmate telephones do not contain any removable parts.

**3 The proposed system shall include any system hardware or software necessary to allow facility personnel to query, display, retrieve recordings, and print inmate telephone activity**

**GTL has read, understands, and complies.**

The proposed solution allows WTRJ approved users to utilize their own workstations and printers for the operation of all applications. The days of having multiple computers on your desk to operate multiple systems are gone when selecting GTL! Normally GTL can provide WTRJ with workstations, which include system hardware and software, enabling WTRJ staff with the ability to access the ITS to query, display, and retrieve recordings and print inmate telephone activity

**GTL Standard Computer Workstation**

**Computer:** Dell Optiplex 3040 Desktop Workstation; Intel Core i3 (6100) 3.7 GHz Processor w/ 3MB Cache; 4.0 GB DDR3L 1600MHz SDRAM - 1DIMM; 16X DVD+/-RW SATA Drive; 500GB Serial ATA Hard Drive 7200RPM; Intel Integrated Graphics; Windows 10 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.

**4 The proposed system shall have the ability to monitor live or listen to previously recorded calls at various designated offices.**

**GTL has read, understands, and complies.**



The current ITS allows authorized WTRJ staff and other designated people to monitor inmate phone conversations in real-time. 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. 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 in the Inspector General's Office. An authorized user who is monitoring calls may also manually forward calls-of-interest, for example, to the Inspector General's designated number or other approved numbers for investigative staff.

Live Monitoring

NEW

Scan Interval: 30 Seconds Start Stop

TOTAL CALLS

Alerts Playing / Scanning Private / Scanning

TOOLS	BTN	PHONE	DATE	TIME	PIN	LAST	FIRST	FACILITY ID
[Icons]	[Button]		07/12/2016	17:38	948750			
[Icons]	[Button]		07/12/2016	17:38	099339			
[Icons]	[Button]		07/12/2016	17:38	201540			
[Icons]	[Button]		07/12/2016	17:37	196300			

#### 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 conversation 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 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.

**GTL**

Home Reporting Live Monitoring CD/DVD PIN/PAN Number Management User Management Alerts System Control

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

## Alerts

**Email Hot Alerts** New Alert

BTN	PIN	Inmate Phone	Email Recipient
No records to display.			

0 items in 1 pages

---

**Text Hot Alerts** New Alert

BTN	PIN	Inmate Phone	SMS Recipient	Carrier
No records to display.				

0 items in 1 pages

---

**Phone Call Hot Alerts** New Alert

BTN	PIN	Inmate Phone
No records to display.		

0 items in 1 pages

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.

## Call Recording – Replay, Analysis

WTRJ users are easily able to retrieve and playback specific call recordings in the Call Detail Reports screen of the ITS. Simply clicking on the drop-down arrow expands the call record to display two options for replaying the recorded conversation associated with each call record: *Call Playback* and *Call Analyzer*.

**Call Playback** is accessed by clicking the play button on the player screen.

- Call Playback is the routinely-used listening option.

**Call Detail Report**

Drag a column header and drop it here to group by that column

Selected Only

#	NAME	PIN	DATE
1	(805) 781-5910	149829	07/14/2016

Ready

Total Characters: 0 (Max 512)

No Notes Available

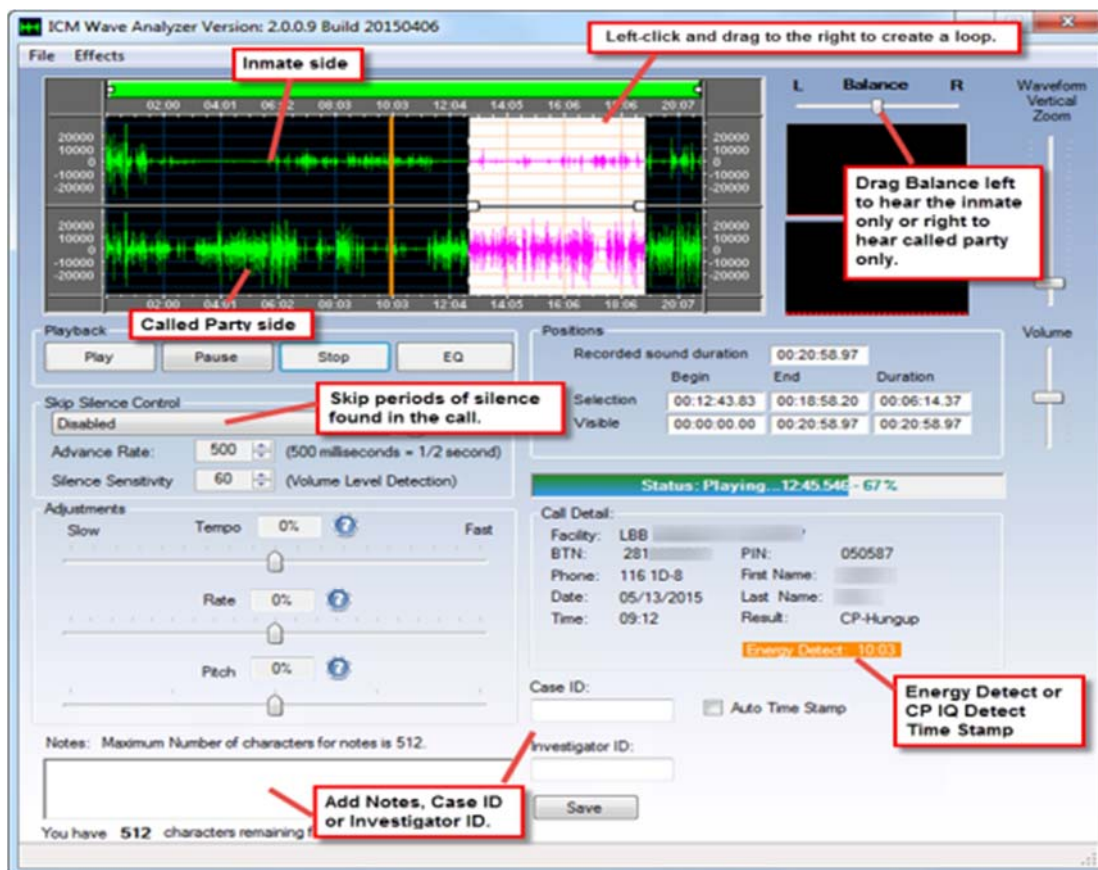
**Case ID**  
Enter Case ID

**Investigator ID**  
Enter Investigator ID

- 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 Analyze button.

- 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.

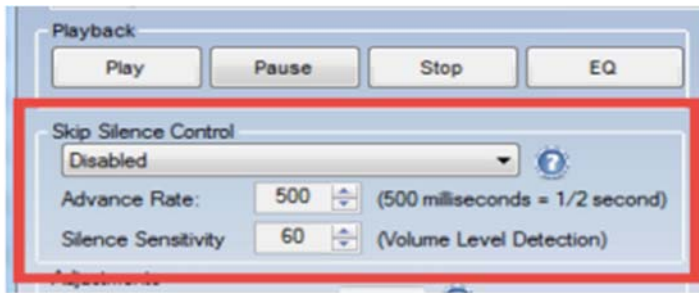


## Call Analyzer Features

**Separately Analyze the Two Sides of a Conversation:** As shown in the previous screenshot GTL ITS 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.

**Remove silence during playback:** To allow investigators to hear only the playback of usable conversation, the Call Analyzer is able to remove silence from recordings with our Skip Silence





control. The Skip Silence control allows users to remove silence in call recording playback from both channels, the inmate side only, called party side only or disable the control.

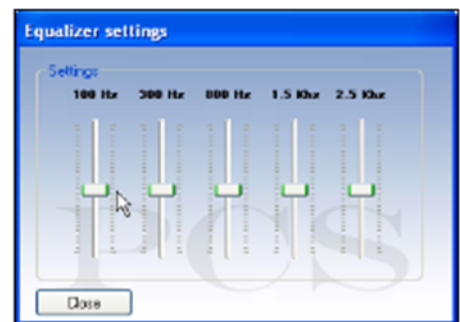
Investigators are able to set the rate which the Call Analyzer skips ahead when silence is detected. In addition, users are

able to adjust the level of Silence Sensitivity to detect the level of volume and filter out noise in the audio that might be detected as voice audio.

**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.

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.



## 5 The proposed system software shall be based on security level and password protected.

GTL has read, understands, and complies.



All WTRJ authorized users have been set up with secure access to the ITS already; therefore, passwords and security rights remain intact for the new contract. The ITS utilizes password-protected security levels ensuring that users can only access information for which each has been authorized. 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 WTRJ approved Role which gives that person permission to access certain functions and not others.

## 6 All Offeror equipment shall comply with FCC regulations

GTL has read, understands, and complies.

The equipment and services provided by GTL are in full compliance with all current applicable standards and regulations, including FCC and ADA.

**7 The Offeror will be responsible for the cost of maintenance and repair of the system.**

GTL has read, understands, and complies.

We will continue to provide superior maintenance and repair services entirely without cost to WTRJ as we have done for over a decade.

**8 The proposed equipment and system shall be scalable to meet the WTRJ's growing needs at no cost to WTRJ.**

GTL has read, understands, and complies.

As the leader in innovative telecommunications solutions for the correctional industry, we know that our products and services have been designed in a scalable design to ensure we meet WTRJ's specific future growth requirements. All enhancements, features and upgrades are provided to WTRJ at no cost.

**9 Offeror equipment shall include a backup power supply.**

GTL has read, understands, and complies.

We currently provide Uninterruptible Power Supply (UPS) units to WTRJ. These units are designed to meet the runtime requirements for each individual facility. Rather than suggest a single unit for all sites, we have matched the UPS to the hardware and network designed for WTRJ ensuring the unit(s) is of the proper size to support the on-site hardware for the time required. We have installed the Smart-UPS 1000VA from APC, which offers more than an hour and a half of runtime on a power draw of 100W. In the absence of an emergency generator at the facility, upon expiration of the UPS, the system performs a safe shutdown to protect data. Once power is restored the system will reboot without human intervention and resume normal operations.

**10 Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by the Offeror's employees.**

GTL has read, understands, and complies.

**Project Activity Involvement**

<b>Project Activity</b>	<b>GTL Percentage</b>	<b>CCG Percentage</b>
<b>Direction and Supervision</b>	<b>100 %</b>	<b>0 %</b>
<b>System Installation</b>	<b>80 %</b>	<b>20 %</b>
<b>Inside Conduit &amp; Wiring</b>	<b>5 %</b>	<b>95 %</b>
<b>Training</b>	<b>100 %</b>	<b>0 %</b>

Project Activity	GTL Percentage	CCG Percentage
Software System Monitoring	100 %	0 %
System Maintenance Activities	80%	20 %
Technical Customer Support	100 %	0 %
Billing Customer Support	100 %	0 %

**11 The Offeror shall notify WTRJ of any new software upgrades within thirty (30) days of the introduction of the new software into the market by Offeror. Offeror shall upgrade the ITS with new software versions and new hardware as required by WTRJ at no cost to WTRJ.**

**GTL has read, understands, and complies.**



GTL will continue to notify WTRJ of any software updates or new versions within 30 days of general availability of the validated software. We will present updates and new versions to WTRJ as we do know for review, consideration and to determine if such updates are required or desired by WTRJ.

We will provide timely system updates and additional features when available. There will be “zero” change to WTRJ. All ITS software updates and new versions are available to WTRJ at **NO COST**.

Updates for the current 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.

Routine software updates can be installed immediately as they are released, or installed on a periodic schedule at WTRJ’s discretion. We install software updates remotely. These updates are performed during low- or no-usage periods (e.g. 00:00 – 07:00). We issue **Version Release Notes** to WTRJ 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 WTRJ, we propose 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.

**P. Other Electronic Interfaces**

The Offeror shall provide electronic interfaces to various systems in use by the jail currently or in the future.

**GTL has read, understands, and complies.**



We currently provide and support WTRJ with custom electronic interfaces to both the Jail Tracker JMS for PIN Management and TechFriends for trust/accounting deposit services. These automated interfaces have reduced many of the manual processes allowing your staff to perform their duties. We will continue to provide and support the electronic interfaces currently in operation at WTRJ.

**1 The Offeror shall not charge the Inmate, the jail, or its outside contractor or provider for the interface or service.**

**GTL has read, understands, and complies.**

GTL has developed and maintained the custom electronic interfaces at WTRJ for more than a decade - All at NO COST to WTRJ.

**2 Interfaces include any of the following current or future uses:  
a) JMS**

**GTL has read, understands, and complies.**



We have successfully deployed an interface between WTRJ's ITS and Jail Tracker, your JMS System for PIN Management. This automated interface eliminated the manual assignment of PIN numbers for use by the ITS. We will continue to support this interface for the life of the contract.

**■ Commissary Services**

**GTL has read, understands, and complies.**

GTL is able to offer WTRJ our "Commissary Ordering over the Phone" feature. The GTL ITS is able to be configured to provide a speed dial number for inmates to dial into WTRJ facility's commissary system using the standard inmate telephones for ordering items. This simple speed-dial access to commissary systems has helped streamline operations and fulfill requirements.

**2.1 Inmate Accounting System (whether or not it is part of another system). The interfaces shall include all actions and /or transactions needed to accurately update individual inmate accounts to reflect deposits, purchases or refunds. Inmate accounts shall be updated immediately upon the Offeror's receipt of any order or a request for a refund.**

**GTL has read, understands, and complies.**



We have a fully functional interface between WTRJ's trust accounting system, TechFriends, and the ITS as it pertains to management of the inmates' trust account to include deposits, purchases and refunds. These transactions are updated immediately. WTRJ currently utilizes our Real-Time PIN Debit calling approach as the solution to

automate the transfer and use of inmate phone calling funds which eliminates WTRJ staff involvement!

Inmates can prepay for their own calls to any facility-approved telephone number. An Inmate PIN Debit prepaid phone account may be set-up upon entering the facility. Funds for the PIN Debit account may be provided either by the inmates themselves from their Trust/Commissary accounts, or from their friends & family who may deposit funds directly into Inmate PIN Debit accounts through GTL's web, lobby kiosk, mobile app, and IVR deposit channels.

We will continue to support the integration between the ITS and WTRJ's JMS – Jail Track that will allow for direct Inmate Debit account funding through commissary ordering via the inmate telephones. Inmates can continue to purchase debit calling funds directly through call prompts from the inmate phone. Funds are moved in real-time from the inmate's commissary/trust account to their debit phone account, tied to their inmate ID and PIN. The cost of each debit call is deducted immediately from the inmate's account at the end of the call. Prior to making another debit call, the inmate will hear their new available balance.

This solution has provided WTRJ with a transparent, seamless and cash-less operation while providing inmates and friends and family to fund the inmates' trust account for telephone calls.

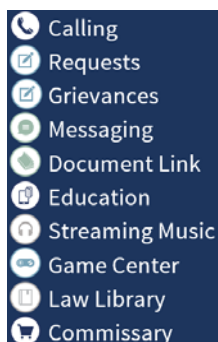
## 2.2 Other technology interfaces that may become necessary at the jails discretion based on the rapidly changing nature of technology such as a tablet program.

GTL has read, understands, and complies.

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### Handheld Inmate Communication Devices (Tablets)

GTL is proud to offer WTRJ Wireless Tablets for use throughout the facility. GTL without question is the leader in tablet technology far surpassing others in the industry! The deployment of tablets allows for the expansion of access to key functions that can sometimes be limited by antiquated technologies such as In-Pod kiosks. GTL's tablet program is based upon the concept of "Equal access to tablets". This approach ensures that all inmates have access to tablets, **at NO cost**, and eliminates resource contention and the potential disruption that could ensue. It also provides for more privacy and greater access to programs and education to help inmates on their journey from incarceration to rehabilitation to re-entry and reintegration, thereby reducing recidivism.



These tablets interface seamlessly with our ITS such that inmates can make wireless phone calls (with all the same security and recording as the phones on the wall). Our tablets currently have interfaces with other GTL features so that we can provide WTRJ with additional features including viewing the inmate handbook and other pdfs, secure inmate messaging/email, video visitation, commissary ordering, requests, grievances, streaming music, games, eBooks, etc. GTL can even provide access to Lexis Nexus Law Library on your inmate tablets if needed. By providing the additional interfaces for these services there is increased communication between inmates and their loved ones, decreased inmate and

officer interactions to promote a safer environment, decreased paperwork, increased facility efficiencies, and provides manpower savings.

## Inmate Rehabilitation via Educational Content

**GTL Inspire® Tablets enabling inmate rehabilitation:** The US Department of Justice (Bureau of Justice Statistics) states that “Within three years of release, 49.7% of released inmates end up back in prison and 55.1% end up back in prison within 5 years.” There is no cure or solution that brings this percentage down to zero but GTL feels strongly that our inmate tablets will provide the education, job training and life skills necessary to help break that cycle of recidivism and truly make a difference in the lives of the inmates and loved ones.

GTL was the first in the corrections market to build from the ground up a transparent corrections-grade tablet that **makes wireless phone calls** through our integrated inmate telephone system. We provide an industry-leading, five levels of security to prevent unauthorized access and unauthorized usage. GTL is proposing that we provide an adequate supply of inmate tablets to accommodate your population at NO COST to WTRJ. The primary purpose of this tablet deployment will be to provide our Educational Software with real world job training and life skills to help your inmate prepare for re-entry into society.

In early 2017, GTL acquired **Innertainment Delivery Systems (IDS)**, the leading provider of inmate education systems in the U.S. The acquisition is GTL’s most recent investment in tools that **provide its customers with solutions for effective inmate rehabilitation and successful reentry, both of which reduce recidivism rates**. IDS was founded by Dr. Turner Nashe, Jr. and Phylance Nashe, J.D. in 2009.

IDS is a one-stop shop that provides standard and customized course work to incarcerated individuals including life skills, vocational skills, preparation for high school equivalency exams, professional certifications, and diplomas. Additionally, IDS provides continued access to educational programs for inmates released on probation or parole and offers professional workforce development programs for corrections and community corrections staff.

The IDS system partners with education providers, such as Pearson Education and i-Pathways, to tailor a comprehensive program to WTRJ’s unique needs. This program incorporates your current curriculum with other GED Prep, K-12, Post-Secondary Ed, Vocational, Life Skills, Religion, Computer Skills, etc. In addition, the Educational Program includes Khan Academy Lite (KA Lite), providing over 7,000 videos and 20,000 interactive exercises in Math, Science, History and Economics, matching common core standards.

For the instructors, the program includes an analytics and reporting dashboard to easily track attendance, inmate/student’s activities, progress and grades, etc. Best of all, the inmate/student can continue using this Learning Based System Education upon release from incarceration to ensure they continue down the right path.

GTL provides credentialed content used by educational professionals worldwide. With over 65,000 titles currently available and **over 13,000 inmates using our systems daily**, GTL is the number one inmate educational system used in the United States. We support inmate success and their journey from incarceration to rehabilitation and reintegration into the community by providing them access to the tools that will help them become productive, tax-paying, law-abiding citizens.



GTL can offer WTRJ an integrated educational solution for the correctional marketplace that meets federal, state and local correctional agency requirements if needed. Our Learning Management System (LMS) has more than 5,000 hours of educational content already available, which has been developed by industry leading educational content partners. The content is delivered electronically via the tablet, which includes short videos, quizzes, and interactive games. It should also be noted that GTL is also a supporter and user of the open content movement's work. The LMS uses SCORM-compliant materials to ensure all the contents' cross-platform compatibility.

Our academic content is aligned with most state standards. Additionally, the proposed solution offers educational materials crafted to be appropriate for a wide variety of academic abilities including but not limited to: K-12, Adult Basic Education, GED prep, online high school diplomas, Vocational Certifications, and post-secondary levels. The curriculum and content packages, will be available through the secure server-based Learning Management System (LMS). Administrators and teachers will have the ability to create a custom learning plan for each student that summarizes their current knowledge (also known as competencies) helps select appropriate content, and tracks their learning progress.

### **3 Changes in Offerors/contractors for the above interfaces will require the Offeror to provide a new interface at no cost.**

**GTL has read, understands, and complies.**

#### **Q. Fees, Rates and Commission**

### **1 The system must have the capability to inform the called party of the call cost prior to acceptance.**

**GTL has read, understands, and complies.**



Each called party will continue to provide a rate quote option prior to call acceptance. The rates are retrieved from our centralized rating system. The rate-quoting feature will quote to the called party the cost of the first period or minute and, when applicable, the cost for any additional period(s) or minute(s).

- 2 The Offeror and or their partners or subcontractors must agree to ~~disclose not charge or collect from the WTRJ, the WTRJ's Offerors, inmates, and family members and/or friends of the inmate~~<sup>1</sup> any fees (other than those specifically mandated by law) including but not limited to: account set up fees; bill statement fees; technology fees; credit card processing fees; account setup fees; account fees, equipment damage fees; intralata fees; bill rendering fees, universal services fund fees; taxes; state fees; dial around fee; processing transaction fees; bill recovery fees; processing fees; debit and/or pre-paid card fees; any fees associated with closing, dissolving and /or termination of accounts; special fees; termination fees; online fees; and non-mandated connection fees.; and any additional fees, charges, reimbursements, surcharges, and 3rd party reimbursements.**

GTL has read, understands, and complies.

- 3 Offeror will fully absorb any and all fees passed onto them by a third party (i.e.-billing agency, subcontractor, etc.).**

GTL has read, understands, and complies.

- 4 The rates charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission for all services. Offeror shall provide detailed information to the WTRJ regarding any mandatory fees as dictated by law, before a contract is executed.**

GTL has read, understands, and complies.

Per Addendum #2 dated September 25, 2017, WTRJ has indicated that proposing vendors must agree to disclose any fees (other than those specifically mandated by law) associated with the establishment of debit and pre-paid accounts. GTL has included these fees in Attachment D: Rates and Commissions.

- 5 In addition, any fees charged to inmates, inmate families and/or friends of inmates for depositing funds into an inmate's account must be disclosed and open to negotiation.**

GTL has read, understands, and complies.

- 6 The Offeror shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.**

GTL has read, understands, and complies.

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<sup>1</sup> Revised per Addendum #2 dated October 10, 2017



**7 The Offeror shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.**

GTL has read, understands, and complies.



Our Customer Service team are well versed in the functions of the current ITS and are skilled in handling questions, complaints, billing disputes and adjustments. In the instance of billing disputes, our Billing and Collections Department works closely with the local exchange company to ensure accurate adjustments are made to bills and/or refunds are issued in a timely manner. Any issue that cannot be readily resolved by the call center representative is quickly brought to the attention of a Billing Department Supervisor. Escalated issues or complaints that cannot be quickly resolved by Billing Supervisors are passed to a Priority Billing Customer Service group for handling. The Priority Billing Customer Service group resolves 95% of all issues within 48 hours. Severe issues are passed to the Billing Services management team for immediate resolution.

**8 Offeror billing to called parties must include the Offeror information and a toll-free telephone number to resolve billing disputes.**

GTL has read, understands, and complies.

Our Billing Customer Support team can be reached via a toll-free number: 877-650-4249. This number appears on all telephone bills for customers who accept collect or direct billed calls from WTRJ inmates.

**9 Billing charges shall begin at the time of the call acceptance when the called party accepts the calling party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.**

GTL has read, understands, and complies.



Our ITS does not charge for unanswered or unaccepted calls. Billing begins only after the called party has positively accepted the inmate's call. Billing stops when either party hangs up or when the call is terminated by the system for reasons such as: the specified time limit has expired or the system detects potentially fraudulent activity Under no circumstances will the commission rate be adjusted lower than the rate agreed to at contract award, nor will the WTRJ be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.

**10 Offeror shall provide real-time access to all the data within this contract, whether data is derived by offeror or their designated contractor/sub-contractor including but not limited to all financial records, all account information, including but not limited to, inmate's debit account information, all pre-paid account information, debt, collect call information, all transaction history on all calls, including but not limited to, all fees; furthermore, offeror must include all detailing information on a per call basis including but not limited to the complete call billing and detail record of all charges, fees and information, data must also be available in a exactable downloadable open source and auditable format.**

GTL has read, understands, and complies.

**11 Offeror shall pay commission calculated on total Gross Revenue generated by and through the ITS including collect, pre-paid and debit local, intralata/intrastate, interlata/intrastate, and international calls placed from the inmate telephones at the Facility.**

GTL has read, understands, and complies.

**12 Offeror shall pay commission on total Gross Revenue before any deductions are made for un-billable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments, or any other Offeror expenses.**

GTL has read, understands, and complies.

**13 Any charges/fees added to the called party's bill without the express written consent of WTRJ shall carry a fine of three hundred and fifty dollars (\$350.00) per day from the date the additional charges/fees were first added through the date the charges/fees were discontinued. WTRJ and Offeror shall mutually agree whether the charges/fees are to remain.**

GTL has read, understands, and complies.

**14 WTRJ and Offeror shall mutually agree upon a compensation structure.**

GTL has read, understands, and complies.

**15 Should WTRJ and Offeror mutually agree that the charges/fees are to be discontinued, Offeror shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.**

GTL has read, understands, and complies.

**16 A collect call is deemed complete, and commission due, when the called party accepts the call regardless if the Offeror can bill or collect the revenue on the collect call.**

GTL has read, understands, and complies.

- 17 A debit and/or pre-paid call is deemed complete, and commission due, when a call is pre-paid by the inmate via the debit and/or pre-paid account and a connection is made between the inmate and the called party by positive acceptance.**

GTL has read, understands, and complies.

- 18 WTRJ will not be liable for any of Offeror's costs including, but not limited to, shipping charges, network charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages or any other Offeror costs. Offeror shall indicate debit and/or pre-paid calling rates in Attachment D include sales tax.**

GTL has read, understands, and complies.

- 19 Commission for debit and/or pre-paid calls shall be based upon total Gross Revenues, as specified above, generated from debit and/or pre-paid call usage.**

GTL has read, understands, and complies.

- 20 Calls to telephone numbers that appear on the free call list supplied by WTRJ shall not generate revenue for Offeror and shall not be commissionable to WTRJ.**

GTL has read, understands, and complies.

- 21 Offeror shall, at its own option, include a financial incentive offer in addition to the commission proposal show in Attachment D.**

GTL has read, understands, and complies.

- 22 The Offeror shall submit a request in writing to receive approval from WTRJ for any calling rate increases and/or decreases for inmate telephone calls before any new calling rates are implemented. WTRJ will respond in writing to Offeror's request. Should Offeror decrease the calling rates without the express written approval of WTRJ, the Offeror shall be responsible for paying commissions on the Gross Revenue as determined by applying the calling rates prior to the unapproved change. Should Offeror increase the calling rates without the express written approval of WTRJ, Offeror must issue credits to all customers that are overcharged. A list of the issued credits shall be provided to WTRJ Agent as documentation. No commission refund shall be due from WTRJ to Offeror for unapproved rate increases.**

GTL has read, understands, and complies.

The calling rates agreed to and approved by WTRJ and GTL at the time of contract signing shall remain in effect for the life of the contract unless changed by mutual agreement at a later date; or unless federal or state mandates require a rate change during the contract period.

**23 The Offeror shall implement any rate adjustments requested by WTRJ within ten (10) days of said request, subject to regulatory approval.**

GTL has read, understands, and complies.

**24 All charges and fees associated with calls from the Facility must be specifically designated within Offeror's proposal and specified in Attachment D.**

GTL has read, understands, and complies.

Please refer to Attachment D for all charges and fees associated with all inmate calls.

## **R. Commission Payment and Reporting**

**1 The Offeror shall provide commission and traffic detail reports to WTRJ on or before the twentieth (20th) day of the month following the month of traffic. WTRJ prefers a prepaid commission amount with monthly earned commission deductions from the prepaid amount with a true-up at such point that the prepayment is less than the annual commissions earned. WTRJ requires that traffic detail reports be sent via electronic format.**

GTL has read, understands, and complies.

GTL will continue to offer WTRJ a prepayment of commission each and every year of the contract. GTL has also proposed a commission percentage that WTRJ will earn every month. This monthly commission amount will be deducted from the prepaid commissions and once the commissions earned exceed the commission prepayment, GTL will pay WTRJ that monthly commission. GTL will provide WTRJ with traffic detail reports electronically that support the commissions and the true up. GTL will provide this data / commissions on or before the 20<sup>th</sup> of the month for the previous months calling. WTRJ will continue to be able to verify call traffic, call revenue, and commission accuracy using monthly reports provided by GTL and the ITS:

- **Standard Monthly Commission Reports:** With each monthly commission check, the Agency will receive a set of reports detailing call traffic and total gross revenue.

### **Summary Commission Report**

Calls, minutes, revenue, commission, and percentages with details and totals for individual call types and grand totals for all call types in the report.



- **Custom Monthly Commission Reports:** We also will continue to provide revenue data and reports at our secure **Internet FTP Site** which can be accessed by authorized WTRJ staff from on-site system workstations or from authorized computers at remote locations. These data/reports can be formatted in one of three formats, depending on your preference: comma separated value text files, Excel worksheets, or portable document formatted (.pdf) files.
- **Inmate Telephone System Reports:** From the on-site workstation of authorized remote computers you can continue to access the facility's original call data on-line via the system's password protected interface program to request and generate reports detailing total gross revenue for the specified billing period by such criteria as: inmate telephone, call type, inmate PIN, destination number, or virtually any combination of criteria that WTRJ desires to use to audit detail or summary information contained in monthly commission reports.

**2 Traffic detail reports shall include a detailed breakdown of the traffic for all collect, debit and pre-paid calls for each inmate telephone or inmate telephone station at the Facility. Traffic detail shall include, at a minimum, each of the following items for each inmate telephone station broken down by collect, debit and pre-paid call types: (a) Facility Name; (b) Facility Identification Number; (c) Facility Street Address, City, State, and Zip Code; (d) Automatic Number Identifier, or inmate telephone and/or inmate telephone station port number; (e) Total Gross Local Revenue and Commission per inmate telephone or inmate telephone station; (f) Total Gross Intralata/Intrastate Revenue and Commission per inmate telephone or inmate telephone station; (g) Total Gross Interlata/Intrastate Revenue and Commission per inmate telephone or inmate telephone station; (h) Total Gross International Revenue per inmate telephone or inmate telephone station; (i) Commission Rate; (j) Total Commission Amount (including, but not limited to, Local, Intralata/Intrastate, and Interlata/Intrastate); (k) Site Identification Number (l) Traffic Period Dates; (m) Total Minutes of use per inmate telephone or inmate telephone station for each call type; (n) Total Number of Calls per inmate telephone or inmate telephone station for each call type; (o) Total Debit Usage for each call type; (p) Total Pre-Paid Usage for each call type; and (q) Total Pre- Paid Purchases. Please provide a sample of how the Offeror will meet this requirement.**

GTL has read, understands, and complies.

GTL will provide the above requested data in electronic format. This is a standard electronic submission, encompassing all of the above requested data, that GTL provides to other clients.

**3 Commission discrepancies must be resolved by Offeror within thirty (30) days of receipt of notification of a discrepancy from WTRJ or such discrepancy is subject to late charges, as described below and/or termination of the Agreement at the sole discretion of WTRJ, and/or any other legal course of action WTRJ elects to pursue.**

GTL has read, understands, and complies.

- 4 Offeror shall provide monthly system platform Call Detail Records (CDRs) and billing files which shall be delivered to WTRJ no later than the twentieth (20th) day of the month following the month of traffic.

GTL has read, understands, and complies.

- 5 The Billing Files contain all fields which are legally permitted to be released, with the contents of said fields in the exact format and exact content as those files prepared and submitted for billing to the billing company and ultimately delivered to the called party. The Billing Files shall be accompanied by a complete file map and complete field legend. The billing files shall include, but not limited to, the following fields: (a) Facility Name; (b) Facility Site ID; (c) Origination Number; (d) Inmate PIN (if utilized by the facility); (e) Dialed Number; (f) Batch ID; (g) Row ID; (h) Record ID; (i) Date of Call; (j) Call Start Time; (k) Call End Time; (l) Time of Day; (m) Multiple Rate Period Indicator; (n) Originating City; (o) Originating State; (p) Bill City; (q) Bill State; (r) Billed Minutes of Use; (s) Rounded Bill Time Indicator; (t) Bill Number; (u) Call Type (e.g. Local, Intralata/Intrastate, Interlata/Interstate, etc.); (v) Call Type Settlement Code; (w) Call Amount; (x) Taxes; (y) Fees; (z) Specialized Calling Indicator; (aa) Validation Indicator; and (bb) Tax Exempt Indicator. Offeror should, in the RFP response, provide a listing of all fields (required or preferred above) that are not being released.

GTL has read, understands, and complies.

Positions	Field Description	Length
001-006	Record ID	6
007-012	Date (YYMMDD)	6
013-014	From Number Length	2
015-024	From Number	10
025-027	Overflow Digits (OVR)	3
028-029	To Number Length	2
030-039	To Number	10
040-045	Charge Amount (\$\$\$\$CC)	6
046-046	Not Used	1
047-047	Type of Regulation Indicator	1
048-054	Not Used	7
055-060	Connect Time (HHMMSS)	6
061-066	Billable Time (MMMMSS)	6
067-067	Not Used	1
068-069	Method of Recording	2

Positions	Field Description	Length
070-071	Return Code	2
072-074	From RAO	3
075-077	Not Used	3
078-078	Rate Period	1
079-079	Rate Class	1
080-080	Message Type	1
081-081	Not Used	1
082-082	Indicator 1 – Source of Call	1
083-083	Indicator 2 – Not Used	1
084-084	Indicator 3 - Not Used	1
085-085	Indicator 4 - Not Used	1
086-086	Indicator 5 - Not Used	1
087-087	Indicator 6 – Rounding Billable Time	1
088-088	Indicator 7 – Not Used	1
089-089	Indicator 8 – Serial Number	1
090-090	Indicator 9 – Not Used	1
091-091	Indicator 10 – Not Used	1
092-092	Indicator 11 – Bill Number Characteristics	1
093-093	Indicator 12 – Not Used	1
094-094	Indicator 13 – Not Used	1
095-095	Indicator 14 – Record Version	1
096-096	Indicator 15 – IXC Rated/Originated	1
097-097	Indicator 16 – Specialized Calling	1
098-098	Indicator 17 – Validation	1
099-099	Indicator 18 – Multiple Rate Period	1
100-100	Indicator 19 – LATA Identifier	1
101-101	Indicator 20 – Not Used	1
102-109	Account Code	8
110-112	Bill RAO	3
113-122	Bill Number	10
123-132	From City	10
133-034	From State	2



Positions	Field Description	Length
135-144	To City	10
145-146	To State	2
147-148	Library Code – NOT USED – Pad with Zeros	2
149-149	Settlement Code	1
<b>150-153</b>	<b>Sub CIC</b>	<b>4</b>
154-157	Not Used	4
158-158	Indicator 21 – Dialing Method	1
159-159	Indicator 22- Recording Entity	1
160-160	Indicator 23 – Type of Calling Card	1
161-161	Indicator 24 – Not Used	1
162-162	Indicator 25 – Not Used	1
163-163	Indicator26 – Not Used	1
164-164	Indicator 27 – Tax Exempt	1
165-165	Indicator 28 – Not Used	1
166-166	Indicator 29 – Not Used	1
167-167	Indicator 30 – Not Used	1
168-170	Entity Code – Program Code	3
171-175	Customer Data	5
176-181	International To Number Overflow (TOXOVR)	6
182-187	International From Number Overflow (FRXOVR)	6
188-197	Master Billing Number (MBN)	10
198-207	800 Access Number	10
208-209	Client Code	2
210-213	Operating Company Number (OCN)	4
214-223	Location Routing Number (LRN)	10
224-255	Reserved	32

- 6 The raw Call Detail Records shall contain all calls (both attempted and completed), including all inbound voicemail messages as well as voicemail message retrievals, that originate from the Facility for each day and each time of the day for the period for which said raw Call Detail Records are requested. The raw Call Detail Records shall contain the unedited data including all fields and all field content which is legally permitted to be released. When requested, these records shall be accompanied by a complete file map and complete file legend. The raw Call Detail Records shall include, but not limited to, the following fields: (a) Facility Name; (b) Facility Site ID; (c) Origination Number; (d) Dialed Number; (e) Trunk ID;(f) Port ID; (g) Station ID; (h) Location of Phone; (i) Prepaid Card ID Number (if utilized at the facility); (j) Inmate ID (if utilized by the facility); (k) Inmate PIN (if utilized by the Facility); (l) Traffic Period; (m) Date of Call;(n) Call Start Time; (o) Call End Time; (p) Duration of Call (in seconds); (q) Bill Type (e.g. Collect, Prepaid Collect, Debit, etc.); (r) Call Type (e.g. Local, Intralata/Intrastate, Interlata/Interstate, etc.); (s) Call Amount; (t) Validation Result; (u) Termination Status; (v) LIDB Status; and (w) Completion Status. Offeror should, in the RFP response, provide a listing of all fields (required or preferred above) that are not being released.**

**GTL has read, understands, and complies.**

GTL’s CDR Raw Data file contains all calls (including both attempted and completed) for WTRJ for each day and time of the day. The raw CDRs contain unedited data which includes all field, their contents and are legally permitted to be released.

A sample CDR Raw Data File map is listed below:

FacilityName	Facility	orig	dest	trunk_id	stationid	locati	InmateID	PersonalIDr	FirstNam	MiddleN	LastNam	Alias	PrePaid	CallStart
CCA_AZ-L	IQ03	5E+09	6E+09	1	2E+10	NAVA	1.13E+09	F12515						3/19/2015 21:15
CCA_AZ-L	IQ03	5E+09	2E+09	1	2E+10	NAVA	94629297	AB9462						3/19/2015 17:53
CCA_AZ-L	IQ03	5E+09	2E+09	1	2E+10	NAVA	94629297	AB9462						3/19/2015 18:15
CCA_AZ-L	IQ03	5E+09	9E+09	1	2E+10	NAVA	8.23E+09	G49947						3/19/2015 14:52
CCA_AZ-L	IQ03	5E+09	6E+09	1	2E+10	COCO	1.73E+09	AC0428						3/19/2015 21:04
CCA_AZ-L	IQ03	5E+09	6E+09	1	2E+10	TEWA	1.54E+09	AL4315						3/19/2015 14:56
CCA_AZ-L	IQ03	5E+09	8E+09	1	2E+10	TEWA	6.78E+08	AM0433						3/19/2015 18:48
CCA_AZ-L	IQ03	5E+09	3E+09	1	2E+10	PIMA	6.62E+08	AS2773						3/19/2015 18:56
CCA_AZ-L	IQ03	5E+09	1E+10	1	2E+10	ZUNI	7.43E+08	V62842						3/19/2015 17:16
CCA_AZ-L	IQ03	5E+09	8E+09	1	2E+10	ZUNI	8.08E+08	G64345						3/19/2015 15:31
CCA_AZ-L	IQ03	5E+09	6E+09	1	2E+10	HOPI	1.63E+08	G55107						3/19/2015 18:12
CCA_AZ-L	IQ03	5E+09	6E+09	1	2E+10	HOPI	1.63E+08	G55107						3/19/2015 18:15
CCA_AZ-L	IQ03	5E+09	6E+09	1	2E+10	HOPI	3.34E+08	AT4519						3/19/2015 17:47
CCA_AZ-L	IQ03	5E+09	6E+09	1	2E+10	HOPI	3.34E+08	AT4519						3/19/2015 18:06
CCA_AZ-L	IQ03	5E+09	9E+09	1	2E+10	HOPI	1.47E+08	AR4091						3/19/2015 17:59
CCA_AZ-L	IQ03	5E+09	9E+09	1	2E+10	HOPI	6.95E+08	AA5011						3/19/2015 21:08
CCA_AZ-L	IQ03	5E+09	3E+09	1	2E+10	APACI	90898653	AE9089						3/19/2015 19:01
CCA_AZ-L	IQ03	5E+09	3E+09	1	2E+10	APACI	90898653	AE9089						3/19/2015 19:04
CCA_AZ-L	IQ03	5E+09	8E+09	1	2E+10	APACI	5.36E+08	AS2546						3/19/2015 17:26

- 7 Commission payments, traffic detail reports, billing files, CDR reports and/or reports not containing the required fields received by WTRJ after the due date are subject to late charges. The due date for all payments and reporting is the twentieth (20th) day of the month following the month of traffic. Late charges for commission payments shall be equal to five percent (5%) per month of the commission due. Late charges for reporting shall be a fee of \$750.00 per month for each report not received by the twentieth (20th) day of the month following the traffic month.

GTL has read, understands, and complies.

#### S. Fee Requirements

The Offeror and or their partners or subcontractors must agree to ~~disclose not charge or collect from the WTRJ, the WTRJ's Offerors, inmates, and family members and/or friends of the inmate~~<sup>2</sup> any fees (other than those specifically mandated by law) including but not limited to: account set up fees; bill statement fees; technology fees; credit card processing fees; account setup fees; account fees, equipment damage fees; intralata fees; bill rendering fees, universal services fund fees; taxes; state fees; dial around fee; processing transaction fees; bill recovery fees; processing fees; debit and/or pre-paid card fees; any fees associated with closing, dissolving and /or termination of accounts; special fees; termination fees; online fees; and non-mandated connection fees.; and any additional fees, charges, reimbursements, surcharges, and 3rd party reimbursements. Offeror will fully absorb any and all fees passed onto them by a third party (i.e.-billing agency, subcontractor, etc.). Offeror shall provide detailed information to the WTRJ regarding any mandatory fees as dictated by law, before a contract is executed.

GTL has read, understands, and complies.

#### T. Performance Process

The Offeror shall adhere to the following Performance Process when upgrading the ITS software and equipment, or performing any changes to the ITS at WTRJ. Any deviation from this process may result in a fine or penalty to Offeror. Such fine or penalty will be equal to no less than five hundred dollars (\$500.00) per occurrence or equal to any fine imposed by the agency supplying the fine, whichever is greater. The fine or penalty shall be due and payable by Offeror upon receipt of written notification from WTRJ of the total amount due.

GTL has read, understands, and complies.

- 1 Offeror shall provide WTRJ thirty (30) days written notice of a change or upgrade to the ITS.

GTL has read, understands, and complies.

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<sup>2</sup> Revised per Addendum #2 dated October 10, 2017.

All ITS software updates and new versions will continue to be made available to WTRJ at no cost. within 30 days of general availability of the validated software. We will continue to present updates and new versions to you for review, consideration and to determine if such updates are required or desired by WTRJ.

**2 Offeror shall perform extensive testing on all system changes or upgrades prior to discussing with WTRJ. At a minimum, the extensive testing, said changes or upgrades shall include:**

- a) Extensive testing on a system identical to the existing system at WTRJ.**
- b) Analog, Data, and Circuit testing.**
- c) International call testing.**

**GTL has read, understands, and complies.**

In order to continually adapt and improve the delivery of services, GTL will continue to work jointly with WTRJ to establish procedures for managing any needed or advantageous changes. WTRJ will receive timely notifications of all planned changes and those approved will be scheduled and implemented for minimal impact on the daily operations at WTRJ facilities. Our extensive testing will include, at a minimum, testing on a system identical to the existing system at WTRJ, analog, data and circuit test and international calling.

All approved software or hardware changes to the current ITS operating environment are carefully planned and managed by our Technology Team. We have clearly defined processes and regulatory steps to ensure that each change is compatible and in compliance with the contractual Agreement and requirements for system functionality.

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## **GTL INTERNAL CHANGE MANAGEMENT PROCESSES**

### **PRODUCT MANAGEMENT**

PRODUCT MANAGEMENT will provide proper documentation on the business requirements needed for a requested change to PROJECT MANAGEMENT in an approved charter template.

### **ROUGH ORDER OF MAGNITUDE (ROMA)**

PROJECT MANAGEMENT works with the appropriate development groups to provide a ROMA and high-level overview of the tasks that would need to be done.

### **D1 APPROVAL**

The Charter with the ROMA and high-level overview of tasks will be sent to the Executives of PRODUCT MANAGEMENT, DEVELOPMENT, SERVICES, and SECURITY to approve the charter. If a CUSTOMER approval is required, then this will be obtained by PRODUCT MANAGEMENT working with the appropriate GTL ACCOUNT EXECUTIVE who will work with the CUSTOMER.

## DESIGN

If approved, the SYSTEMS ARCHITECT performs the design work needed and passes onto the TEAM LEAD.

## SCHEDULE

The TEAM LEAD for the development groups constructs a schedule for the development piece and submits to the PROJECT MANAGER who will work with other groups (Quality Assurance, Operations Support Team, Network, Security, etc.) to construct their schedules for this project as well. PROJECT MANAGEMENT then manages the schedule with weekly, or as needed meetings with all stakeholders.

## DEVELOPMENT

TEAM LEAD manages the development resources while reporting back to PROJECT MANAGEMENT.

## UNIT TESTING/INTEGRATION

Unit Testing/Integration testing is performed by the development team.

## DOCUMENTATION

Documentation is created that will show what is being modified, how to install, how to verify install, and how to roll-back if needed.

## INSTALL INSTRUCTIONS

TEAM LEAD will get with the installation group to go over all installation instructions to make sure that everyone understands what is being deployed and how to deploy it. Further, a meeting with the CUSTOMER will be held to discuss the installation, discuss impacts, if any, and to discuss mitigation strategy.

## QUALITY ASSURANCE

QA performs testing on the developed item.

## D3 APPROVAL

Once all development, testing, and any other network related item is ready, then the PROJECT MANAGER will host a D3 MEETING with all appropriate stakeholders to obtain the final approval to begin deployment. CUSTOMER approval will be obtained before deployment by the GTL's Account Executive for that customer before their deployment.

## VIRTUAL SOURCE SAFE

All Development documentation/code is put into a **Virtual Source Safe** to store our changes so that all code is properly secured.

## DEPLOYMENT & VERIFICATION

WTRJ will be notified of any deployment that will affect them and make sure that there are no issues before the deployment. Deployment could have a beta period using a beta customer. Verification plans will be created in order to verify the software was installed correctly and to verify the new software works as expected. A log is also kept of all deployments in our **Technology Change Management Log** so that one can determine what had been deployed on that day if there were issues to arise later.

Among other things our Software Change Control Process involves:

**Management Approval:** All changes must be approved by GTL management prior to being placed in the production environment.

**Security Department Approval:** Any changes to security elements (firewalls, et cetera) or features that have the potential to impact security must be reviewed and approved by GTL's Security Department.

**Impact Analysis:** Identification of all features, applications, and processes related to the change that may impact functions available to system users.

**Test Plan:** Planned tests, specific to the change, to verify that the change accomplished does what it was supposed to do and does not adversely affect other system components.

**Rollback Procedure:** A fallback plan that describes the process of reverting the environment to its original configuration if the change does not proceed as intended.

**Test Environment:** All software changes must be rigorously tested on the quality assurance test network isolated from the production network.

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## Change Management Procedure – Project Personnel

Both GTL as Prime contractor and Cooper Communications Group (CCG) as our subcontracted provider of local service personnel for the Project, understand the roles and responsibilities as they relate to WTRJ's Project. Full responsibility of implementing and managing the entire contract at all times rests with Global Tel\*Link (GTL).

GTL's monitoring and evaluating of both GTL employees and subcontracted personnel associated with the Project is continuous and occurs at multiple levels. Our Department heads have direct responsibility for the on-going operation and support of our customer accounts and are fully accountable to upper management. We have clearly defined Escalation Procedures that ensure timely resolutions of any problems that may occur.

Should a GTL employee or subcontractor fail to perform to the standards set by GTL or WTRJ, GTL will issue a cure letter providing the employee or subcontractor an opportunity to correct the deficiencies. Should the individual fail to adequately correct the deficiencies within the allotted 30 days, GTL will replace the individual to fulfill the contractual requirements with an alternate subcontractor or staff employed by GTL. GTL will involve WTRJ Operations Manager during this process and allow for recommendations that will best serve WTRJ. GTL will not permit failure of a GTL employee or subcontractor to affect the WTRJ's Project in any way.

Upon contract award WTRJ reviews and approves GTL's Project Staffing Plan. For the duration of the contract, WTRJ has the right to request or require the removal from the Project of any personnel found to be unacceptable.

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## **Change Management Procedure - Software**

### **OVERVIEW**

GTL applies modern, best software development practices, to bring to market reliable and scalable software solutions. These practices take the form of a reproducible process that covers all stages of the software life cycle. The end result is a commercial, off the shelf (COTS) product that is flexible enough to be applied to a wide variety of installations with little or no customization required.

### **REQUIREMENTS**

GTL receives new software requirements for the application suite from three main sources: 1) Contractual obligations from new accounts, 2) User Group suggestions for the evolution of existing products, and 3) Internal market and technology research and analysis. This means that new customers, existing customers, and GTL itself help to drive the functional and technological direction of the products. The requirements stage of the software lifecycle consists of requirements analysis and requirements specification with the end result being a specification document that captures the nature of the new functionality. The specification document describes all the necessary information regarding what the new system or functionality must do and the constraints that it must operate under.

#### **Analysis**

Requirements analysis takes several forms depending on the source of the new requirements. In keeping with GTL's Mission to provide customers with defect-free, user-friendly software, we follow a proven approach to the design of our software applications; thus, involving our Interaction Designers early and often. GTL makes a lifetime commitment to its users, continually enhancing the software based upon feedback gathered during field visits, User Group Meetings, and internal Subject Matter Expert reviews, thereby offering criminal-justice facilities the latest in technology and innovation.

A discussion of the three main sources of new requirements suffices to describe the process that GTL employs when gathering requirements.

#### **1. New Accounts and Change Orders**

New accounts generate requirements that are traced to a contractual obligation. Additional requirements to a contract may be introduced through the change order process and may or may not involve additional costs based on the scope and complexity of the change. Because these requirements are derived from a contract and represent a legal obligation on the part of GTL, these types of requirements are approached in the most formal manner. Development for a new account maybe takes the form of a new software module or customization to an existing product. The general nature of the requirements is defined during contract negotiations. The first task of new development after contract signing or execution of a change order is formal specification of new software modules or customizations that have been agreed to by GTL and the client.

A project manager is assigned and becomes the liaison between WTRJ and GTL responsible for analysis and delivery of the specification document. One or more subject matter experts from GTL and one or more subject matter experts from the client in analyzing the new requirements assist the project manager. GTL provides both technical and functional subject matter experts. GTL can provide functional subject matter experts due to building staff from the ranks of former correctional officers, police officers, probation/parole officers, and officers of the court. In addition, GTL has nearly 20 years of software development dedicated to the corrections arena. Through a combination of onsite visits, conference calls, and technical exchange meetings, a draft specification is developed. The specification is then reviewed and refined in an iterative manner until both the client and GTL are satisfied that the requirements have been captured and described to a level of granularity that is sufficient to proceed with development.

## **2. User Group Suggestions**

GTL employs the concept of a user group to evolve the product lines and as a tool to monitor and ensure customer satisfaction. A user group lasts from one to four days with a large block of time dedicated to the proposal, discussion, and approval suggestions for product growth and modifications. One or more software engineers from the product being discussed, as well as one or more functional subject matter expert that is affiliated with the product attend the user group. Change requests are submitted in advance of the user group so that they may be reviewed and assembled in to a book for discussion during the actual user group meeting. During the meeting, all requests are discussed and voted on by the user community. GTL provides personnel to document all discussion. Because of the nature of these requirements, and because all concerned parties are represented during discussion, no formal specification is written but rather the user group book along with all notes become the artifacts that define the requirements.

## **3. Internal Requirements**

GTL invests a great deal of time performing market analysis and maintaining an awareness of emerging technologies that may be applicable to corrections arena. When new opportunities are identified for product improvement through awareness of either technology or the market, a combination of analysis techniques are applied including brainstorming, prototyping, and modeling. The end result of requirements analysis for internal requirements is typically an informal written specification and/or a working prototype or demonstration of concept. During the Analysis Phase of the process, our Interface Designers are primarily concerned with understanding: 1) who our users are, 2) the tasks that they will be performing, and 3) what expectations they have for the system. This information is gathered through performing the following tasks and utilizing tools such as TaskArchitect:

- a. Observing users at work
- b. Interviewing users
- c. Creating Workflow documents
  - List major tasks
  - List subtasks
  - Identify order



## Specification

As discussed in the above section, a specification is always developed to capture the nature and function of new software requirements. The source of the new requirements determines the degree of formality associated with the artifacts created to capture the requirements. Contractual obligations are captured in a formal specification that allows both the client and GTL a very clear understanding of the scope of the requirements, external interfaces, performance expectations, and how completion is measured. This information is captured in a Requirements Document, and subsequently added to the project plan in order to plan on resource allocation, milestones, and associated completion dates.

## DESIGN

After the requirements phase of the software lifecycle is complete, the Software Requirement Specifications (SRS) is turned over to software engineering for design and implementation. There are two basic design activities that take place during the Design phase: 1) Data design and 2) Software design. Also, during the design phase, the following activities take place:

- a) Brain-storming sessions to discuss design possibilities
- b) Prototype creation based on requirements
- c) Prototype reviews with end-users, and internal SME's to ensure that the requirements have been captured accurately and perform initial usability testing

## Specification

All design is recorded formally through the use of the Functional Specification Document (FSD) which:

1. Describes interaction pathways through the product
2. Describes all screen elements
3. Describes behaviors
4. Demonstrates visual design

## IMPLEMENTATION

After the software and data models have been reviewed and approved, a software team is assigned the task of implementing the new modules and/or requirements. The software team consists of a chief engineer responsible for the overall task and the appropriate number of support engineers for the size of the task. The chief engineer is the team leader responsible for tasking the support engineers, monitoring the progress of implementation, conducting code reviews, and integrating all modules into the core system. Periodically during the implementation phase of the lifecycle, the engineering team is required to present formal reviews of the product including an evolution of the data or software models as well as spot code reviews to the developer managers. This series of peer reviews is used to validate and verify that the implementation is traced to the requirements as well as ensure the quality of the code being produced.

## TEST

The testing phase of the lifecycle consists of several activities with a few activities overlapping the implementation phase. Testing activities include unit, module, system, and acceptance testing. The type and number of personnel involved in testing varies from stage to stage.

### Unit Testing

Unit testing is employed to verify the operation of individual classes or components. The development team performs unit testing as each class or component is implemented. Unit testing is designed to test the methods and interfaces of a class or component independent of the rest of the system. Additionally, unit testing of all areas of the product to ensure it will perform per the specifications. This entails feature by feature validation of behavior, using a wide range of input data. Depending on the project specification, it can range from simple smoke testing of the product to thorough script based testing based on the previously written test-scripts.

### Module Testing

Module testing is employed to test the operation of a collection of classes or components that operate together to implement a specific function or functional area. The individual developer is responsible for ensuring that every module is tested before being integrated into the core system. As a double check on this testing, all modules are presented to and reviewed by the development managers before acceptance for integration into the core system.

### UI Testing

UI testing will be performed on a running application to ensure comprehensive testing on all possible cosmetic issues of the product. This testing includes the following:

- 1) Verification of correct layout of all data on the screen
- 2) Verification of short-cut keys
- 3) Verification of all navigational elements
- 4) Verification of consistency between screens/modules

### Integration Testing

Integration Testing encompasses software functionality and exercises the interfaces between software modules, including error handling, and is performed on a software subsystem or completed software build. An independent test team performs it after a software build, comprised of new and modified modules has been configured into a testable executable. Tests are developed based on information from a design specification and requirements document.

### System Testing

System testing is concerned with validating that all specified areas of functionality have been implemented and that the system functions correctly. An independent testing team comprised of functional area subject matter experts performs this testing. This phase of testing exercises the system as a whole and is concerned with identifying errors that occur as a result of the interaction of all sub modules.

## **Acceptance Testing**

Acceptance testing is a formal process to validate and verify functionality and performance of all requirements defined in a formal SRS. This type of testing involves GTL and the customer and is used to gain a formal sign off in acceptance of work done as part of contractual agreement. Acceptance testing consists of a series of tests designed to exercise every requirement of the SRS. These tests are described in a formal testing document that is also used to capture the results of the test and acknowledgement of the results by GTL and the client.

## **Beta Testing**

Beta testing is the final stage of testing before full release of a new product or a major release of an existing product line. Beta Testing is the validation performed on the completed system in a controlled, production-like environment or in the actual production environment. This testing is performed live at sites that have volunteered to be part of the beta program. Beta testing is concerned with identifying any deviancies that can normally only be uncovered under operational conditions. The client generally performs it with or without the assistance of the independent test team after the completed software system has passed Integration and System testing.

## **Software Version Control**

GTL carefully manages the creation and release of new system software versions. GTL will coordinate all software updates to the current ITS system with WTRJ. Following WTRJ approval, software updates are installed automatically and remotely from GTL's secure Web Server. Our software update policy allows GTL to deliver the highest quality service and support and allows the ITS site to enjoy the very latest enhancements of our platform's control program – at all times.

Each quarter, the WTRJ 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.

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## **Change Management Procedure – Hardware**

The current ITS has virtually unlimited expansion capabilities. The system's modular design allows hardware expansion with little or no downtime. Our customers are never charged or billed for hardware upgrades or expansions.

## **Request Procedure**

When a minor hardware change is needed, such as the addition of one or more new telephones or workstations for an existing facility, WTRJ will continue to submit a written request to GTL's Technical Support Department. We open an action ticket, orders the new equipment, and notifies the Michael Condra or a local technical representative who will schedule the installation with WTRJ's facility.

When WTRJ anticipates major expansion of your existing facility to the ITS network, WTRJ submits a written request to JC Rogers, your GTL Account Manager.

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## Example Expansion Projects

### Additional Telephone Stations

The total number of stations can be increased with little or no downtime. The ITS station cards may have additional space available to add new stations for your facility. When station cards have additional space, field technicians will hang phones, run wiring and cross-connects if necessary, and map and identify new stations. In the event that a significant number of new stations is required, there may be the need for the installation of a new station card in our control computer. In this event, GTL project management will coordinate with the facility and field service to keep downtime to an absolute minimum. In most circumstances, any system downtime is scheduled during lockdown periods or scheduled off times.

### Additional Unit or Facility

The addition of new stations for an entire new unit or facility can be provided with little to no downtime of existing inmate phone service. Project managers, technical support engineers, and field service technicians plan and execute each phase of system expansion including wiring if necessary, hanging phones, and system connection. In the event that a secondary control system is required, no downtime is required and once connected to our private network, access to records and information from the new system is accessible for any workstation within the facility. If it becomes necessary to take the system down for a short period of time, GTL project management will coordinate with the facility and field service to keep downtime to an absolute minimum. In most circumstances, any system downtime is scheduled during lockdown periods or scheduled off times.

### New Software Features

New software features for WTRJ's ITS require no downtime. Our software application is web based and servers in our central office control the interface. When new features and enhancements are added, system users are asked to log out and log back into the system for any changes to take effect. No telephone service downtime or interruption of services are required to install new software features.

- 3 Offeror shall provide written detailed information about the change and/or upgrade, specifically identifying additional features and functionalities said changes will make available to WTRJ.**

**GTL has read, understands, and complies.**

We will continue to provide WTRJ with release notes regarding any upgrades, feature and functionality updates.

- 4 Offeror shall receive written notification from WTRJ before scheduling or proceeding with any changes to the ITS.**

GTL has read, understands, and complies.

- 5 Offeror shall provide WTRJ with written instructions for the inmates of changes to calling procedures. Such instructions shall be provided in English and Spanish and posted throughout the Facility by the Offeror.**

GTL has read, understands, and complies.

- 6 WTRJ, at its option, shall have a minimum of two (2) weeks to notify inmates at WTRJ of any ITS changes that are going to specifically affect the inmates.**

GTL has read, understands, and complies.

- 7 Offeror shall coordinate a convenient time and day with WTRJ to implement the changes or upgrades to the ITS to avoid disruption. Offeror shall work with WTRJA to schedule the changes or upgrades during a time when the telephones are not being used regularly by the inmates.**

GTL has read, understands, and complies.

Any updates to the ITS will continued to be performed during low- or no-usage periods. GTL will continue to work with WRRJ to ensure updates are done at an acceptable time.

- 8 Offeror shall coordinate the presence of a technician to WTRJ on the day of implementation to place test calls and ensure the ITS is functioning correctly.**

GTL has read, understands, and complies.

- 9 All said changes shall be made by Offeror at no cost to WTRJ.**

GTL has read, understands, and complies.

We will continue to provide timely system updates and additional features when available at no cost to WTRJ.

- U. Offeror shall provide or interface with a video visitation system either through their own tablet program or one determined to be beneficial to WTRJ.**

GTL has read, understands, and complies.

*GTL, once again, leads the industry in Video Visitation! Not only has GTL scheduled and completed more than 5 million video calls in 2016 we are on track to break that industry record in 2017. The GTL approach to video visitation is unique and industry changing. Unlike other companies who will deploy kiosks / video phones to allow for inmates to visit via video every one of the GTL tablets that we have proposed within our architected*

*solution has the ability to conduct a video visitation session once properly docked in a docking station within the housing units (multiple docking stations exist within housing units).*

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## **Video Visitation on Wireless Tablets**

GTL's video visitation system (VVS) runs on our unique platform and independent network and utilizes the full features and functionality on that platform. Our VVS allows users the ability to schedule visits, respond/reject requests, suggest visit times, and more without directly communicating with the inmate.

The VVS will automatically record and store all recorded video visitations on-line, just as we do with inmate phone calls. Our VVS includes detail of video control option capabilities, and investigators can easily retrieve audio and video recordings of video visitation conversations on-line from the video records search screen via the VVS user interface. A visit can be located by inmate name, visitor name, station, and date and time of visit, and reports can be run based on these criteria. Playing selected inmate video session recordings is done by clicking on the video button. Hovering over the video button displays the visit ID number for quick visit verification.

The GTL wireless tablets use technology which was developed specifically to prevent inmates from panning their environment with the camera built into the tablet. First, we can mount the tablet physically to a stand that is designed to withstand a correctional environment. Second, we have a solution in which the camera only functions when the tablet is set in its charging station. This allows inmates to hold and use the tablet for all purposes except filming, thereby preventing them from panning their surroundings. After installation, GTL will monitor the situation and work with WTRJ to determine if adjustments to this number are necessary. Our solution is very flexible when it comes to tablet installations.

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## **VVS Tablet Charging**

In addition to the wireless tablet hardware, WTRJ will also receive charging stations which will provide capacitive charging for the tablets and also enable tablets to be used for video visitation. The VVS-enabled tablet is battery powered via inductive, wall-mounted charging shelves to avoid introducing live electrical current in inmate accessible areas. The tablets themselves do not have USB ports. Tablet charging stations are secured to walls and inmates cannot remove them. Each charging station holds two tablets, both of which can be used for video visitation.

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## **VVS User Applications and Administration**

GTL's VVS will show real time activity. Our web-based user interface allows administrative functions in connection with the VVS, including:

- Set user ID
- Set password
- Set classification roles and associated tasks

- Capture the user's first, middle and last name
- Allow for remotely managing, adjusting and diagnosing hardware settings and connections using audio, video and LAN settings
- Allow for live monitoring of all visits simultaneously (excluding attorney visits)
- Manually terminate sessions
- Report status of all video visitation stations (whether idle or offline)
- Configure the type of video visitation station to which an inmate has access

## Track Inmate and Visitor Data

The GTL VVS will allow WTRJ staff to initiate, control, record, retrieve, pause and monitor video visitation sessions. Our VVS provides specific information for tracking inmate and visitor activities and patterns including the following criteria:

- Inmate ID number
- Inmate name
- Visitor name
- Date and time of visit
- Inmate video visitation station
- Daily, weekly and monthly visit statistics

## Query Visitor Data

GTL's VVS can capture, store and query information regarding the visitor/public to include:

- Identification number
- Name
- Date of birth
- Last four digits of Social Security number
- Gender
- Ethnicity
- Driver's license number
- Inmate visited
- Relationship to inmate
- Date of last visit
- Home address (physical address)
- Telephone number

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## VVS Real Time Monitoring

Video visitations can be monitored in real-time and terminated immediately when necessary via GTL's active video screen feature. Our all-digital video visitation platform means that video visit monitoring is completely silent and there are zero indications to inmates or called parties that a video visitation is being monitored. All video data and recordings are stored off-site at our central Data Centers on dedicated RAID-5 servers (multiple hard drives with built-in redundancy) with backup RAID-5 servers at each Data Center providing further redundancy, ensuring the reliability of long-term storage and accessibility.

The VVS solution provides in real-time a display of live video visits occurring at your facility. The feature is called our Video Wall.



Authorized WTRJ facility staff can click on a live visit to monitor it in real-time. All recorded visits are available to review once they are completed. Reviewing completed video visits is simple with our web-based user interface. Reports can be generated from the user interface at the user level and at the terminal, group, pod, or facility level to determine terminal usage, inmate usage, and overall facility usage.

## Real Time Video Monitoring via Any Web-Enabled Device

With GTL's VVS, Alarms/Alerts can be set up so specific inmates or destination numbers can be immediately patched in to authorized investigators via their PIN and they can monitor a live video visitation via their smartphone. They can even terminate the video visitation via their smart phone. The VVS alert connection is completely silent and will not be detected by the inmate or visitor.

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## VVS Recording Capability

Each and every visit (unless it is a privileged visit - these are not recorded) is recorded simultaneously with other visits. Each recording is timestamped, and given a unique identification number by our VVS software. There is no risk of losing or accidental deletion of a visit. GTL will work with WTRJ to parallel your network and overprovision by facility according to your requirements.

By default, GTL retains recordings of video visitation sessions online for ninety (90) days. After that, WTRJ can download and archive sessions daily if desired. VVS records are kept for the life of the contract or as long as you need them. Archiving is performed in compliance with contract requirements and can be adjusted as your needs change.

All video recordings and data will be made available online, accessible immediately 24 hours a day, 7 days a week.

GTL's VVS comprehensively records and stores all audio and video visitation sessions. Authorized users can playback a recorded session through the easy-to-use administrative interface. The audio player control in the top left allows users to easily pause, play, fast forward and rewind video recordings. Additionally, our VVS can copy the recorded sessions to a DVD or other portable storage media. GTL's VVS platform captures, stores and allows users to query information regarding the visitor/general public. We glean this information to support the best investigator tools in the industry.



The VVS network is based on cloud architecture, with multiple Data Centers. Our Data Centers perform off-line storage of data backups on a nightly basis. We perform data archiving to move data that is older, per set policies and contract or regulatory compliance in order to preserve that data for retrieval at a later date.

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## **VVS Scheduling Software**

VVS sessions can be scheduled by an inmate, by a visitor, or by facility staff. This can be done online at [www.GettingOut.com](http://www.GettingOut.com), at a VVS scheduling Kiosk, or remotely through a personal computer. Scheduling can be done via voice mail, or secure messaging. A visitor can also call our Customer Service line for assistance in setting up a video visitation session.

The visitation scheduler will automatically notify the user via email when a visit is scheduled or canceled. WTRJ can define the length of visitation sessions, with a standard minimum visitation session length of 15 minutes. Maximum session length can be programmable facility-wide, by housing unit, individual station or group of stations, or by inmate. All configurations can be overridden by authorized personnel. Video visitation sessions display the remaining time for a visit on the screen.

## **Visit Now**

Your community will also be able to use an optional unique, schedule-free, Visit Now feature. If desired, we can introduce you to this feature by rolling it out on a trial basis at one of your facilities.

Visit Now is a feature that allows inmates and their loved ones to visit without having to schedule a visit. This is especially useful for remote visits. Visit Now enables a loved one to trigger an immediate visit with an inmate with a click of a button from their phone. Visitors can start a visit by opening up their F&F Go app (Friends and Family Visit Now app) on their phone. They must first log in with their verified email or verified phone. If you want to try this feature, we will move forward at your speed. As always, you will have complete control over whether the feature is put into place and how.

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## **JMS Integration and Synchronization**

The VVS will interface with your facility's JMS, at no cost to WTRJ. WTRJ will not be responsible for paying any amount(s) associated with the required interface(s). In addition, GTL's VVS will synchronize with the JMS and be updated with all inmate housing assignments, movements, releases, restrictions, etc. necessary to validate the inmate's status and facilitate the scheduling process.

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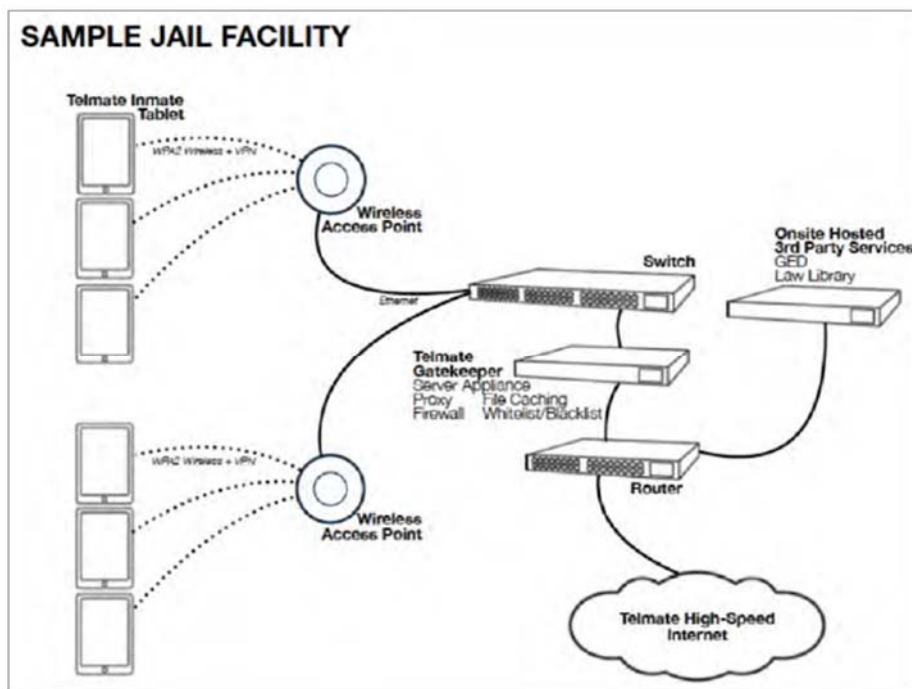
## **VVS Tablet Security**

Western Tidewater will be using a fully secure system. Both hardware and software components of the tablets have been put through rigorous third-party penetration tests to ensure they are impenetrable by inmates and external sources. Additionally, the majority of our physical equipment is located off-site in secure data centers, which have multiple layers of security to protect your information. Our system is designed specifically for the corrections industry and leverages a secure web-based platform to interface with GTL's suite of investigative tools and administrative tools. Through the platform's user interface, facilities have access to administrative as well as investigative

tools at no extra charge. GTL's secure, independent wireless tablet video network will be completely isolated from WTRJ's servers.

## Secure, Independent Network

All video communications route over an encrypted VPN running on a highly-secure, invisible wireless WPA2 network. Additionally, our network architecture routes all communication through a GTL Gateway server appliance, which is both a firewall (to limit connections to a designated list of facility-controlled devices and controlled-destination URLs) and a proxy server (to ensure no direct connection to the internet). Below shows the VVS network environment:



## No Inmate-to-Inmate Communication

Inmate-to-inmate communication on our VVS tablets is blocked by the GTL network Gateway, which acts as a firewall to strictly prohibit internal communication. The VVS network design ensures that in the event of any component failure, there will be no escalation of privileges. Our VVS network security has never been broken, nor have inmates ever gained open access to the Internet. We have designed these features to execute the highest data access security within your facilities.

## Operating System Security

Each of our tablets runs a custom version of Android, which only connects to approved, secure access points on the GTL independent network. Inmates cannot reset the tablet devices to a default Android ROM, as there is no default ROM on the device. Inmates have no access to device settings (other than user preferences like volume, rotation, and brightness control) and they cannot see or access alternative networks. The VVS wireless tablet has no cellular capabilities and has no media slots, further limiting access possibilities.

GTL has the most secure corrections-grade inmate tablet based video visitation solution in the industry. We engaged a third-party penetration-testing company to perform a technical security assessment on the wireless Android tablet device. The assessment included attempting both hardware and software based attacks from an inmate or external collaborator. As part of testing, “ethical hackers” configured the GTL wireless tablet in conjunction with GTL to simulate an actual deployment, including the secure networking components.

GTL uses best-in-class security measures to ensure that our wireless device solution is properly protected. With this in mind, we encourage you to examine the strength and safety of the multiple levels of security built into our wireless tablet solution shown below.

## Application Security

### **Bypassing the tablet's security to access unacceptable content is not feasible.**

- It is not possible to access messaging and social media sites such as Facebook, Twitter, WhatsApp, etc. using the existing app configurations and built-in search options.
- We were unsuccessful in getting the tablet to connect to different open wireless networks or through a rogue wireless access point simulating the GTL network.
- When we tried to access multiple tablets simultaneously using the same account, both sessions disconnected successfully.

## Network Security

### **It is not possible to bypass the GTL network controls by using a cellular network.**

- The GTL wireless tablet does not contain the required hardware to allow connection to cellular networks.
- It is not possible to get the GTL wireless tablet to connect to another Wi-Fi network such as a hotspot provided by a cellular phone.

## Wireless Security

### **The GTL wireless access point is properly secured.**

- Without knowledge of the wireless access password, it is not possible to connect non-GTL devices to the wireless network. WPA2 attacks require an exhaustive search of the possible keys, and assuming the wireless key is long and complex enough an attack is not feasible.
- The GTL network connection only allows connections to allowable sites, and disallows connections to other sites. As a result, it is not possible to connect to sites such as Google, Facebook, Yahoo, or any others not on the permitted list of sites.

## Hardware Security

### **The GTL wireless tablet has good physical protection.**

- The tablet enclosed in a hard casing cannot be opened with a paper clip or regular screwdriver. The screws used to secure this case requires two special screwdrivers with

correct security bits. This case type is more preferable, as it blocks access to the USB port on the tablet.

- The tablet enclosed in the rubber casing was easy to remove, and the case exposes the USB port of the tablet. A future attack may be able to leverage the USB port as an attack vector, so it is recommended that the hard-shell case be the preferred case option. Any attempted attack to leverage the USB port would require detailed knowledge, access to a system with necessary software tools, and appropriate cables.
- Both tablet casings are strong enough to survive accidental drops.
- The tablet itself cannot be easily opened using paperclips, screwdrivers, or other common tools. Opening the tablet does not provide any additional avenue of attack, aside from wiping the flash memory. Wiping the flash memory does not benefit the attacker as discussed regarding denial of service in the section above.

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## VVS Tablet – Additional Applications

GTL is offering WTRJ our wireless tablet solution as part of our response to WTRJ’s request for Video Visitation Services. As part of GTL’s complete tablet solution, the GTL wireless tablet device was created exclusively for corrections. This integrated product offering uses cutting-edge technology to allow inmates to safely use corrections-grade handheld tablets through our secure Wi-Fi network as a Video Visitation device and a multimedia communications device, which includes making telephone calls directly from their housing units. GTL’s solution allows mobile communication and features for inmates on the GTL wireless tablet while still providing the safety and security protocols that WTRJ requires. The wireless tablet allows GTL to provide WTRJ inmates access to inmate services, music and media content, facility and informational documents, inmate educational content as well as other communication products such as instant messaging and email.

*GTL’s wireless tablet hardware and OS are purpose-built to excel in the environment for which they were built, the corrections environment.*

GTL’s wireless tablet program provides wireless Video Visitation and Phone Calling for WTRJ inmate population. However, there are opportunities to utilize the full capabilities of the wireless tablet solution at WTRJ facilities. By providing these extended capabilities at WTRJ facilities, the tablets can introduce powerful incentives for promoting positive behavior within the inmate population.

The GTL wireless tablet solution can deliver the following features:

- **Inmate Calling** (Using the inmate telephone platform)
- **Streaming Music Service** (Directly streaming songs to the tablet—similar to Spotify)
- **Messaging App** (Secure inmate electronic mail with options to attach photos and video)
- **Document App** (Display inmate & facility information, including PDF documents and specific types of approved free e-books or booklets)
- **Inmate Request App** (Inmate information and program requests)
- **Inmate Grievance App** (Inmate complaints & concerns)
- **Commissary App** (Commissary ordering)
- **Education App** (Inmate educational programs)
- **Law Library Access** (Inmate access to requested state/federal law information)

- **E-Books Service** (Access to authorized digital literature)
- **Games Center** (Access to authorized games provided through our custom app store)

## Inmate Calling

Through the **wireless tablet** we are able to provide our GTL **Inmate Calling App**. With GTL Inmate Calling, inmates can place calls to friends and family using the touch screen inputs. The calling app will connect directly to GTL's ITS via the secure wireless network which is fully integrated to the GTL ITS system. For WTRJ inmates, the transition to the wireless tablet calling platform will be seamless for those inmates who are accustomed to GTL's traditional inmate phones. For WTRJ investigators, additional investigative opportunities are created with more calls available to analyze with inmates speaking to associates from their living quarters. All security features of our traditional inmate telephones are available as part of GTL's solution. Tablets are simply a gateway for inmates to access GTL's proprietary inmate phone platform.

*GTL is the industry leader in providing inmate phone calling using tablet devices!*

The tablets are securely connected to the GTL ITS and will utilize the system parameters and functions per WTRJ's specifications. ITS Web browser-based user tools are the same as the standard phone system including the ITS dashboard of tools, inmate PIN details, call monitoring and recording, reports, number blocking, etc. All investigative and analytical tools will be the same.

Calls made using the Phone Calling app on the wireless tablet create a CDR within the ITS in the same manner as any call made on the standard inmate phones. Reporting can be done on all the same criteria as calls placed from a standard phone. Note, however, that since the tablet is a mobile device and not in a fixed location as is a standard inmate phone, the Location ID of the calling phone will be the ID of the tablet of the originating call.

*The tablet Phone app fully integrates to the GTL ITS. All calling controls, rates, and policies will be exactly the same as a call placed from a wall mount phone.*

## Streaming Music

GTL's **Streaming Music Service** is the corrections industry's first custom-built unlimited streaming music service – meaning there are no restrictions on the number of song skips or how many times a track can be re-played. To accomplish this, GTL partnered with leading industry music companies to create a streaming music service and song catalogue like no other in the industry – a service built from the ground up for inmates and administrators alike.

GTL's Streaming Music App is custom-designed and specifically built for the corrections market. With security in mind, the app does not have any external links or ads. In addition, because GTL controls the app development, there are no backdoor routes to tablet settings or profile setting fields can be used to pass messages to other inmates. It also means that GTL can continue to update and improve the app experience based upon inmate and facility requests.

## Messaging

Our **Messaging App** is more than just a secure e-messaging application. The Messaging App gives WTRJ the ability to offer for one-way and two-way electronic communication between inmate and their friends and family via e-message, photo attachments, and video clips.

Messaging App is a corrections-grade application that allows WTRJ to import watch list words and automate the scanning and review process of e-messages– flagging suspect content for additional review as needed. Keyword notification within the Messaging App alerts officers to potential safety risk that may exist within message. WTRJ can configure the system to closely mimic the existing mail room procedures to ensure that policies and procedures are maintained all the while enabling WTRJ to obtain increased operational efficiency and inmate communication monitoring as compared to standard inmate mail.

## Documents

The **Document App** provides WTRJ a way to organize and digitally distribute pertinent and necessary facility documents to inmates. WTRJ can easily upload PDF documents to the Document App and configure the software to display rules and regulations handbooks, PREA material, general instructions, notification, etc. as well as educational information through one easy to use interface. With unlimited storage, the facility can easily manage all of their files with custom naming conventions and numerous icons to help guide the inmate in finding what they need. The application is free for the inmates to use at any point.

## Inmate Request Automation

The **Request App** allows inmates to submit requests via the **wireless** tablet using a simple to use form. Requests then flow through a configurable workflow and can then be reviewed by the appropriate facility staff. Requests can be tracked, reviewed, and responded to via our user-friendly interface.

The Request App provides WTRJ with a new level of operational efficiency by digitalizing clerical processes – allowing staff to remain focused on safety and security.

## Inmate Grievance Automation

The **Grievance app** allows the entire grievance process to be automated. All communication and findings related to a grievance are entered into these seamlessly integrated products along with follow up actions and responses. This again completely removes the use of paper and saves WTRJ huge amounts of time and money.

Inmates are able to view submitted grievances and review facility staff responses to grievances by via the Grievance app. Once in the grievance inbox the inmate is able to review the responses sent by authorized staff. The Original Grievance will appear at the bottom right portion of this window.

## Commissary Purchase Automation

The **Commissary App** provides a graphic interface for inmates to select and order items to be filled directly by Oasis, the commissary vendor at WTRJ facilities. Product images make the electronic store easy to navigate and correctly select the desired items. The user experience is much like the shopping

cart used by on-line web merchants. Purchases through the GTL wireless tablet are automatically deducted from the inmate's account. Inmate access rules to the commissary application can be applied individually by inmate and by inmate group.

## Education

The **Education App** allows inmates to select various educational materials required and approved by WTRJ. Education is a complex product offering, and GTL realizes that one size does not fit all. As with the general consumer market, education costs can vary tremendously. Based on the demographics of the inmate populations as well as budgets, GTL will work with WTRJ to build the best educational suite to address your specific needs. Education will help reduce recidivism, provide inmates a self-paced curriculum, and offers immediate access to education content.

Our professional education tools are designed by professional educators. We can create custom coursework while collaborating with teachers who may already be on WTRJ's staff. The outcome is teachers speaking with teachers to develop programs to improve re-entry and reduce recidivism. The IDS system, partners with educational leaders such as Pearson Education, i-Pathways, Cengage, HMH, and many others to tailor a comprehensive program to WTRJ's unique needs. This program will incorporate your current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Religion, Computer Skills, etc.

In addition, the Educational Program will include Khan Academy Lite (KA Lite), which will provide over 7,000 videos and 20,000 interactive exercises in Math, Science, History and Economics – match the common core standards. Additionally, our academic content is aligned with most state standards, GED, HiSET, and TASC.

GTL can provide WTRJ an integrated educational solution for the correctional marketplace that meets federal, state and local correctional agency requirements should WTRJ be interested. **Our Learning Management System (LMS) has more than 5,000 hours of educational content already available**, which was developed by industry leading educational content partners. Our LMS also allows teachers to custom create coursework for their students.

## Law Library Access

Through the touchscreen interface we are able to provide inmates law library access to requested State and Federal law information via the high-resolution touch screen inputs. Our solution is capable to work with most Law Library vendors by providing us either browser or app access and agree to secure the application. GTL will work with WTRJ to identify the proper solution based on its legal research needs.

We can provide options for Law Library access using the following vendors:

- LexisNexis
- Legal Research Associates
- Casemaker

WTRJ can benefit by using our correctional communications devices allowing inmates direct digital access to an inmate law library. As your partner, we help your agency move into the next level of automaton through our hardware solutions. Providing inmates what they need greatly reduces staff involvement saving time and money that can be used for important inmate programs.

## E-Books

GTL's **E-Books Service** is a library-like subscription service that provides inmates access to over 40,000 fiction and non-fiction eBooks. The eBooks service is a combination of a custom-built e-reader app plus a catalogue of thousands of license-free eBooks. With one low-cost subscription, inmates can search a catalogue of eBooks ranging from science fiction, drama, mystery, action, adventure, and much more! Building a service as GTL did means that inmates are not owed any eBooks upon their release unlike services offered by other providers.

GTL's e-reader app is a custom-designed and specifically built for the corrections market. The e-reader app allows inmates search for eBooks, add eBooks to their personal bookshelf, and bookmark locations where they left off. As it relates to security, the app was designed without any external links or ads. In addition, because GTL controls the app development, there are no backdoor routes to tablet settings or profile setting fields that can be used to pass unsecure messages to other inmates. It also means that GTL can continue to update and improve the app experience based upon inmate and facility feedback.

## Games

GTL's **Game Center** Service is an arcade-style service designed specifically to keep inmates entertained and occupied. With a single Game Center subscription, inmates instantly have access to over 40 games from categories such as card, board, action, strategy, puzzle, and word games. All games are thoroughly tested to ensure that they are not only appropriate for inmates and fun to play, but they adhere to GTL's strict security policies regarding app development.

GTL's Game Center App, and the game themselves, are custom-designed and specifically built for the corrections market. With security in mind, the games are designed without external links or ads. In addition, because GTL controls the app development, there are no backdoor routes to tablet settings, profile setting fields, or leaderboards that can be used to pass unsecure messages to other inmates. It also means that GTL can not only update the games themselves but can add more games to the catalogue – keeping inmates engaged, entertained, and occupied.

## V. Optional Services

**Vendor shall provide information on the below list of options and on any additional technology or optional features that may be of interest to WTRJ.**

GTL has read, understands, and complies.

- 1 Offeror shall provide information on any additional technology or optional features that may be of interest to WTRJ (i.e. Inmate Email, Inmate Tablets, reverse look-up). Please be sure to provide detailed information on the functionalities as well as a complete description of the features and applications proposed. Also, detail any cost associated with the additional technology or optional features offered/proposed.**

GTL has read, understands, and complies.



Please refer to the Exhibits section of our proposal response for GTL's Proposed Value-Added Features.

**2 The offeror is requested to provide the capability of automatically calling and alerting investigators and offering live monitoring of calls. Please include detailed information on the ITS alert application: at a minimum, the types of alerts available (cell phone, pager, SMS text, email, etc.), and a security PIN for accessing the real-time call is required.**

**GTL has read, understands, and complies.**



The current / proposed ITS allows email, text, paging, or phone call hot alerts to be set up by authorized WTRJ staff; to be triggered when a specific PIN is used to make a call, a specific telephone number is called, or a call is placed from a specific phone station. Alerts can be sent to a large variety of devices including smart phones and PCs. A valid secure log-in password is required to set an alert. When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.

- Alerts can be sent to phone numbers (including cellular phones), email addresses, or SMS text. A valid secure log-in password is required to set an alert.
- When a phone call hot alert is sent, the investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.
- Multiple investigator phone numbers, email address or SMS text numbers can be assigned to receive alerts.

Once a Bill-To-Numbers (BIN), PINs or phone stations have been designated as “Hot”, their use triggers a “Hot alert”: The system contacts a designated authorized investigator with an “Alert ANI” (Automatic Number Identification) specified when the alert was set. When the alert is sent to an investigator’s telephone, the investigator enters 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, the system 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.

BTN: [REDACTED] ← Back To Search Results | Create New BTN

Buttons: Delete, Save, Cancel

Blocked     **Hot**     Free     Voicemail  
 Restricted Playback     GeoFence Override     Secure Block     Private

**BTN Limits**  
 BTN Limits  
 Select Type [v]    Enter Value [ ]

**Collect Billing Status**  
 Validated     Billable  
 APPROVED COLLECT CALL    FRONTIER CM AL

Alert ANI [ ]    Notes [ ]

PIN: [REDACTED] ← Back to Search Results | Create New PIN

Tabs: PIN Detail, Active PANs, Transactions, Pre-Assigned Private Calls

Buttons: Retire PIN, Print Summary, Print Inmate Copy, Save, Cancel

**Inmate ID** [ ]    **First Name** [ ]    **Location** No Restriction [v]    **Auto PAN** [ ]  
**Debit PiN** 1031 [ ] Force Reset [ ]    **Middle Name** [ ]    **Phone Group** No Restriction [v]    **Max PAN** 0 [ ]  
**Collect PiN** 1031 [ ] Force Reset [ ]    **Last Name** [ ]    **Security Threat** [v]

Active     Currently In Use     **Hot PIN**     Restricted Playback  
 Voice Verification Enrolled     VIQ Trained     Reset Recorded Name     Voicemail

**PIN Specific Call Limits**  
 Free     Private     Debit    **Calls/Minutes** No Limit [v] 0 [ ]  
 Collect     Prepaid

Statistics	Free	Private	Debit	Collect	Prepaid	Total Used
Used	0	0	0	0	0	0

**Date Added** 11/22/2008    **Last Date Used** 7/11/2016    **Last Phone Used** 377    **Balance** \$10.02

**PIN Lockout Start** [ ] [ ] [ ]    **PIN Lockout Stop** [ ] [ ] [ ]     Allow Free     Allow Private

Notes [ ]

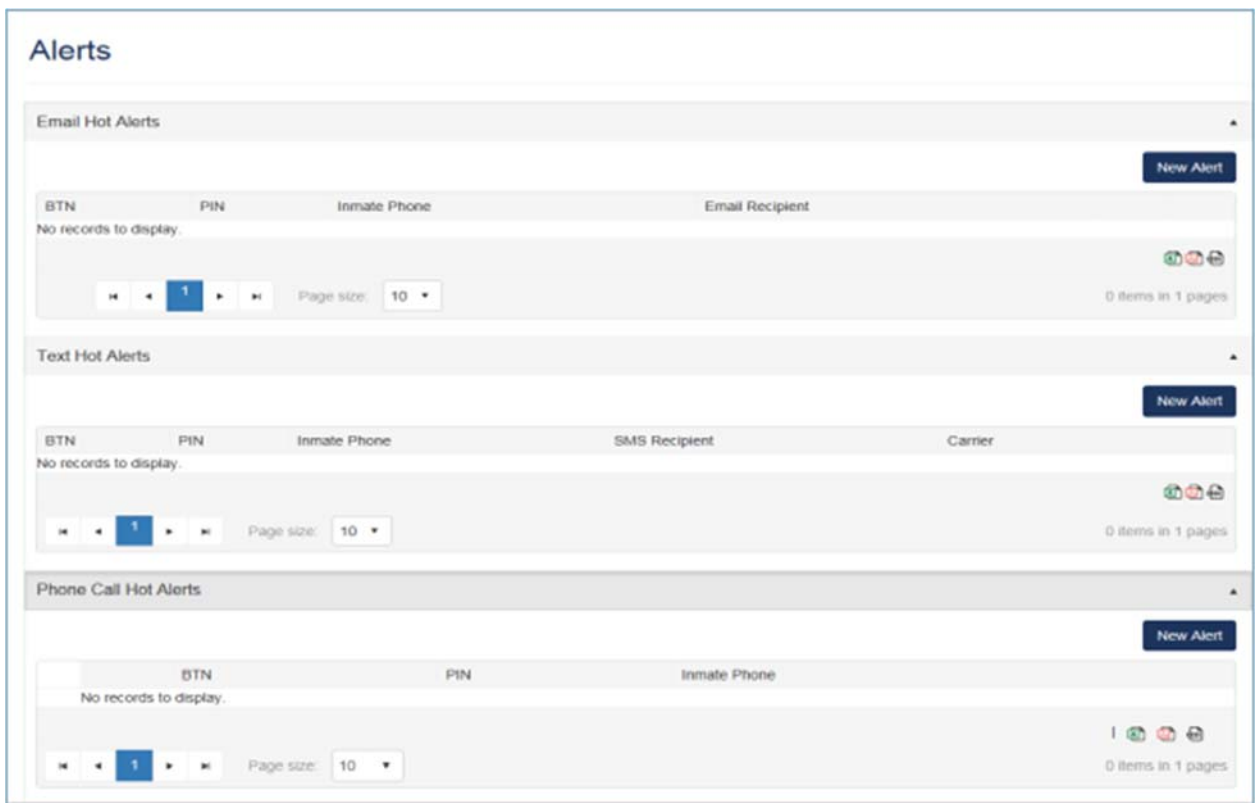
Authorized personnel who are to be notified when a hot BTN, hot PIN or hot phone station is used are designated on the system's **Alerts** screen.

**Alert options include:**

**Email Hot 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 or phone station to place a call.

**Text Hot Alerts** – Notify one or more designated people via SMS text message that a “hot” telephone number has been called or inmate has used a “hot” PIN or phone station to place a call.

**Phone Call Hot Alerts** – Notify one or more designated people via telephone that a “hot” telephone number has been called or inmate has used a “hot” PIN or phone station to place a call. The alerted officer(s) have the option to access and listen to the live conversation.



The screenshot displays the 'Alerts' management page. It is divided into three main sections, each with a 'New Alert' button in the top right corner:

- Email Hot Alerts:** Features a table with columns for BTN, PIN, Inmate Phone, and Email Recipient. The table is currently empty, showing 'No records to display'. Below the table are navigation controls (back, forward, page 1 of 1) and a 'Page size: 10' dropdown. There are also icons for adding, deleting, and refreshing records.
- Text Hot Alerts:** Features a table with columns for BTN, PIN, Inmate Phone, SMS Recipient, and Carrier. The table is currently empty, showing 'No records to display'. Similar navigation and page size controls are present.
- Phone Call Hot Alerts:** Features a table with columns for BTN, PIN, and Inmate Phone. The table is currently empty, showing 'No records to display'. Similar navigation and page size controls are present.

**Direct Alerts to Email Addresses, Text and Telephones** - The New Alert button on either Email Hot Alerts, Text Hot Alerts, or Phone Call Hot Alerts allows the authorized user to add an email, text or forward-call alert to the selected list.



This is a close-up of the 'New Alert' form for Email Hot Alerts. It includes the following fields:

- BTN:** A text input field.
- PIN:** A text input field.
- Inmate Phone:** A dropdown menu with 'Inmate Phone' selected.
- Email Recipient:** A text input field.

At the bottom right of the form are two buttons: 'Save' and 'Cancel'.

**Multiple Alert Destinations** - Multiple investigator phone numbers, email address or SMS text numbers can be assigned to receive alerts, as illustrated below.

	Diald No.	PIN	Inmate Phone
1	--	--	103 1A-3
2	5756917005	--	--

Destination #	Pass Code				
...		▼		✎	✕
...		▲		✎	✕

- 3 **WTRJA is interested in implementing a voice-to-text feature. Offeror shall indicate if the ITS is capable of converting call recordings to text. If Offeror is capable of providing this technology, Offeror shall supply a detailed description of the features/functionality. Offeror shall indicate any costs associated with this feature.**

GTL has read, understands, and complies.

GTL can provide, through negotiations, our unique inmate calling investigative **Call IQ® Advanced** feature. This feature directly compliments the keyword search feature that is already proposed for WTRJ. This unique application elevates to a whole new level the automatic searching of recordings for investigative intelligence. Call IQ Advanced has multiple alert capabilities with the ability to detect and identify words or a sequence of words spoken by the inmate and called party. The following describes our phonetic standards within Call IQ Advanced that are second to none.

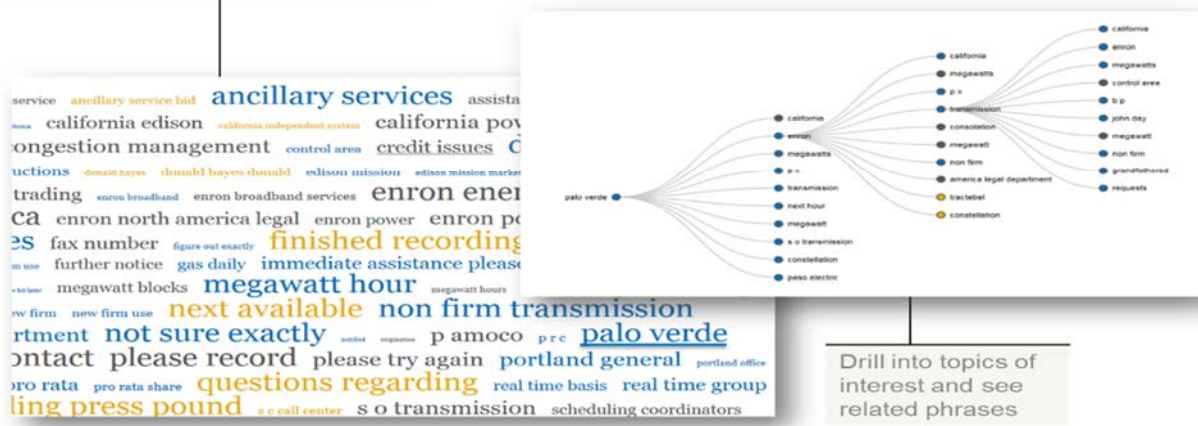


## Call IQ® Advanced – Intelligent Keyword Search

Like classic keyword search applications, Call IQ Advanced allows investigators to **specify any keywords of special interest**. *Far exceeding simple specified-word searching*, Call IQ Advanced allows investigators to **designate general topics** (e.g. drugs, escape, terrorist activities, et cetera) to which hundreds of common or street-slang words might apply (such as gun, murder, bomb, etc.) – words predefined in Call IQ’s expert-derived dictionary.

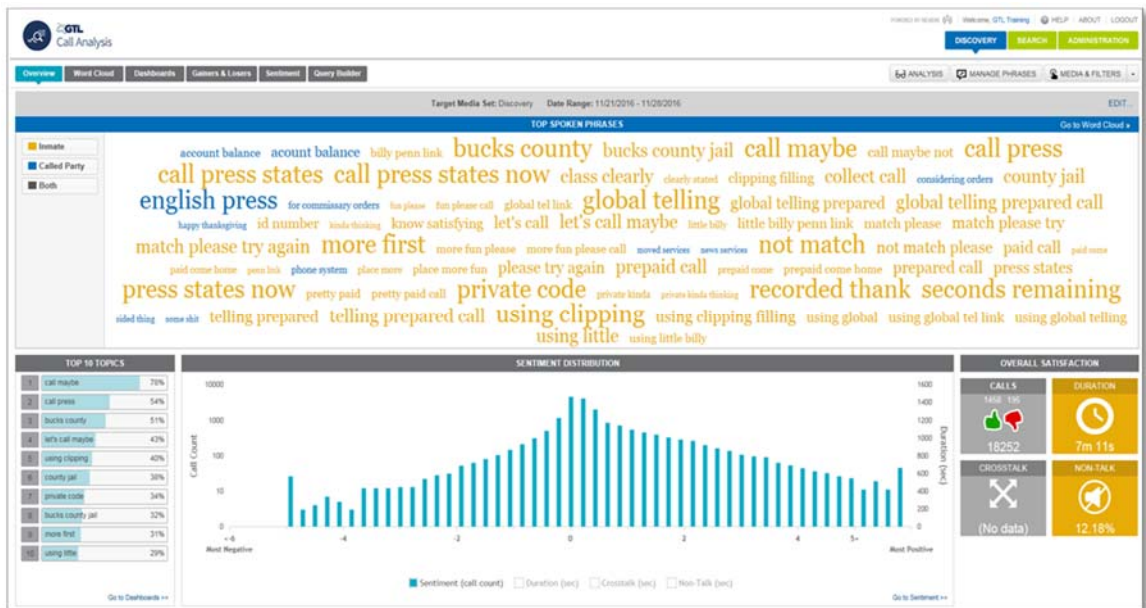
In addition, as new words become frequently used amongst inmates and the people they call, the Call IQ Advanced system will present the user with a “Word Cloud”. The Word Cloud gives a quick representation of high use words. Larger fonts indicate a higher frequency of use.

Word and Phrase Recognition models allow for early discovery of topics in the data.



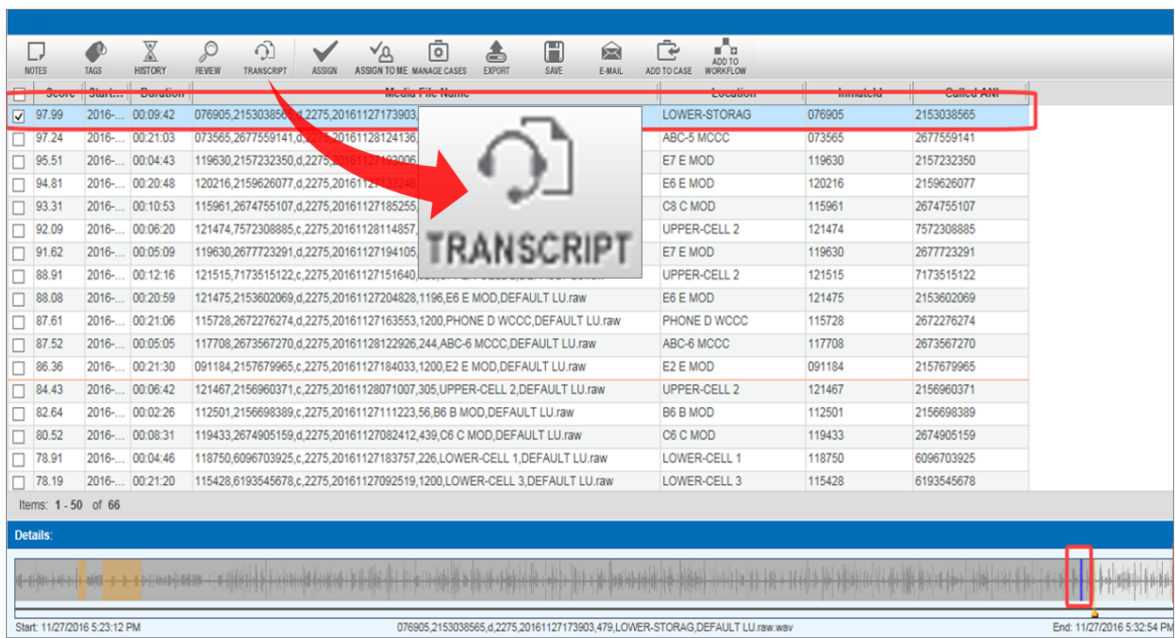
Drill into topics of interest and see related phrases

Additionally, investigative time is greatly saved by Call IQ's capability to **categorize and rank calls** in order of importance; highlighting those having key phrases or words that fall into categories requiring WTRJ's immediate attention.

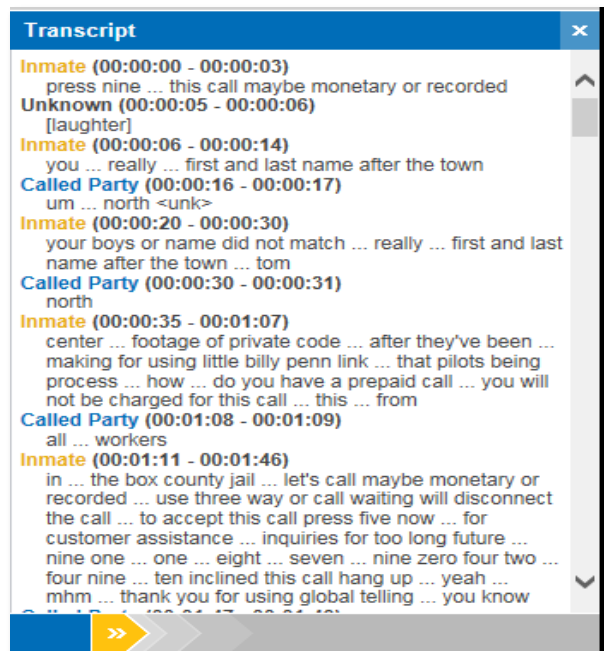


## Voice-to-Text Transcription

Investigators will be able to translate call recordings of specific inmate conversations of interest using the **voice-to-text transcription capabilities** of our Call IQ Advanced. Our fully integrated voice-to-text transcription technology automatically transcribes calls using our industry leading solution allowing investigators to quickly and efficiently analyze the call.



By highlighting the specified call and clicking on the “Transcript” icon on the menu bar the investigator is able to see the print out of the offender and called party conversation in the Transcription Screen. GTL’s Call IQ Advanced has an extensive list of language packs available to WTRJ which allows each call to be processed by the chosen language pack and as a result, generate a transcript of the call to be shown in the offender and called party’s chosen language during the call setup.



## Call IQ Advanced Features

- Transcribes recorded inmate conversations with the outside world.

- Automatically extracts meaning and flags calls that need to be investigated, reducing the number of meaningless search hours.
- Allows searches by topic, category or end user provided phrases. Utilizes the dictionary to retrieve recordings containing gang and other slang.
- Provide continuous updates of slang and other dictionaries along with custom phrases entered by law enforcement experts as well as the Word Cloud provided indicators.
- All calls are post-processed to attach topics, phrase types and custom phrases, and to extract telephone numbers.
- Calls with greater fluctuation in sentiment or emotion can lead investigators to calls where the inmate or called party showed signs of stress. Emotion and sentiment can also indicate a higher level of anxiety when inmates might be disclosing relevant information to a stressful case or situation.
- Investigators and gang task forces can add any custom phrases that are not in the standard language model at their convenience. This assures users at WTRJ are not stuck with an outdated language model. Further, the facility can add phrases that are unique to geographic location and the “street talk” found in their local area or state.
- The Call IQ Advanced application allows you to create database agents that will alert you via email if a person utters a specific phrase or mentions a certain topic during a call.
- The system will take you directly to the point in a conversation where a certain topic was discussed without having to listen to the entire phone call. Additional indicators are marked throughout the waveform showing the user where other instances of search phrases can be found.

**4 WTRJA is interested in technology allowing users to search inmate call recordings by specific words or phrases of interest at no cost to WTRJ. If Offeror is capable of providing this technology, Offeror shall supply a detailed description of the feature/functionality.**

**GTL has read, understands, and complies.**



GTL will provide WTRJ, at NO COST, with our fully integrated word data-mining capabilities along with our ITS solution through our Call IQ® feature. Our fully ***Integrated and Intelligent Keyword Search*** application allows the recorded conversations of inmate calls to the outside world to be scanned automatically for specified keywords; alerting investigators of recordings that contain the words or phrases of interest.

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## Call IQ® Basic - Keyword Search

GTL will enable WTRJ investigators to tap into the massive amounts of recorded audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. WTRJ staff can now index large amounts of recorded audio from phone calls or computer voicemail making content instantly searchable. By eliminating the need to translate speech to text, and then mining that text, GTL provides indexing speeds never before imagined. GTL's fully Integrated Call IQ 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 speaker's gender, age, dialect or accent or 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 400 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.

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

### Easy to Use

Users can easily select the calls to investigate by creating a Call Detail Report on any criteria desired. The Integrated Keyword Search is invoked for these calls by clicking the **Call IQ Search** button.



Detail Report Back

Drag a column header and drop it here to group by that column

Call IQ Search Add To Queue Enter Export File Name  Selected Only Reset Save Clear

	STATUS	DIALED NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY
▶	<input type="checkbox"/>	(313)	0598153	11/29/2015	23:50	04:00	Inmate Hungup	1-ENTRY	Prepaid	\$0.80	
▶	<input type="checkbox"/>	(269)	0505566	11/29/2015	23:47	04:55	CP-Hungup	1-2 FL-1	Prepaid	\$1.00	
▶	<input type="checkbox"/>	(202)	0160813	11/29/2015	23:44	02:21	Inmate Hungup	2-BATH-1	Prepaid	\$0.63	
▶	<input type="checkbox"/>	(574)	0840235	11/29/2015	23:43	07:09	CP-Hungup	1-DESK-2	Prepaid	\$1.68	
▶	<input type="checkbox"/>	(989)	0801014	11/29/2015	23:42	08:25	Inmate Hungup	2-2 FL-1	Prepaid	\$1.80	
▶	<input type="checkbox"/>	(231)	0244258	11/29/2015	23:38	07:24	CP-Hungup	3-1 FL CLN RM	Prepaid	\$1.60	
▶	<input type="checkbox"/>	(313)	0482650	11/29/2015	23:38	13:48	Inmate Hungup	HU-6 South UP	Prepaid	\$2.80	

The user then types in the words or phrase of interest and selecting the language of the search. Criteria for minimum correlation threshold and maximum returned results can be defined, then just click **Search** to initiate the audio search.

**GTL** lowell lambert (gtlsupport) Your session will expire in: 20 Minutes

Home Reporting Live Monitoring CD/DVD PIN/PAN Number Mgmt User Mgmt Alerts System Control My GTL App

## Call IQ Search

Search   Language: English Threshold: 70 Max Results: 10 Back

BTN	PIN	PHONE	DATE	TIME	FIRST	LAST	OFFSET	SCORE	TERM	PLAY
No records to display.										

## 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.

## **W. STAFFING AND PERSONNEL**

### **Dress Code**

**The Contractor shall establish and enforce a business casual dress code, for ITS staff that requires access to Western Tidewater Regional Jail facilities, which is consistent with the requirements established for Western Tidewater Regional Jail employees and appropriate to a correctional environment with regard to safety and appearance.**

**GTL has read, understands, and complies.**

GTL personnel, for over a decade have always followed stringent dress code standards established by GTL when entering the WTRJ. All authorized GTL personnel who have been cleared by WTRJ are familiar with the requirements established by WTRJ and will adhere to all policies and procedures with regard to safety and appearance.

### **Personnel Security Requirements**

**The Contractor shall ensure contractor employees including employees of its subcontractors and agents who require access to Western Tidewater Regional Jail facilities cooperate and comply with WTRJ security criminal history checks and clearances, substance abuse screening, photo identification, and searches of their person and possessions while on or in Jail property.**

**GTL has read, understands, and complies.**

### **Criminal History Check**

**Contractor employees who require access to Western Tidewater Regional Jail facilities shall be subject to criminal history check. Each contractor employee shall complete and sign a release authorizing WTRJ staff to conduct a criminal history check. Contractor employees shall not be permitted to work pending results of criminal history check. The Contractor shall replace employee(s) whose criminal history check indicates the employee(s) may be a risk to the as determined by WTRJ**

**GTL has read, understands, and complies.**

### **Substance Abuse Screening**

**Contractor employees who require access to Western Tidewater Regional Jail facilities shall be subject to substance abuse screening.**

**The Contractor will contact Western Tidewater Regional Jail Human Resources Office and arrange pre-employment substance abuse screening of new employees which must be completed and results received before the new employee may start work at WTRJ. The results of pre-employment substance abuse screening will be reported to the Superintendent.**

**At the direction of the Superintendent, contractor employees who require access to Western Tidewater Regional Jail facilities shall sign all documents, go to a location designated by the correctional staff, and submit to random or "for cause" substance screening. The Superintendent will be responsible for random selection of Contractor employees for substance abuse screening.**

**At their sole discretion, the Superintendent may deny access to WTRJ, contractor employees whose pre employment, random, or "for cause" substance abuse screening results reflect evidence of substance abuse. Such denial of access shall in no way impact the cost of the contract nor relieve the Contractor of his responsibilities therefore.**

**Western Tidewater Regional Jail shall bear the cost of pre-employment and random or "for cause" substance abuse screening of contractor employees.**

GTL has read, understands, and complies.

#### **Photo Identification**

**Contractor employees who require access to Western Tidewater Regional Jail facilities shall be issued photo identification badges provided by WTRJ staff.**

**Contractor employees shall wear the photo identification badges prominently displayed on the outer layer of clothing at all times while inside WTRJ facilities.**

**The Contractor shall be accountable for all photo identification badges issued to contractor employees. The Contractor shall retrieve and return to WTRJ, photo identification badges of persons who are no longer in the Contractor's employ.**

**WTRJ will issue the first identification badge to the Contractor employees at no charge. Contractor employees who lose or damage their identification badge shall be assessed a \$10.00 fee for replacement identification badges.**

GTL has read, understands, and complies.

#### **Searches**

**Contractor employees who require access to Western Tidewater Regional Jail facilities shall submit to searches of their person and possessions including their vehicle while on or in Jail property. At his/her sole discretion, the Superintendent may deny access to WTRJ facilities, any Contractor employees who refuse to consent to such searches. Such denial of access shall in no way impact the cost of the contract nor relieve the Contractor of its responsibilities therefore.**

GTL has read, understands, and complies.

### **Access to Facilities**

**Although the Contractor has authority for all hiring and termination, Western Tidewater Regional Jail may deny access to individuals whose criminal history check indicates the individual could be a threat to the good order and security of the facility or on the basis of security violations validated through Superintendent's investigation. Such denial of access shall in no way impact the cost of the contract nor relieve the Contractor of its responsibilities therefore.**

**Western Tidewater Regional Jail will communicate promptly with the Contractor regarding any such situations and provide a written summary of the investigation to the Contractor. Contractor employees, independent contractors and subcontractors shall cooperate with Western Tidewater Regional Jail in any investigation involving inmate or staff conduct.**

GTL has read, understands, and complies.

### **PREA**

**Contractor will comply with the Prison Rape Elimination Act of 2003 (Federal Law 42 U.S.C. 15601 ET. Seq.) and with all applicable PREA standards, WTRJ Policies related to PREA and WTRJ Standards related to PREA for preventing, detecting, monitoring, investigating and eradicating any form of sexual abuse within DJJ Facilities/Programs/Offices owned, operated or contracted. Contractor acknowledges that, in addition to "self-monitoring requirements" WTRJ will conduct announced or unannounced, compliance monitoring to include "on-site" monitoring. Failure to comply with PREA, including PREA Standards and WTRJ policies may result in termination of the contract.**

**All contractor staff will be required to complete the mandatory PREA Forms and will be scheduled to attend the next available scheduled PREA training class.**

GTL has read, understands, and complies.

GTL personnel and all subcontractors will complete the mandatory PREA forms and will attend the required PREA training class.

## **X. SECURITY REQUIREMENTS**

### **Physical Security Requirements**

**The Contractor shall develop procedures to ensure facilities, supplies, furnishings, and equipment entrusted to the Contractor are not abused or misused, are properly maintained, and are secure at all times.**

GTL has read, understands, and complies.

**Area Security**

**The Contractor shall establish procedures to ensure offices; storage areas, etc. are locked and secured when not occupied by Contractor employees.**

GTL has read, understands, and complies.

**Key Control**

**The Contractor shall comply with Jail policies related to security and key control procedures.**

GTL has read, understands, and complies.

**Contraband**

**The Contractor shall establish procedures to ensure contractor employees who require access to Western Tidewater Regional Jail facilities understand which items constitute contraband and that contractor employees do not introduce contraband into the Correctional Facilities.**

GTL has read, understands, and complies.

**Personal Security**

**The Contractor shall develop procedures, consistent with Jail policies, to ensure the safety and wellbeing of contractor personnel who require access to Western Tidewater Regional Jail facilities while providing services under the terms of the contract.**

GTL has read, understands, and complies.

**Security Code Call Names**

**The Contractor shall establish procedures to ensure contractor personnel who require access to Western Tidewater Regional Jail facilities understand security code call names and comply with regulations and procedures that govern their use.**

GTL has read, understands, and complies.

**Inmate Security**

**The Contractor shall establish procedures to ensure contractor personnel who require access to Western Tidewater Regional Jail facilities are familiar and comply with WTRJ security procedures pertaining to inmate control and security.**

**In addition, the Contractor shall:**

**Inform the Superintendent, in writing, any time a personal friend or relative of any contractor employee is confined to the facility.**

**Ensure contractor employees do not fraternize or grant special favors for any inmate confined to any facility.**

**Ensure contractor personnel do not provide to any inmate, information regarding any other inmate confined to any facility.**

GTL has read, understands, and complies.

## 4. | Attachments

Western Tidewater Regional Jail



The Corrections Innovation Leader

**ATTACHMENT A  
PROPOSAL SIGNATURE SHEET**

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth in **RFP 09182017-01**. My signature also certifies that by submitting a proposal in response to this Request for Proposals, the Offeror(s) represents that in the preparation and submission of this proposal, said Offeror(s) did not, either directly or indirectly, enter into any combination or arrangement with any person, firm or corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1 et seq.) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

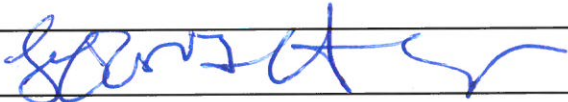
I hereby certify that I am authorized to sign as a Representative for the Firm:

NAME OF OFFEROR: Global Tel\*Link ("GTL")

ADDRESS: 12021 Sunset Hills Rd. Suite 100  
Reston, VA 20190

FED ID NO: 63-107001

STATE CORPORATION COMMISSION IDENTIFICATION NUMBER (or a statement as to why such a number is not required). SCC ID#: F1115536

SIGNATURE: 

TITLE: President and Chief of Business Solutions

TELEPHONE: 703-955-3910

E-MAIL: rfp@gtl.net

FAX: 703-435-0980

DATE: October 27, 2017

**SUBMIT THIS FORM WITH PROPOSAL**



**ATTACHMENT B**

**PRE-PROPOSAL CONFERENCE REGISTRATION FORM**

This pre-proposal conference registration form must be completed and returned to the RFP contact specified on page 4 of the RFP on or before the date specified in the Schedule of Events. The facility will provide an escort.

Provide the following information for the offeror representative(s) that will be attending the pre-proposal conference which will be held on the date specified in the schedule of events.

Offer Name:	<u>Global Tel*Link ("GTL")</u>
Address:	<u>12021 Sunset Hills Dr., Suite 100</u>
	<u>Reston, VA 20190</u>
Main Contact Phone Number:	<u>703-955-3910</u>

Attendee Name:	<u>John C. Rogers</u>
Attendee Title:	<u>Account Executive</u>
Attendee Contact Number:	<u>804-304-9653</u>
Attendee Email Address:	<u>john.rogers@gtl.net</u>

Attendee Name:	<u>Tom Zidar</u>
Attendee Title:	<u>Field Service Manager</u>
Attendee Contact Number:	<u>804-674-1536</u>
Attendee Email Address:	<u>tom.zidar@gtl.net</u>



**ATTACHMENT C**  
**CLIENT REFERENCES**

List a minimum of three client references providing information described below. References must be from current contracts with jails with average daily inmate population **between 800 and 1000 as possible<sup>2</sup> greater than 1000**. Contracts with these jails must have been in effect for at least one year.

Agency Name: Richmond City Sheriff's Office

Agency Address: 1701 Fairfield Way Richmond, VA 23223

Contact Person: Lt. Colonel Roy Witham

Contact Numbers: 804-646-0213

Number of Inmates: 997

Facility Type:     Jail                       Prison  
                          Juvenile                       Other

Contract Start: 06/27/2005

Contract End: 01/15/2018

Reason Contract Ended: Contract is still in full force. GTL has been the service provider for the Richmond City Jail since June 27, 2005. GTL just renewed this contract through competitive procurement.

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<sup>2</sup> Modified per Question and Answers on the WTRJ procurement website



## ATTACHMENT C

### CLIENT REFERENCES – Software Interface References

List a minimum of three client references providing information described below. References must be from current contracts with jails with average daily inmate population **between 800 and 1000 as possible** <sup>1</sup> ~~greater than 1000~~. Contracts with these jails must have been in effect for at least one year.

Agency Name: New River Valley Regional Jail

Agency Address: 108 Baker Rd Dublin, VA 24084

Contact Person: Superintendent Greg Winston

Contact Numbers: 540-643-2000

Number of Inmates: 827

Facility Type:     Jail                       Prison  
                          Juvenile                       Other

Contract Start: December 29, 1999

Contract End: July 18, 2019

Reason Contract Ended: Contract is still in full force. GTL has been the service provider for New River Valley Regional Jail since December 29, 2009. GTL just renewed this contract through competitive procurement.

---

<sup>1</sup> Modified per Question and Answers on the WTRJ procurement website

## ATTACHMENT C

### CLIENT REFERENCES – Software Interface References

List a minimum of three client references providing information described below. References must be from current contracts with jails with average daily inmate population **between 800 and 1000 as possible<sup>2</sup> greater than 1000**. Contracts with these jails must have been in effect for at least one year.

Agency Name: Chester County Prison

Agency Address: 501 S Wawaset Road, West Chester, PA 19382-6776

Contact Person: Warden Ed McFadden

Contact Numbers: (610) 324-7215

Number of Inmates: 950

Facility Type:     Jail                       Prison  
                          Juvenile                       Other

Contract Start: January 29, 2009

Contract End: October 31, 2022

Reason Contract Ended: Contract is still in full force. GTL has been the service provider for Chester County since January 29, 2009. GTL just renewed this contract through competitive procurement November 1, 2017.

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<sup>2</sup> Modified per Question and Answers on the WTRJ procurement website

## ATTACHMENT C

### CLIENT REFERENCES – Software Interface References

List a minimum of three client references providing information described below. References must be from current contracts with jails with average daily inmate population **between 800 and 1000 as possible<sup>3</sup> greater than 1000**. Contracts with these jails must have been in effect for at least one year.

Agency Name: Dauphin County Prison

Agency Address: 501 Mall Road, Harrisburg, PA 17111

Contact Person: Warden Brian Clark

Contact Numbers: (717)-780-6777

Number of Inmates: 1,065

Facility Type:     Jail                       Prison  
                          Juvenile                       Other

Contract Start: August 1, 2005

Contract End: May 17, 2018

Reason Contract Ended: Contract is still in full force. GTL has been the service provider for Dauphin County since August 1, 2005.

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<sup>3</sup> Modified per Question and Answers on the WTRJ procurement website

**Attachment D  
RATES AND COMMISSIONS**

Please provide a commission offer for the current rates listed below as Option #1. Offeror may propose an additional commission offer and alternative calling rates as Option #2. Offeror must detail all additional charges and fees that will be assessed for all collect, debit and pre-paid inmate telephone calls as well as the set-up fees, depositing fees and refund fees associated with pre-paid collect accounts. Offeror may attach additional tables if Offeror chooses to provide more than two (2) commission and calling rate options past those allowed below. Failure to complete Attachment D may cause Offeror’s proposal to be rejected.

**GTL has read, understands, and complies.**

Per the WTRJ issued Questions and Answers, WTRJ was posed the following question and answered accordingly:

**“Can you confirm that the Offeror can specify the Call Types as for the tables in Attachment D as: Local, Intralata, Interlata, Interstate, and International to avoid confusion and fully meet your request?”**

**Yes you may. Use the template as a guide but modify any way you would like to show whatever information you feel is important.”**

GTL has provided WTRJ with two (2) very lucrative financial offers directly following this page and has adjusted the formatting for ease of reference and simplicity.

**OPTION #1 – OFFEROR-PROPOSED CALLING RATES**

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT AND/OR INMATE BASED PRE-PAID	
	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate
Local						
Intralata/Intrastate						
Interlata/Intrastate						
International						
<b>Commission Rate</b>	%		%		%	

**Financial Incentive: \$ \_\_\_\_\_**



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## GTL Financial Offer Overview

Global Tel\*Link (GTL) is proud to present a financial offer to WTRJ that provides a balance of proven technology coupled with affordable rates for your inmates and their friends and family members and a lucrative revenue generation model for WTRJ. GTL proposes two (2) options to WTRJ which are detailed below. Please keep in mind that these proposed offers can be adjusted to meet the needs of the Western Tidewater Regional Jail as you deem necessary.

**DO NOT** be **FOOLED** by companies that will offer extremely high commission rates and not include all the features that the technology that WTRJ is interested in, only to deduct money from commissions, raise rates, not supply the product, or try to negotiate a different outcome. GTL, your trusted partner of almost a decade, will **NOT DO THAT!** Remember, our Core Principles of Vision, Value and Trust guide all of business decisions. Our financial offers are straight-forward and easy to understand. The easy to read chart shows what you will receive with each of the offers.

GTL offers compelling reasons to continue this successful partnership while improving on the current products and services including: enhanced industry-leading Investigative Tools, Voice Biometrics, Keyword Search, GTL's industry leading tablet program, Video Visitation and Video Relay Service, to name a few. In addition, GTL is proposing the continuation of our lobby and intake kiosks as part of this overall solution. As demonstrated throughout our proposal, GTL fully understands and meets the implementation requirements, service requirements, and overall operational goals that WTRJ is seeking. A few key benefits of our offers are:

- The continuity of the account team, J.C. Rogers, Tony Pellegrino and Tom Zidar, who you have come to know and trust over the course of the past thirteen (13) years.
- A lucrative commission PRE-PAYMENT, each and every year!
- GTL's industry leading investigative tools such as: BNA lookup, initial voice biometric, Called Party IQ, Key word search, just to name a few!
- Continued access to the existing call records and recordings from the proposed GTL ITS ensuring the preservation of the chain of custody. **NO other company can provide you this valuable feature!**
- No Change Factor for Staff, Inmates, Friends and Family which can lead to confusion, unrest in the inmate population, headaches and lost revenue.
- Fastest Implementation Time of all vendors!
- Unparalleled integration between our Phone System and WTRJ's other existing systems. The interfaces are developed and deployed at WTRJ! This leads to Operational Efficiencies and Manpower Savings.
- A Wireless Tablet Program that is aimed at reducing recidivism through proven methodologies throughout the duration of the contract period.

- A Video Visitation System, from the Wireless Tablets, that is also aimed at reducing recidivism through proven methodologies throughout the duration of the contract period.
- Redundancy of all critical operational components and automated backup routines ensuring system and data reliability.
- Anytime, anywhere access to properly authorized users.
- Secure data storage providing redundancy of call detail records, recordings, and system settings off-site at GTL’s secure Data Centers.
- Extensive reporting capability that can generate over 1,600 different detailed reports based on user-selected parameters

The below chart illustrates all the included items that apply to both of GTL’s offers to WTRJ:

### **GTL Financial Offer Options Summary**

<b>Feature</b>	<b>Included</b>
GTL ITS Application Fully Compliant with RFP Specifications	✓
Wireless Tablet Program	✓
Video Visitation System Via Tablets	✓
Voice IQ (Initial Voice Biometric Identification)	✓
Called Party IQ (Inmate to Inmate Call Detection)	✓
Call IQ (Keyword Search)	✓
Video Relay Service Devices (for hearing impaired)	✓
Visitation Scheduling / Management System	✓
1 Lobby Deposit Kiosk	✓
1 Intake/Booking Kiosk	✓
Debit Release Cards	✓
Call Recordings for Life of Contract	✓
Recorded Visitation Phone System	✓
Unlimited BNA Reserve Number Lookup	✓
Connect Network Web/IVR Payment Services	✓
Advance Pay Card storage, Auto Reload and OneCall	✓
Connect Network Electronic Messaging	✓
Android & Apple iOS Mobile Payment APPS	✓
Voice Mail	✓
Automated Seamless Debit Calling	✓
Commissary Ordering by Phone	✓

Note: ✓ means provided at no cost.

## COST PROPOSAL: GTL Offer #1

### Inmate Telephone Calling Rates

Type of Call	Collect	Debit/Pre-paid
Local	\$0.1050/min	\$0.1050/min
Intrastate	\$0.2500/min	\$0.2500/min
Interstate	\$0.2500/min	\$0.2100/min

### Convenience Fees

Ancillary Service	Vendor's Charge
Automated Payment Fees	\$3.00 per use
Live agent fee Phone Payment for AdvancePay	\$5.95 per use
Paper bill/statement fees	\$2.00 per use
AdvancePay One Call	\$5.95 per use

### Commission Percentage

Type of Service	Collect	Debit/Pre-paid
Local Call	88.00%	88.00%
Intrastate Call	88.00%	88.00%
Interstate Call	00.00% <sup>1</sup>	00.00% <sup>1</sup>
International Call	88.00%	88.00%
Inmate Tablet Revenue	15.00%	15.00%
Video Visitation Revenue	15.00%	15.00%

### Tablet Costs

Type of Service	Cost
Inmate Usage on Paid Content	\$0.0500/min
Friend and Family Email Message	\$0.2500/message
Video Visitation Call	\$0.2500/min

<sup>1</sup>We are required to offer payment of commission on intrastate revenue only because the payment of commissions on interstate ICS revenue was prohibited by the FCC's 2013 Order, which adopted the interim rate caps. Both of the FCC's Orders in 2013 and 2015 have been appealed and the 2013 interim rate caps continue to apply in light of Stay of FCC's 2015 Order. As a result, since the 2015 Order took effect on June 20, 2016, there is considerable uncertainty as to whether commissions are permitted for interstate calls. This was further complicated by the Order on Reconsideration approved by the FCC in August 2016, and stayed by the DC Circuit in October of 2016. In light of that uncertainty and the substantial penalties for non-compliance with the Orders, the company will continue to comply with the terms of the 2013 Order and pay commission on only intrastate calls unless a state has also prohibited payment of commissions on those services. GTL Intrastate commission has been adjusted to compensate for the interstate call revenue on which no commission is directly paid.

**Contract Minimum Annual Guarantee**

**\$550,000.00**

The above Contract Minimum Guarantee will be prepaid each and every year on the anniversary of the contract. WTRJ will then start to earn commissions once the commissions earned at the above proposed percentages exceed the annual prepayment.

## COST PROPOSAL: GTL Offer #2

### Inmate Telephone Calling Rates

Type of Call	Collect	Debit/Pre-paid
Local	\$0.1500/min	\$0.1500/min
Intrastate	\$0.1500/min	\$0.1500/min
Interstate	\$0.1500/min	\$0.1500/min

### Convenience Fees

Ancillary Service	Vendor's Charge
Automated Payment Fees	\$3.00 per use
Live agent fee Phone Payment for AdvancePay	\$5.95 per use
Paper bill/statement fees	\$2.00 per use
AdvancePay One Call	\$5.95 per use

### Commission Percentage

Type of Service	Collect	Debit/Pre-paid
Local Call	88.00%	88.00%
Intrastate Call	88.00%	88.00%
Interstate Call	00.00% <sup>2</sup>	00.00% <sup>2</sup>
International Call	88.00%	88.00%
Inmate Tablet Revenue	15.00%	15.00%
Video Visitation Revenue	15.00%	15.00%

### Tablet Costs

Type of Service	Cost
Inmate Usage O\on Paid Content	\$0.0500/min
Friend and Family Email Message	\$0.2500/message
Video Visitation Call	\$0.2500/min

<sup>2</sup>We are required to offer payment of commission on intrastate revenue only because the payment of commissions on interstate ICS revenue was prohibited by the FCC's 2013 Order, which adopted the interim rate caps. Both of the FCC's Orders in 2013 and 2015 have been appealed and the 2013 interim rate caps continue to apply in light of Stay of FCC's 2015 Order. As a result, since the 2015 Order took effect on June 20, 2016, there is considerable uncertainty as to whether commissions are permitted for interstate calls. This was further complicated by the Order on Reconsideration approved by the FCC in August 2016, and stayed by the DC Circuit in October of 2016. In light of that uncertainty and the substantial penalties for non-compliance with the Orders, the company will continue to comply with the terms of the 2013 Order and pay commission on only intrastate calls unless a state has also prohibited payment of commissions on those services. GTL Intrastate commission has been adjusted to compensate for the interstate call revenue on which no commission is directly paid.

**Contract Minimum Annual Guarantee**  
**\$700,000.00**

The above Contract Minimum Guarantee will be prepaid each and every year on the anniversary of the contract. WTRJ will then start to earn commissions once the commissions earned at the above proposed percentages exceed the annual prepayment.

# 5. | Addenda

Western Tidewater Regional Jail



The Corrections Innovation Leader

Addendum 1

As part of your response to RFP 09182017-01 Inmate Telephone Service you must:

1. Include any data breaches within the last 5 years
2. The outcome of those breaches
3. The extent of the breach
4. The reason or equipment responsible for the breach
5. The corrective action taken to prevent such occurrence from happening again

Also this form must be signed by both parties that, in the event of any data security breach, the proposer accepts full responsibility for any and all lawsuit, litigation, costs, or other issues that may arise. Also the Proposer must take full responsibility in the media and relieve the jail of any liability or negligence unless the jail or its personnel modified, altered, or were negligent in the Jail's responsibilities that allowed the breach to occur:

Global Tel\*Link ("GTL")

Proposer Company

Western Tidewater Regional Jail

Jeffrey B. Haidinger

Typed Representative Name

Edgar B. Wertheimer IV  
Director of Administration &  
Support



Signed Representative Name

WTRJ Signature

Date October 27, 2017

Date

**Please to the Addendum section of our proposal response for GTL's response.**



## Addendum 1

**As part of your response to RFP 09182017-01 Inmate Telephone Service you must:**

- 1. Include any data breaches within the last 5 years**
- 2. The outcome of those breaches**
- 3. The extent of the breach**
- 4. The reason or equipment responsible for the breach**
- 5. The corrective action taken to prevent such occurrence from happening again**

Data security is a core competency for GTL and we go the extra mile to protect your institutions and your data. As such, GTL has not had any data breaches related to customer or inmate data. We have developed a comprehensive and integrated security program and we reinvest in it continually. GTL's Security Architecture relies on a layered approach to data security to proactively protect agency information. This approach begins at the customer level, continues during data transport, and carries through to our data centers.

For example, when GTL stores its most critical information, such as credit card data, this data is encrypted at rest using an industry-best practice - our Key Encryption Appliance. The keys used to encrypt the data never leave the appliance, which means that data can only be decrypted programmatically using multiple layers of authentication. At the facility level, we employ five levels of security on our network and have developed a secure custom operating system for our in-pod and handheld devices. These security elements are integrated within our network topology to prevent intrusion from external sources.

When it comes to securing sensitive information, uncertainty and risk reflect the reality of the world that we live in. Data breaches, whether stolen or hacked, have reached an all-time high and are at the forefront of the news. Many such breaches do not come to light until years after the breach has taken place, but a simple Google search of "inmate call data breach" highlights the dangers of inadequate security in a correctional setting.

[https://www.google.com/search?q=inmate+call+data+breach&rlz=1C1EODB\\_enUS727US727&q=inmate+call+data+breach&aqs=chrome.0.69i59.3890j0j8&sourceid=chrome&ie=UTF-8](https://www.google.com/search?q=inmate+call+data+breach&rlz=1C1EODB_enUS727US727&q=inmate+call+data+breach&aqs=chrome.0.69i59.3890j0j8&sourceid=chrome&ie=UTF-8)

We encourage you to research the recent breaches of inmate telephone data in evaluating the best vendor for WTRJ. The loss of millions of inmate call records at various locations has been called one of the largest data breaches of 2016. These repeated losses of confidential information have resulted in lawsuits against an ITS provider and their customers - jails/correctional entities in multiple locations. While breaches could be devastating to ITS providers, they are equally as damaging to the agency and government customers.

The services requested in this RFP are part of a larger framework of your security and intelligence infrastructure. The decisions made in the evaluation of this RFP will have a lasting impact on the operational safety and security of your institutions. As you evaluate this RFP, consider which company is best suited to handle the ever-increasing risk of security breaches and digital intrusion. At GTL, we

have a professionally certified team dedicated to both corporate security and PCI compliance. Our goal is to safeguard your data and keep you out of the headlines.

**AMENDMENT # 2 TO INMATE TELEPHONE SERVICES AGREEMENT**

This Amendment # 2 (“Amendment”), takes effect as of the date signed by all the parties listed in this preamble (“Effective Date”), amends and revises that certain Inmate Telephone Services Agreement, dated January 26, 2012, as amended from time to time (the “Agreement”), by and between Global Tel\*Link Corporation, with an address of 12021 Sunset Hills Road, Suite 100, Reston, Virginia 20190 (“Company”), and Western Tidewater Regional Jail Authority, with an address of 2402 Godwin Boulevard, Suffolk, VA, 23434 (“Premises Provider”) (Company and Premises Provider collectively, the “Parties” and each a “Party”). All capitalized terms not defined herein shall have the definitions set forth in the Agreement.

**WHEREAS**, the Federal Communications Commission (“FCC”) issued its Second Report and Order and Third Further Notice of Proposed Rulemaking in WC Docket No. 12-375 on November 5, 2015 (“FCC Order”), which mandated rates and charges for inmate telephone services, certain transaction fees, and other requirements; and

**WHEREAS**, the Parties have agreed to amend the Agreement in order to, among other things, implement the FCC-mandated rates, charges, fees, and other requirements, as further provided below.

**NOW, THEREFORE**, in consideration of the promises and covenants set forth in this Amendment, and for good and valuable consideration, the sufficiency of which is acknowledged by the Parties’ signatures, the Parties agree as follows:

1. On June 20, 2016 , the rates and charges for interstate and intrastate inmate telephone service (“ITS”) calls and associated transaction fees (“Transaction Fees”) set forth in the Agreement shall be deemed revised without further action by the Parties, and shall be implemented, as follows:

**Inmate Telephone Services.**

Local ITS calls, whether made using a collect, prepaid/AdvancePay™ format: \$0.1050 per minute of use.

Non-Local, IntraState ITS calls, whether made using a collect, debit, prepaid/AdvancePay™ format: \$0.25 per minute of use.

InterState ITS calls made using a collect format: \$0.25 per minute of use.

InterState ITS calls, whether made using a debit or prepaid/AdvancePay™ format: \$0.21 per minute of use.

No per call, per connection, or flat-rate calling charges shall apply to interstate and intrastate ITS per minute of use calls.

The rates charged are exclusive of taxes, and other amounts collected by Company on behalf of, or paid 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.

**Transaction Fees.** Company may charge certain Transaction Fees in accordance with the following amounts:

Fee for automated payment for credit card, debit card, and bill processing fees	\$3.00 per use
Fee for payment using live operator	\$5.95 per use
Fee for paper bill/statement	\$2.00 per use
Fee for use of third-party money transmitter (e.g., MoneyGram, Western Union, credit card	The exact fee from the third-party provider passed through directly to customer with no markup

processing, transfers from third-party commissary accounts)	
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**Single-Call and Related Billing Arrangements.** Company may permit consumers to purchase ITS on a collect call basis through third-party billing arrangements that allow consumers to pay for a single ITS call using such methods as their debit or credit card, billing the cost of a single ITS call to their mobile phone account, or another arrangement. When a consumer chooses to pay for a single ITS call using such a method, the charge shall be any applicable transaction fee and other charges allowed by law.

2. Effective from the date the ITS call rates and charges, and Transaction Fees are revised by this Amendment, the commission payable to the Department under the Agreement shall be seven cents (\$0.07) per minute on completed and billable intrastate inmate telephone calls using the ITS, and shall be paid within forty five (45) days following the month in which the call took place. The foregoing commission shall be paid on a one-time basis for each completed and billable minute for Intrastate calls, and shall replace any and all commissions or other monies payable under the Agreement by Company to the Premises Provider, or to any fund or third party designated by Premises Provider. Premise Provider shall not be owed any commission until prepaid commission advance has been satisfied and paid off by the Premise Provider. If Premise Provider's monthly commission does not equal thirty thousand dollars (\$30,000.00), Company agrees to pay the difference between the monthly commission and thirty thousand dollars (\$30,000.00).
3. Section 15 of the Agreement is hereby deleted in its entirety and replaced with the following:  
    "**Assignment.** This Agreement shall inure to the benefit of and be binding upon the Parties and their respective permitted successors and assigns, including but not limited, to any new administration or head of Premises Provider. Neither Party shall assign any right and/or obligation under this Agreement without the other Party's prior written consent, which shall not be unreasonably withheld or delayed; provided, however, Company shall have the right to assign some or all its rights and/or obligations under this Agreement at any time to any entity that controls, is controlled by or is under common control with Company (each an "Affiliate") without the consent of the Premises Provider; provided, further, Company shall remain liable for any failure of any Affiliate to perform any assigned obligations. For the avoidance of doubt, a merger involving (i) Company or (ii) a sale of Company or all of Company's assets shall not constitute an assignment requiring consent of Premises Provider for purposes of this Agreement."
4. The following Section is hereby added to the Agreement:  
    "**Change-of-Law.** Any rule, regulation, or other change mandated by any federal, state, or local authority which may interfere with or adversely affect Company's rights, obligations, or intended benefit under the Agreement shall entitle Company to, at its option, renegotiate or terminate the Agreement."
5. The following Section is hereby added to the Agreement:  
    "**Service Schedules.** Any Affiliate may sign in its own name a schedule for the delivery of services ("Service Schedule"), and such Service Schedule shall be considered a separate, but associated, contract incorporating this Agreement; provided, however, Company shall be responsible for its Affiliates' performance pursuant to such Service Schedule."


In the event of any inconsistencies between the terms and conditions contained in the Agreement and the terms and conditions contained herein, the terms and conditions contained herein shall control. Except as set forth in this Amendment, the Agreement remains in full force and effect, without modification or amendment, and is hereby ratified and confirmed. This Amendment may be executed in multiple counterparts, each of which shall be an original, and all of which shall be one and the same contract. Original signatures transmitted by facsimile or electronic mail shall be effective to create such counterparts. Each person whose signature appears below warrants and represents that they have the requisite authority to execute this Amendment on behalf of the entity for which they are signing.

IN WITNESS WHEREOF, the foregoing Amendment has been executed by the Parties, effective as of the latest date listed below.

**Company**  
Global Tel\*Link Corporation

By:   
Name: Jeffrey B. Haidinger  
Title: President + COO  
Date: 5/24/16

**Premises Provider**  
Western Tidewater Regional Jail Authority

By:   
Name: William C. Smith  
Title: Superintendent  
Date: 5/23/2016

## 6. | Exhibits

Western Tidewater Regional Jail



The Corrections Innovation Leader









ID	Task Name	Duration	Start	Finish	'18	Feb 4, '18	Feb 11, '18	Feb 18, '18	Feb 25, '18	Mar 4, '18	Mar 11, '18	Mar 18, '18	Mar 25, '18	Apr 1, '18	Apr 8, '18	Apr 15, '18	Apr 22, '18																																																	
					W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M
89	Specific site configurations tested	3 days	Fri 3/16/18	Tue 3/20/18																																																														
90	Pre-shipment inspection and testing	1 day	Wed 3/21/18	Wed 3/21/18																																																														
91	System Packaging	0.5 days	Thu 3/22/18	Thu 3/22/18																																																														
92	System readied for delivery	0.5 days	Thu 3/22/18	Thu 3/22/18																																																														
93	Shipping	3 days	Fri 3/23/18	Tue 3/27/18																																																														
94	<b>Training &amp; Instructional Materials</b>	<b>10 days</b>	<b>Fri 3/9/18</b>	<b>Thu 3/22/18</b>																																																														
95	Finalize training program	4 days	Fri 3/9/18	Wed 3/14/18																																																														
96	Setup chat and email	3 days	Thu 3/15/18	Mon 3/19/18																																																														
97	Setup users and report	3 days	Tue 3/20/18	Thu 3/22/18																																																														
98	<b>On-Site Installation</b>	<b>11 days</b>	<b>Thu 4/12/18</b>	<b>Thu 4/26/18</b>																																																														
99	<b>Western Tidewater Mobility Tablets</b>	<b>11 days</b>	<b>Thu 4/12/18</b>	<b>Thu 4/26/18</b>																																																														
100	Circuit activation and testing	1 day	Thu 4/12/18	Thu 4/12/18																																																														
101	Install switches / Routers / POE devices	2 days	Fri 4/13/18	Mon 4/16/18																																																														
102	Install& configure Local Media Server	0.5 days	Tue 4/17/18	Tue 4/17/18																																																														
103	Configure LAN equipment / Traffic Shaping / Network Optimiz	0.25 days	Tue 4/17/18	Tue 4/17/18																																																														
104	Interface router	0.25 days	Tue 4/17/18	Tue 4/17/18																																																														
105	WTRJ- TBD wireless access points for tablets	2 days	Wed 4/18/18	Thu 4/19/18																																																														
106	Test visitation terminals& routing rule	0.25 days	Fri 4/20/18	Fri 4/20/18																																																														
107	Application Testing	2 days	Fri 4/20/18	Tue 4/24/18																																																														
108	Mobility Tablet testing and applications	2 days	Tue 4/24/18	Thu 4/26/18																																																														
109	Make necessary adjustments to rules& configurations	0.25 days	Thu 4/26/18	Thu 4/26/18																																																														
110	Confirm acceptance with customer	0.25 days	Thu 4/26/18	Thu 4/26/18																																																														
111	Formal facility training	0.25 days	Thu 4/26/18	Thu 4/26/18																																																														



The Corrections Innovation Leader

As the Corrections Innovation Leader, GTL is able to serve the needs of WTRJ by providing unique opportunities in regards to special value added features. To summarize, we have provided a simple checklist to show some of the features, products and services that GTL can offer.

<b>No Cost Additional Value Added Offerings</b>		
<b>Investigative Features</b>	✓	Voice IQ® - Initial Voice Biometrics Identification
	✓	Unlimited Reverse Number Lookup (BNA)
	✓	Called Party IQ® Inmate to Inmate Call Detection
<b>Family &amp; Friend Services</b>	✓	ConnectNetwork® Web & IVR Payment Services
	✓	Android and Apple iOS Mobile Payment Apps
	✓	Voicemail
<b>Inmate Services</b>	✓	Commissary Ordering by Phone
	✓	Video Relay Service (VRS)
<b>Negotiable Cost Additional Value Added Offerings</b>		
<b>Investigative Features</b>	✓	Voice IQ® - Continuous Voice Biometrics Identification
	✓	GTL Data IQ® Advanced Investigative Data Analysis
	✓	GTL Data IQ® Complete 3 <sup>rd</sup> Party Integration Data Analysis
	✓	GTL Fusion™ – Intelligence Information Sharing & Analysts
	✓	Cellebrite Mobile Forensic Device (UFED)
	✓	Ferromagnetic Mobile Cell Phone Detection (Cellsense® Plus/CEIA)
	✓	Location IQ® Location Based Services
	✓	Phone IQ® Phone Type Identification
<b>Family &amp; Friend Services</b>	✓	Mobile IQ™ Mobile Device Detection & Analysis
	✓	GTL Virtual Receptionist™ Facility Automated Attendant

## No Cost - Additional Value Added Features

### INVESTIGATIVE/SECURITY FEATURES

#### Voice IQ® Voice Biometric - Initial Inmate Identification

GTL is able to offer WTRJ our unique voice biometric solution, Voice IQ®. GTL's Voice IQ is a biometric speaker verification system that enables initial verification and identification of a WTRJ inmate *in real time*, using a simple spoken pass phrase.



Totally language and accent independent, the Voice IQ voice biometric initial identification feature provides a secure, efficient and extremely convenient method to initially verify an inmate's identity. Our fully integrated voice biometric solution is easy to deploy within WTRJ facilities. Designed exclusively to meet strict facility security standards, GTL's voice biometric solution has successfully passed independent security audits. GTL has been awarded Patent 7,403,766 for this feature.

**Notable Deployments:** This technology is deployed for both Michigan DOC and Ohio DRC.

#### Distinctive advantages of the GTL voice verification include:

- **Operates in Real-Time** as opposed to other voice biometric products which are strictly post production.
- Resides as **an integral component of the ITS** and does not require 3rd party software to be opened outside of the ITS user interface.
- **Enrollment Flexibility** – In addition to script-based enrollment, the system can enroll the inmate based on voice samples taken during initial calls made by the inmate. No need for staff involvement!

#### Benefits

- PIN theft prevention
- Language and accent independent
- State-of-the-art accuracy
- Fully Integrated with hosted ITS
- Straightforward deployment
- Integrated security
- Convenient and non-intrusive (no personal information required)
- Secure multi-factor authentication

## How It Works

GTL's Voice IQ solution is an integrated component of GTL's ITS. Inmates are enrolled (see following image) to provide a "voice print" that is coupled with the inmate's PIN. The inmate speaks their pass phrase into the telephone handset after entering their PIN. The inmate's pass phrase is then processed by GTL's voice biometric module for verification of identity versus the PIN. A verification result is then returned to confirm or deny the inmate's identity based on the voice print analysis. The system can be configured to deny the call if inmate's identity is denied.

## Enrollment

Enrollment in Voice IQ's initial voice biometric solution is carried out by an inmate stating three consecutive renderings of the selected pass phrase, creating a unique voiceprint. Little or no WTRJ staff involvement is needed during the enrollment process.

### Voice IQ PIN Details – Enrollment Verification:

The **VIQ Trained** checkbox in the **PIN Detail** screen is used 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.

The screenshot shows a form for PIN details. It includes fields for Inmate ID, Debit PIN (1895), Collect PIN (1895), Card ID, First Name, Middle Name, Last Name, Alias, Location (No Restriction), Phone Group (No Restriction), Security Threat (Select Threat Group), Auto PAN, and Max PAN (0). At the bottom, there are several checkboxes: Active, Voice Verification Enrolled, VIQ Trained (checked and highlighted with a red box), Currently In Use, Hot PIN, Reset Recorded Name, Restricted Playback, and Voicemail.

**Edit Voice IQ Enrollment Role Permission:** The PIN/PAN module of a User Role includes the **Edit Voice IQ** permission. This permission allows users of this Role to be able to uncheck the VIQ Trained checkbox of a given PIN in order to allow a PIN to re-enroll in Voice IQ. This may be done if the initial enrollment had an issue that is causing many false positives.

The screenshot shows the Role Permissions screen for the 'Administrator' role. The 'PIN/PAN' module is selected, and the 'Edit Voice IQ Enrollment' permission is checked and highlighted with a red box. Other permissions listed include Auto Enroll IVR, Delete PAN, and Edit PAN, each with an 'ON' toggle.

## Searching for Calls that Failed Voice Verification

From the Detail Report screen WTRJ users select “Failed Voice Verification” from the stop code drop down menu and view which inmates failed voice verification during the initial call set up.

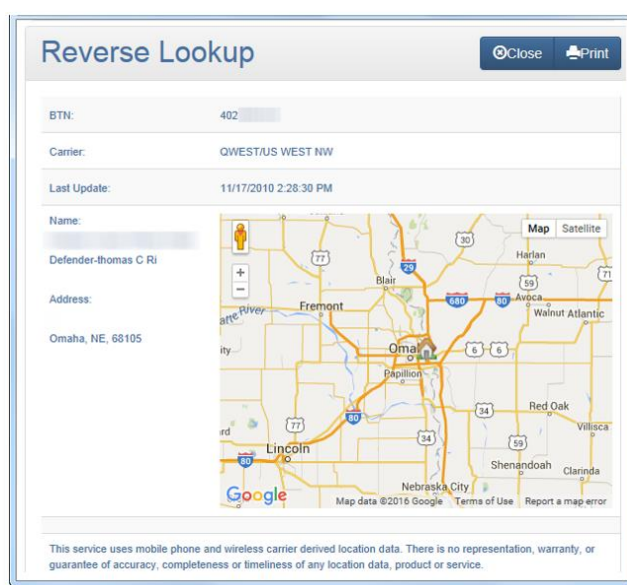
<input type="checkbox"/>	#	STATUS	DIALED NO.	PIN	DATE ▲	TIME	DUR.	RESULT	PHONE	CALL TYPE	STG	CHARGE	ENERGY	VIQ
▶	<input type="checkbox"/>	1		204781	06/01/2017	09:37		Failed Voice Verification	175 2B-3	Debit		\$0.00		
▶	<input type="checkbox"/>	2		204059	06/01/2017	08:36		Failed Voice Verification	223 3E-3	Collect		\$0.00		
▶	<input type="checkbox"/>	3		171510	06/01/2017	08:36		Failed Voice Verification	178 2B-6	Collect		\$0.00		
▶	<input type="checkbox"/>	4		194233	06/01/2017	08:36		Failed Voice Verification	222 3E-2	Collect		\$0.00		

## Unlimited BNA Reverse Number Lookup

GTL’s Reverse Number Lookup feature is included standard and is fully integrated with our ITS software. GTL offers this investigative tool as a standard part of our calling system at no additional cost. Reverse Lookup searches a large industry database for the billing name and address (BNA) of a specified phone number and displays the name and address along with a street Map or Satellite image.

Reverse Number Lookup is available for numbers entered or viewed in GTL’s ITS **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 the icon next to the number on a call detail report to instantly view the name and address associated with the selected number.



## Called Party IQ® - Inmate to Inmate Call Detection

GTL’s **Called Party IQ®** brings state-of-the-art investigation capabilities to WTRJ for **detection of inmate to inmate telephone calling** via our 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 system 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 system sends a signal to both calling platforms being used to place the calls so that both Call Detail Records are flagged. Investigators are able to view the name of the other agencies from where the calls were 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 by inmates to the same BTN.

PIN Active Only       Exclude non-essential calls       Return HOT calls only  
 Return PRIVATE only       Exclude PRIVATE       Return calls with ENERGY only  
 **Called Party IQ records only (Multi-Way)**       VIQ Detect status records only       Cell Phone records only  
 View All Notes

Calls flagged by Called Party IQ are then displayed as green in the CDR search results screen.

Detail Report Back

Drag a column header and drop it here to group by that column

Selected Only

Page size: 20 26 items in 2 pages

#	STATUS	DIALED NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY
1		(806) [REDACTED]	202630	02/28/2017	17:21	01:00	Funds Expired	375 6C-3	Debit	\$0.26	
2		(806) [REDACTED]	200480	02/28/2017	15:04	03:12	Inmate Hungup	179 2B-7	Prepaid	\$0.92	
3	V	(806) [REDACTED]	177728	02/27/2017	21:59	08:22	Inmate Hungup	136 1C-4	Debit	\$2.31	
4	V	(806) [REDACTED]	179218	02/27/2017	21:58	09:00	Funds Expired	160 2E-4	Debit	\$2.31	
5		(806) [REDACTED]	179218	02/27/2017	21:56	00:25	CP-Hungup	161 2E-5	Debit	\$0.26	
6		(806) [REDACTED]	177728	02/27/2017	21:54	01:34	CP-Hungup	136 1C-4	Debit	\$0.51	
7		(806) [REDACTED]	179218	02/27/2017	21:47	05:03	CP-Hungup	161 2E-5	Debit	\$1.54	
8	V	(806) [REDACTED]	177728	02/27/2017	21:32	11:00	Funds Expired	136 1C-4	Debit	\$2.82	

*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 inmate to inmate calls indicate a potential security threat as well as a potential for inmates to create organizational efforts to illegally 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. In addition, the system is able to identify those attempts for further review by investigative staff in the Call Detail Report screen.

Drag a column header and drop it here to group by that column

Selected Only

#	STATUS	BTN	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	DETECT	VIQ
1		[REDACTED]	193445	07/26/2016	10:44	05:00	Time Up	399 Bkg 13	Free	\$0.00		
2		[REDACTED]	178454	07/26/2016	10:42	03:49	CP-Hungup	343 6A-3	Debit	\$1.03		
3		[REDACTED]	189239	07/26/2016	10:41	01:00	Time Up	131 1B-7	Courtesy	\$0.00		
4		[REDACTED]	165457	07/26/2016	10:41	03:12	Inmate Hungup	221 3E-1	Debit	\$1.03		
5		[REDACTED]	052338	07/26/2016	10:40	03:09	Inmate Hungup	341 6A-1	Debit	\$1.03		
6		[REDACTED]	165457	07/26/2016	10:38	00:34	CP-Hungup	222 3E-2	Debit	\$0.26		

**Green highlighted CDRs = CPIQ call detected**

**Orange highlighted CDRs = CPIQ call blocked (see results = CPIQ 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 3rd party applications are post call production based forcing investigators to wait as much as a day for results.

## FAMILY AND FRIENDS SERVICES

### ConnectNetwork® Web and IVR Payment Services

Through the use of the ConnectNetwork® web site, inmate friends and family members can deposit money into an inmate's debit or trust account. Using our ConnectNetwork web site is easy and can be accessed from anywhere that they can gain an internet connection using a PC, laptop or smart phone.

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.



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.

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, funds may be added to an AdvancePay or designated offender account at any time.

### Key Features and Benefits of IVR Automated Phone System

- Toll-Free phone number with easy step-by-step instructions
- Accepts Credit/Debit Cards
- Accepts transactions 24/7/365
- Bilingual user interface (English and Spanish)
- Can be used to take any payment type for multiple departments
- Instantaneous posting of payment to back office reporting and accounting systems



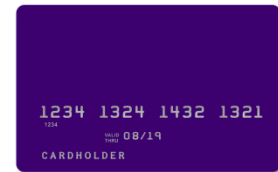


GTL's ability to manage the end-to-end process, from billing authorization to carrier call termination, results in an unsurpassed ability to complete inmate phone calls. With more AdvancePay prepaid phone calls being completed, commissions are maximized and inmate and friend/family complaints are minimized.

**Key features of the AdvancePay program are:**

### **AdvancePay Card Storage**

GTL allows frequent depositors to securely “store” their credit/debit card numbers, in order to expedite their AdvancePay deposit transactions. 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 OneCall**

This option is targeted towards those who:

- Do not receive many inmate calls (so no need for a prepaid phone account)
- Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)
- Don't want to miss an inmate call (since it may be the ONLY one!)

With AdvancePay OneCall, the called party can now choose to pay for just that one call. Previously, these calls would NOT have been completed – either the called party could not set up a prepaid account because of limited funds, or they chose to forego the call because they did not want to set-up and fund a prepaid account. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility prior to activating this option). Similar to AdvancePay-AutoReload, this means 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.

- **Courtesy Call** – The initial call from an inmate to a friend or family member is vital to establishing connectivity. By providing a courtesy call to the friend and family member at no cost to them, the inmate is able to make contact with friends and family members. Inmates are able to communicate important information about their whereabouts while friends and family members know where the inmate is located and who their new telephone service provider allowing them to set up an AdvancePay call in preparation for the next call.
- **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) completed message following an unsuccessful call attempt by an inmate. 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.
- **Auto Reload** – By maintaining an AdvancePay balance at all times, friends and family members can stay in touch with their loved one without fear of interruption of service due to insufficient funds. Auto Reload allows friends and family members to automatically replenish their AdvancePay account when they reach a certain low balance threshold, e.g. \$3.00. When this threshold is reached, their credit card is charged and their AdvancePay account is replenished. This convenient option helps ensure friends and family members with hectic schedules can stay in contact at all times.



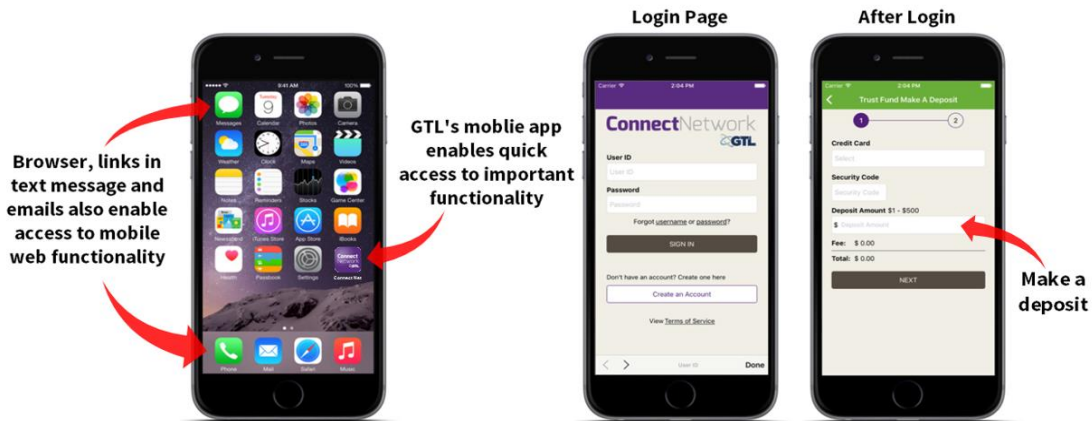
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## Android and Apple iOS Mobile Payment Apps

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. Aside is a partial list of app functionality that is available to our customers.

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

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 is 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 mobile phone app, consumers are able to manage their account without the need to download the ConnectNetwork app.

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## Voicemail

GTL is able to provide WTRJ 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 WTRJ’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 facility staff
- **Two way** – where inmates may leave Voicemail messages for facility staff 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 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 WTRJ personnel. Investigators can at any time obtain a complete record of all messages left and retrieved. Investigator choose the voicemail type and other desired search criteria on the system's Search screen to generate a report of messages, from which they can be replayed.

<input type="checkbox"/>		#	STATUS	BTN	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE
<input type="checkbox"/>		1			185719	07/25/2016	13:15	00:38	Inmate Hungup		Check Voicemail	\$0.00
<input type="checkbox"/>		2			185719	07/25/2016	12:25	00:34	Inmate Hungup		Leave Voicemail	\$2.00
<input type="checkbox"/>		3			194432	07/24/2016	10:48	01:31	Inmate Hungup		Check Voicemail	\$0.00
<input type="checkbox"/>		4			194432	07/23/2016	20:10	01:28	Inmate Hungup		Leave Voicemail	\$2.00

GTL will work with WTRJ to determine the specific internal needs of Jail personnel for implementation of this feature. Individual facility personnel are provided with a convenient method of sending 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 incoming or both incoming and outgoing types of messaging for 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 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 ITS, WTRJ facility staff have the same control of recording and monitoring as with the ITS. Only the inmate, the sender, and approved facility personnel can access Voicemail messages.

## INMATE SERVICES

### Commissary Ordering By Phone

GTL is able to offer WTRJ our "Commissary Ordering over the Phone" feature, eliminating the need for inmates to use bubble sheets. The GTL ITS is able to be configured to provide a speed dial number for inmates to dial into WTRJ facility's commissary system using the standard inmate telephones for ordering items or to take advantage of other services provided by the commissary system. The WTRJ commissary provider must have an available telephone line and dial-in number. This setup relies on the ability of the commissary system to provide download capabilities of inmate orders as well as the ability to debit inmate accounts. We are currently providing similar setups in various accounts within

the GTL installed base. This simple speed-dial access to commissary systems has helped streamline operations and fulfill requirements for various GTL contracts.

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## **GTL VRS (Video Relay Service) - Video Calling for Hearing Impaired Inmates**



GTL provides calling capability to meet ADA guidelines for the hearing impaired. GTL has extensive experience ensuring that hearing impaired inmates have the same calling privileges and security restrictions as all other inmates.

Working directly with WTRJ, GTL is able to implement Video Calling for deaf and hearing impaired inmates, for the purpose of replacing a standard phone call. GTL VRS (Video Relay Service) allows deaf and hearing impaired WTRJ inmates to place video calls to friends and family using our *high definition* wireless tablets which are able to be docked in GTL provided wall-mounted charging stations in specially selected areas in the facility. The tablet must be docked with the charging station in order for the tablet camera to function.



Our VRS solution is *IP based communication* where the inmate is communicating with a video translator via our wireless tablet and the “Purple” prison mode VRS application. Purple Communications is our VRS partner/provider. While the same hardware platform can be used for phone calling and video visitation, it’s important to understand that VRS is a separate application.

The VRS app has a simple and secure design whereby the inmate simply selects an English or Spanish speaking interpreter and then dials the phone number of the friend or family member they wish to call.

The call will automatically be routed through a VRS video interpreter. The interpreter can communicate via sign language with the inmate and translate that conversation while speaking with the call recipient. If an inmate direct dials a number to another VRS user the VRS recognizes this and connects the two VRS phones directly as there is no need for the interpreter in the middle. VRS calls can also be monitored and recorded.

## Negotiable Cost - Additional Value Added Features

### INVESTIGATIVE/SECURITY FEATURES

#### GTL Data IQ® – Advanced Investigative Data Analysis

*Turn Raw Data into Actionable Intelligence*

***Have a problem determining how contraband is entering your facility? Do you find value in identifying associations between offenders and the outside world? Are you interested in identifying individuals who are funding multiple offenders?***



**GTL Data IQ®** offers pre-built search queries and easily understood link diagrams by bringing simple solutions to complicated challenges, not only for WTRJ 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.

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.

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 CUSTOMERS RELY ON THE TIME SAVING CAPABILITIES OF GTL DATA IQ**

*“Prior to GTL Data IQ, our investigators had to manually query multiple data sources, which was very time consuming and labor intensive. However, with the implementation of GTL’s Data IQ solution, investigators now have the ability to strategically mine data in a way that is more efficient, effective, and accurate. Mining and reviewing data in a visual diagram within GTL Data IQ has become a critical step in our investigative process. GTL has proven to be an intelligence partner by hiring experienced analysts to implement, support, and provide training of its’ capabilities.”*

- Kurt Bensheimer, INDOC, Deputy Chief of Security Threat Group Operations

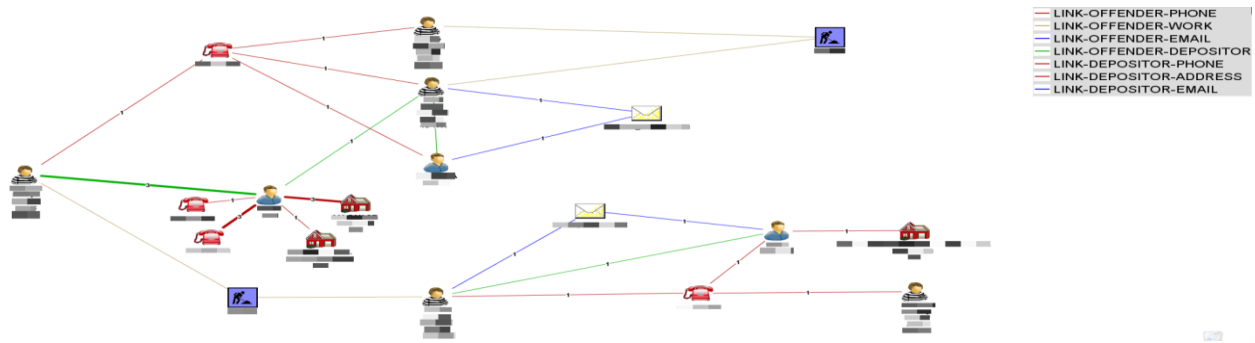
Data Touch Points	
GTL AdvancePay data	Deposits from numbers with frequent 3-way calls
High number of deposits from one retail location	Multiple inmates calling same numbers
Multiple deposits, different inmates	Same visitor, multiple inmates
Money Order sequential numbers	Inmates sending checks to depositors
Seized contraband cell phone data	Called party receiving calls from other jurisdictions

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

## **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.

The following image depicts the result of an offender found in possession of heroin within a facility. The main question posed to investigators is where the breach in security is located that allowed for the trafficking of the narcotics into the facility. 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. This is critical for administrators to identify if they have an isolated incident within the facility, or if they have an epidemic that may require additional resources or strategies.

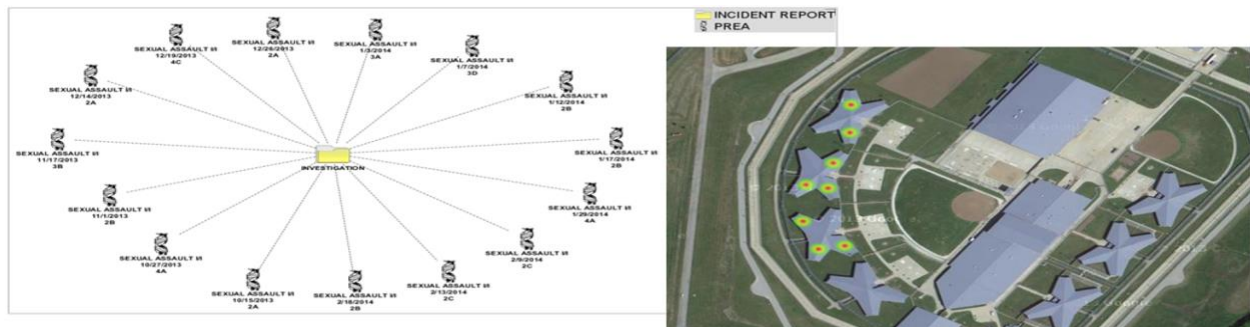


As an investigator reviews the resulting diagram, the need often arises to review the details that lead to the association. With GTL Data IQ the details of an association between two objects are easily obtained by clicking the line connecting the objects.

## Proactive Analysis

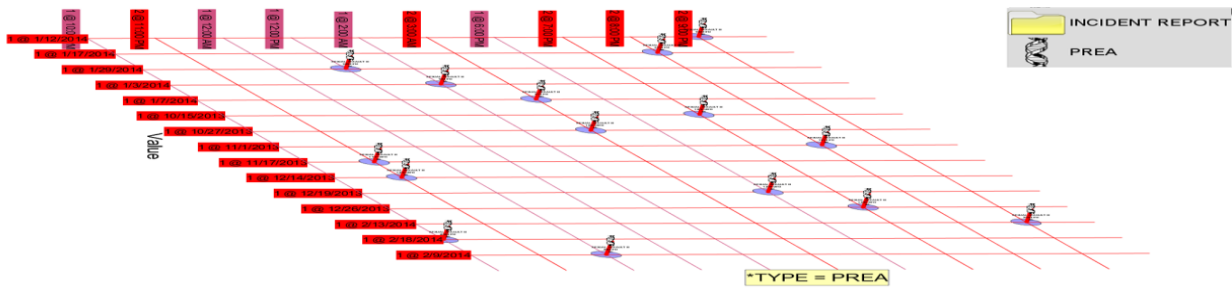
GTL Data IQ provides both investigators and administrators with the tools necessary to proactively deter or halt activity that would otherwise put at risk the facilities security, and the safety of its' staff and offenders.

Consider the following scenario describes 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.



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 following temporal image 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.





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 following link diagram image 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.



GTL Data IQ allows 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 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.

## Permission Levels

GTL Data IQ provides Access Control List (ACL) controls to each individual model, allowing facilities to establish different models for different groups within their facility(s). For example, a facility may have an internal affairs group that wishes to incorporate staff data, while the STG investigators may have limited interest or lack the right to know of this data source. This functionality allows various groups to get the most value from GTL Data IQ.

## 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 **‘easy buttons’** so that investigators will only need to select the button once and the powerful analytics will begin immediately.



These models established based on WTRJ-specific needs and what WTRJ wants to see. This easy button process is created at the time of implementation and throughout the life of the contract as new buttons are required.

***Have data sources that need to be manually updated such as Cellebrite forensic cell phone data?***

The data from the Cellebrite UFED device forensic report is easily imported into GTL Data IQ by using the Data Load Desktop. Through the Data Load Desktop feature, an investigator can perform analysis on the data in these data files. The Data Load Desktop will digest the records exported by the Cellebrite device in a text (.csv) or MS Excel (.xls or .xlsx) format. GTL Data IQ will also be able to handle other external data source formats if needed by WTRJ. Additionally, the Data Load Desktop resource can be shared among WTRJ users. By default, all WTRJ users can access any resource loaded and stored in the “All User desktop” and only the specific user will be able to access resources that they load into their desktop.

**Benefits**

The benefits WTRJ may realize through implementation of our proposed GTL Data IQ solution include:

- Generate actionable intelligence from vast amounts of raw data
- Reduction in valuable time spent investigating suspicious activities
- Discovery and disruption of inmate-based criminal ventures
- Identification of richer corrections intelligence information to inform internal and external investigations
- Assimilation of valuable information to support successful inmate re-entry
- Expose virtually any type of pattern or connection can be exposed in the collected data including
  - Suspicious patterns

- Tight networks (discrete)
- Calls between inmate
- Third party calls
- Three-way calls
- Local calls
- Intra-correctional calls
- Calls to correctional officers
- Calls to other inmate families
- Calls to known Security Threat Group members
- Calls to legal representation and many more.

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

## 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 WTRJ 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.

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 WTRJ authorized investigators to gather information from whatever source WTRJ wishes to integrate with.

*“If you can think it, we can link it.”*


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

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

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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	✓	✗

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## Cellebrite UFED System Real-Time Mobile Forensics



### UFED Touch Ultimate

All-inclusive Mobile Forensic Solution

GTL is able to offer WTRJ Cellebrite UFED system devices. The Cellebrite UFED Forensic System is the ultimate standalone mobile forensic device, ready for use out in the field or in the lab.

The UFED system extracts vital information from 95% of all cellular phones on the market today, including smart-phones and tablet devices (Microsoft, Symbian, iPhone, and Google Android). Simple to use even in the field with no PC required, the UFED can easily store hundreds of phonebooks and content items onto an SD card or USB flash drive.

**cellebrite**  
delivering mobile expertise

Cellebrite UFED supports all known cellular device interfaces, including serial, USB, infrared, and Bluetooth. Extractions can then be brought back to the forensic lab for review and verification using the reporting/analysis tool. **Cellebrite works exclusively with most major carriers worldwide** including Verizon Wireless, AT&T, Sprint/Nextel, T-Mobile, Rogers Wireless – Canada, Orange France and Telstra Australia, as well as 140 others. This ensures that future devices are supported prior to retail launch.

## SECURE EXTRACTION, COMPLETE CONTENT

The UFED allows you to extract a wide variety of data types including:

- Contacts
- SMS text messages
- Deleted text messages (SOM/USIM)
- Call history (Received, Dialed, Missed)
- Audio
- Video
- Pictures and images
- Ringtones
- Phone details (IMEI/ESN, phone number)

The Cellebrite UFED system comes complete with a user-friendly PC reporting and analysis software application. Concise, easy to analyze report logs can be generated in HTML, XLS, CSV, and XML formats, providing organized print-outs for use as a reference and in the courtroom.

The Cellebrite UFED system is extremely user-friendly, with an intuitive interface that has been proven and field tested for over 11 years with hundreds of thousands of users.

## UFED 4 PC

The Cellebrite UFED 4PC is a powerful yet flexible application suite for any investigative or intelligence personnel requiring a mobile forensic tool kit on their existing PC or laptop. UFED 4PC extends its trusted UFED software technology to provide users with advanced data extraction capabilities. It comes with a suite of UFED applications, peripherals and accessories for successful investigations.

Utilizing UFED's simple and field-proven user interface, a complete high-speed hex dump of the phone memory is delivered without the need of cumbersome PC drivers. Critical data such as user lock codes, and deleted information such as text messages, call history, pictures, and video are sorted and retrieved by UFED 4PC.

UFED 4PC provides access to data inaccessible by logical methods:

- Phone user lock code
- Deleted data: call history, text messages, images, phonebook entries and videos
- Access to internal application data
- Phone internal data: IMSI history, past SIM cards used, past user lock code history



## INTELLIGENT SOFTWARE FOR DEEPER INVESTIGATIONS

The memory dump from each phone is a complex data structure. But the UFED 4 PC software tool makes navigating this data easy. Leveraging Cellebrite's comprehensive knowledge base of each phone's unique memory structure, the UFED 4 PC application focuses the user's attention on the most critical portions of phone memory first.

### Features include:

- Built-in knowledge-base of each phone's memory structure for automated retrieval of relevant data
- Hierarchical "tree" view for efficient navigation
- Advanced search capabilities both to novice and expert users
- Customizable parsing and search functions

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## Ferromagnetic Mobile Cell Phone Detection (Cellsense® Plus/CEIA Units)

GTL is able to provide WTRJ with the ability to detect cell phones within your facilities using a ferromagnetic mobile cell detection device. GTL offers a relatively mobile device that detects cell phones from as far as (3) feet away. The device appears like a metal detector but uses different technology to detect cell phones via non-ferrous metals which greatly reduces the amount of false positives.



The mobile device detects all cell phones even when the unit is turned off. The unit is completely portable so deployment is possible at any place in each WTRJ facility.

Mobile Cell Detection Device Features:

- Detects all cell phones and much more.
- Full body scan with single walk by
- Large numbers of prisoners scanned quickly (> 40 inmates/minute)
- Body cavity detection
- Covert screening option

The device utilizes a detachable base which can perform portable or wall-mounted walk-by searches anywhere in the facility, including outdoors. The unit is capable of scanning 40 inmates per minute in a simple walk-by. Additionally, the portable device can perform a horizontal search such as bedding searches.



As with all cell phone detection technology, the mobile device does have a limitation that the cell phone must be moving in order to be detected. Therefore the best deployment is one that has the element of surprise and has inmates walk by it such as the cafeteria line, as visitors enter your facility, as officers enter your facility, etc. As with all cell detection technology, the ferromagnetic mobile cell detection device is not the sole solution yet as part of our GTL multi-faceted solution, it is an extremely effective tool.

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## Location IQ® – Location Based Services

By using Location IQ®, WTRJ investigators and authorized personnel have the ability to more efficiently and accurately identify the location of a mobile device that has accepted a call from your facility, offering both latitude/longitude coordinates and proximity to the given facility. In order to create more actionable intelligence for WTRJ, Location IQ uses powerful and accurate Carrier Tower and GPS location based services to access a called party's location regardless of the network or device type.

**User Friendly and Efficient Operation** - Through the GTL ITS platform's graphical user interface, WTRJ investigators are provided a map showing the location of the phone in a readily accessible and usable format. As an added control feature, protocols can be implemented so that if a specific call is

within a pre-established perimeter of the facility, the call can be blocked from connecting. Alternatively, investigators have the option of allowing the call to continue while monitoring and recording the call in real time.

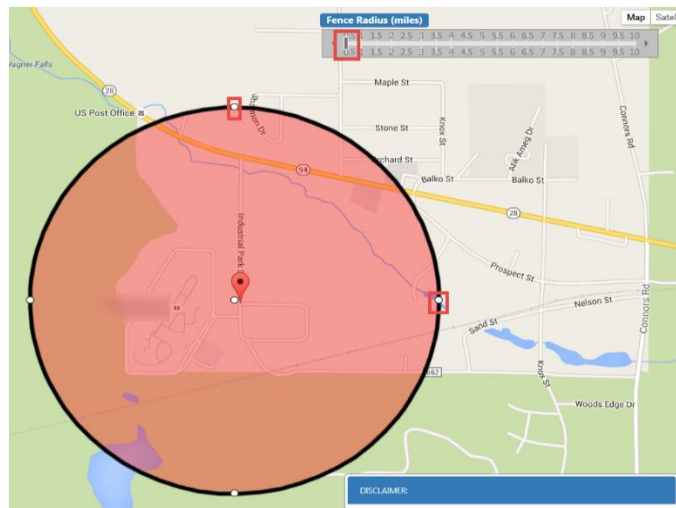
## Features Include:

- GEO Coding and Mapping
- User Defined Adjustable GEO Fencing
- Notifications
- On-demand cell phone locations.\*

\*Court order may be required

## Location Based Services

Location IQ allows authorized WTRJ users to select the facility and define a GeoFence perimeter around that facility. Calls from the GTL ITS to cell phones within the GeoFence boundaries may be blocked. Users may establish a GeoFence perimeter around the facility from 0.5 to 10 miles and add an email alert to be notified when a call placed to a cell phone that has crossed a GeoFence boundary. Multiple GeoFences may be established.



## Call Detail Reporting

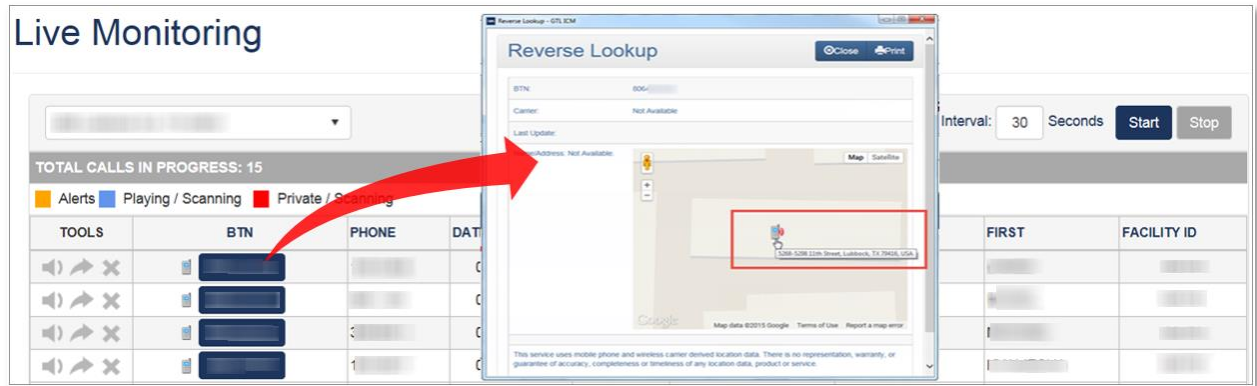
When Location IQ is enabled for a WTRJ facility, users will be able to select the BTN link on the Call Detail Reporting Results screen to display the **Reverse Lookup** screen. The approximate locations of the called party's phone can be shown from the start of the call to the end of the call.

WTRJ users can select Location IQ Block from the Stop Reasons drop-down list to search for calls that have been blocked by a GeoFence block. The Result column on the Call Detail Reporting Results screen will display Location IQ Block.

Drag a column header and drop it here to group by that column													
Security Threat Group			Energy Detected			Hot BTN or PIN			Multi-Way Call		Multi-Way Call Block		
#	STATUS	BTN	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	DETECT	VIQ	
1	STB		160982	07/26/2016	12:35	00:33	Inmate Hungup		Debit	\$0.26	Location IQ Block		

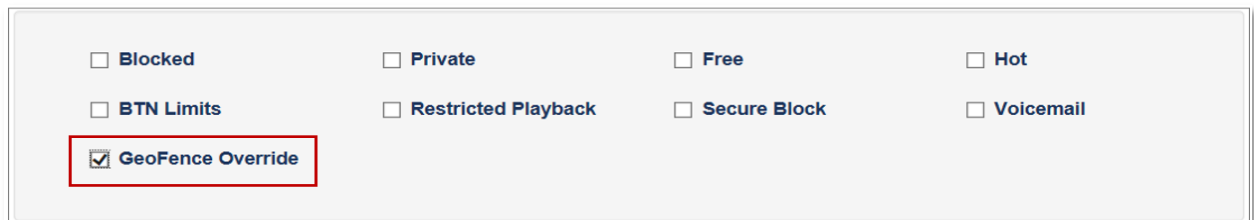
## Live Monitoring

The Live Monitoring module provides Location IQ information about the calls in progress using the Reverse Lookup screen.



## Number Management

Authorized WTRJ users can flag a number for GeoFence Override in the Number Management module. If the GeoFence is set to block, any phone number set to GeoFence Override will be allowed to receive the call within the GeoFence boundary.



## Phone IQ®

With GTL Phone IQ®, an icon is shown of the device type used to receive a call in the ITS user interface. 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
	<b>Unknown</b> – The system could not determine the phone type.
	<b>Landline</b> – The system detected the BTN number as a landline.
	<b>Cell Phone</b> - The system detected the BTN number as a cell phone.



Investigators searching for call recordings in the Call Detail Reports screen apply a checkbox at the bottom of the screen. When checked, the CDR results will only return calls where the dialed number has been indicated as a Cell Phone.

PIN Active Only  
 Return PRIVATE only  
 Called Party IQ records only (Multi-Way)  
 View All Notes

Exclude non-essential calls  
 Exclude PRIVATE  
 VIQ Detect status records only

Return HOT calls only  
 Return calls with ENERGY only  
 Cell Phone records only

**Call Detail Reporting:** The phone type indicator will be displayed on the left-hand side of the BTN number on the Detail Report results screen under the Status column heading.

Detail Report Back

Drag a column header and drop here to group by that column

Call IQ Search Add To Enter Export File Name Selected Only Reset Save Clear

Page size: 50 3891 items in 78 pages

#	STATUS	DIALED NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY
17		(701) [REDACTED]	2287532	06/23/2017	12:36	14:16	CP-Hungup	Mod F-4	Prepaid	\$3.15	
18		(402) [REDACTED]	3108848	06/23/2017	12:35	14:40	Inmate Hungup	Mod D-4	Collect	\$1.95	
19		(402) [REDACTED]	3195474	06/23/2017	12:35	15:00	Time Up	Mod 17-3	Debit	\$2.35	
20		(402) [REDACTED]	1449895	06/23/2017	12:34	14:45	Inmate Hungup	Mod 7-3	Debit	\$2.35	
21		(605) [REDACTED]	1272182	06/23/2017	12:34	01:27	CP-Hungup	Mod 7-2	Collect	\$0.50	
22		(402) [REDACTED]	3446445	06/23/2017	12:34	12:00	Funds Expired	Mod 19-4	Debit	\$1.88	

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

Live Monitoring

LBB Lubbock Co. TX NEW Scan Interval: 30 Seconds Start Stop

TOTAL CALLS IN PROGRESS: 15

Alerts Playing / Scanning Private / Scan

TOOLS	BTN	PHC	DATE	TIME	PIN	LAST	FIRST	FACILITY ID
	806 [REDACTED]	400	07/26/2016	12:25	193445	VILLAMARSH	BRANDON	20172
	806 [REDACTED]	372	07/26/2016	12:24	202167	SMITHSON	ERICKSON	20172
	806 [REDACTED]	155	07/26/2016	12:23	098541	VILLAMARSH	ERICKSON	20172
	806 [REDACTED]	371	07/26/2016	12:22	173950	LOPES	SMITH	20172
	832 [REDACTED]	365	07/26/2016	12:22	177756	LOPES	SMITH	20172
	809 [REDACTED]	230	07/26/2016	12:22	201725	VILLAMARSH	JAMES	20172
	806 [REDACTED]	151	07/26/2016	12:22	202187	BURTON	JAMESON	20172

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## MOBILE IQ™

Each year thousands of mobile telephones are seized from within the secure perimeter of facilities, each posing a threat to the safety and security of offenders, the facility, and the staff responsible for their supervision.

GTL is proud to partner with agencies by offering Mobile IQ™, a comprehensive 3-pronged approach to combat this growing threat. Mobile IQ specifically focuses on mobile device Detection, Extraction, and Analysis; (DEA).

**1** The first step in combatting the threat of mobile devices is to detect their existence. Mobile **Detection** is accomplished through ferromagnetic detectors, designed to specifically locate components within a mobile device. This means the phone will be detected even if the phone is off. Detecting phones is applicable to not only identifying devices already within the facility, but also serve as a proactive detection and deterrent device to prevent the initial introduction.



**2** Once a mobile device is legally seized, the next logical question you ask yourself is “What value can I obtain from the device?” This is the second step of Mobile IQ, which is **Extraction**. Extracting data from mobile devices is accomplished through the industry leading Cellebrite Universal Forensic Extraction Device (UFED). Supporting thousands of phones, Cellebrite’s UFED technology allows the user to conduct a logical extraction to secure data in allocated space on the device, or to dive deeper to extract data from both allocated and non-allocated space.

**3** Having detected the device, and extracted the data, the next and final step of Mobile IQ is the **Analysis** of the extracted data. This is where GTL’s best of breed analytical solution, GTL Data IQ, ingests the extracted data, providing you with a network of actionable intelligence. GTL Data IQ is a data mining tool designed to digest any number of data sources, including those unique to your facility, and provide you with a visual link diagram of the resulting network.



## FAMILY AND FRIENDS SERVICES

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### GTL Virtual Receptionist™ Facility Automated Attendant

We are pleased to be able to offer WTRJ our **GTL Virtual Receptionist™** facility automated attendant. Spanning the full spectrum of inmate/facility interaction, our Facility Management Solutions, including our GTL Virtual Receptionist automated attendant, are engineered to provide correctional facilities of all sizes, including THE WTRJ facility, 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.

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

GTL can include inmate status, bond amounts and types, court dates, release dates facility information, etc. should this be desired by WTRJ. "Court Dates" is a common data set that is communicated, however times and locations (when transport is required) have been kept from public access.

Additionally, the Virtual Receptionist™ provides the caller the option of transferring to GTL's automated payment services to make deposits into inmate trust accounts or to AdvancePay® prepaid telephone accounts.

## Benefits to WTRJ

- Reduces WTRJ facility personnel handling of information requests, saving them valuable time.
- Allows WTRJ personnel to focus on operational priorities such as maintaining safety and managing inmates.
- Can easily be updated with new pre-recorded caller prompts and connection options to accommodate new information and services.

## Integration Services

GTL is the industry leader and most trusted source for integrated technology solutions for the corrections market. We provide interface capabilities to various technologies including our Virtual Receptionist automated attendant. GTL is capable of ingesting data in various methods of transfer protocols from WTRJ's Jail Management System. GTL is able to extract a variety of information including but not limited to:

- Facility Phone Numbers w/ Call Assistance
- Inmate Information
- Inmate Court Dates and Times
- Inmate Charges
- Bond Amounts and Types
- Release Dates
- Attorney Assignments
- Visitation Information and Inmate Eligibility
- Facility Information

GTL employs the most common methods of gathering the various data elements including those listed above as well as secure FTP (sFTP), Web Services and other methods. These methods can all be managed in the timing and manner most convenient to the facility in order to accommodate the most accurate, efficient and timely needs of WTRJ. Web Services and other methods provide for a real time or near real time capability ensuring that inmate information is immediately transacted to the IVR as

it occurs. Should file transfer protocol be the chosen method of information exchange, GTL prefers the use of sFTPs to ensure the security of WTRJ data.

## **How It Works**

GTL's IVR system utilizes the most well-known widely used speech recognition technology in the market, to enable speech interaction with Virtual Receptionist. Virtual Receptionist utilizes both DTMF and Speech Recognition technology to allow end users to choose how to interact with the IVR. As with any speech recognition engine, ambient noises, poor cell signal, slurred speech or other speech impacting factors can result in the need to utilize more proven touch tone interaction with the IVR.

GTL's IVR utilizes English and Spanish to accommodate the Virtual Receptionist user. Other languages can either be developed to accommodate callers or alternative call in numbers can be provided. The system is completely configurable for days and times of operation, including being available to the general public 24 hours a day, 365 days a year.

# Sample Inmate Telephone System Reports

## Call Detail Report

Call Detail Report													Back				
Drag a column header and drop it here to group by that column													Security Threat Group	Energy Detected	Hot BTN or PIN	Multi-Way Call	Multi-Way Call Block
<input type="checkbox"/>	#	STATUS	BTN	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	DETECT	VIQ				
<input type="checkbox"/>	1			181233	07/19/2016	08:03	01:31	CP-Hungup		Debit	\$0.51						
<input type="checkbox"/>	2			128324	07/19/2016	08:02	00:52	CP-Hungup		Free	\$0.00						
<input type="checkbox"/>	3			167751	07/19/2016	06:20	04:57	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	4			167751	07/19/2016	06:14	04:06	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	5			128324	07/19/2016	06:07	01:07	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	6			167751	07/19/2016	06:07	02:15	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	7			167751	07/19/2016	06:00	02:12	CP-Hungup		Free	\$0.00						
<input type="checkbox"/>	8			189834	07/19/2016	05:57	01:12	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	9			173582	07/19/2016	05:57	05:00	Time Up		Free	\$0.00						
<input type="checkbox"/>	10			128324	07/19/2016	05:57	04:59	CP-Hungup		Free	\$0.00						
<input type="checkbox"/>	11			133707	07/19/2016	05:54	01:33	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	12			194211	07/19/2016	05:52	01:48	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	13	E		189834	07/19/2016	05:52	03:19	Inmate Hungup		Free	\$0.00	01:55					
<input type="checkbox"/>	14			128324	07/19/2016	05:49	03:48	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	15			133707	07/19/2016	05:49	00:36	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	16			193393	07/19/2016	05:46	03:31	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	17			173582	07/19/2016	05:45	05:00	Time Up		Free	\$0.00						
<input type="checkbox"/>	18			128324	07/19/2016	05:38	01:45	Inmate Hungup		Free	\$0.00						
<input type="checkbox"/>	19		(806) 218-2934	189834	07/19/2016	05:37	01:21	Inmate Hungup	399 Bkg 13	Free	\$0.00						
<input type="checkbox"/>	20		(806) 747-0021	194211	07/19/2016	05:37	01:33	CP-Hungup	396 Bkg 12	Free	\$0.00						

## Call Rates Summary Report

Rate Summary Report <span style="float: right; background-color: #0056b3; color: white; padding: 2px 5px; border-radius: 3px;">Back</span>						
CALL TYPE ▾						
▼	RATE TYPE	CALLS	MINUTES	REVENUE	MIN /CALL	REV /CALL
<b>CALL TYPE: BILLMYCARD</b>						
	Local	62	672	\$106.20	00:10:50	\$1.71
	IntraLata	1	14	\$1.80	00:14:13	\$1.80
	InterLata	38	319	\$66.60	00:08:25	\$1.75
	InterState	33	287	\$57.60	00:08:41	\$1.74
		134	1,292	\$232.20	00:06:13	\$1.75
<b>CALL TYPE: COLLECT</b>						
	Local	152	729	\$184.46	00:04:47	\$1.21
	IntraLata	22	212	\$50.37	00:09:38	\$2.28
	InterLata	17	137	\$33.12	00:08:06	\$1.94
	InterState	13	120	\$31.25	00:09:18	\$2.40
		204	1,196	\$299.20	00:06:13	\$1.96
<b>CALL TYPE: COURTESY</b>						
	Local	733	670	\$105.00	00:00:54	\$0.14
	IntraLata	29	27	\$25.00	00:00:57	\$0.86
	InterLata	214	202	\$105.00	00:00:56	\$0.49
	InterState	83	76	\$10.00	00:00:55	\$0.12
		1,059	975	\$245.00	00:06:13	\$0.40
<b>CALL TYPE: DEBIT</b>						
	Local	16407	97,661	\$26,253.53	00:05:57	\$1.60
	IntraLata	614	5,891	\$1,557.77	00:09:35	\$2.53
	InterLata	3110	20,752	\$5,541.94	00:06:40	\$1.78
	InterState	956	7,102	\$1,959.01	00:07:25	\$2.04
	Colombia	1	3	\$3.01	00:03:43	\$3.01
	Mexico	1	4	\$3.01	00:04:00	\$3.01
		21,089	131,413	\$35,318.27	00:06:13	\$2.33
<b>CALL TYPE: PREPAID</b>						
	Local	1308	12,317	\$2,943.77	00:09:25	\$2.25
	IntraLata	69	456	\$111.09	00:06:37	\$1.61
	InterLata	764	6,148	\$1,483.96	00:08:02	\$1.94
	InterState	253	2,451	\$533.19	00:09:41	\$2.10
		2,394	21,372	\$5,072.01	00:06:13	\$1.98
<b>CALL TYPE: PROBONO</b>						
	InterState	249	140	\$0.00	00:00:33	\$0.00
		249	140	\$0.00	00:06:13	\$0.00
	Total:	25,129	156,390	\$41,166.68	00:06:13	\$1.67
		Page size: <input type="text" value="50"/>		23 items in 1 pages		

## Call Summary Report

Standard Summary Report						Back
DATE	CALLS	MINUTES	REVENUE	MIN./CALL	REV./CALL	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
06/06/2016	3294	12,682	\$2,738.52	00:03:51	\$0.83	
06/07/2016	3156	12,469	\$2,483.27	00:03:57	\$0.78	
06/08/2016	3043	12,609	\$2,553.57	00:04:08	\$0.83	
06/09/2016	2806	10,787	\$2,180.91	00:03:50	\$0.77	
06/10/2016	3571	9,734	\$1,653.02	00:02:43	\$0.46	
06/11/2016	2739	11,431	\$2,127.92	00:04:10	\$0.77	
06/12/2016	2675	11,091	\$2,322.76	00:04:08	\$0.86	
06/13/2016	2890	11,327	\$2,499.20	00:03:55	\$0.86	
06/14/2016	2958	11,803	\$2,517.21	00:03:59	\$0.85	
06/15/2016	2963	12,165	\$2,494.50	00:04:06	\$0.84	
<b>TOTAL:</b>	<b>137,538</b>	<b>482,112</b>	<b>\$100,565.25</b>	<b>00:03:30</b>	<b>\$0.72</b>	
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>◀ ◁ 1 2 3 4 5 ▷ ▶</span> <span>Page size: <input type="text" value="10"/></span> <span>44 items in 5 pages</span> </div>						

## Call Statistics Report

Call Statistics		Start Date: <input type="text" value="05/01/2016"/>	End Date: <input type="text" value="7/19/2016"/>	LBB Lubbock Co. TX NEW	Update
TYPE	TOTAL				
<input type="text"/>	<input type="text"/>				
Admin. Blk	165				
Billing Blk	0				
Blocked	1261				
Busy	0				
Calls Played	95				
Complete	257478				
Energy	931				
Incomplete	289111				
Invalid Pan	0				
Invalid Pin	124911				
No Answer	0				
No Funds	27625				
No Rate	0				
No Trunk	0				
Refused	1827				
Sit Tone	0				

## Shared Destination BTN (Called Number) Statistics Report

SELECT YEAR & MONTH July 2016 
LBB Lubbock Co. TX NEW ▼
Generate

Drag a column header and drop it here to group by that column

Details	BTN	UNIQUE PIN COUNT
	<input type="text" value=""/>	<input type="text" value=""/>
		99
		57
		57
		46
		44
		38
		35
		30
		26
		22
		17
		14
		13
		13
		13
		12
		12
		11
		11
		10

◀ ▶ 1 2 3 4 5 6 7 8 9 10 ... ▶ ✖

Page size: 20 ▼

796 items in 40 pages



## Shared Destination BTN Drill Down Report

SELECT YEAR & MONTH July 2016 Generate

Drag a column header and drop it here to group by that column

Details	BTN	UNIQUE PIN COUNT
		99
		57
		57
		46
		44
		36
		35
		30
		26
		22
		17
		14
		13
		13
		13
		12
		12
		11
		11
		10

Page size: 20 796 items in 40 pages

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Add To Queue Load Save Clear

#	STATUS	BTN	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	DETECT
1			201905	06/30/2016	21:57	00:45	Inmate Hungup	227 3E-7	Collect	\$0.23	
2			201905	06/30/2016	21:50	01:12	CP-Hungup	228 3E-8	Collect	\$0.46	
3			201905	06/30/2016	21:42	05:33	Inmate Hungup	228 3E-8	Collect	\$1.38	
4			169733	06/30/2016	19:04	04:27	CP-Hungup	401 Bkg 7	Free	\$0.00	
5			169733	06/30/2016	19:04	04:27	Inmate Hungup	392 Bkg 4	Free	\$0.00	
6			183560	06/30/2016	18:50	03:15	Inmate Hungup	398 Bkg 12	Free	\$0.00	
7			177248	06/30/2016	19:04	03:24	CP-Hungup	397 Bkg 11	Free	\$0.00	
8			109695	06/30/2016	18:52	04:51	Inmate Hungup	352 6D-4	Debit	\$1.28	
9			153562	06/30/2016	18:50	03:15	Inmate Hungup	392 Bkg 4	Free	\$0.00	
10			109695	06/30/2016	18:40	05:33	Inmate Hungup	353 6D-5	Debit	\$1.54	

Page size: 10 287 items in 29 pages

## Call Detail Report by Security Threat Group

Call Detail Report Back

Drag a column header and drop it here to group by that column

Security Threat Group    Energy Detected    Hot BTN or PIN    Multi-Way Call    Multi-Way Call Block

Add To Queue    Enter Export File Name    Selected Only    Reset    Save    Clear

#	STATUS	BTN	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	STG	CHARGE	DETECT
1	STG		192590	07/12/2016	18:43	00:27	Inmate Hungup		Debit	ARYAN BROTHERHOOD OF TEXAS	\$0.26	
2	STG V		132632	07/12/2016	18:39	01:00	Funds Expired		Debit	WEST TEXAS TANGO	\$0.26	
3	STG		156706	07/12/2016	18:37	03:48	CP-Hungup		Debit	BLOODS	\$1.03	
4	STG		099339	07/12/2016	18:31	06:36	Inmate Hungup		Debit	WEST TEXAS TANGO	\$1.80	
5	STG		154253	07/12/2016	18:30	04:00	Funds Expired		Debit	CRIPS	\$1.03	
6	STG		132632	07/12/2016	18:27	02:30	Inmate Hungup		Debit	WEST TEXAS TANGO	\$0.77	
7	STG V		157344	07/12/2016	18:20	11:00	Funds Expired		Debit	WEST TEXAS TANGO	\$2.82	
8	STG		185990	07/12/2016	18:19	01:00	Funds Expired		Debit	WEST TEXAS TANGO	\$0.26	
9	STG		157151	07/12/2016	18:15	03:57	Inmate Hungup		Debit	WEST TEXAS TANGO	\$1.03	
10	STG		144808	07/12/2016	18:13	07:09	Inmate Hungup		Debit	WEST TEXAS TANGO	\$2.05	

Page size: 10    93 items in 10 pages

## Frequently Dialed Numbers Report

Frequently Used Summary Report Back

Details	BTN	FREQUENCY	FIRST DATE/TIME	LAST DATE/TIME
👁️ 📄		130961	05/01/2016 08:01	07/19/2016 08:10
👁️ 📄		1220	05/01/2016 04:58	07/18/2016 22:21
👁️ 📄		864	05/01/2016 00:04	07/19/2016 06:14
👁️ 📄		598	05/01/2016 09:23	07/11/2016 21:46
👁️ 📄		586	05/29/2016 12:04	07/18/2016 21:04
👁️ 📄		543	05/01/2016 09:44	07/18/2016 22:02
👁️ 📄		533	05/01/2016 05:52	07/19/2016 05:57
👁️ 📄		523	06/08/2016 20:13	07/18/2016 21:55
👁️ 📄		521	05/01/2016 08:43	07/18/2016 18:51
👁️ 📄		517	05/01/2016 08:47	07/18/2016 21:51
👁️ 📄		476	05/01/2016 08:47	07/18/2016 19:50
👁️ 📄		436	05/01/2016 13:05	07/18/2016 21:39
👁️ 📄		387	05/01/2016 08:47	07/18/2016 21:48
👁️ 📄		382	05/01/2016 11:46	07/10/2016 19:56
👁️ 📄		380	05/01/2016 11:38	07/18/2016 21:50
👁️ 📄		373	05/01/2016 01:43	07/18/2016 23:58
👁️ 📄		362	06/03/2016 17:34	07/18/2016 13:27
👁️ 📄		358	05/01/2016 09:35	07/18/2016 21:41
👁️ 📄		355	05/01/2016 11:32	07/18/2016 21:29
👁️ 📄		354	05/25/2016 19:01	07/08/2016 17:27

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## User Activity - Call Download History

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.

ICM Account	Action Descr.	Identifier	BTN	PIN	Timestamp	IP Address
gtlssupport	Downloaded Call	1	[REDACTED]	1234567	7/5/2016 4:03:10 PM	10.10.48.24
gtlssupport	Downloaded Call	1	[REDACTED]	4477890	7/5/2016 4:04:38 PM	10.10.48.24
gtlssupport	Downloaded Call	1	[REDACTED]	2547382	7/5/2016 4:06:39 PM	10.10.48.24
gtlssupport	Downloaded Call	1	[REDACTED]	8473890	7/5/2016 4:08:36 PM	10.10.48.24
gtlssupport	Downloaded Call	1	[REDACTED]	9876543	7/5/2016 4:09:46 PM	10.10.48.24

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; allowing an authorized person to generate a report of all, or any combination of, users and/or system activities for a specified time period.

Global Audit

Start Date: // // End Date: // // All users selected All actions selected BTN PIN Generate

ICM Account Action Descr. PIN Address

No records to display.

Select User(s) to audit

Select Action(s) to audit

Limit audit to specific inmate (PIN) or phone number (BTN)

Inmate Call Manager (v1.0.0.0.AL)

Start Date: 05/05/2016 End Date: 7/19/2016 All users selected ADDED NEW PIN, ... BTN PIN Generate

ICM Account	Action Descr.	Identifier	BTN	PIN	Timestamp	IP Address
gtlsupport	Edited Pin	000123		000123	6/13/2016 9:23:43 PM	172.16.21.87
gtlsupport	Edited Pin	000123		000123	6/13/2016 9:24:03 PM	172.16.21.87
gtlsupport	Edited Pin	031864		031864	6/16/2016 1:13:58 PM	10.3.3.24
gtlsupport	Edited Pin	000123		000123	6/17/2016 7:49:32 AM	10.3.3.24
gtlsupport	Edited Pin	000123		000123	6/17/2016 9:39:29 AM	10.3.3.24
gtlsupport	Edited Pin	000123		000123	6/17/2016 9:39:35 AM	10.3.3.24
gtlsupport	Edited Pin	000123		000123	6/17/2016 9:40:20 AM	10.3.3.24
gtlsupport	Edited Pin	000123		000123	6/17/2016 9:41:11 AM	10.3.3.24
gtlsupport	Edited Pin	000123		000123	6/17/2016 9:41:16 AM	10.3.3.24
gtlsupport	Edited Pin	000123		000123	6/17/2016 9:41:21 AM	10.3.3.24

Page 1 of 2, items 1 to 10 of 16.

Example User Activity Report: PIN Account Edited

## Example System Diagnostic Reports

### Phone Usage Report

Start Date: 06/01/2016 End Date: 7/19/2016 Generate

Drag a column header and drop it here to group by that column

PHONE	DESCR	COMPLETED	INCOMPLETE	COMPLETION RATE
101	101 1A-1	1,318	3,100	29.8 %
102	102 1A-2	1,122	3,344	25.1 %
103	103 1A-3	1,382	4,089	25.3 %
104	104 1A-4	1,167	3,447	25.3 %
105	105 1A-5	815	2,602	23.9 %
106	106 1A-6	1,563	4,548	25.6 %
107	107 1A-7	1,372	3,881	26.1 %
108	108 1A-8	1,204	3,871	23.7 %
109	109 1D-1	875	2,122	29.2 %
110	110 1D-2	1,113	2,587	30.1 %
Total All Calls: 45,522				Over all Completion Rate: 26.2 %

312 items in 32 pages

## Extended Phone Usage Report

Minutes
  Percent
  (Min & Pct)
  Call Volume
  Include Incomplete

Start Date: Day 07/18/2016
 Generate

PHONE	DESCR.	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM	12 AM
101	101 1A-1	0	0	0	0	0	0	0	0	5	7	0	0	15	0	8	0	9	4	6	0	0	0	0	
102	102 1A-2	0	0	0	0	0	0	0	0	0	0	1	0	5	0	0	0	35	0	0	40	0	0	0	
103	103 1A-3	0	0	0	0	0	0	0	0	5	1	0	0	1	0	2	0	1	1	11	15	0	0	0	
104	104 1A-4	0	0	0	0	0	0	0	0	0	0	0	0	7	0	2	0	2	1	0	18	0	0	0	
105	105 1A-5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	8	14	0	0	0	0	
106	106 1A-6	0	0	0	0	0	0	0	0	0	7	0	0	5	5	3	0	0	0	0	14	0	0	0	
107	107 1A-7	0	0	0	0	0	0	0	0	0	0	0	0	2	0	3	0	2	1	3	19	0	0	0	
108	108 1A-8	0	0	0	0	0	0	0	0	15	6	0	0	4	0	0	0	1	0	0	0	0	0	0	
109	109 1D-1	0	0	0	0	0	0	0	0	0	11	6	0	5	1	0	0	20	0	0	4	0	0	0	
110	110 1D-2	0	0	0	0	0	0	0	0	0	0	1	0	8	0	0	0	5	23	16	0	0	0	0	
111	111 1D-3	0	0	0	0	0	0	0	0	20	40	3	0	4	0	2	0	8	6	16	7	0	0	0	
112	112 1D-4	0	0	0	0	0	0	0	0	3	16	0	0	0	0	0	0	1	12	1	0	0	0	0	
113	113 1D-5	0	0	0	0	0	0	0	0	0	0	0	0	14	3	3	0	0	0	0	4	0	0	0	
114	114 1D-6	0	0	0	0	0	0	0	0	1	8	0	0	0	0	0	0	13	0	4	14	0	0	0	
115	115 1D-7	0	0	0	0	0	0	0	0	0	1	0	0	10	0	9	0	0	0	11	17	0	0	0	
116	116 1D-8	0	0	0	0	0	0	0	0	0	16	2	0	4	2	0	0	21	8	5	25	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

Start Date: 07/18/2016
 End Date: 7/19/2016
Generate

Drag a column header and drop it here to group by that column

TRUNK	COMPLETED	INCOMPLETE	COMPLETION RATE
1	2	4	33.3 %
2	2	3	40.0 %
3	4	1	80.0 %
4	6	5	54.5 %
5	2	5	28.6 %
6	3	3	50.0 %
7	4	7	36.4 %
8	3	4	42.9 %
9	1	2	33.3 %
10	2	7	22.2 %
Total All Calls: 70		Over all Completion Rate: 41.4 %	

994 items in 100 pages

## 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.)
<i>Maximum Facility</i>			
	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

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### 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: 03/10/2014 0:00:00

FACILITY	BTN	DATE	TIME	PIN	FIRST	LAST	ALIAS	STG	PHONE	DUR	CHRG
		03/03/2014	19:07	0223271				Spanish Cobras		15:00	\$3.00
		03/03/2014	10:05	0223271				Spanish Cobras		15:00	\$3.00
		03/03/2014	10:00	0223271				Spanish Cobras		01:00	\$0.00
		03/02/2014	14:22	0223271				Spanish Cobras		15:00	\$3.00
		03/02/2014	14:05	0223271				Spanish Cobras		15:00	\$3.00
		03/02/2014	14:03	0223271				Spanish Cobras		01:00	\$0.20
		02/12/2014	09:53	0223271				Spanish Cobras		10:00	\$2.00
		02/12/2014	08:21	0223271				Spanish Cobras		05:33	\$1.20
		02/08/2014	19:22	0223271				Spanish Cobras		08:54	\$1.80

### 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>FACILITY</b>	<i>Maximum Facility</i>			
Collect	Accepted	828	8832 Min. 58 Sec.	\$1,853.95
Collect	Refused	3		\$0.00
Collect	Unanswered	239		\$0.00
Commissary	Accepted	1		\$0.00
Courtesy	Accepted	321	291 Min. 32 Sec.	\$50.00
Courtesy	Refused	9		\$0.00
Courtesy	Unanswered	536		\$0.00
Courtesy Marketing	Refused	61		\$0.00
Courtesy Marketing	Unanswered	495		\$0.00
Debit	Accepted	4,361	28810 Min. 22 Sec.	\$6,056.89
Debit	Refused	57		\$0.00
Debit	Unanswered	181		\$0.00
Direct Bill	Accepted	10	68 Min. 21 Sec.	\$14.60
Prepaid	Accepted	7,631	66902 Min. 40 Sec.	\$14,135.95
Prepaid	Refused	24		\$0.00
	InterLata	278	15,080	\$0.00

# Information Security Framework

Protective measures create peace of mind.



# Protecting Your Data Is Our Goal

*At GTL, we take information security and data protection very seriously. That's why we've gone to exceptional lengths to safeguard each customer's data and private information that is generated through the course of their relationship with us. Our security architecture provides our customers the reassurance that their data won't fall into the wrong hands.*

## Data Access

Correctional facilities access their call detail records (CDR) and call recording data through GTL's facility management system. This web-based, graphic user interface (GUI) requires a username and password for access. Once logged in, each account has an associated Security Level which defines the capabilities of that user. This permits correctional facilities to control employees' access to data.

Two-factor authentication is required for access to the cardholder data environment (CDE). This means that beyond the use of a username and password, employees attempting to access this environment must also have an Authentication Matrix card that requires them to engage a matrix for challenge and response security questions. This ensures that access to the CDE is still protected even if an authorized employee's username and password is stolen because the attacker would also need access to the employee's physical security card.

GTL is always working to improve its Security Architecture, and the following efforts are currently underway to further expand its user access security controls:

- **two-factor authentication for all remote access to GTL networks**
- **host integrity checks on all remotely connecting devices to ensure specific security controls are in place on the connecting device**
- **two-factor authentication for accessing corporate data**

## Data Transport

Consistent with industry best practice, all data stored and retrieved using the GTL Facility Management System is transported using Transport Layer Security (TLS) that encrypts inbound and outbound data during transmission.

## Data Center Electronic Access

Electronic access to GTL Data Centers is limited exclusively to GTL customers. In addition, controls are in place to limit access only from specific IP addresses. This means that access to customer data will be denied if a request is from an unknown IP address.

Furthermore, multiple layers of 128-bit encryption and perimeter firewall protection prevent unauthorized access from the Internet. The encryption of data streams also keeps inmate information, recordings, and customer data from being compromised while in transit.

## Data Center Physical Access

All GTL Data Center access is restricted by a centralized badge system that uses 26-bit access badges. These badges are unmarked to ensure that if one is lost it could not be associated with GTL systems. Only employees are permitted access to GTL Data Centers. Furthermore, administrator access to the badge system is only provided to a select group of employees who are responsible for managing facility and data center access.

In addition to controlled access, all ingress and egress doors at GTL Data Centers are monitored by CCTV cameras that record 24/7 to a centralized DVR management system. The centralized DVR system stores at least three months of recordings of all data centers and facilities. Cameras are also located in GTL Data Centers to monitor activities inside the data center.

## CDRs and Recordings

CDRs and call audio recordings are separated and stored on independent and diverse enterprise storage devices. These storage devices only interact with certain servers within the data center. Finally, user names and passwords are used with the storage devices wherever possible.

## Monitoring, Logging, and Scanning

The GTL Facility Management System Solution tracks and logs all access to the inmate telephone platform, media storage system, and WAN. The firewall that protects the WAN logs any sessions coming through a GTL server, and the networking software logs any user sessions at the application level. This permits management and tracking of all logins. Any login attempts that are not authorized are immediately flagged and checked against the approved user list.

A robust centralized log monitoring solution provides alerts to the GTL Information Security Department based on predefined and internally developed alarm rules. This application is monitored to detect other anomalies that might indicate inappropriate use of GTL assets. Any time a user logs into the system, the system notes the event and the user's identity in the system's electronic Log Book. An Audit Log Report is used by GTL to track and investigate user access and record all system changes and activities that take place while each user is logged into the system.

Monthly internal and external vulnerability scanning and annual penetration testing is performed by the GTL Information Security Department and a PCI-approved scanning vendor. Vulnerabilities are promptly remediated based on level of risk. Risk is determined through the use of the Common Vulnerability Scoring System rating and knowledge of the systems. While Payment Card Industry Data Security Standard (PCI-DSS) Compliance requirements only require that GTL perform this testing quarterly, GTL goes the extra mile and performs the testing on a monthly basis.

GTL uses industry accepted log monitoring software to perform file integrity monitoring and to provide real time monitoring of application, security, and system event logs. Using this log monitoring software, the GTL Information Security Department monitors log events 24/7 and investigates all alerts.

## Processes and Procedures

Among other responsibilities, GTL's Network Operations Center and Information Security Department ensure:

- **any changes to firewall hardware or software or security rules are approved by GTL's Information Security Department, follow all change control policies and procedures, and are properly documented;**
- **vulnerability scans are performed on all servers before they are moved into a production environment and prior to the approval of any network access control lists (ACLs);**
- **after any change, network diagrams are reviewed and updated to ensure they accurately describe all connections to confidential or sensitive information and critical network protection mechanisms;**
- **active daily monitoring of the logs that report security events;**
- **active daily monitoring of system and application-specific alerts on critical systems; and**
- **notification of the appropriate parties and execution of appropriate procedures in the event of a security system failure or a security event.**

## Network and Data Security

All sites are protected by a "stateful" packet inspection firewall. In addition, access control lists (ACLs) limit all inbound and outbound traffic to GTL-specific networks, which include the IP address for GTL Data Centers, GTL web applications, and customer-specific network IP addresses.

GTL creates a virtual private network for all facilities, using Internet Protocol Virtual Private Network (IP VPN) technology. All sites are connected to the data centers using 128-bit AES or 3DES encrypted data links so that all validation, call records, and recordings are encrypted when they traverse this network.

Facilities with remote workstations or cellular wireless broadband networks also use IP VPN and are protected by a firewall.

The Internet-facing Facility Management system is only available over a Secure Sockets Layer (SSLv3) to ensure that all traffic is encrypted and meets security best practices. Controls are also available to allow access only to specific IP addresses. This allows control over access to the GTL's Facility Management system by outside agencies and individuals.

GTL's robust network topology prevents intrusion from external sources:

- **Intrusion Prevention Systems are deployed to alert the GTL Information Security Department to potential attacks and automatically block such attacks.**
- **Firewalls use ACL rules to manage network traffic and block unauthorized access.**
- **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. No wireless networks are permitted to be attached to the LAN. Wireless networks are strictly used to provide guest Internet access.**

All backup tapes are encrypted before they are sent for off-site storage. It should be noted that PCI only requires that tapes are stored in a "secure location." Taking the extra step of encrypting the tapes ensures that regardless of its location, the data on the tapes is not accessible to unauthorized persons.

## Credit Card Data

When GTL stores its most critical information, this data is encrypted at rest using an industry best practice Key Encryption Appliance. The keys used to encrypt the data never leave the appliance, which means that data can only be decrypted programmatically through the use of multiple layers of authentication.

File integrity monitoring is in place on all servers that process, transmit, or store credit card information. This ensures that the GTL Information Security Department is alerted to all unauthorized modifications of critical system files and internally developed software.

## Virus and Malware Security

Anti-virus detection is installed on all internal GTL servers and workstations. This anti-virus solution is centrally managed and alerts the Technology Group and GTL's third-party monitoring company when viruses are detected or security policies are not adhered to.

Intrusion Prevention Systems are deployed to alert the GTL Information Security Department to potential attacks and automatically block such attacks. Many companies choose to rely on an Intrusion Detection System that simply alerts of potential attacks, but GTL's systems automatically block suspected malicious traffic.

A robust centralized log monitoring solution provides alerts to the GTL Information Security Department based on predefined and internally developed alarm rules. This application is monitored daily to detect other anomalies that might indicate inappropriate use of GTL assets.

## Equipment

All GTL equipment is hardened to ensure it comports with today's security best practices. This includes operating system hardening, point-to-point credit card data encryption, application source code auditing, log monitoring, automated patching, anti-virus, and physical security controls.

## Knowledge and Training

GTL is one of the first organizations in the country with employees who have been certified by the Payment Card Industry (PCI) Security Standards Council as Internal Security Assessors (ISA). This ensures that GTL's system operations security, system access security, and PCI compliance security efforts are held to the highest benchmarks and that PCI security standards are designed into GTL applications and not merely applied ad hoc after the fact. In addition, all GTL employees are required to attend annual security awareness training to reinforce all GTL policies and procedures.