

Your Single, Trusted Source for Integrated Solutions

STATE OF SOUTH CAROLINA DEPARTMENT OF CORRECTIONS

RFP #5400014683 for Inmate Telephone, Kiosk &
Tablet Systems

Price/Business Proposal

Presented to:

Attention Johanne M. Sullivan, CPPB
SFAA, Division of Procurement Services, ITMO
1201 Main Street, Suite 601
Columbia, SC 29201
803-737-3416

Presented by:

Todd Dennison
Senior Account Executive
Telephone: 904-612-5956
Email: todd.dennison@gtl.net
Alternate Email: RFP@gtl.net

ORIGINAL REVISED



The Corrections Innovation Leader

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The following is a trademark of Global Tel*Link Corporation: GTL Virtual Receptionist™.

1. | GTL Price/Business Proposal

South Carolina Department of Corrections



The Corrections Innovation Leader

Offerors are to submit a Business Proposal as a separate document from the Technical Proposal. The Business Proposal may include the following considerations:

(a) Cost per minute for inmate telephone calls. Describe any discount for pre-paid or debit calls.

GTL Response: GTL has read, understands, and will comply.

Offer		
	ITS Calling Rate – Per Minute – Collect, Debit and Prepaid	
	Local	\$0.03
	IntraLATA	\$0.03
	InterLATA	\$0.03
	InterState	\$0.03
	International	\$0.50

Call Cost Example:

Rate Per Minute	Per Minute Cell Phone Interdiction Fee	10 Minute Call Cost
\$0.03	\$0.03	\$0.60

Taxes and Fees on Inmate Phone Calls

GTL will charge the calling rates approved by the City. Federal, state and local taxes apply to all telecommunications services. Taxes on collect calls are assessed by the local exchange carrier or billing agent that bills the call recipient for the collect call. Taxes on prepaid calls such as, Advance Pay, PIN Debit or Prepaid Cards, are assessed and collected by GTL and remitted to the taxing authority. Tax calculations are based upon the mandated tax rate in effect at the time of call and vary by call origination and destination. Tax collections are rendered to the appropriate taxing entity and are never retained in whole or in part by GTL.

GTL will collect and remit to SCDC on a monthly basis a cell phone interdiction surcharge fee as authorized by the SC legislature in Proviso 65.25 of the 2017 Appropriations Act. This fee is currently set at \$0.030 per minute but is subject to change at the discretion of SCDC.

(b) Cost per inmate message.

GTL Response: GTL has read, understands, and will comply.

Per Message Model

Services Name	Frequency	Fee
Messaging		
Message Link	Per Message	\$0.25
Photo Attachment	Per Message	\$0.25

Per Minute Model

Offer		
Messaging Fees		
- Friends & Family Initiated	\$0.25 Per Message	
- Inmate Initiated	\$0.05 Per Minute	

- (c) Cost for monthly tablet entertainment subscriptions.
- 1) Music
 - 2) Video streaming (movies and TV)
 - 3) Electronic books
 - 4) Games
 - 5) Monthly subscription to all of the services above

GTL Response: GTL has read, understands, and will comply.

Subscription Model

Services Name	Frequency	Total Fee
Message Link	Per Message	\$0.25
Photo Attachment	Per Message	\$0.25
Video Attachment	Per Message	\$0.50
Calculator App	No Charge	\$0.00
Calendar App	No Charge	\$0.00
Law Library Access	No Charge	\$0.00
Phone App	Included/Standard Rates Apply	Standard Rates
Education App	No Charge	\$0.00
Document Link	No Charge	\$0.00

Services Name	Frequency	Total Fee
Commissary Link	No Charge	\$0.00
Request Link	No Charge	\$0.00
Grievance Link	No Charge	\$0.00
FM Radio	No Charge	\$0.00
Unlimited Streaming Music	Same-Day	\$3.99
Game Center	Same-Day	\$1.49
Unlimited eBooks	Same-Day	\$0.25
Newsfeed	Same-Day	\$0.99
Unlimited TV Audio	Same-Day	\$0.25
Unlimited Podcasts	Same-Day	\$1.99
Unlimited Streaming Music	7-Day	\$7.99
Game Center	7-Day	\$2.49
Unlimited eBooks	7-Day	\$0.99
Newsfeed	7-Day	\$3.99
Unlimited TV Audio	7-Day	\$0.99
Unlimited Podcasts	7-Day	\$4.99
Unlimited Streaming Music	14-Day	\$14.99
Game Center	14-Day	\$3.74
Unlimited eBooks	14-Day	\$1.74
Newsfeed	14-Day	\$6.99
Unlimited TV Audio	14-Day	\$1.74
Unlimited Podcasts	14-Day	\$7.99
Unlimited Streaming Music	30-Day	\$24.99
Game Center	30-Day	\$5.99
Unlimited eBooks	30-Day	\$2.99
Newsfeed	30-Day	\$9.99
Unlimited TV Audio	30-Day	\$2.99
Unlimited Podcasts	30-Day	\$11.99
Bundle 1	Same-Day	\$4.99
Unlimited Streaming Music		
Game Center		
Unlimited eBooks		
Newsfeed		

Bundle 2	Same-Day	\$5.99
Unlimited Streaming Music		
Game Center		
Unlimited eBooks		
Newsfeed		
TV Audio		
Podcasts		
Silver Hourly Movie Subscription		
Unlimited Movies	3 Hours	\$3.99
Unlimited Movies	24 Hours	\$7.99
Gold Hourly Movie Subscription		
Unlimited Movies	3 Hours	\$5.99
Unlimited Movies	24 Hours	\$9.99

Per Minute Model

Offer	
Tablet Fees	
Per-Minute Content Usage	\$0.05
Calculator App	No Charge
Calendar App	No Charge
Law Library Access	No Charge
Education App	No Charge
Document App	No Charge
Commissary App	No Charge
Request App	No Charge
Grievance App	No Charge

(d) Cost for inmate trust fund deposits.

- 1) Internet up to \$50
- 2) Internet up to \$100
- 3) Internet up to \$200
- 4) Internet up to \$300
- 5) Phone up to \$50
- 6) Phone up to \$100
- 7) Phone up to \$200
- 8) Phone up to \$300

GTL Response: GTL has read, understands, and will comply.

Amount	Fee
Internet up to \$50	\$3.95 (Up to \$20) \$6.95 (Up to \$50)
Internet up to \$100	\$6.95
Internet up to \$200	\$8.95
Internet up to \$300	\$10.95
Phone up to \$50	\$3.95 (Up to \$20) \$6.95 (Up to \$50)
Phone up to \$100	\$6.95
Phone up to \$200	\$8.95
Phone up to \$300	\$10.95

Below is an alternate breakdown with some additional service options.

Amount	Online	Phone	Money Order	Walk-in
\$0.01 - \$20.00	\$3.95	\$3.95	\$0.00	\$4.95
\$20.01 - \$100.00	\$6.95	\$6.95	\$0.00	\$4.95
\$100.01 - \$200.00	\$8.95	\$8.95	\$0.00	\$4.95
\$200.01 - \$300.00	\$10.95	\$10.95	\$0.00	\$4.95

GTL Revenue Share

Offer	
	Revenue Share
	Payment Services
	Tablet Content
	\$1.00 per Transaction
	20% (gross revenue generated from content purchases)

Other Fees and Charges

FCC Compliant Convenience Fee – Deposit Fees	
IVR/Web	\$0.00
Live Operator	\$0.00
Single Bill Statement Fee	\$0.00
Federal Universal Service Fund (FUSF) ²	Per FCC

² Federal Universal Service Fund percentage changes quarterly as prescribed by the FCC.

Your Single, Trusted Source for Integrated Solutions

STATE OF SOUTH CAROLINA
DEPARTMENT OF CORRECTIONS
RFP #5400014683 for Inmate Telephone,
Kiosk & Tablet Systems

Technical Proposal

Presented to:


Attention Johanne M. Sullivan, CPPB
SFAA, Division of Procurement Services, ITMO
1201 Main Street, Suite 601
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803-737-3416

Presented by:

Todd Dennison
Account Executive
Telephone: 904-612-5956
Email: todd.dennison@gtl.net
Alternate Email: RFP@gtl.net



The Corrections Innovation Leader

	State of South Carolina Request for Proposal	Solicitation:	5400014683
		Date Issued:	04/03/2018
		Procurement Officer:	JOHANNE M. SULLIVAN, CPPB
		Phone:	(803) 737-3416
		E-Mail Address:	jmsullivan@mimo.sc.gov
		Mailing Address:	SFAA, Div. of Procurement Services, ITMO 1201 Main Street, Suite 601 Columbia SC 29201

DESCRIPTION: INMATE TELEPHONE, KIOSK & TABLET SYSTEMS

USING GOVERNMENTAL UNIT: Department of Corrections

SUBMIT YOUR OFFER ON-LINE AT THE FOLLOWING URL: <http://www.procurement.sc.gov>

SUBMIT OFFER BY (Opening Date/Time): **06/18~~12~~/2018 11:00:00 AM** (See "Deadline For Submission Of Offer" provision)

QUESTIONS MUST BE RECEIVED BY: **05/03/2018 05:00:00 PM** (See "Questions From Offerors" provision)

NUMBER OF COPIES TO BE SUBMITTED: **One (1) on-line submission, One (1) Redacted Copy submitted online, One (1) Original Hardcopy marked "Original" and Sixteen (16) Hardcopies marked "Copy"** (See "Submitting Redacted Offers" provision Section IV, "Submitting Confidential Information" Section II.A., & "Electronic Copies-Required Media and Format" provision Section II. B.) **Initial here if NO redacted copy is necessary** _____

CONFERENCE TYPE: Pre-Proposal DATE & TIME: 05/02/2018 10:00:00 AM & Site Visits per Site Visit Schedule (see Attachment A) <small>(As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)</small>	LOCATION: SC Dept. of Corrections, 4420 Broad River Road, Columbia, SC, 29210 E-mail Procurement Officer for dial-in instructions no later than 05/01/2018 at 4:00 PM to attend via tele-conference.
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AWARD & AMENDMENTS	Award will be posted on 09/18/2018. The award, this solicitation, any amendments, and any related notices will be posted at the following web address: http://www.procurement.sc.gov
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You must submit a signed copy of this form with Your Offer. By signing, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of one-hundred eighty (180) calendar days after the Opening Date. (See "Signing Your Offer" provision.)

NAME OF OFFEROR Global Tel*Link Corporation <small>(full legal name of business submitting the offer)</small>	Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.
AUTHORIZED SIGNATURE  <small>(Person must be authorized to submit binding offer to contract on behalf of Offeror.)</small>	DATE SIGNED 6/14/18
TITLE Chief Executive Officer <small>(business title of person signing above)</small>	STATE VENDOR NO. 7000116416 <small>(Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)</small>
PRINTED NAME Deb Alderson <small>(printed name of person signing above)</small>	STATE OF INCORPORATION Idaho <small>(If you are a corporation, identify the state of incorporation.)</small>

OFFEROR'S TYPE OF ENTITY: (Check one) (See "Signing Your Offer" provision.)
☐ Sole Proprietorship ☐ Partnership ☐ Other _____
☒ Corporate entity (not tax-exempt) ☐ Corporation (tax-exempt) ☐ Government entity (federal, state, or local)

COVER PAGE - ON-LINE ONLY (MAR. 2015)

¹ Opening Date revised per Amendment 3

PAGE TWO

(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business) 12021 Sunset Hills Road, Suite 100 Reston, VA 20190	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause) 12021 Sunset Hills Road, Suite 100 Reston, VA 20190 703-955-3910 703-435-0980 Area Code - Number - Extension Facsimile _ rfp@gtl.net E-mail Address
--	---

PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause) 107 St. Francis Street, Suite 3200 Mobile, AL 36602 ____ Payment Address same as Home Office Address ____ Payment Address same as Notice Address (check only one)	ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses) 107 St. Francis Street, Suite 3200 Mobile, AL 36602 ____ Order Address same as Home Office Address ____ Order Address same as Notice Address (check only one)
--	---

ACKNOWLEDGMENT OF AMENDMENTS Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)							
Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date
1	4/5/18	3	6/1/18				
2	5/24/18						

DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	____ Calendar Days (%)
	0	0	0	0

<p>PREFERENCES - A NOTICE TO VENDORS (SEP. 2009): On June 16, 2009, the South Carolina General Assembly rewrote the law governing preferences available to in-state vendors, vendors using in-state subcontractors, and vendors selling in-state or US end products. This law appears in Section 11-35-1524 of the South Carolina Code of Laws. A summary of the new preferences is available at www.procurement.sc.gov/preferences . <i>ALL THE PREFERENCES MUST BE CLAIMED AND ARE APPLIED BY LINE ITEM, REGARDLESS OF WHETHER AWARD IS MADE BY ITEM OR LOT. VENDORS ARE CAUTIONED TO CAREFULLY REVIEW THE STATUTE BEFORE CLAIMING ANY PREFERENCES. THE REQUIREMENTS TO QUALIFY HAVE CHANGED. IF YOU REQUEST A PREFERENCE, YOU ARE CERTIFYING THAT YOUR OFFER QUALIFIES FOR THE PREFERENCE YOU'VE CLAIMED. IMPROPERLY REQUESTING A PREFERENCE CAN HAVE SERIOUS CONSEQUENCES.</i> [11-35-1524(E)(4)&(6)]</p> <p align="center">**PREFERENCES DO NOT APPLY TO REQUEST FOR PROPOSALS PER SOUTH CAROLINA PROCUREMENT CODE SECTION [§11-35-1524(E)(5)(b)]**</p>
--

<p>PREFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Please provide the address and phone number for your in-state office in the space provided below. An in-state office is necessary to claim either the Resident Vendor Preference (11-35-1524(C)(1)(i)&(ii)) or the Resident Contractor Preference (11-35-1524(C)(1)(iii)). Accordingly, you must provide this information to qualify for the preference. An in-state office is not required, but can be beneficial, if you are claiming the Resident Subcontractor Preference (11-35-1524(D)).</p> <p align="center">**PREFERENCES DO NOT APPLY TO REQUEST FOR PROPOSALS PER SOUTH CAROLINA PROCUREMENT CODE SECTION [§11-35-1524(E)(5)(b)]**</p> <p>____ In-State Office Address same as Home Office Address ____ In-State Office Address same as Notice Address (check only one)</p>

MINORITY PARTICIPATION (DEC 2015)

Is the bidder a South Carolina Certified Minority Business? ☐ Yes ☒ No

Is the bidder a Minority Business certified by another governmental entity? ☐ Yes ☒ No

If so, please list the certifying governmental entity: Women's Business Enterprise National Council (WBENC), Georgia DOT

Will any of the work under this contract be performed by a SC certified Minority Business as a subcontractor? ☐ Yes ☒ No

If so, what percentage of the total value of the contract will be performed by a SC certified Minority Business as a subcontractor? N/A

Will any of the work under this contract be performed by a minority business certified by another governmental entity as a subcontractor? ☒ Yes ☐ No

If so, what percentage of the total value of the contract will be performed by a minority business certified by another governmental entity as a subcontractor? 10% of total contract value

If a certified Minority Business is participating in this contract, please indicate all categories for which the Business is certified:

- ☐ Traditional minority
- ☐ Traditional minority, but female
- ☒ Women (Caucasian females)
- ☐ Hispanic minorities
- ☐ DOT referral (Traditional minority)
- ☐ DOT referral (Caucasian female)
- ☐ Temporary certification
- ☐ SBA 8 (a) certification referral
- ☐ Other minorities (Native American, Asian, etc.)

(If more than one minority contractor will be utilized in the performance of this contract, please provide the information above for each minority business.)

The Department of Administration, Division of Small and Minority Business Contracting and Certification, publishes a list of certified minority firms. The Minority Business Directory is available at the following URL:

<http://osmba.sc.gov/directory.html>

[04-4015-3]

G5 TEK SOLUTIONS LLC

Terri Whitfield

P.O. Box 1443

Suwanee, GA 30024

Phone: (678) 714-3937

Fax: (678) 714-3947

admin@g5tek.com (<mailto:admin@g5tek.com>)

www.g5tek.com (<http://www.g5tek.com>)

Certification Number: 696588

SWaM Certification Type:

Small Start Date: 03-19-2015

Women-Owned Start Date: 03-19-2015

SWaM Expiration Date: 12-13-2020

DBE Certification Type:

DBE Start Date: 12-13-2011

DBE/ACDBE Certifying Agency: SBSD

NAICS Code/Description:

238210

Telecommunications equipment and wiring (except
transmission line) installation contractors

Pcard: N

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| Signed Cover Page 1 & 2
| Minority Participation Form

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| **Confidential Envelope Items:**

- Service Provider Security Assessment Questionnaire & Security Plan
- Financial Statements
- Comparable Contracts and Contact Information
- Client List
- Litigation Summary
- Training Material

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Global Tel*Link Corporation
www.gtl.net

Corporate Headquarters
12021 Sunset Hills Road
Suite 100
Reston, VA 20190

Operations Center
107 St. Francis Street
32nd Floor
Mobile, AL 36602

June 18, 2018

Ms. Johanne M. Sullivan, CPPB
SFAA, Division of Procurement Services, ITMO
1201 Main Street, Suite 601
Columbia, SC 29201

RE: Solicitation 5400014683 Inmate Telephone, Kiosk, & Tablet Systems for the Dept. of Corrections

Dear Ms. Sullivan:

GTL is pleased to present our response to the South Carolina Department of Corrections (SCDC), Solicitation No. 5400014683, for Inmate Telephone, Kiosk, and Tablet Systems. Our response reflects our more than 29 years of demonstrated experience. GTL presently serves more than 2,500 facilities and 33 Department of Corrections nationwide. More than 2 million inmates use GTL services, representing more than 82% of the U.S. inmate population, including your neighboring states of Tennessee and North Carolina.

As your technology partner for seven years, we have enjoyed a successful partnership that has allowed our systems to be expanded beyond the original scope. Because of our teamwork with SCDC, we have been able to focus on delivering an upgraded Inmate Telephone System (ITS) which added new features such as Case Management, and V-PIN (Voice Biometrics). Last summer GTL provided 50 new laptops loaded with our Data Analytics program and trained the entire investigative team. GTL worked with SCDC to successfully deploy a VRS system in five locations. We recently rolled out V-PIN state-wide to add a layer of protection for inmate calling. GTL also added several upgrades to the OMS Staff and Inmate Request system. Additionally, GTL provided additional phones at various locations. Finally, to complement the hundreds of currently installed kiosks providing inmate self-service applications, we are in the process of expanding the offerings to increase efficiencies for the SCDC. As the current provider of these services, no other vendor can offer a smooth seamless transition for inmates, staff, and friends and family. What does this mean for the DOC? No lengthy configuration processes, no development for existing custom integrations, and no need to learn new processes.

With our proposed SCDC-tailored solution, GTL meets and/or exceeds your implementation and service requirements, and overall operational objectives. We understand that providing rehabilitative, self-improvement opportunities to inmates is an important goal of the SCDC. We also align with the mission to prepare inmates for re-entry into society with assessment tools and meaningful core curriculum. Therefore, GTL is offering our inmate tablets with higher education options to help achieve that goal. GTL's tablets are a proven technology, and are in use at many facilities today. While technology is important, it is also important to offer fair and low-cost solutions to the inmate's friends and family. We have provided in our cost proposal low and fair pricing for the SCDC's consideration that will ensure the success of the ITS and tablet services.

GTL appreciates our working partnership with SCDC and together have made vast strides to enhance staff operations and living conditions for the inmates. We are excited to be considered for this opportunity to take the visions of the SCDC into the coming years. Our proposal is aligned with your operational goals and we want to be part of the exciting changes to come. As CEO, on behalf of our entire team, we thank you for the quality of our relationship and we are proud of the accomplishments of both teams. We have valued the last seven years, and look forward to partnering for many more years to come.

Sincerely,

A handwritten signature in dark ink, appearing to read "Deb Alderson", is written over a light blue circular background.

Deb Alderson
Chief Executive Officer

| Executive Summary

The Global Tel*Link (GTL) team is delighted to present a fully compliant proposal to the South Carolina Department of Corrections (SCDC), Solicitation No. 5400014683, for Inmate Telephone, Kiosk, and Tablet Systems. The following pages will summarize our technical grant, experience and business offer.

We understand that SCDC needs to select a partner that best aligns with your goals regarding inmate telephone, kiosk, tablet, and related inmate services, such as education, reduction of contraband, and the reduction of recidivism. Throughout our history, GTL has demonstrated the desire to engage with our customers to fully understand their needs and to develop solutions that exceed their expectations. GTL has a long history in South Carolina with a strong local presence devoted to supporting correctional service clients, including the SCDC. Our response is built around SCDC's primary goals of inmate preparation for re-entry into society, as well as to provide solutions to address safety for correctional officers. Our proposal provides tools and programs that lead to an overall successful program to provide operational efficiencies, rehabilitative, self-improvement opportunities to prepare inmates for their re-integration into society.

Technical Solution for the SCDC

GTL has always been committed to SCDC and has not let the length remaining on a contract stop us from providing our customers with solutions needed to meet their needs. Together we have accomplished a great deal over the past twelve to fourteen months. Specifically, we have upgraded your ITS phone system, installed new phones throughout the state, installed our Data IQ program, trained 40+ investigators, while providing 50 new laptops. Most recently we rolled out V-PIN statewide, which registers an inmate's voice prior to activating a call. We understand the importance of providing equal access to all inmate and have worked with SCDC to successfully install multiple VRS systems for the hearing and speech-impaired. We have designed a roll out program for continuous voice which is the next phase. GTL has worked with the SCDC staff for the last several months in delivering a custom grievance module to enhance the inmate to staff request system.

Our proposed approach is to continue moving forward with the list of projects in the pipeline that GTL is ready to implement and have been identified by the SCDC. Projects such as:

- inmate information self service
- inmate law library
- canteen order list submission
- inmate tablets state-wide deployment
 - education
 - assessment tools
 - entertainment
 - content apps
- inmate trust fund deposits

We have a faster to market solution (SCDC deployment) due to our incumbency and through our local teams already in South Carolina today, that can complete this list of important projects.

GTL's Technical Solution Starts with a Secure Network

In place at SCDC today is our proven, secure network with safeguards against hacking and unauthorized access to the internet. **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 information. This approach begins at the customer level, continues during data transport, and carries through to our data centers.

For example, when we store 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. For SCDC, this means you have a partner who will continue to focus on data security to protect SCDC inmates, and friends and family members from security threats and offer a **high availability environment**.

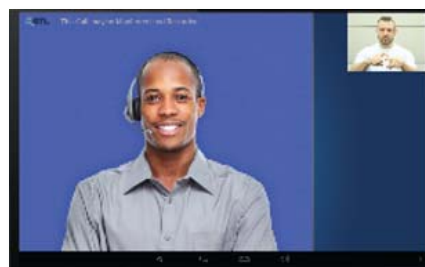
Products Currently Provided Through Secure Network

Inmate Telephone System (ITS)

Inmate telephones have been the core of GTL's business for more than 28 years, and we are the leader in inmate communications. GTL provides SCDC with ITS today and offers a stable phone system that has had little to no downtime over the years. GTL's ITS has demonstrated system uptime of > 99.9% over the past two years (not including planned outages such as planned maintenance), based on trouble tickets and known issues. The ITS has recently been refreshed in the last six months with each individual inmate telephone being maintained and/or replaced. Our turnkey ITS solution includes the hardware, software, ancillary equipment, installation and maintenance of our systems for the life of the contract at no cost to the SCDC.

Video Relay Services (VRS)

GTL understands the importance of keeping all inmates connected with their support systems no matter their situation. Video Relay Service (VRS) is a video calling service for hearing and speech-impaired inmates, that facilitates the use of sign language between parties or via VRS interpreters. GTL has successfully deployed the VRS system at three SCDC facilities and can easily expand the program using our ITS-friendly GTL VRS program. GTL VRS allows hearing-impaired inmates to place video calls to friends and family using GTL's Flex Link kiosks mounted on the wall in specially designated areas in the facility.



V-PIN (Initial Voice Biometric Identification)

GTL currently provides pre-call voice verification of inmates with the V-PIN feature; we are in the process of implementing continuous addition to this verification with our Continuous Speech Analysis (CSA) feature. GTL's patented V-PIN technology pairs voice recognition with PIN entry to ensure maximum accuracy in inmate identification. V-PIN operates in Real-Time and resides as an integral component of the GTL ITS. It does not require 3rd party software to be opened outside of the ITS user interface.

During our next phase, we will be installing GTL's Continuous Speech Analysis (CSA) feature, which is our continuous voice biometric solution for inmate and called party phone swap control and prevention. Inmates are continually finding new ways to commit fraud using another inmate's PIN number. Initial

voice biometric identification is only able to validate the identity of a caller before the call starts. However, GTL's CSA Continuous Voice Biometric Analysis identifies the voices of the inmate and called party voices during the entire conversation for every call.

GTL Data IQ® – Advanced Investigative Data Analysis

GTL's Data IQ® bring simple solutions to complicated challenges by offering pre-built search queries and easily understood link diagrams to SCDC and law enforcement partners. 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. SCDC is using this feature today to ingest all GTL data, as well as trust deposit information. We have trained over 40+ SCDC investigators to utilize this feature. Our goal is to reduce the valuable time spent investigating suspicious activities manually, and to proactively discover and disrupt inmate-based criminal ventures.

GTL Data IQ® is the only integrated intelligence application offered to SCDC that removes constraints associated with other solutions, by allowing the integration and ingestion of all data sources regardless of data type and source...and all without the delay of development. This type of freedom and flexibility is the foundation critical to meeting SCDC's intelligence needs of today, as well as those in the future.

Data IQ will play an integral part in conjunction with Shawntech's Cell Intel system(s) that we are excited to say we have an exclusive relationship for this product. Meaning by combining the data point captures by Cell Intel, and the ease of ingesting these into Data IQ, an immediate impact will be felt by SCDC.

Inmate Kiosks

GTL has deployed 400+ correctional kiosks in SCDC facilities. These kiosks are currently providing inmate email and inmate requests applications, while roll-out of the grievances application is in process. These kiosks have been operational for five years with exceptional uptime considering the operational environment of the correctional facilities.

Secure Messaging

GTL's inmate messaging service allows SCDC facilities to have greater control over the content of messages and reduces the opportunity to introduce contraband into the facility. Our current system provides inmate correspondence through a secure, controlled environment. For SCDC, this messaging solution provides staff with more control, and helps reduce recidivism through increased communication between inmates and their support network.

Our secure messaging feature provides SCDC investigators with another source of intelligence. All incoming messages can be screened prior to delivery so investigators can identify correspondence that might be useful in preventing or prosecuting crime. Unlike regular mail, the messages are kept for the life of the contract and has been used for investigative purposes months after receipt by the inmate and/or family member.

Custom Staff/Inmate Request System

GTL has worked closely with SCDC to provide a customized staff and inmate request system that is currently deployed on the Kiosks. This allows the inmates to easily pick an option from a list which will automatically submit the request to the appropriate staff member for processing. The inmate can also cancel requests via the kiosk. Using this automated process, we have reduced paper usage (~2 million pieces of paper a year), provided avenues for automated reporting, and provided operational efficiencies (98% responded to within 24 hours) to the SCDC.

Requested Technology Identified in Solicitation

Beyond the inmate telephone system, we offer a broad portfolio designed to support an inmate's journey to reintegration with society. The solutions have a positive impact on inmates including education, behavior modification, and increased communication with friends and family. Understanding the added demands on staff, our solutions are designed to decrease inmate movement that will result in a safer environment and a decrease in paperwork.

GTL Inmate Education Tablets – Custom Designed for Corrections

Per SCDC's Annual Reports, the Department released 9,205 ex-offenders back to their communities in 2017. Recent research shows that over half of released prisoners are rearrested in the US today. 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 environment, while preparing inmates for a more successful reentry into society.

We propose deployment of our the Inspire® wireless tablets as part of this contract. This integrated product offering uses cutting-edge technology to allow SCDC inmates to safely use hardened handheld tablets through our secure Wi-Fi network as 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 tablet while still providing the safety and security protocols that SCDC requires. The Inspire wireless tablet will allow GTL to provide access to inmate services, music and media content, facility and informational documents, inmate educational content as well as other communication products such as inmate requests and electronic messaging.



Education

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 our customers with solutions for effective inmate rehabilitation and successful reentry, both of which reduce recidivism rates.**

GTL provides credentialed content used by Education Professionals worldwide. **Our content library includes GED exam prep from i-Pathways and KA Lite, and a portfolio of self-improvement programs are also standard. The system also gives more than 7,000 videos and 20,000 interactive exercises on subjects such as English, mathematics, history and science, including many that align with Common Core State Standards.** GTL offers the most widely used digital educational systems used in the United States. We support success and their journey from incarceration to rehabilitation to reintegration into the community by providing them access to the tools that will help to convert inmates into productive, tax-paying, law-abiding citizens.

Inspire tablets will expose many more inmates to educational programs and job skills training than traditional programs do today. This has been proven to increase employment opportunities when released as well as reduce recidivism (rand study reported 13% reduction in recidivism for inmates who

participated in educational programs and odds of inmates obtaining employment if they participated in vocational programs was 28% higher).

GTL customer statistics show that our tablet solution can provide:

- 50% reduction in Inmate to Inmate assaults
- 60% reduction in Inmate to Staff assault
- 60% reduction in Suicide attempts
- 70% increase in Calling

Inmate Trust Fund Transfers and Payment/Deposit Solution

GTL provides best-in-class integrated payment and deposit solutions. From one single vendor, correctional facilities and the public benefit from an end-to-end system for the timely and secure processing of funds (includes inmate phones, commissary, visitation, tablet funding, messaging and more). From Walk-In-Retail and lockbox solutions, to automated telephone and commissary payments, we help automate labor-intensive and time-consuming processes, while providing continuity across all accounts and transactions. GTL will work with SCDC to facilitate transfers of trust fund money for commissary, phone, and tablet content purchases. In fact, we have been processing phone deposits for South Carolina Department of Corrections for the last seven years and processing trust as an additional payment type would be as simple flip of a switch. This past year, GTL processed 22.3 million credit card transactions totaling over \$590 million.

Similar to the South Carolina Department of Corrections, GTL provides trust payment processing for Michigan Department of Corrections with approximately 41,000 inmates. On average, \$2,750,000 worth of deposits are made each month which amounts to one transaction per inmate per month of about \$67.00. The numerous convenient payment options make it easy for friends and family to provide support to their incarcerated loved ones.

In addition to GTL's ConnectNetwork online payment portal, the toll-free automated phone system, and the ConnectNetwork Mobile Payment App, GTL's Walk-In Retail Payment Solution provides a cost-effective alternative for payers who prefer to pay in cash. With approximately 22,000 local retail locations nationwide, including Wal-Mart, Kroger, ACE Cash Express, and many local and regional retailers, Walk-In Retail provides an additional convenient payment option for underbanked and cash preferred payers. In South Carolina there are 260 retail partners that will process deposits into SCDC trust or phone accounts. This solution allows payments for multiple departments at any participating retailer. Because many retailers serve both English and Spanish speaking clients, and the website, mobile app, IVR and customer service representatives are also bilingual, we can provide support to Spanish speaking payers as well as English speakers

GTL's ConnectNetwork® payment solutions allow friends and family members to easily deposit funds into prepaid phone, or other accounts to keep inmates connected with their loved ones. Using the ConnectNetwork via Website, Mobile App, Kiosks, IVR, Walk-In Retail, eliminates the hassle of cash management for the facility and gives payers added convenience while making the funds available for use immediately at no cost to the facility.

Integration

GTL not only has experience with many of SCDC systems but through our partnership, many system interfaces are already in place today. With the foundation integration already in place, this allows GTL and SCDC to work together to quickly build and implement new interfaces required. Saving SCDC hours of resources allocation from an already overwhelmed staff.

The GTL ITS, with many of the integrated interfaces in place today, can be interfaced with virtually any OMS, commissary, other external systems that stores and manages data relevant to the inmate calling platform. This capability provides the SCDC the assurance that should you have to make other facility system changes, with our system and experience, it will not be an issue.

Our experience and industry contacts ensure a smooth integration process. Our program and project implementation teams have handled many large accounts, networking multiple sites and integrating with disparate databases. The key to trouble-free, **open systems integration** is working directly and harmoniously with your existing and future partners.

This kind of inter-system integration sets GTL apart from all other providers through:

- An established team tasked with ensuring smooth integration
- Integration experience from with the SCDC and other accounts to draw upon that have provided best practices knowledge
- Being the incumbent allows us to start new projects much quicker and to have the new interfaces and services deployed in quicker fashion
- Availability of multiple solutions to meet current and future needs

Commissary Integration

GTL can get started on this project right away as the current service provider to SCDC. Inmates will be able to access real-time up-to-date store inventories for their canteen purchases, and will have access to their balances and general ledger. Inmates will be able to place their commissary orders via the tablet program. Additional benefits to the inmates will be the ability to place phone calls from their trust fund, as well as, the ability to buy Debit Links for tablet content.

Experience Equals GTL's Seamless Transition

During the past seven years, we have valued the cooperative partnership that we have developed with SCDC. We have a unique perspective and understanding of the Department's goals and missions. Our tablet content and services were designed to meet the SCDC long-term objectives of improving inmate's quality of life. GTL has listened to your requests and has offered a customized approach to address your daily and long-term challenges. We strive to make security and inmate rehabilitation top priorities and develop solutions with that in mind. As an example of our customized approach, GTL turned up a Legislative Hotline the same day it was requested. SCDC 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.

GTL, the largest provider of inmate telephone services, has been providing service to SCDC for the past seven years. We look forward to continuing our high priority service to you. With an award to GTL, the impact of transition on staff, investigators, inmates, and friends and family will not be impactful or painful. As the current provider we have access to existing information and there will be no need for

extensive training on the existing services we offer today. There will be no lengthy implementations, development, and inmate and staff training for ITS, kiosks, Data IQ deployments.

SCDC Staff:

- Existing interfaces stay in place
- Staff trained on current kiosk operations
- Familiar with GTL project leaders, support team, and familiar with GTL executive team

Investigators:

- Investigators trained on ITS
- Investigators trained on Data IQ
 - Data IQ and new payment channel information will allow all active investigations to continue seamlessly through the next contract period, with more robust information being provided

Inmates:

- familiar with phone system
- familiar with kiosk system
- familiar with messaging

Friends and Family:

- existing prepaid accounts remain in place

GTL will continue to take a collaborative approach to service delivery to meet the goals of the SCDC and this RFP. Based on our technical and operational expertise, our service teams will partner with SCDC to customize the service delivery approach to minimize risk on additional services being implemented. GTL's operational approach ensures a smooth continuation of service without disruption. Our project team follows project management best practices as defined by the Project Management Institute® (PMI). We employ PMP certified Project Managers who have designed, and will execute on, a comprehensive Project and Implementation Plan for a speedy and seamless implementation of service.

We employ proven processes that ensure quality throughout the development, implementation and operational phases of a project.

In the development phase of new services, we apply the Agile methodology giving continuous opportunities to the teams involved to assess the direction of a project throughout the development and QA lifecycle. This is achieved through regular evaluation of work, known as sprints, at the end of which teams must present a potentially shippable product increment. By focusing on the repetition of abbreviated work cycles as well as the functional product they yield, "iterative" and "incremental." In an agile paradigm, every aspect of development — requirements, design, etc. — is continually revisited throughout the lifecycle. When a team stops and re-evaluates the direction of a project every two weeks, there's always time to steer it in another direction as well as deliver new functionality in the product more frequently throughout the lifecycle of the product and project.

The results of this "inspect-and-adapt" approach to development greatly reduce both development costs and time to market. This concept empowers teams to continuously evaluate their release to optimize its value throughout development, allowing them to be as competitive as possible in the marketplace.

GTL Key Account Team for SCDC

Our sole focus and mission is the delivery of leading solutions with employees and partners who exclusively deliver on our commitments. For SCDC specifically, we have a Strategic Account Team who have served the SCDC for many years and who are committed to providing continued quality service the SCDC has come to expect from our team. Our management approach reflects well defined roles and responsibilities which delivers maximum efficiency while ensuring that all critical functions are fully covered. The SCDC Strategic Account Team includes:

- **Deb Alderson, Chief Executive Officer** – Deb joined GTL as CEO on April 2, 2018. She has a proven track record of developing high performance teams focused on driving operational excellence and business growth. This experience will secure GTL’s position as a leader in the corrections industry and elevate growth.
- **Jonathan Walker – Executive Vice President of Sales** – 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 SCDC.
- **Todd Stutts, Senior Vice President of U.S. Sales** - Todd provides executive level support to ensure proper corporate commitment and resources. He has over 22 years of experience in communications and 16 years with GTL.
- **Todd Dennison, Senior Account Manager SE** – Todd has over 25 years in the correctional industry. Todd is the main point of contact for negotiations, contractual obligations and clarifications requested by SCDC. He will ensure that your needs are understood and are being accommodated.
- **Philip Jones, Director of Field Services** – Philip will manage service and maintenance activities performed by the regional field support staff and provide escalation assistance needed by the team. Philip has over 30+ years’ experience providing stellar service to correctional facilities across the US.
- **Maureen O’Gorman, Field Service Manager** – Maureen has been in the correctional phone industry since 1996 and brings her expertise in troubleshooting and managing major accounts to the SCDC account. Maureen is on site monthly and will continue to provide customer service and technical support and will ensure proper allocation of resources. Maureen oversees daily activities of Operations, Tech Support, Field Maintenance/Repair, and on-site personnel, including G5 Tek Solutions and S&S Communications.

Administrative, Operational & Support Services – Emphasis on Customer Service

GTL is committed to providing the finest level of technical support for our correctional facility clients and the very best customer service for the families and friends of inmates who use our services. Our comprehensive, trustworthy approach to service is outlined below.

- **Technical Support:** Requests for service or reports of malfunctions go directly to GTL’s Technical Service Center where highly trained GTL professionals determine the best course of action. Our toll-free technical service number is always answered by a live GTL representative 24/7.

- Local Maintenance and Repair: Field service technicians provided by, and certified by GTL, perform on-site repairs and routine maintenance for our installed systems. They are always available to respond to emergencies.
- Billing Customer Call Center: GTL provides the public (relatives and friends of inmates) toll-free access to our knowledgeable bilingual Customer Call Center staff seven days a week, 24 hours a day.
- Proactive System Monitoring: Systems installed by GTL are continuously monitored by experts in GTL's network and technical centers. Our monitoring tools and system self-diagnostic features alert outages or major malfunctions, allowing us to quickly mobilize resources and allows us to proactively intervene before a minor issue progresses to the point of disrupting service.

Demonstrated Competence

GTL is the largest provider of integrated inmate kiosk, tablet and communications services for corrections in the US; we provide services to 35 DOC-class customers (33 State DOCs, Puerto Rico & the District of Columbia) nationwide. GTL has the size, financial strength and commitment to fulfill your needs today and your vision of the future.

In addition to size and financial strength, GTL is a true technology innovator. 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. By taking this approach, we have eliminated several of the problems found in minimally modified off-the-shelf tablets. We have consulted with correctional security experts from across the country to develop the proprietary Operating System (OS) on GTL's Inmate Tablet. As a result, the hardware, software and security on our tablet have no equal. We provide an industry leading five levels of security to prevent unauthorized access and unauthorized usage. In GTL's philosophy of client partnership, we listen to our customers and develop solutions to solve real business problems. This is what drove the development of our integrated unified user interface. The solution deployed at the Oregon Department of Corrections allows agency users to log into a single portal and see all inmate activity, to include phone calls, visits, deposits, tablet usage, and much more. No other provider has this level of integration and unified user experience.

Experience in Performance of Comparable Engagements We currently have our solutions in 33 State DOCs plus the District of Columbia and Puerto Rico. As the largest provider of integrated corrections communication service in the United States, we leverage our experience with our customers environment to fulfill their needs.

We are the only vendor who has maintained a top three Department of Corrections customer, California Department of Corrections and Rehabilitation, for more than 25 years consecutively. GTL has grown CDCR's solutions from inmate telephone systems (ITS) only; to now include Investigative tools and data analysis to meet customer needs.

Through our seven-year partnership with the Michigan Department of Corrections (MDOC), GTL has demonstrated the commitment to be a technology partner to serve the DOC, the prisoners, and the citizens of Michigan. Through our alignment with MDOC's vision we have provided stress-free service and 99.9% system uptime for the last seven years. GTL has proactively developed and deployed solutions and upgrades throughout the contract term, many of which were custom development for MDOC. This long-term partnership has resulted in our recent award of the RFP for another five years.

Business Proposal

Global Tel*Link (GTL) is proud to present a business proposal to the SCDC that provides a balance of proven technology coupled with affordable rates for your inmates, and their friends and family members. We understand that when providing a strong business proposal, we must consider what that means to three types of customers – SCDC and staff, Friends & Family, as well as the inmate.

- GTL is excited to be able to lower the call rates for the inmates, Friends and Families. We understand the necessity of inmates being able to communicate with their families on a frequent basis. GTL wants to be fair to families of the inmates while providing best of class service to the SCDC. This is part of the overall goal of improving on the overall process of increasing the inmates' chances of success upon release.
- The Inspire tablet program promises a secure platform to deliver content for the inmates, additional calling devices, and act as a pacifier to inmate's idle time resulting in reduction of inmate on inmate violence as well as Inmate on staff violence. Statistics have proven a 60%+ reduction of these events.
 - GTL offers the highest quality Educational programs for the inmate of the SCDC with the goal of reducing recidivism and improving the outlook of these inmates while serving their incarceration. Studies indicate inmates who participate in correctional education programs had 43% lower probability to reoffend, than those who did not participate in such programs.
- With our new Grievance system being installed you will see additional Staff efficiencies through our solution that is uniquely designed for the SCDC grievance policies.
- A yearly technology grant that can be used for SCDC's security needs such as: Cell Intel product, cell phone interdiction teams, dogs, or other inmate technologies

Conclusion

We welcome this opportunity to present you with a comprehensive solution for your inmate communication requirements. We are confident that our response meets and exceeds the requirements and addresses of all the goals and objectives set forth in this RFP.

In partnering with GTL, the SCDC will continue to receive:

- GTL's proven technology solutions in place across the US
- Increased commissions through more commissionable services
- A fair program for the family members, inmates and the SCDC that reduces call rates while maintaining best of class service and technology
- Improved safety and support of SCDC staff with additional automation, comprehensive tablet implementation, state of the art telephone services, and GTL personnel bolstering SCDC staff
- Reduced recidivism by putting the tools of enablement in the hands of inmates, keeping them fully connected with their support and friends and family

Our experience, expertise and knowledge of SCDC sets us apart and SCDC will continue to trust and rely on GTL to deliver advanced technology solutions today and in the future.

2. | Technical Proposal

South Carolina Department of Corrections



The Corrections Innovation Leader

Attachment B Mandatory Requirements

The Offeror's technical proposal should be prepared simply and economically, and must include a straightforward, concise description of the Offeror's ability to satisfy the requirements of the Request for Proposal. Although concise, the proposals should be thorough and detailed so that the evaluators may properly evaluate the Offeror's solutions, and should include an explanation of proposed methodology, where applicable.

GTL Response: GTL has read, understands, and will comply.

We have provided thorough yet concise responses within this proposal.

Offerors must also complete and submit, Attachment B Mandatory Requirements. If you are unable to fulfill a mandatory requirement, you may be deemed nonresponsive and ineligible for award.

GTL Response: GTL has read, understands, and will comply.

Attachment B Inmate Telephone and Related Services Mandatory Requirements Checklist

Number	Mandatory Requirement	Meets (Y or N)
1	The contractor will provide inmate telephone, secure messaging, and trust fund deposit services at rates equal to or lower than the current contracts.	Y
	Inmate Telephone Services	
2	The Contractor shall provide all equipment, software, and telecommunications services required to provide Inmate Telephone Service (ITS) for all current and future SCDC facilities, including but not limited to: telephone sets, educational tablets, wiring, connectors, jacks, trunk lines, routers, switches, wireless access points, firewalls, recording / monitoring equipment, etc. The Contractor must provide equipment that is of heavy duty construction, tamper / vandal proof, and appropriate for a prison environment. The Contractor is responsible for the installation and maintenance of all ITS wiring to the telephone instrument and dedicated, secure wireless networks for the provision of tablet services. The Contractor will be responsible for all charges associated with the inmate telephone system, including line / long distance charges, connection fees, or any other charges levied by local or long distance telephone companies that may be utilized by the Contractor. The Contractor will be solely responsible for payment of any sub-contractors utilized in the fulfillment of this contract. The Contractor is responsible for ensuring that all telephone services and rates comply with all applicable regulations, including but not limited to the SC Public Service Commission and the Federal Communications Commission.	Y

3	Upon delivery of the call, the system must clearly announce to the called party that the call is from a SCDC Correctional Facility, the facility name, and the inmate's pre-recorded name. The system shall allow the called party to optionally hear current rates, block calls from the inmate or all inmates, and actively accept or deny the call by pressing a key on the DTMF dial pad.	Y
4	The system shall allow calling restrictions or suspensions to be placed on individual inmates or groups of inmates. Supported restrictions must include a maximum number of completed calls allowed during a time period.	Y
5	The system shall provide the ability for SCDC to make each phone, groups of phones or the entire system active or inactive based upon an independent schedule. The system shall provide the ability to perform an emergency shutdown of all phones in a facility.	Y
6	Each inmate is currently assigned a PIN by SCDC that the inmate will use to access the inmate phone and other secure systems. The system must provide the ability to require a valid Personal Identification Number (PIN) before processing a call.	Y
7	The system shall have a programmable time limit on calls with a notification one minute prior to cut-off. The system shall allow SCDC to control the maximum call duration. Current call duration is fifteen (15) minutes.	Y
8	The system will deny all incoming calls and shall prohibit: Direct-dialed calls of any type; Access to a live operator for any type of calls; Access to "411" information services; Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services; and Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.	Y
9	The system must provide un-detected monitoring of real-time inmate conversations, store and replay of historical conversations with the option of storing to removable media, and the ability to lock certain call recordings from deletion. Recordings will commence when the receiver goes off hook. Calls to attorneys and other designated telephone numbers, at the direction of SCDC, shall not be recorded or monitored. The Contractor shall store all call detail records and recordings for the life of the contract and provide in a frequency and format as specified by SCDC.	Y
10	The Contractor shall provide toll free telephone access to knowledgeable customer service staff 24 hours per day 365 days per year. All customer service representatives must have access to up-to-date customer account information including at a minimum billing, payment and blocked call status and history. The Contractor must provide live customer support in a minimum of Spanish and English 24 hours per day 365 days per year.	Y
	Kiosk / Tablet Services	
11	The Contractor shall provide all equipment, software, and network services required to provide the specified kiosk / tablet application services for all current and future SCDC facilities. This includes, but is not limited to: educational tablets, kiosk hardware, security enclosures, wiring, switches, wireless access points, routers, firewalls, etc. The Contractor must propose equipment that is of heavy duty construction, tamper / vandal proof, and appropriate for a prison environment.	Y
12	All kiosks provided must be secure, hardened devices appropriate for a prison environment. Kiosk enclosures and peripherals must be of heavy duty, sealed construction for maximum durability and tamper resistance.	Y
13	The system shall provide the ability for SCDC to make each kiosk, groups of kiosks, or the entire kiosk system active or inactive based upon an independent schedule.	Y

14	Educational tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant, and be enclosed in a durable, sealed, ruggedized transparent case that prevents inmates from accessing the inside of the tablet and opening or tampering with the hardware.	Y
15	Educational tablets shall be configured to only allow inmates access to stream the services and applications approved by SCDC. Educational tablets must communicate with preapproved applications and servers only.	Y
16	In the event an inmate(s) gains unauthorized access to external applications or the internet from an inmate tablet or kiosk, Contractor agrees to incur liquidated damages in the amount of one thousand (\$1,000.00) dollars per inmate per instance of access to external applications or the internet.	Y
	Secure Messaging	
17	The proposed system shall provide a process for inmates to receive and reply to electronic mail from the public. Individuals who wish to send electronic messages to one or more inmates at SCDC must first register for the messaging service. Registration shall be made available via a secure web site, with branding as determined by SCDC.	Y
18	The system must restrict outbound messages from an inmate to only those who have sent messages to that inmate. The Contractor must allow a message recipient to remove themselves from an inmates' "allowed" list via the registration website or by written request.	Y
19	The system must allow the review of all inbound and outbound messages by SCDC staff.	Y
	Requests to Staff	
20	Inmates will have the capability to submit requests to staff (RTS) via the inmate kiosk / tablet, and must choose a request type / category from a pick list configurable by SCDC to control the request workflow routing. The system must route them for response to the appropriate staff at the inmate's institution or elsewhere according to the workflow configured for the request category. Staff will be able to manually add a request to staff for inmates who submit a paper form.	Y
	Trust Fund Deposits	
21	The Contractor must provide services to allow family, friends, and relatives of SCDC offenders to send money electronically to offenders' trust accounts. The Contractor must receive funds from the sender via phone, internet, and mail. This will be done at no cost to SCDC or the offender population. The Contractor may charge a convenience fee for deposits made via the internet, phone, or walk-in money order. There will be no fees for money orders received by mail.	Y
	Investigative System	
22	The proposed system must include an investigative system with integrated data mining and link analysis capabilities. The system shall assist investigators in correlating events to establish links between inmates, visitors, employees, Contractors, etc. The proposed system must include an integrated analytic data application which identifies and analyzes certain activities from sources of data produced by this contract including, but not limited to, inmate telephone call detail records, inmate messages, and E. H. Cooper Trust Fund deposits and must be capable of integrating data from other systems into the data mining and link analysis.	Y
	Security Requirements	
23	The Contractor will maintain compliance with the State of South Carolina IT Security policies, procedures and standards, located at http://www.admin.sc.gov/technology/information-security/policies-and-procedures .	Y

	Site Administrators	
24	The Contractor shall provide a minimum of 7 on-site administrators to assist inmates in the use of the inmate phone system and kiosk / tablet applications, conduct training sessions during inmate orientation, respond to trouble tickets including inmate PIN reset requests, and monitor calls and inmate messages for suspicious activity.	Y

Section III – Scope of Work/Specifications

Thoroughly describe your solutions and methodologies to perform the requirements listed in Section III – Scope of Work. List every requirement in Section III and respond with your solution and methodology point-by-point.

GTL Response: GTL has read, understands, and will comply.

NOTE: The terms will, shall, and must are used interchangeably in the scope of work below to describe the functionality desired by the state. Preference will be given to vendors whose proposed solution best meets the needs of the state as described below, but these are not to be considered mandatory requirements and the State will not deem a vendor to be non-responsive if all are not met. The mandatory requirements for this solicitation are listed in Attachment B - Mandatory Requirements and Offerors must indicate compliance in Y or N format.

1. Inmate Pay Phones

The Contractor will provide a means for inmates to call approved phone numbers utilizing Contractor provided / installed hardware, software, and telecommunications services. The Contractor will be responsible for the management, maintenance and support of the inmate telephone system. The system must have the ability to monitor and record inmate phone conversations, add / delete / restrict allowed telephone numbers, and allow inmates the option of collect, prepaid, or debit payment.

GTL Response: GTL has read, understands, and will comply.

1.1. Equipment

The Contractor shall provide all equipment, software, and telecommunications services required to provide Inmate Telephone Service (ITS) for all current and future SCDC facilities (see Attachment C), including but not limited to: telephone sets, educational tablets, wiring, connectors, jacks, trunk lines, routers, switches, wireless access points, firewalls, recording / monitoring equipment, etc. SCDC will determine the number and placement of all phone sets and related equipment at each facility. The Contractor must provide equipment that is of heavy duty construction, tamper / vandal proof, and appropriate for a prison environment. All equipment will remain the property of the Contractor, with the exception of any required cable / wiring installed in SCDC facilities and personal computers provided for the purpose of monitoring inmate phone calls.

GTL Response: GTL has read, understands, and will comply.

The telephones currently provided by GTL meet these requirements. GTL replaced the telephones in SCDC facilities with new equipment in 2017-2018.

1.1.1. All telephones must be security type phone sets appropriate for a prison environment, include volume controls on the housing, a 24 inch hand set cable, alphanumeric/braille keypads, and be hearing aid compatible. The devices provided must be equivalent to or better than the currently installed devices. The Contractor may propose to reuse currently installed telephones if they are able to purchase from the current provider. Contractor must install additional telephones and supporting infrastructure as needed to accommodate new construction and / or renovations, at no cost to SCDC.

GTL Response: GTL has read, understands, and will comply.

The telephones currently provided by GTL meet these requirements. Any new telephones required will be similar to the ones currently installed and meet all specifications.

1.1.2. Contractor shall place placards containing dialing instructions in Braille, English, and Spanish next to each telephone. Placards shall be replaced each time an inmate telephone set is replaced. Contractor shall post calling rates near each inmate telephone or group of inmate telephones. Calling rate flyers and/or additional inmate telephone related information shall be provided at no cost to SCDC.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide English and Spanish instructional placards and braille instructional sheets next each telephone.

1.1.3. The Contractor must provide pedestals as specified by SCDC for both inside and outside locations and at the direction of SCDC, enclosures for phones located outside. The Contractor may propose to reuse currently installed pedestals and enclosures if they are able to purchase from the current provider.

GTL Response: GTL has read, understands, and will comply.

GTL has already provided the required pedestals.

1.1.4. The Contractor shall provide portable (wired) inmate phones that plug into the ITS using standard jacks as required. The Contractor may propose to reuse currently installed portable telephones if they are able to purchase from the current provider.

GTL Response: GTL has read, understands, and will comply.

GTL provides the above required mobile wired phones on rolling carts.

1.1.5. The Contractor is responsible for the installation and maintenance of all ITS wiring to the telephone instrument and dedicated, secure wireless networks for the provision of tablet services. The Contractor may, at the discretion of SCDC, utilize existing cable / wiring, but will be responsible for maintenance or replacement as necessary. All wiring and cabling shall be performed in accordance with manufacturers standards and guidelines and industry practices. CAT5E or higher will be required if the proposed solution is based on VOIP. All installations shall be labeled and documented as mutually agreed upon between SCDC and the Contractor.

GTL Response: GTL has read, understands, and will comply.

Wiring for ITS is already in place; GTL has the capability to install new wiring for increased phone counts or new locations. GTL will be responsible for the complete infrastructure for wireless tablets.

1.1.6. The system must support a mobile / tablet application to allow inmates to access the inmate telephone system from inside their cells / living quarters, while maintaining all the security features of the ITS. The educational tablets must be restricted to a dedicated, secure Wi-Fi network provided by the Contractor.

GTL Response: GTL has read, understands, and will comply.

GTL's **Inspire® tablet** includes an **Inmate Calling App**. With GTL Inmate Calling, inmates can place calls to friends and family using the touch screen inputs that emulate a standard inmate telephone keypad. **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 SCDC inmates, the use of the wireless tablet calling applications will be seamless for those inmates who are accustomed to GTL's traditional inmate phones. Tablets are simply a gateway for inmates to access GTL's inmate phone platform.

Calls made from the Inspire tablet will be subject to the all system parameters and functions programed in the ITS platform. This includes inmate PIN and V-PIN details, call monitoring and recording, reports, number blocking, etc. All investigative and analytical tools will be the same.

GTL is the industry leader in providing inmate phone calling using tablet devices!

1.2. Service Requirements

Contractor shall install and operate inmate telephones and related equipment to enable inmates at all SCDC facilities to complete local, long distance and/or international collect, pre-paid collect, debit, and free speed-dial calls as authorized by SCDC.

GTL Response: GTL has read, understands, and will comply.

As the current provider of ITS to the SCDC, GTL provides the above service requirements and will continue to provide all these calling types.

1.2.1. The Contractor shall be required to provide telephone reception quality at least equal to current reception quality levels and shall accept the decision of SCDC regarding such determination. If an IP based solution is proposed the Offeror must detail which codec will be utilized and substantiate a Mean Opinion Score (MOS) of no less than 3.9 for the chosen codec.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to meet or exceed the quality levels required by the SCDC.

1.2.2. The system must be engineered to ensure that sufficient channels and /or bandwidth are available to handle all outbound calls made from inmate phones. The solution proposed must reserve separate bandwidth or channels for each inmate phone without impacting the required bandwidth for the operational characteristics of the system. Calls made from inmate phones will have priority over all other types of traffic, including calls made from educational tablets and kiosk / educational tablet applications.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide non-blocking calling Quality of Service (QoS) to SCDC facilities, taking into account the existing and future tablet applications. Upon introduction of wireless tablet service, GTL will configure QoS to continue to ensure non-blocking inmate telephone call service.

1.2.3. The system shall allow authorized users the capability of flagging specific terminating numbers (TN) or personal identification numbers (PIN) to be placed on a watch list. When a call in progress is detected to/from any number on the watch list, the system shall optionally notify the user via email, TXT message, pager, or bridging of the call to a pre-determined number / group of numbers to allow remote monitoring of the call. The bridged party shall be informed of the origination PIN or TN and enter a security pass code to actively monitor the call. The user will have the option of participating in the call, silently monitoring the call (undetected), or ending the call at any time.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide the alert features as noted above.

1.2.4. The system shall prompt the inmate to record their name when their PIN is first used. The recorded name shall be used in subsequent announcements made to the called party.

GTL Response: GTL has read, understands, and will comply.

1.2.5. Upon delivery of the call, the system must clearly announce to the called party that the call is from a SCDC Correctional Facility, the facility name, and the inmate's pre-recorded name. The system shall allow the called party to optionally hear current rates, block calls from the inmate or all inmates, and actively accept or deny the call by pressing a key on the DTMF dial pad. The event shall be identified and recorded in call detail records.

GTL Response: GTL has read, understands, and will comply.

1.2.6. The system shall provide the called party and inmate with the balance of their pre-paid or debit account at the time of the call.

GTL Response: GTL has read, understands, and will comply.

1.2.7. The Automatic Number Identifier (ANI) for all ITS telephones must identify the South Carolina Department of Corrections and the facility name originating the call to the called party in the caller identification string.

GTL Response: GTL has read, understands, and will comply.

As clarified in Amendment #2 Question and Answer 19, GTL will provide both as caller ID information that the call is from an SCDC facility with the name of the facility, and a toll-free number which is the GTL Customer Service number.

1.2.8. The system shall allow authorized SCDC users the ability to perform billing name and address lookup of the called party number using at a minimum the Local Exchange Carrier (LEC) Line Information Data Base (LIDB) and the information retained by the Contractor for called party pre-paid collect accounts. This feature must be an integrated part of the system and provide the called party name and address whether associated with a cell phone and/or a land-line telephone number. (From Section IV – The Offeror shall describe any additional capabilities.)

GTL Response: GTL has read, understands, and will comply.

GTL's Reverse Number Lookup feature is fully integrated within the **V-Track** investigative tool as part of our ITS software. 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 Satellite image.

A simple click on the called number visible on the **Call Detail Report** screen accesses the called party's information. Reverse Number Lookup along with the corresponding map of the BTN



location are also available for inmate dialed numbers in the **Security Threat Group** investigative feature of the ITS. GTL provides access only to facility designated staff to perform this function as a security measure.

Since we use an industry standard database query to provide this information, we can provide this feature for more than only called party pre-paid accounts. We can provide this information for any called party for which the called party carrier makes this information available to the database.

1.2.9. The ability to apply restrictions to individual phones and / or inmates shall be based upon a Class of Service (COS) associated with each telephone / inmate. (From Section IV – The Offeror shall describe what classes of service are available.)

GTL Response: GTL has read, understands, and will comply.

GTL's ITS will continue to provide Class of Service (COS) restriction features. GTL offers the exclusive advantage to SCDC that the existing COS restrictions will continue into the new contract. The COS restrictions will not need to be re-defined.

The GTL ITS COS allows for the definition of several parameters as a "profile" which can be saved and assigned:

- system-wide,
- by facility,
- by living unit within the facility,
- by specific telephone(s), or
- by specific inmates.

Examples are operating hours and dates, maximum call length allowed, and whether specific numbers should be charged and/or recorded.

1.2.10. The system shall allow calling restrictions or suspensions to be placed on individual inmates or groups of inmates by custody, location, or other factors. These restrictions must include the number of calls allowed during a configurable time period, duration of calls, etc. The system shall accept electronic submission of inmate suspensions, restrictions, etc. from the SCDC automated system. (From Section IV – The Offeror shall describe what restrictions are available and how they are implemented in the proposed system.)

GTL Response: GTL has read, understands, and will comply.

The GTL ITS Class of Service (COS) allows for an unlimited number of COS definitions that can be attached to entities as described in the prior response. Control/restriction parameters that can be defined in a COS are as follows:

- Telephone Schedule – days of the week and hours of each day in which the system is operational to allow inmates to place calls. SCDC can use COS definitions to have different operating hours for special situations (e.g. holidays).

The following parameters can be defined independently for Collect calls (including pre-paid collect), Debit calls, and Total calls.

- Calls/Day
- Calls/Week
- Calls/Month
- Minutes/Day
- Minutes/Week
- Minutes/Month
- Minutes between calls placed
- Maximum length of call (minutes)

The following parameters can be defined independently for Day, Week, and Month.

- ITS inquiries
- Commissary inquiries
- Fund transfers to inmate debit accounts

The following parameters apply to all calls.

- Restrict calls to PAN list (Collect calls)
- Restrict calls to PAN list (Debit calls)
- Enable Special Numbers (non-recorded)
- Play Call Branding message with each call
- Play intermittent call notice message (e.g., call is being recorded and subject to being monitored) with each call
- Maximum Declined Call per day
- Maximum Active numbers on PAN list

The screenshot displays the 'COS Search' application. On the left, a sidebar shows 'Select Facility' with 'Broad River Corr' selected and 'Select COS' with a list of COS IDs and descriptions. The main area has tabs for 'Controls', 'Telephone Schedule', and 'Commissary Schedule'. Below the 'Controls' tab, there are 'Change' and 'Add COS' buttons. A table lists various parameters for Collect, Direct, and Total calls, as well as other system settings like ITS inquiries, commissary inquiries, and call branding messages.

	Collect	Direct	Total		Day	Week	Month
Calls/Day	*	*	*	ITS Inquiries	1	*	*
Calls/Week	*	*	*	Commissary Inquiries	*	*	*
Calls/Month	*	*	*	Funds Transfer to ITS	*	*	*
Minutes/Day	*	*	*	Require Approved Number List (Collect)	NO		
Minutes/Week	*	*	*	Require Approved Number List (Direct)	NO		
Minutes/Month	*	*	*	Allow Special Number List	YES		
Minutes Between Calls			0	Use Call Branding Message	NO		
Minutes Per Call	15	15		Use Intermittent Message	YES		
COS Description	Normal Service			Maximum Declined Calls Per Day	4		
				Maximum Active Telephone Numbers	30		

1.2.11. The system shall support the automatic denial of a PIN when a remote party refuses to accept a collect call. After refusing a call six (6) times within the normal daily hours of operation the number must be blocked for a period of 48 hours.

GTL Response: GTL has read, understands, and will comply.

GTL's ITS currently allows a called party to request via keypad entry a block on either PIN or all calls from the SCDC facilities. The block remains in place unless there is a request from the called party to remove it. GTL can modify as directed by SCDC the block functionality to block the called number for a period of 48 hours if the called party rejects the call six times in one day.

1.2.12. The system shall allow authorized system users to instantly terminate a call in progress. The system must identify the event in call detail records and log the action separately identifying at a minimum the facility, date, time, PIN and the user-id of the individual terminating the conversation.

GTL Response: GTL has read, understands, and will comply.

GTL's ITS identifies all the above stated data, plus additional data such as called number and inmate name.

1.2.13. The system must provide the ability to block numbers / types of numbers globally (e.g. 800/900 numbers.) In addition, the system must have the capability to allow called parties to block calls on a per-inmate or system-wide basis by pressing a key on the DTMF dial pad, or by calling or writing Contractor customer service. Certain telephone numbers, at the direction of SCDC, will be globally allowed such that all inmates will be allowed to place calls to them and/or they will not be available for recording and monitoring.

GTL Response: GTL has read, understands, and will comply.

GTL's ITS is currently providing this functionality, both for blocked numbers and for non-recorded/monitored numbers.

1.2.14. The system shall provide the ability to restrict inmate calling to a pre-approved list of numbers, regardless of payment option, with the exception of the globally allowed phone numbers authorized by SCDC. The number of allowable phone numbers on an inmate's list must be customizable on a system-wide or per inmate basis.

GTL Response: GTL has read, understands, and will comply.

GTL's ITS currently provides this functionality with "Telephone Lists" that can be defined independently for each inmate.

1.2.15. The system shall provide the ability for SCDC to make each phone, groups of phones or the entire system active or inactive based upon an independent schedule.

GTL Response: GTL has read, understands, and will comply.

This is done in the ITS system via the Class of Service (COS) definition (reference response 1.2.10).

1.2.16. The system must provide the ability to require a Personal Identification Number (PIN) before processing a call. The proposed solution must validate the PIN number prior to allowing each call. Each inmate is currently assigned a PIN by SCDC. The inmate PIN is a security code that the inmate will use to access the inmate phone and other secure systems. SCDC will make available a file of current inmate PINs. (From Section IV – The Offeror must describe how daily PIN updates will be processed in the proposed system)

GTL Response: GTL has read, understands, and will comply.

GTL's ITS currently has an integration to the SCDC OMS to receive PIN and other inmate data such as name, location, active/inactive, suspension, etc. Currently, our ITS receives an update file hourly from the SCDC OMS. This update can include new inmates or updates to existing inmates. If a new PIN, the inmate record including PIN is added to the ITS database. If an existing PIN, data updates for the applicable inmate will be updated in the database. The ITS will detect if the OMS sends a PIN as new that is already in the database (duplicate PIN) and respond with a message to the OMS.

The inmate must enter the valid PIN on every call and the call will only be allowed to proceed after they are validated against the ITS database. This is the first phase of inmate identification, followed by voice biometric identification (reference the next response).

1.2.17. Describe the capability of the system to support the following voice PIN features:

- pre call and continuous voice verification
- covert enrollment
- analysis of called party to identify former inmate
- analysis of called party to identify current / former employee
- identification of imposter inmate (PIN sharing partners)
- inmate to inmate call bridge detection
- search for all calls containing a particular voice print
- phonetic keyword search

GTL Response: GTL has read, understands, and will comply.

GTL ITS currently provides pre-call voice verification of inmates with the V-PIN feature; we are in the process of implementing an addition to this verification with our Continuous Speech Analysis (CSA) feature. The schedule for implementation of this feature is currently in progress with SCDC.

V-PIN – Initial Voice Biometric Identification

V-PIN, which is currently in operation in SCDC facilities provides the optimal solution for offender identification and elimination of PIN sharing. V-PIN provides a sophisticated but elegant solution for a problem that has faced the corrections industry for many years, using patented (*US Patent 7,333,798*) speaker verification technology in conjunction with all existing inmate telephones.

- GTL’s patented V-PIN technology pairs voice recognition with PIN entry to ensure maximum accuracy in inmate identification.
- V-PIN operates in Real-Time.
- V-PIN also resides as an integral component of the GTL ITS and does not require 3rd party software to be opened outside of the ITS user interface.

Additionally, V-PIN has survivability advantages over other identity verification technologies such as video cameras or thumbprint readers. Since it is not based on specialized hardware, it cannot be damaged by inmates (e.g., video lens scratched or thumbprint readers damaged). Also, V-PIN does not require external power supplied at the phone or heavy-duty CAT-6 cabling to carry additional power from the call processing core. V-PIN is used with the installed Wintel inmate telephones requiring no special capabilities and doesn’t require additional facility administration.

Use of V-PIN: V-PIN “registers” the inmate’s speech pattern via his/her spoken name and compares the registered name to the speech pattern on all subsequent call attempts using that inmate’s PIN.

Implementation of V-PIN is easier than most voice biometric solutions;

- V-PIN self-registers inmates via automated system prompts and therefore no special administration is required.
- Upon first use of the ITS system, the inmate will be required state his/her name following input of his/her PIN. V-PIN will request the inmate to repeat their name up to five (5) times to ensure that a complete sampling of the voice print has been taken.
- The inmate will be required on subsequent call attempts to speak his/her name following input of PIN on every call.

Enrollment and use of Voice IQ is very simple and effective and does not require any involvement from SCDC.

V-PIN compares the PIN to the recorded *voice print*. If the inmate spoken name matches with the voice print stored with the PIN, the inmate will be allowed to continue with the call process. If the spoken name does not match, the inmate will not be allowed to continue with the call process.

Many vendors require that inmates enroll within a quiet environment. But with Voice IQ’s enhanced capabilities, GTL prefers the background noise so that it becomes part of the enrollment and does not interfere with the validation process.

V-PIN will not accept blowing, silence, DTMF tones, or other low-phoneme generating methods of name registration. Inmates attempting to utilize these methods to create their voice print will not be able to complete the process and cannot make calls until they re-enroll using acceptable phonemes.

V-PIN Technology: V-PIN utilizes a speaker identification system which includes a speaker-independent phrase recognizer for the sample given during each call. V-PIN biometric identification

technology is trained for a single voice. The system is trained to understand the pronunciations, inflections, and accents of each individual speaker. Speakers' stated names, even when the names sound the same, have different phrase recognizer scores.

The speaker-independent phrase recognizer scores the name utterance. During the initial user training sample process, the V-PIN speaker-dependent phrase recognizer establishes an utterance score for each user. The V-PIN system utilizes a hidden Markov model based speech recognition engine to compare each collected sample to the original stored template. A score processor coupled to the outputs of the speaker-independent phrase recognizer and the speaker-dependent phrase recognizer determines a matched identity. A verifier coupled to the score processor authenticates the determined matched identity. A threshold score is required to achieve a high degree of certainty before a match is confirmed by the system.

Inmate Identification CSA Continuous Voice Biometrics

GTL's Continuous Speech Analysis (CSA) feature is a continuous voice biometric solution for inmate phone swap control and prevention feature. Inmates are continually finding new ways to commit fraud using another inmate's PIN number. Initial voice biometric identification is only able to validate the identity of a caller before the call starts. However, GTL's CSA Continuous Voice Biometric Analysis identifies the voices of the inmate voices during the entire conversation for every call.

GTL's CSA is a patented (U.S. Patent 8,509,736), fully integrated, state-of-the-art component of the GTL ITS. The CSA feature can be deployed in conjunction with GTL's patented V-PIN voice verification biometric feature.

- CSA **operates in Real-Time** as opposed to other voice biometric products which are strictly post production.
- CSA also resides as **an integral component of the GTL ITS** and does not require 3rd party software to be opened outside of the ITS user interface.
- CSA **technology is working throughout the call** and will prevent fraudulent handover of the handset to a different inmate.
- In addition, CSA will utilize our **state-of-the-art technology** to positively identify all additional voice prints for each call.



With the CSA feature enabled, line monitoring modules continuously and independently track the voices on both the inmate side during the conversation.

Once system detects a 'Speaker Change' event on either side, it triggers a CSA alert. CSA alert can perform any combination of the following actions:

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



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

Actions for the CSA are triggered in real time, which is a GTL exclusive feature. After call completion, the Speaker Change Events collect during the call are stored in the ITS database. All Speaker Change Events for all inmate calls at SCDC facilities are stored collectively in the ITS database for further search and retrieval. Investigators can use the V-TRACK investigative applications to review and analyze call recordings with the Speaker Change events.

With CSA, investigators will be able to efficiently identify calls of interest and virtually eliminate the time it takes to search for and listen to calls pertaining to inmate phone fraud.

Additional CSA Features:

- VTRACK's Spy Player window shows a list of captured Speaker Change Events; investigators can skip from one event to another.
- Speaker Change Events are stored separately, not altering the original recording.
- Currently CSA captures up to 10 speaker-change events per recording.
- Speaker Change Events are not exported to CD/DVD during call recording export. This function can be added per request.
- The CSA feature can be enabled for inmate or called party audio only.
- The CSA system requires 20 to 40 seconds, which is configurable, after speaker change to determine an event. This buffer is intentional to protect against false positives.

Covert Enrollment

GTL will continue to provide inmate-self V-PIN enrollment that requires no involvement of SCDC staff.

Analysis of Called Party to Identify Former Inmate

GTL retains all voice print files for inmates; although only active inmate voice prints are accessed during real-time CSA analysis, the voice prints are accessible for called party searches as described later in this response.

Analysis of Called Party to Identify Current / Former Employee

GTL will provide this feature in coordination with SCDC. Search on voice print will allow recordings including any SCDC employee who has been registered into our ITS system to be identified.

Identification of Imposter Inmate (PIN sharing partners)

The GTL V-PIN and CSA features will detect when an inmate attempts to use another inmate's PIN and record this both in real-time and store in the database.

Inmate to Inmate Call Bridge Detection

GTL ITS will continue to provide the industry's optimal method to detect inmate-inmate call bridging. GTL's **Called Party IQ®** brings state-of-the-art investigation capabilities to SCDC for detection of inmate to inmate telephone calls via a centralized multi-way call detection technology. Because GTL services over 50% of the inmate population in the United States, all calls processed by that population would be required to validate through our Centralized Universal Call Validation Software.

Using GTL's robust validation system, Called Party IQ will detect, in Near Real Time, when two or more inmate calls are made simultaneously to the same destination number or BTN.

Called Party IQ may be configured to detect, alert, block, or block with exceptions for Privileged and Special Numbers. Called Party IQ can be configured to detect for calls from a single facility, all facilities within a system, or multiple contracts across GTL's ITS platforms. Should an event occur, the validation environment sends a token to the 1st Dialing Platform and to the 2nd Dialing Platform so that both Call Detail Records are flagged. Subscribers can view the name of the other facility from where the second call was placed.

Call Detail Record

A Called Party IQ search filter can be set by authorized users in the CDR Search screen in the View Advanced Search heading when looking for calls placed simultaneously to the same BTN.



Called Party IQ on the Call Search Results Screen: Calls flagged by Called Party IQ are then displayed as green or orange in the CDR search results screen.

Play	Forward	Comments	Details	Alert	STG	Lock	TWC/CP IQ	Inmate ID	Inmate Name	Telephone #	Start Time	Duration	Completion Time	Completion Code
							Green Square	2201999	Doe, John Bob		3/12/2014 1:09:12 PM	1	3/12/2014 1:10:11 PM	Completed Call
							Green Square	2201999	Doe, John Bob		3/12/2014 1:04:35 PM	3	3/12/2014 1:07:16 PM	Completed Call
							Green Square	2201999	Doe, John Bob		3/12/2014 1:00:32 PM	3	3/12/2014 1:03:27 PM	Completed Call
							Green Square	2201999	Doe, John Bob		3/12/2014 12:52:53 PM	4	3/12/2014 12:56:11 PM	Completed Call
							Orange Square	2201999	Doe, John Bob		3/12/2014 12:50:23 PM	2	3/12/2014 12:51:38 PM	Completed Call
							Orange Square	2201999	Doe, John Bob		3/12/2014 12:48:29 PM	0	3/12/2014 12:45:26 PM	CP IQ multi-way call block
							Orange Square	2201999	Doe, John Bob		3/12/2014 12:40:38 PM	5	3/12/2014 12:45:26 PM	Completed Call
							Orange Square	2201999	Doe, John Bob		3/12/2014 12:39:32 PM	0	3/12/2014 12:39:32 PM	CP IQ multi-way call block

- A. When Called Party IQ activity is detected for a call, the call will display a Green square in the TW/CP IQ column. A tool tip will display CP IQ Detected.
- B. Calls with Called Party IQ activity has been blocked will display an Orange square in the TW/CP IQ column. A tool tip will display CP IQ Blocked Call.
- C. All Called Party IQ activity is logged regardless of allowed or blocked.
- D. If a call is blocked for CP IQ activity, the CP IQ multi-way call block completion code will be displayed in the Completion Code column.



GTL strives to provide solutions that enhance security and promote investigative results. Although finding calls made from multiple client locations is important, it is vital to provide the safety and security of your staff by ensuring that the calls from within the same facility are not processing. These internal calls are more indicative of security threats as well as potential organizational efforts to communicate within the facility.

To combat these threats, GTL includes the capability to completely deny calls to phone numbers that already have a call in-process to them, while still identifying those attempts for further review by investigative staff.

Call Monitor

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. GTL Called Party IQ can see these events in the Live Monitoring screen.

Two visual indicators for Call Party IQ detection and Hot Alerts have been added to the Call Monitor screen in V-Track.

CP IQ Icon	Description
CP IQ Activity Detected 	CP IQ Detected for 2nd Inmate Call – A new telephone icon will be displayed as a visual indicator for calls where CP IQ activity has been detected for any 2 nd or subsequent simultaneous call to the same phone number allowed to proceed.
CP IQ Activity and Telephone or PIN Alert 	CP IQ Detection for 2nd Inmate Call and Telephone Number/PIN Alert - A new telephone icon will be displayed as a visual indicator for calls where CP IQ activity has been detected for any 2 nd or subsequent simultaneous call to the same phone number allowed to proceed and where a telephone number or PIN alert is set.



Call Monitor with CP IQ Detected



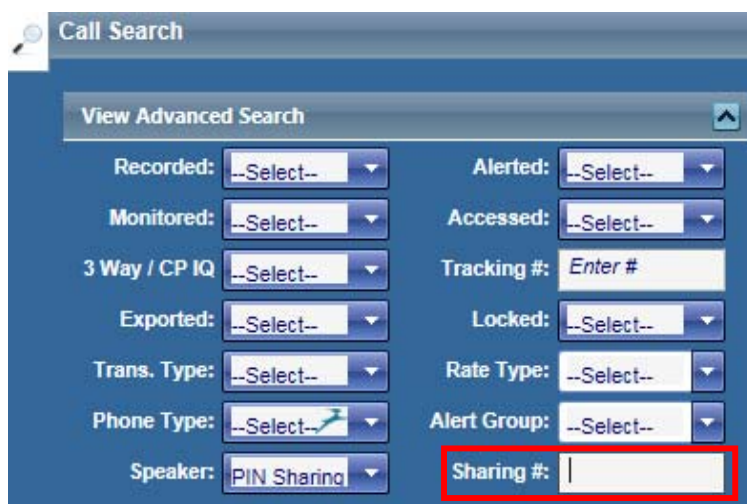
Call Monitor with CP IQ Detected and PIN/Phone Number Alert Assigned

Called Party IQ® Alerting Capability

GTL Technical Support can configure Called Party IQ email alerts to alert SCDC facility users with information when CPIQ was detected (upon validation or completion) and the status (blocked, approved, or completed).

Search for all Calls Containing a Particular Voice Print

The GTL ITS includes a feature allowing authorized users to search for a voice print that has been registered with V-PIN in any call. Enter the ID of the person for which to search for voice print match and all recordings in which that voice is identified will be listed in Call Search results screen, which includes all call detail and ability to play the recording.



The screenshot shows a 'Call Search' window with a 'View Advanced Search' button. Below this, there are two columns of filters. The left column includes: Recorded: --Select--, Monitored: --Select--, 3 Way / CP IQ: --Select--, Exported: --Select--, Trans. Type: --Select--, Phone Type: --Select--, and Speaker: PIN Sharing. The right column includes: Alerted: --Select--, Accessed: --Select--, Tracking #: Enter #, Locked: --Select--, Rate Type: --Select--, Alert Group: --Select--, and a red box around the Sharing #: field.

Phonetic Keyword Search

GTL's ITS includes the **Call Analysis** feature. This unique application elevates to a whole new level the automatic searching of recordings for investigative intelligence. Call Analysis 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.



Intelligent Keyword Search feature 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 SCDC investigators to tap into the massive amounts of recorded audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. SCDC 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 imagined. GTL's fully Integrated Call Analysis 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.

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.

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 can 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 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.

- 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

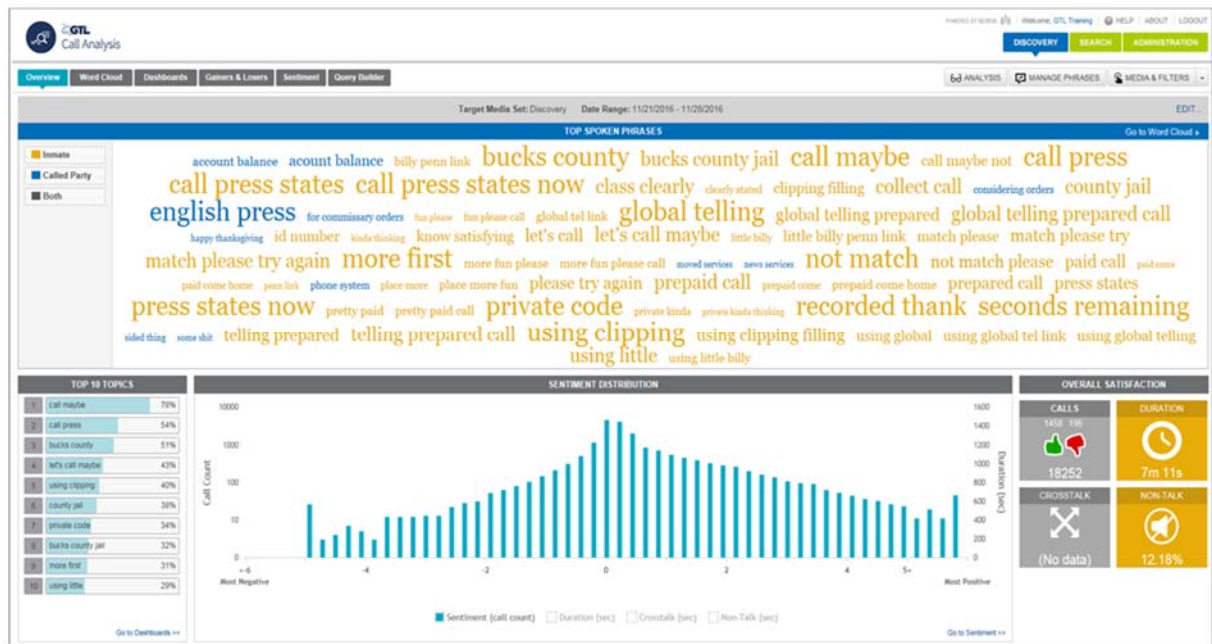
Word and Phrase Recognition models allow for early discovery of topics in the data.

service ancillary service bid ancillary services assista
california edison california independent system california pov
ongestion management control area credit issues C
editions mission market editions mission market
trading enron broadband enron broadband services enron ener
CA enron north america legal enron power enron po
S fax number figure out exactly finished recording
ro rate further notice gas daily immediate assistance please
megawatt blocks megawatt hour megawatt hours
new firm new firm use next available non firm transmission
rtment not sure exactly p amoco pre palo verde
ontact please record please try again portland general portland office
pro rata pro rata share questions regarding real time basis real time group
ling press pound e e call center s o transmission scheduling coordinators

palo verde ●
● california
● enron
● megawatts
● P +
● transmission
● red four
● megawatt
● x o transmission
● constellation
● pass electric
● california
● enron
● megawatts
● control area
● P +
● john day
● megawatt
● non firm
● grontheimer
● requests
● california
● enron
● megawatts
● control area
● P +
● transmission
● constellation
● megawatt
● non firm
● america legal department
● incredible
● constellation

Drill into topics of interest and see related phrases

Additionally, investigative time is greatly saved by Call Analysis's capability to **categorize and rank calls** in order of importance; highlighting those having key phrases or words that fall into categories requiring SCDC's immediate attention.



Investigators will be able to translate call recordings of specific inmate conversations of interest using the speech-to-text transcription capabilities of our Call Analysis Advanced. Our fully integrated speech-to-text transcription technology automatically transcribes calls using our industry leading solution allowing investigators to quickly and efficiently analyze the call.

The screenshot shows the Call Analysis software interface with a list of call records and a detailed transcript view. The call records table includes columns for Score, Start, Duration, Media File Name, Location, Inmate, and Called ANI. A red box highlights a specific call record with a score of 97.99, start time of 2016-11-27 00:09:42, and media file name '076905,2153038565,d,2275,20161127173903'. A red arrow points from this record to a 'TRANSCRIPT' window. The transcript window displays the text of the call, including phrases like 'Inmate (00:00:00 - 00:00:03) press nine ... this call maybe monetary or recorded', 'Unknown (00:00:05 - 00:00:06) [laughter]', 'Inmate (00:00:06 - 00:00:14) you ... really ... first and last name after the town', 'Called Party (00:00:16 - 00:00:17) um ... north <unk>', 'Inmate (00:00:20 - 00:00:30) your boys or name did not match ... really ... first and last name after the town ... tom', 'Called Party (00:00:30 - 00:00:31) north', 'Inmate (00:00:35 - 00:01:07) center ... footage of private code ... after they've been ... making for using little billy penn link ... that pilots being process ... how ... do you have a prepaid call ... you will not be charged for this call ... this ... from', 'Called Party (00:01:08 - 00:01:09) all ... workers', and 'Inmate (00:01:11 - 00:01:46) in ... the box county jail ... let's call maybe monetary or recorded ... use three way or call waiting will disconnect the call ... to accept this call press five now ... for customer assistance ... inquiries for too long future ... nine one ... one ... eight ... seven ... nine zero four two ... four nine ... ten inclined this call hang up ... yeah ... mhm ... thank you for using global telling ... you know'.

By highlighting the specified call and clicking on the “Transcript” icon on the menu bar the investigator can see the print out of the offender and called party conversation in the Transcription Screen. GTL’s Call Analysis Advanced has an extensive list of language packs available to SCDC 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 Analysis 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 SCDC 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 Analysis 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.

1.2.18. The system must provide the ability to administer system functions and features including but not limited to inmate accounts, PINs, phone schedules and access through role based access control. Access to required functions and features may require that multiple roles be associated with a unique user-id.

GTL Response: GTL has read, understands, and will comply.



GTL will continue to provide these features to SCDC.

GTL offers the exclusive advantage in that all roles and role assignments are already defined in the ITS.

1.2.19. The system shall detect and log any attempt to bridge a call in-progress to a third party and provide options to disconnect the call, flag the call, or play a voice prompt warning. These options shall be configurable on a per inmate, per called party, or system-wide basis. All such events must be captured in call detail records.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide these features to SCDC.

1.2.20. The solution shall allow SCDC to set parameters that determine the hours of operations for inmate phone services. At SCDC's direction, individual phones or group of phones may be further restricted in their hours of operation.

GTL Response: GTL has read, understands, and will comply.

Provided by the ITS Class of Service (COS) feature (reference response 1.2.9).

1.2.21. The system shall have a programmable time limit on calls with a notification one minute prior to cut-off. The system shall allow SCDC to control the maximum call duration. Current call duration is fifteen (15) minutes.

GTL Response: GTL has read, understands, and will comply.

Provided by the ITS COS feature (reference response 1.2.9).

1.2.22. The Contractor shall provide the ability to allow SCDC on-site staff to conduct test calls from telephones and educational tablets at no charge to SCDC at any location to assure that they are fully operational.

GTL Response: GTL has read, understands, and will comply.

1.2.23. The system shall provide the ability to disconnect any phone or group of phones locally or remotely. The Contractor will provide and install manual cut-off switches at each facility.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide the manual cut-off switches in the facilities. Note that the ITS provides a software-controlled method to perform the shutdown and activation of telephones, so that these functions can be done simply and immediately by authorized users from any state computer terminal. System Administrators can shut down all inmate telephone service in the facility or selectively disconnect an individual telephone or group of telephones. **This software shutdown method was used by SCDC Lee facility during a recent crisis to quickly disable the phones.** The groupings ("living unit") are user-definable, for example a cell block. Simply check the applicable telephones or

group of telephones and click “Disable.” All telephones in the facility can be shut down at once with the “Disable Global” button.

The screenshot displays a web interface for managing telephone systems. At the top, there are tabs for 'Stations', 'Telephone Schedule', 'Holidays', and 'Enable/Disable'. Below these tabs, there are buttons for 'Enable Global' and 'Disable Global'. The interface is divided into two main sections: 'Living Units' and 'Telephones'.

Living Units Section:

- Buttons: 'Enable LU', 'Disable LU', 'Enable Facility', 'Disable Facility'.
- Table with columns: 'Unit Number', 'Unit Name'.
- Row 1: '1', 'DEFAULT LU'.

Telephones Section:

- Buttons: 'Enable', 'Disable'.
- Table with columns: 'Location', 'Status'.
- Rows (all status is 'Active'):

Location	Status
Colleton B Phone 2	Active
Colleton B Phone 1	Active
Colleton B Phone 4	Active
Colleton A Phone 4	Active
Colleton A Phone 2	Active
Colleton A Phone 1	Active
Barnwell B Phone 1	Active
Barnwell B Phone 2	Active
Barnwell A Phone 2	Active
Barnwell A Phone 3	Active
Barnwell A Phone 1	Active
Hampton B Phone 1	Active

At the bottom, there is a pagination control: 'Change page: [Previous] [Next] [First] [Last]' and 'Page 1 of 1, items 1 to 1 of 1.'

Restoration of the shutdown telephones is performed by simply reversing the shutdown procedure (i.e., selecting the telephones and click “Enable” or use “Enable Global”). As with the shutdown process, the system immediately responds to the reactivation request and phones are activated. It should be noted that the system’s user log will record the operator that performs a telephone shut down or activation operation.

1.2.24. System prompts shall be available in English and Spanish. (From Section IV – Describe your system’s ability to support other languages)

GTL Response: GTL has read, understands, and will comply.

As the leader in the inmate telephone marketplace, GTL has more experience than any other company in providing multiple languages for inmate telephone platforms. To date GTL has deployed systems that utilize, English, Spanish, Russian, Navajo, Caribbean Creole, Mandarin, Cantonese, Armenian, French, Vietnamese, Portuguese, Somali, Tagalog (main language of the Philippines), Arabic, and Polish.

1.2.25. The Contractor shall test all inmate telephones for location accuracy and verify the Automatic Number Identifier (ANI) at implementation, during turn up of new equipment and at a minimum annually thereafter.

GTL Response: GTL has read, understands, and will comply.

1.2.26. The system shall provide the ability to identify trends within inmate calling patterns and issue an indicator to authorized personnel when pattern changes occur. SCDC shall specify the alert thresholds. (From Section IV – Explain how your system can be utilized to perform this function)

GTL Response: GTL has read, understands, and will comply.

The GTL ITS and **GTL Data IQ®** programs provide multiple pre-defined reports that provide insight into inmate calling patterns. Authorized users can generate, view, and print reports based on selected criteria. See Section 5 for further clarification on Data IQ.

Alerts

The embedded remote alerting feature **V-Alert** allows alerts to be set by authorized SCDC staff; to be triggered when a specific PIN is used to make a call, a specific telephone number is called or a specific phone station is used. Alerts can be sent to phone numbers (including cellular phones), email addresses, pagers or a device that can receive SMS text messages. When alerts are sent to a non-telephony device, V-Alert delivers an appropriate message to the defined email address, pager or text-capable device.

Once a telephone number, PIN, or inmate phone has been designated as “Hot”, any use of these for inmate calls, triggers a “Hot alert”: the ITS immediately contacts the “Alert ANI” (Automatic Number Identification) specified when the alert was set up.

If the alert is to be sent to a telephony device, the call is forwarded to that device. This type of configuration allows each alert to be associated with a primary and secondary SCDC-defined notification telephone number. When the investigator answers the phone:

- The V-Alert IVR announces that an alert event has occurred.
- Requires the entry of an investigator PIN as security to confirm that the correct person has answered the phone.
- Provides instruction to the investigator that allows for immediate monitoring of the call in progress.

Neither the inmate nor called party on a V-Alert call will know that the alert has occurred or hear any indication that the call is being monitored. While listening, if the investigator determines that the conversation is inappropriate, he/she can break into the call to talk with the inmate and called party and/or terminate the call immediately via phone keypad entry.

While a SCDC user is viewing active calls in the V-Track Investigative Suite, a hot alert will be indicated on the Call Monitoring screen. There will an audible 'ding' and the alerted (hot) call will be highlighted.

Line	Living Unit	Phone #	Called Party	Start	Duration	ID	Name	Call Type	Trunk
44	DEFAULT LU	A2	2489358407	13:21:29	0:0	18780044	LINE44 NO PIN	COLLECT	43
42	DEFAULT LU	1G WEST-3	2483337880	13:21:29	0:0	18780042	LINE42 NO PIN	COLLECT	41
170	DEFAULT LU	1G EAST-2	3137395502	13:21:27	00:05	18780170	LINE170 NO PIN	COLLECT	73
14	DEFAULT LU	C5-C	2488183971	13:21:21	00:10	18780014	LINE14 NO PIN	COLLECT	13
106	DEFAULT LU	1G EAST-1	3136228022	13:21:11	00:20	18780106	LINE106 NO PIN	COLLECT	9
174	DEFAULT LU	WRK MALE-8	2488127715	13:21:11	00:20	18780174	LINE174 NO PIN	COLLECT	77
151	DEFAULT LU	R9-1N	8183263050	13:21:10	00:20	18780151	LINE151 NO PIN	COLLECT	54
187	DEFAULT LU	A BLD-S1	3137040300	13:15:48	05:40	18780187	LINE187 NO PIN	COLLECT	90
181	DEFAULT LU	WRK MALE-4	2489044447	13:19:16	02:15	18780181	LINE181 NO PIN	COLLECT	84
179	DEFAULT LU	WRK MALE-2	2488422737	13:16:02	05:30	18780179	LINE179 NO PIN	COLLECT	82
162	DEFAULT LU	1H E-2	7348781369	13:15:56	05:35	18780162	LINE162 NO PIN	COLLECT	65
136	DEFAULT LU	RS SOUTH	2488751355	13:10:16	11:15	18780136	LINE136 NO PIN	COLLECT	39
131	DEFAULT LU	1F-R2	3139892602	13:12:32	09:00	18780131	LINE131 NO PIN	COLLECT	34
123	DEFAULT LU	1F-L1	2484617130	13:12:05	09:25	18780123	LINE123 NO PIN	COLLECT	26
113	DEFAULT LU	2F-R1	2488186451	13:13:16	08:16	18780113	LINE113 NO PIN	COLLECT	16
95	DEFAULT LU	Line 95							94
92	DEFAULT LU	Line 92							91
89	DEFAULT LU	Line 89	9725551111	12:58:50	22:40	18780089	LINE89 NO PIN	COLLECT	88

The alerted status of a hot call is noted in the call's detailed record; flagging it for subsequent recording playback, appending of notes, and copying to portable media if desired. The system logs alerted calls in a separate system file that can be viewed on-screen or printed as a separate report by authorized SCDC staff.

The system's **Alert Notification** report provides calls made by inmates with alerted PINs and calls made to alerted telephone numbers; and includes a notation of the total number of alerted calls at the facility during the time period designated for the report.

1.2.27. The system shall provide for the emergency shutdown of all phones in a facility or portion thereof at each facility and provide a master control in Central Office that cannot be over-riden at a facility.

GTL Response: GTL has read, understands, and will comply.

This functionality is described in response to 1.2.23.

1.2.28. The system will deny all incoming calls and shall prohibit:

- Direct-dialed calls of any type;
- Access to a live operator for any type of calls;
- Access to “411” information services;
- Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services; and
- Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers

GTL Response: GTL has read, understands, and will comply.

1.2.29. Contractor shall establish an informant/crime tip speed dial at no cost to SCDC. Calls to the informant/crime tip line shall be free and shall be routed to a destination designated by SCDC. Calls to the crime tip line shall have the ability to be configured as anonymous.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide informant/crime tip speed dials as described. We will set up additional free, anonymous speed dials at the request of SCDC.

1.2.30. Contractor shall work with SCDC to implement reporting lines for each facility which comply with the Prison Rape Elimination Act (PREA), at no cost to SCDC. Calls to the PREA line shall be routed to a destination designed by SCDC and will be free of charge and anonymous.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide PREA speed dials as described.

1.2.31. The Contractor will be responsible for all charges associated with the inmate telephone system, including line / long distance charges, connection fees, or any other charges levied by local or long distance telephone companies that may be utilized by the Contractor. The Contractor will be solely responsible for payment of any sub-contractors utilized in the fulfillment of this contract.

GTL Response: GTL has read, understands, and will comply.

1.2.32. SCDC shall have no responsibility or liability and shall be held harmless for all costs for any call billing, charges, payments, uncollectible charges, or fraud under this contract. SCDC shall not be held liable for any potential revenue loss to the Contractor due to any decision on the part of SCDC to disconnect third party calls after detection or for any other limitation of services or access including but not limited to disciplinary actions and lockdowns. In all cases, disputes regarding billing, payments, refunds, or quality of service will be the responsibility of the Contractor.

GTL Response: GTL has read, understands, and will comply.

1.3. Call Recording and Monitoring

The system must provide un-detected monitoring of real-time inmate conversations, store and replay of historical conversations with the option of storing to removable media, and the ability to lock certain call recordings from deletion. These capabilities shall be provisioned to allow access to some or all features by unique user-id, (e.g. facilities staff may only monitor calls in real time, while investigative staff have the full feature set.) (From Section IV – Describe the capability of the system to support audio separation of inmate and called party channels and advanced audio analytics such as phonetic word search, voice identification, etc.)

GTL Response: GTL has read, understands, and will comply.

GTL's ITS will provide SCDC all the features required and will provide an advanced player for call playback. We described phonetic word search and audio analytics in detail in the prior response 1.2.17. Voice identification (V-PIN) was also detailed in this section.

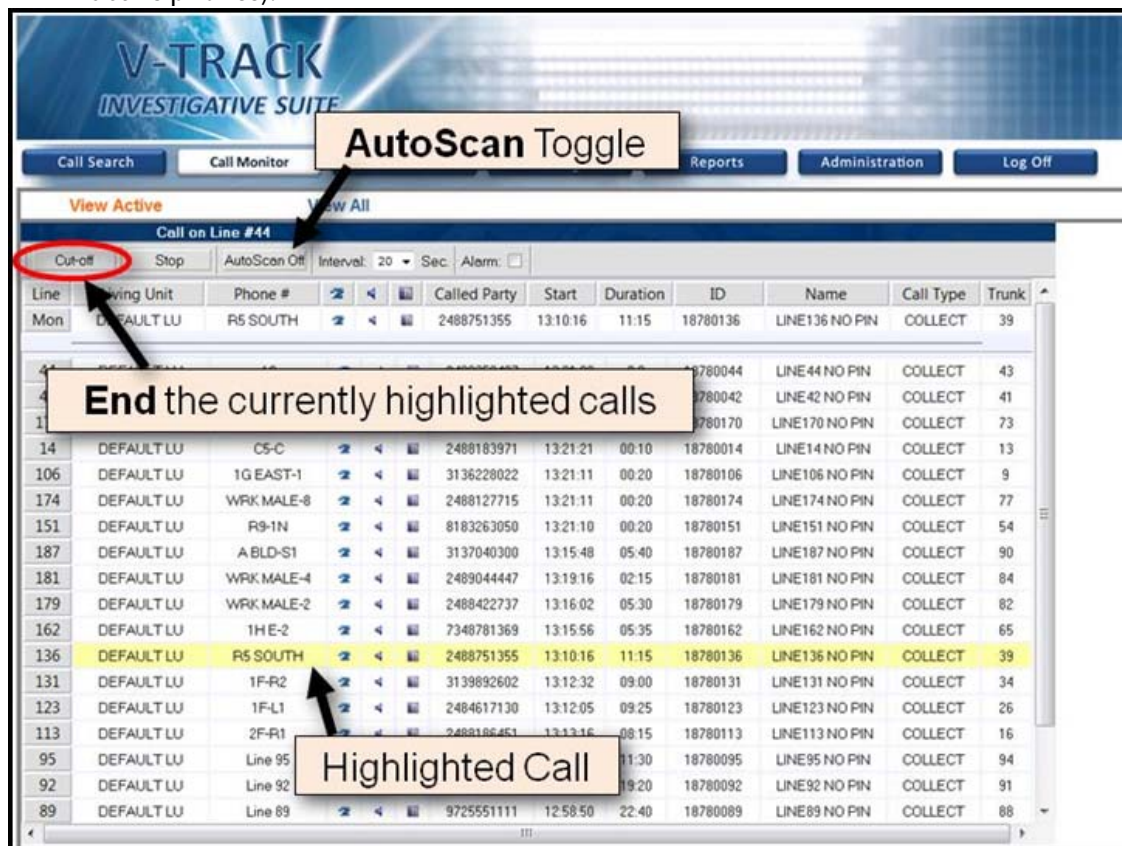
Live Monitoring

The ITS system allows authorized users to monitor calls in process. Although the inmate and called party are notified during the call setup (and periodically throughout the call) that the call is recorded and subject to monitoring, actual live monitoring of a call is completely transparent to the inmate and the called party. There is no drop-in volume or noticeable "click" when monitoring begins and the conversing parties are not tipped off to the monitor's presence.

Authorized system users perform monitoring of live calls with the Call Monitor function of the V-TRACK interface. V-TRACK can be accessed by an authorized person from any workstation or PC with a standard web browser and a secure LAN, WAN, or Internet connection to the ITS system.

Two display options for live monitoring are available:

- **View ACTIVE** – shows only active telephones (inmate calls in progress)
- **View ALL** – shows all inmate telephones in the facility (with call information displaying for active phones).



The line display of live calls includes:

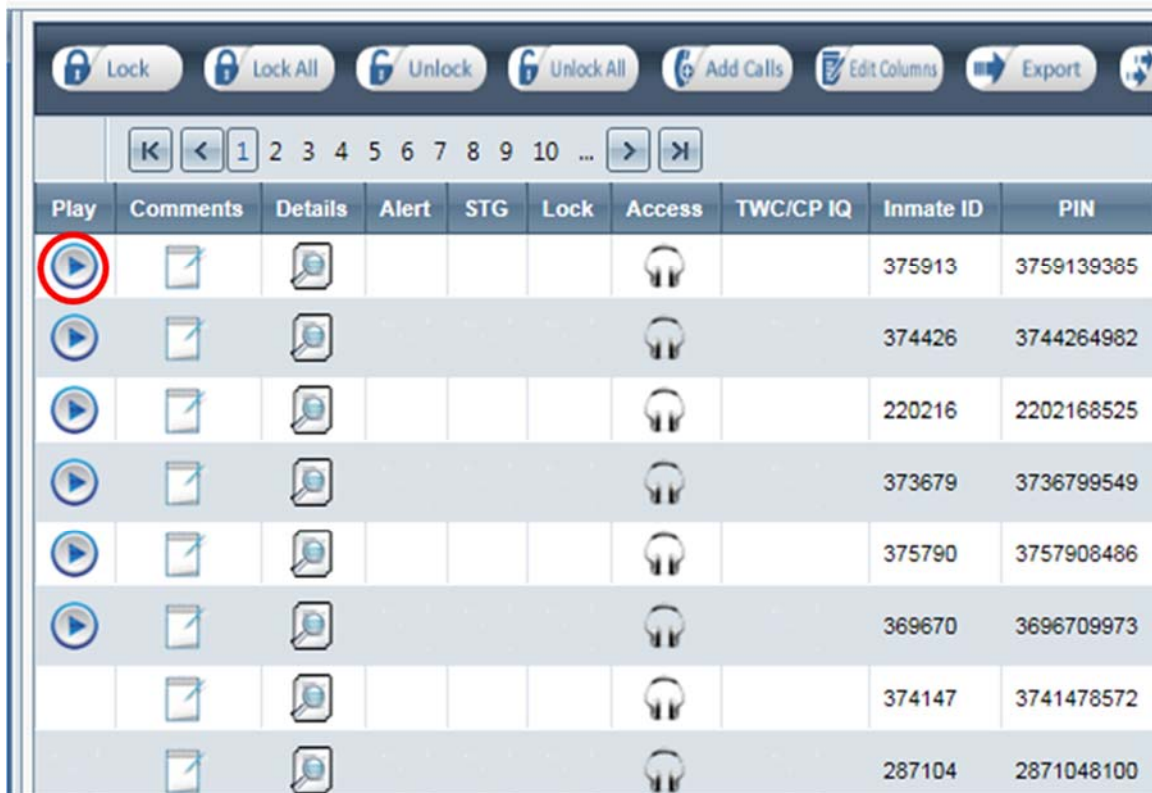
- living unit
- inmate telephone being used
- called number
- call start time
- call duration
- inmate ID
- inmate name
- call type
- outgoing trunk































The system user starts live audio monitoring by clicking to highlight the call of interest on the line monitor. The live conversation will be heard through the workstation speakers or operator headset. If the conversation is deemed inappropriate, V-TRACK's Cut-off button can be used to immediately terminate the call. If a call is not being recorded (e.g. a legal call), the classic slash symbol will obscure the call's speaker icon. Such calls cannot be monitored and will be skipped by the AutoScan feature described below.

The V-TRACK Call Monitor provides an AutoScan feature. When AutoScan is enabled, the monitoring software will move from call to call and play the conversation for a configurable number of seconds before moving to the next call in sequence (non-recorded calls are skipped). The user has the option of stopping on a call that requires further attention. This will continue until scanning is shut off with the AutoScan button toggle. The advantage of this feature is that an investigator can perform other tasks while listening to portions of calls.

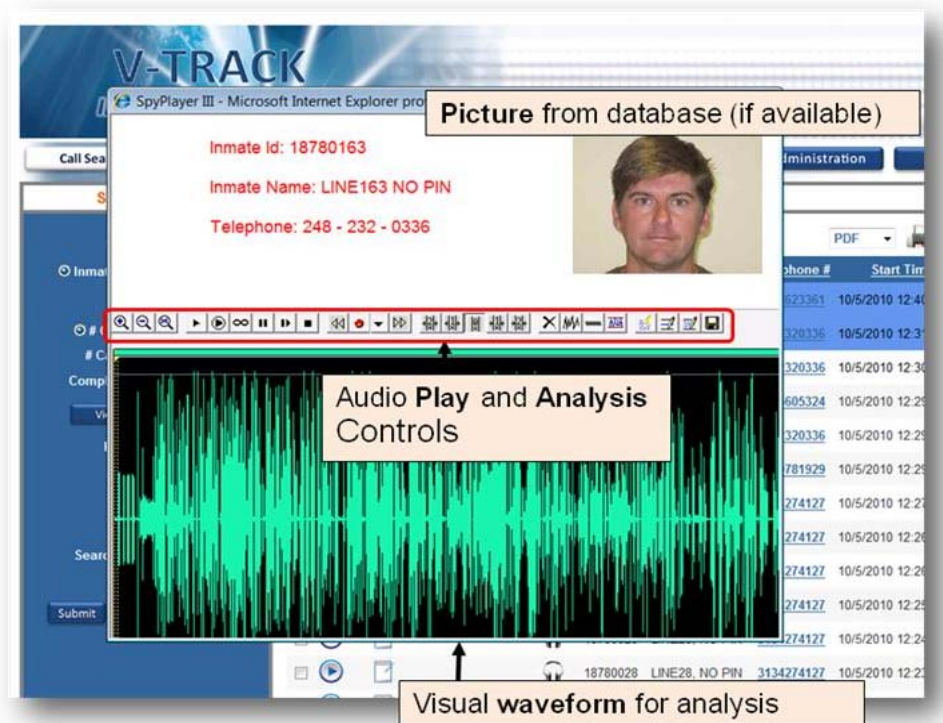
PLAY BACK RECORDINGS

Call records and recordings are accessed in the system's V-TRACK Investigative Suite. The detail record for each recorded call will have a 'play' icon on the corresponding row in the V-TRACK display window. If the call was blocked or exempt from recording, there will be no "play" icon.



Play	Comments	Details	Alert	STG	Lock	Access	TWC/CP IQ	Inmate ID	PIN
								375913	3759139385
								374426	3744264982
								220216	2202168525
								373679	3736799549
								375790	3757908486
								369670	3696709973
								374147	3741478572
								287104	2871048100

Once a call has been accessed (listened to), the 'empty headphones' icon will change to an icon representation of person wearing headphones. Clicking the 'play' icon invokes the **SpyPlayer** audio tool.



The recording will play over the connected speakers or alternatively a headset connected to the speakers. The **SpyPlayer** audio tool provides buttons for control of the playback and detailed audio analysis. The audio analysis tool allows listening to selected points in call (e.g. 1 minute 30 seconds into a 4 minute 10 second call) and placing bookmarks on any selected area. The **SpyPlayer** also allows “zooming” and expanding selected areas of the call using mouse click and drag. For example, the administrator can zoom into a 10 second segment of the call.

GTL Recording Disclaimer

GTL recommends the inclusion of the following as part of the final contract. This is typically included in our inmate telephone services agreements with our customers.

SCDC stipulates that Global Tel*Link (Contractor) has no responsibility to advise SCDC with respect to any law, regulation, or guideline that may govern or control telephone call recordation or monitoring by SCDC, or compliance therewith. SCDC has its own legal counsel to advise it concerning any and all such law, regulation, or guideline, and compliance therewith, and makes its own determination on when and how to use the inmate call monitoring and recording capabilities supplied through this Agreement. Contractor disclaims any responsibility to provide, and in fact has not provided, SCDC any legal advice concerning such applicable law, regulation, or guideline, or compliance therewith. SCDC agrees to indemnify, defend, and hold Contractor harmless from any liability, claims, suits, proceedings, damages, costs, and expenses (including attorney’s fees) relating to any claims made against Contractor arising out of failure of SCDC (or the Contractor at the direction of SCDC) to comply with such law, regulation or guideline. SCDC further acknowledges that all call detail records (CDRs) and call recordings contained in the inmate telephone system equipment provided by Contractor to SCDC are the exclusive property of SCDC for the term of this Agreement and any resulting extensions of this Agreement; provided, however, that Contractor shall have the right to use the CDRs and recordings to respond to legal requests, to provide the services under this Agreement, and for other lawful business purposes.

1.3.1. Recording / monitoring equipment may be centralized or premise based and shall have the capability of un-detected recording of every inmate telephone call for the duration of the call. Recordings will commence when the receiver goes off hook. The Contractor shall provide the ability and bandwidth for a minimum of 20 simultaneous users who can listen to any recording at one time at any facility or any combination of facilities while continuing to meet the call quality requirements.

GTL Response: GTL has read, understands, and will comply.

All call recording and storage is in our highly-secure Data Centers.

1.3.2. The Contractor shall assure that the chain of evidence is protected when copying recordings to removable media and shall provide the software and/or tools necessary for playback. The Contractor shall provide verification that its methods and procedures meet accepted legal standards for chain of evidence in legal proceedings. The Contractor shall provide affidavits as required throughout the term of the contract, at no cost to SCDC, to support any legal proceedings and shall provide expert witness testimony if required.

GTL Response: GTL has read, understands, and will comply.

1.3.3. Calls to attorneys and other designated telephone numbers, at the direction of SCDC, shall not be recorded or monitored. Contractor shall obtain a listing of attorneys and associated telephone numbers from the South Carolina Bar Association and mark the attorney numbers in the system as “do not record”. Contractor shall maintain and update the attorney database on an annual basis and provide written documentation to SCDC of the annual update.

GTL Response: GTL has read, understands, and will comply.

Provided that the listing of telephone numbers is available from the South Carolina Bar Association, GTL will input this data into the ITS on a schedule mutually agreed between SCDC and GTL. These numbers will be marked “do not record” in the system database. GTL’s system is designed so that once an attorney number is flagged in the system **we never record the calls**. Unlike others where every call is recorded and then they try to separate those calls to a separate file, we designed our system to not record the calls based upon an Approved list of numbers that never record a call. This provides the maximum protection for preventing recording of privileged calls.;

1.3.4. The Contractor shall store all call detail records and recordings for the life of the contract and provide in a frequency and format as specified by SCDC.

GTL Response: GTL has read, understands, and will comply.



GTL exclusively gives SCDC the ability to also access call detail records and recordings from the current contract.

1.3.5. Call processing equipment, call detail records, and recorded calls shall be synchronized from a single time of day clock source for all SCDC locations.

GTL Response: GTL has read, understands, and will comply.

1.3.6. The system shall allow authorized staff to attach textual descriptions or "notes" to each recorded call record allowing for descriptions of the recording. Each recording must be indexed by date, time, ANI (Automatic Number Identification), Personal Identification Number (PIN), Terminating Number (TN), and textual "notes." Date and time stamps shall be identical to the date and time stamps recorded in the system's call detail records and call processing equipment. The recording must be searchable by date, time, inmate's PIN, ANI, TN, "notes" or any logical combination thereof. Search and retrieval of recorded conversations shall take no longer than 30 seconds. Search and playback of calls will not require a manual media change.

GTL Response: GTL has read, understands, and will comply.

GTL's ITS is currently providing SCDC all these features.

1.3.7. Network access and all equipment or software required allowing SCDC to monitor, retrieve, playback, and store recordings to removable media, or print local reports shall be provided by the Contractor. All equipment to be deployed must be approved by SCDC. The Contractor will provide 2 personal computers for the purpose of monitoring calls at each facility, and a total of 10 additional personal computers for central monitoring of calls in the Division of Operations and the Office of the Inspector General. These personal computer "monitoring stations" will be outfitted with speakers and headsets, sufficient processor / memory / hard disk capacity, and CD / DVD recorders for archival of recordings. The Contractor will be responsible for maintenance of these monitoring stations and for their replacement every 5 years until the expiration of the contract.

GTL Response: GTL has read, understands, and will comply.

1.3.8. Access to live monitoring or recordings must be controlled by a multi-level password authentication that provides at least the following differentiating functionality for one or more facilities:

- listen to live conversations only
- listen to live or recorded conversations
- copy conversations to removable media

GTL Response: GTL has read, understands, and will comply.



GTL will continue to provide these features to SCDC. GTL offers the exclusive advantage in that all roles and role assignments are already defined in the ITS.

1.3.9. Certain telephone numbers, at the direction of SCDC, will be globally allowed such that all inmates will be allowed to place calls to them and/or they will not be available for recording and monitoring.

GTL Response: GTL has read, understands, and will comply.

GTL's ITS is currently providing SCDC this feature.

1.4. Management Application

The Contractor must provide configuration management capabilities that include the provisioning of devices, systems administration, gathering and storing of configuration data, managing version control, tracking and scheduling of changes, and the assignment of permissions to access system investigative features. Access to all system functions will be restricted to users authorized by SCDC. Each authorized user must have a unique user-id and password.

GTL Response: GTL has read, understands, and will comply.

1.4.1. The Contractor shall provide a secure, web-based management application, accessible from any standard personal computer with internet access. From this management application, authorized users shall be able to perform all system functions, including but not limited to managing user security, managing inmate PINs, reviewing call detail records and monitoring calls, etc.

GTL Response: GTL has read, understands, and will comply.

SCDC currently has access to the GTL ITS' **WebITS** and **V-Track** web-based user interfaces that provide all the required features.

1.4.2. SCDC staff provision authorized users and apply permissions to investigative and control features on a case-by-case basis. The enterprise goal is to automate provisioning using role-based access. (From Section IV – Describe how Microsoft Active Directory or other LDAP compliant directories may be leveraged to automate this function within your solution.)

GTL Response: GTL has read, understands, and will comply.

GTL will continue to work with the current Active Directory (AD) files we receive daily.

1.5. Customer Service

The Contractor shall provide inmate families with responsible, reliable customer service and support.

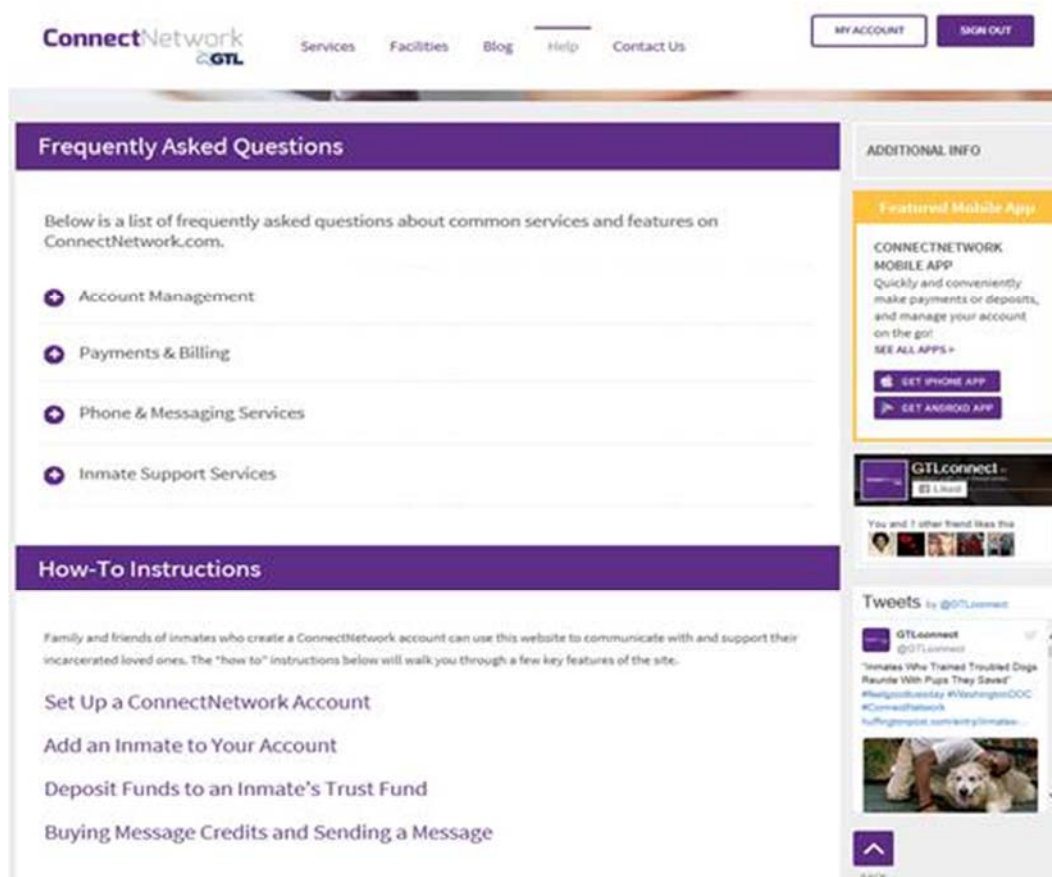
GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide SCDC inmates' family and friends toll-free responsive and reliable customer service and support for with our knowledgeable Customer Service staff seven days a week, 24 hours a day.

GTL provides live customer service in both English and Spanish. Our service representatives respond to customer questions and help resolve issues related to the billing, blocking of offender calls, closing an account, or which products and services are deployed at their facility of choice. Each GTL Customer Service representative has access to up-to-date account information that includes current account status, records, and billing and payment histories.

Customers may also go to the ConnectNetwork® web site (www.connectnetwork.com) and browse our Frequently Asked Questions, which are written in clear, easy to understand language. Email support is available at www.connectnetwork.com 'Contact US'

In addition to providing easy account set up and deposit options, the site gives intuitive and simple access to Customer Service through Contact Us and Help links (find FAQ's under Help).



Customers may chat with GTL via Facebook and Twitter (www.Facebook.com/GTLConnect and www.Twitter.com/GTLConnect) during designated hours.

1.5.1. The Contractor shall provide toll free telephone access to knowledgeable customer service staff 24 hours per day 365 days per year. All customer service representatives must have access to up-to-date customer account information including at a minimum billing, payment and blocked call status and history. The Contractor must provide live customer support in a minimum of Spanish and English 24 hours per day 365 days per year. (From Section IV – List other languages that the Offeror can support)

GTL Response: GTL has read, understands, and will comply.

GTL provides customer service in English and Spanish on a twenty-four hour a day, 365 days per year basis. We will work with SCDC to offer any other languages required.

1.5.2. The Contractor's toll free customer service number shall be displayed on the called party's caller ID each time a call is placed from the inmate telephone system.

GTL Response: GTL has read, understands, and will comply.

As clarified in Amendment #2 Question and Answer 19, GTL will provide both as caller ID information that the call is from an SCDC facility with the name of the facility, and a toll-free number which is the GTL Customer Service number.

1.5.3. The Contractor shall provide customers with secure web based access to account information including billing, payment and blocked call status and history. Customers should be provided the capability to securely add funds to their pre-paid account on-line. (From Section IV – Describe how your solution provides this functionality and explain its capabilities)

GTL Response: GTL has read, understands, and will comply.

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 can establish and fund AdvancePay accounts to prepay for inmate collect calls. In the comfort of home, office, or any other location that affords internet access, an inmate's relatives or friends can go to ConnectNetwork.com, create 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.

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Some key features of the AdvancePay program are:

AdvancePay Card Storage

GTL allows frequent depositors to securely "store" their credit/debit card numbers, 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 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

GTL can provide our customers automatic reloading of their AdvancePay prepaid account. For friends & family who sign-up for this optional feature, their AdvancePay account will automatically be reloaded when it hits a low balance condition, using a credit card they previously stored and authorized for use. Customers can sign-up for this feature on either the AdvancePay phone IVR or at ConnectNetwork.com.

On the IVR, friends and family members can sign up for a \$25 Auto-Reload which stays in effect for 3 months. On the ConnectNetwork.com website, they may choose either \$25 or \$50 and a period of up to 12 months before Auto-Reload expires. Standard AdvancePay transaction fees in effect for each facility apply to each deposit. This feature has been a great success, with over 40,000 AutoReload deposits occurring each month. This results in more completed calls and more satisfied customers.

AdvancePay Customer Contact Programs

Insufficient funds are a key reason inmate calls are not completed. 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 contact 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, GTL provides 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** – GTL sends an email to 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.

AdvancePay Refunds

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, GTL will issue refunds on unexpired and expired 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. GTL does not charge any fees when issuing a refund.

AdvancePay Accounts: Funds paid in advance for inmate calls are available for refund upon request by the owner of the account.

- 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

GTL 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.

Inactive GTL AdvancePay accounts can be reinstated at any time. 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.

1.5.4. The Contractors' representative shall be required to attend meetings with inmate advocacy groups to discuss issues relating to ITS operations upon request by SCDC.

GTL Response: GTL has read, understands, and will comply.

1.5.5. The Contractor must notify customers prior to initiating a block on collect calls. If a collect call account is in arrears and the Contractor applies a block, the Contractor must provide an opportunity for the customer to establish a pre-pay account. (From Section IV – Provide details on how this will occur, at a minimum provide details for the following:

- The steps initiated to contact the customer - describe how many and what types of attempts will be made
- The procedures that are followed
- The timeframes between each step in the process
- The specific reasons a call is blocked
- Any automatic processes that trigger a block)

GTL Response: GTL has read, understands, and will comply.

GTL, In cooperation with SCDC, establishes a threshold on collect call balance. This is to prevent a person from incurring a high debt for collect calls. The system can be configured to play an announcement to the called party that they are within [variable] dollars of the maximum collect balance. At the time that this announcement is made, they will also be provided with the ability to immediately establish an AdvancePay pre-paid account. This pre-paid account will assist the called party in managing inmate call charges and prevent unexpected collect billing.

When an inmate calls a number that has reached their collect threshold, the called party will be informed that they have reached their maximum collect balance, and that they can remove the block by payment of collect fees due to their local carrier. They will also be presented with information on how to establish an AdvancePay account.

GTL will remove a collect threshold block upon receiving information from the carrier that the called party has paid outstanding collection balance due.

1.5.6. The Contractor must notify SCDC and customers before implementing policy changes including but not limited to call limits, pre-payment caps and call blocking criteria. All policy changes must be approved by SCDC and the appropriate regulatory authority.

GTL Response: GTL has read, understands, and will comply.

1.6. Regulatory Compliance and Rates

The Contractor is responsible for ensuring that all telephone services and rates comply with all applicable regulations, including but not limited to the SC Public Service Commission and the Federal Communications Commission. All rates shall be fixed for the term of the contract.

GTL Response: GTL has read, understands, and will comply.

1.6.1. The South Carolina Department of Corrections does not receive commissions from inmate telephone services nor is it soliciting commissions for inmate telephone services from any contract award resulting from this RFP.

GTL Response: GTL has read, understands, and will comply.

1.6.2. The Contractor shall provide per minute rates based on three decimal places (e.g. \$0.000). Rates shall apply only from called party acceptance of a call until the call is terminated rounded to the nearest whole minute (calls lasting up to and including 29 seconds over a whole minute shall be rounded down, calls greater than or equal to 30 seconds over a whole minute shall be rounded up.) There shall be no charge for the time for prompts, rate information, or other functions. There shall be no additional charges or fees added to the cost of a call.

GTL Response: GTL has read, understands, and will comply.

~~1.6.3 All domestic US calls will be billed at a flat rate not to exceed \$0.050 per minute. The charged minutes will begin upon called party acceptance and will not include time for prompts, rate information, or other functions. No call setup fees or long distance charges will apply. The rate proposed and charged by the Contractor shall be inclusive of all fees, taxes, connect charges, or other costs for calls within the United States. The rate for domestic calls shall be for collect calls, but a discount may be given for pre-paid calling.²~~

1.6.3. All domestic US calls will be billed at a flat rate not to exceed \$0.050 per minute. The charged minutes will begin upon called party acceptance and will not include time for prompts, rate information, or other functions. No call setup fees or long distance charges will apply. The rate proposed and charged by the Contractor shall be inclusive of all fees, connect charges, or other costs for calls within the United States, with the exception of government mandated taxes and fees that are charged at a pass-through rate and clearly listed for customers. The rate for domestic calls shall be for collect calls, but a discount may be given for pre-paid calling. The Contractor will collect and remit to SCDC on a monthly basis a cell phone interdiction surcharge fee as authorized by the SC legislature in Proviso 65.25 of the 2017 Appropriations Act. The fee is currently set at \$0.030 per minute but is subject to change at the discretion of SCDC.

GTL Response: GTL has read, understands, and will comply.

~~1.6.4 The Contractor will collect and remit to SCDC on a monthly basis a cell phone interdiction surcharge fee as authorized by the SC legislature in Proviso 65.25 of the 2017 Appropriations Act. This fee is currently set at \$0.030 per minute but is subject to change at the discretion of SCDC.³~~

1.6.4. The Contractor shall propose a rate structure for international calls detailing rates by country. The rates for international calls shall be a single per minute rate by country inclusive of all fees, taxes, connect charges or other costs. SCDC reserves the right to implement any alternative international calling services and does not guarantee minimum international calling volume. Any location not within the area defined as covered by the rates detailed above shall be treated as international. The rate for each country shall be for collect calls, but a discount may be given for pre-paid calling.

GTL Response: GTL has read, understands, and will comply.

~~The Contractor shall propose a rate structure for international calls detailing rates by country. The rates for international calls shall be a single per minute rate by country inclusive of all fees, taxes, connect charges or other costs. SCDC reserves the right to implement any alternative international calling services and does not guarantee minimum international calling volume. Any location not within the area defined as covered by the rates detailed above shall be treated as international. The rate for each country shall be for collect calls, but a discount may be given for pre-paid calling.⁴~~

² Language revised per Amendment 2.

³ Language revised per Amendment 2.

⁴ Language revised per Amendment 2.

1.6.5. The Contractor shall propose a rate structure for international calls detailing rates by country. The rates for international calls shall be a single per minute rate by country inclusive of all fees, connect charges or other costs, with the exception of government mandated taxes and fees that are charged at a pass-through rate and clearly listed for customers. SCDC reserves the right to implement any alternative international calling services and does not guarantee minimum international calling volume. Any location not within the area defined as covered by the rates detailed above shall be treated as international. The rate for each country shall be for collect calls, but a discount may be given for pre-paid calling.

GTL Response: GTL has read, understands, and will comply.

~~1.6.6. Prospective Offerors may request a report of call volume data for the twelve (12) month SCDC fiscal year prior to release of this RFP. It will be the sole responsibility of the Offeror to analyze the call patterns and data contained in the report. SCDC shall not be responsible for establishing or guaranteeing any minimum number of calls, minutes used, or revenue generated.⁵~~

1.7. Billing and Account Management

Billing and account management should be as easy to use and understandable as possible. (From Section IV – Offerors shall describe how their approach will support that objective. The Offeror shall describe its billing methodology, procedures and practices noting particularly how it will assure the accuracy of its billing and maximize calling opportunities for inmates and their families and friends. The description shall include whether the Offeror direct bills the called party for collect calls or whether billing is performed by a third party or Local Exchange Carrier (LEC). If the LEC or a third party is responsible for the billing of collect calls the Offeror shall identify all such parties within South Carolina with which they have this agreement.)

GTL Response: GTL has read, understands, and will comply.

GTL offers post-paid collect (LEC-billed), pre-paid collect, and inmate debit calling; the latter two are described in additional detail in the response to 1.7.1.

LEC-Billed Collect Calling

The inmate is presented the option to place a collect call as part of the call sequence. If the called party does not have an AdvancePay account, the call will be processed as a LEC-billed collect call.

GTL's ITS will allow for the 1st call to any number, even those that will be classified as non-billable, 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.

After the inmate enters the destination number, the system performs validation and retrieves the approved rate for the call type. The system's automated operator makes the rate information

⁵ Language revised per Amendment 2.

available to the called party prior to call acceptance and begins to apply the rate only after the call has been positively accepted.

The total cost of the call is permanently recorded in the call detail record. Call records are created and transmitted to GTL's billing center in real time, as inmate calls are placed and completed. Each incoming call record is immediately evaluated and formatted electronically for billing. The record is re-checked for format accuracy.

GTL and its billing agent, BSG LEC Phone Billing Solutions, have agreements with all major Local Exchange Carriers (LECs) and many Competitive Local Exchange Carriers (CLECs) that carry collect calls. Note that Verizon and AT&T have ceased billing of any collect calls. The list of billable Operating Company Numbers (OCNs) is updated weekly. Billable carriers in the state of South Carolina are as follows.

OCN CO NAME

0506	CENTURYLINK
0516	CHESTER TEL CO
0517	WINDSTREAM SC, INC.
0521	FORT MILL TEL CO
0526	FRONTIER CAROL - SC
0528	HORRY TEL COOP INC
0531	LANCASTER TEL CO
0532	LOCKHART TEL CO INC
0533	MCCLELLANVL TEL CO
0535	NORWAY TEL CO INC
0541	RIDGEWAY TEL CO
0542	COMPORIUM, INC.
0544	ST STEPHEN TELCO
0551	WILLISTON TELE CO
4335	FRONTIER CAROL - SC
8960	HORRY TEL COOP - SC

Calls to destination numbers that are unable to receive collect call billing for any reason, including the lack of a billing agreement with a CLEC, can be completed through GTL's proactive AdvancePay® program.

GTL will not block inmate calls except for an LEC or CLEC block on collect calls. If a LEC/CLEC block does occur, GTL will notify SCDC within the required time frame. GTL can assist inmates and their family and friends with prevention of collect call blocking by providing our prepaid inmate and called party programs (Inmate Debit and AdvancePay®), which are described in detail in 1.7.1. Every time an inmate attempts to dial a number that cannot receive collect calls, GTL's automated AdvancePay system is activated, providing the ability to set up an AdvancePay account in real time.

1.7.1. The Contractor billing options shall include collect and pre-paid by both calling parties. All billing and payment options must be pre-approved by SCDC. SCDC may consider additional billing and payment options during the contract term solely at SCDC discretion. The Contractor shall not restrict the pre-paid account holder from receiving the full dollar amount of services up to the balance held by the Contractor and shall charge no fees for creating or funding a pre-paid account. (From Section IV – The Offeror shall describe the process for a customer to initiate a pre-paid account that shall include all Offeror policies, customer requirements and the minimum deposit required. The Offeror will also describe the process for an inmate to establish a pre-paid account)

GTL Response: GTL has read, understands, and will comply.

Collect, Prepaid, and Debit 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 family and friends. Collect calling is detailed in the prior response. However, roughly half of all telephone numbers in the United States, including almost all cell phone numbers, are restricted from receiving traditional collect calls, and the number of carriers that support post-billed collect calling are shrinking rapidly. Prepaid collect and inmate Debit calling options overcome this limitation; enabling the completion of many more 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.

GTL will not restrict the pre-paid account holder from receiving the full dollar amount of services up to the balance held by GTL and will not charge no fees for creating or funding a pre-paid account.

GTL AdvancePay Prepaid Account Calling - *Funded by Family or Friend*

Calls to numbers that are unable to receive collect call billing can be completed through GTL's AdvancePay program, which GTL is currently providing to the SCDC. When an inmate attempts to dial a number that cannot receive collect calls, the ITS system will place the inmate 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 inmate 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 inmate 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 later. 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.

AdvancePay customers call our toll-free customer service or can use GTL's ConnectNetwork 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)

There is no minimum deposit requirement.

Account Maintenance

Outbound automated calls are made to account holders when their funds are too low or depleted. This initiative helps to ensure communications channels between inmates and their family and friends are maintained. GTL always provides 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 ITS platform.

Benefits

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

Some key features of the AdvancePay program are:

AdvancePay Card Storage

GTL allows frequent depositors to securely “store” their credit/debit card numbers, 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 can request decryption of sensitive data.

AdvancePay Customer Contact Programs

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. 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 can contact 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, 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, 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. 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 always maintaining an AdvancePay balance, 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.

Inmate Debit Calling

GTL's ITS can offer to enable Inmates to prepay for their own calls to any SCDC-approved telephone number. Funds for the debit account may be provided either by the Inmates themselves from their Trust/Commissary accounts, or from their friends and family who may deposit funds directly into Inmate PIN Debit accounts through GTL's web and IVR deposit channels.

Real-time inmate debit calling enables inmates to transfer money from their commissary/trust accounts on-demand to their debit accounts, using a self-guiding IVR on our ITS. 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.*

To fund their debit account, the inmate completes a transfer by accessing the system via any standard inmate telephone and inputting the amount of money to be transferred from his/her commissary/trust fund. Transferred funds are applied to the applicable inmate debit account *in real-time*. Inmates have the option to review debit account balances at any time from any standard inmate telephone. Additionally, the inmate has the option to confirm his/her debit account balance prior to each call.

Once funds are applied to an inmate's 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 deducted from the inmate's debit account after each call (i.e. the debit account balance will be accurate after each call). This ensures 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.

Inmate Debit balances are maintained on a SCDC-wide basis; debit account information is automatically transferred with the inmate when the inmate is transferred between facilities.

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

- When GTL implements fully integrated debit the result is usually 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.

Prepaid Account Options for Families and Friends: GTL makes 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: GTL offers the ConnectNetwork® payment product suite that includes web and IVR convenience. For friends and family, GTL provides 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. For friends and family without credit or debit cards, GTL will also accept money orders.

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

1.7.2. The Contractor will be responsible for issuing a refund in the form of cash, check, or gift/calling card upon the request of a customer or released inmate with at least \$1 in a pre-paid (debit) account, if the request is received within 90 days of the inmate's release. If a customer account has no activity for 365 days, the Contractor may initiate a refund and close the account.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide the above refund policies.

1.7.3. The Contractor must provide accounting management capabilities that at a minimum provide account verification and correction, billing assurance and reconciliation and tracing of customer payment, credit and call limit/blocking status and history.

GTL Response: GTL has read, understands, and will comply.

1.7.4. SCDC or its agent shall have the right to audit and review any aspects of the Contractor operations and systems including but not limited to data, documentation, procedures, billing, financial records, customer service statistics, staff backgrounds and anything related to the functioning, operations, costs, rates or integrity of the system.

GTL Response: GTL has read, understands, and will comply.

2. Telecommunications Devices for the Deaf (TDD)

The Contractor shall provide Telecommunications Devices for the Deaf as determined by SCDC. At a minimum, this must include teletypewriter (TTY) devices, Video Relay Service (VRS) equipment, and Video Remote Interpreting (VRI) Services equipment with recordings kept for the life of the contract. (From Section IV – Explain how your solution can extend telecommunications services to impaired inmates.)

GTL Response: GTL has read, understands, and will comply.

As determined by SCDC, GTL will continue to provide TDD/TTY devices that are fully integrated with the ITS that will allow communication either directly to another TDD/TTY family/friend user or to hearing family and friends via the State Relay Service.

GTL has successfully deployed the VRS system in SCDC facilities and can easily expand the program using our ITS-friendly GTL VRS program.

VRI is not used for inmate communication related to the ITS. VRI is used as a replacement for onsite interpreter services to conduct communication between two people at the same location, such as a deaf or hearing-impaired inmate with an individual at the facility (such as staff).

Recordings will be kept for the life of the contract.

2.1. The Contractor shall provide telecommunications relay devices for the deaf compliant with the Americans with Disability Act (ADA), and the Federal Communications Commission (FCC) and South Carolina Public Service Commission's (PSC) rules and regulations throughout the term of the agreement. (From Section IV – Describe how the proposed system will maintain compliance at no additional cost, acknowledging that TTY technology may cease to be supported during the term of the agreement.)

GTL Response: GTL has read, understands, and will comply.

GTL will continue to provide relay devices for the deaf that are compliant with ADA, FCC and PSC rules and regulations throughout the term of the agreement. GTL has extensive experience ensuring that hearing impaired inmates have the same calling privileges and security restrictions as all other inmates. All TTY service is provided at no cost to SCDC. GTL recognizes and acknowledges that SCDC may choose to cease use of TTY service in lieu of newer technologies (e.g. Video Relay Service).

To make a call to a standard telephone number via the TDD/TTY device, the inmate lifts the receiver of the inmate telephone, dials his/her PIN followed by a speed dial code that is programmed to access a relay service. At this point, the inmate sets the receiver of the inmate phone into the acoustic cups of the TDD/TTY device. The system will connect to a TDD/TTY operator at the relay service, who will in turn connect the inmate to the desired destination telephone number.

GTL will provide new TDD/TTY equipment at all required locations as directed by SCDC. The standard TDD/TTY unit provided by GTL is portable and can be used with any ITS station set at the SCDC facility. It has an easy-touch **keyboard** with a bright, tilted **24-character display**. Turbo Code provides "real-time" conversations with other Turbo Code TDD/TTY units. Auto ID informs the called party that the caller is using a TDD/TTY device.



GTL's standard TDD/TTY, Ultratec's Miniprint 425, features a **built-in 24-character printer**, plus:

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

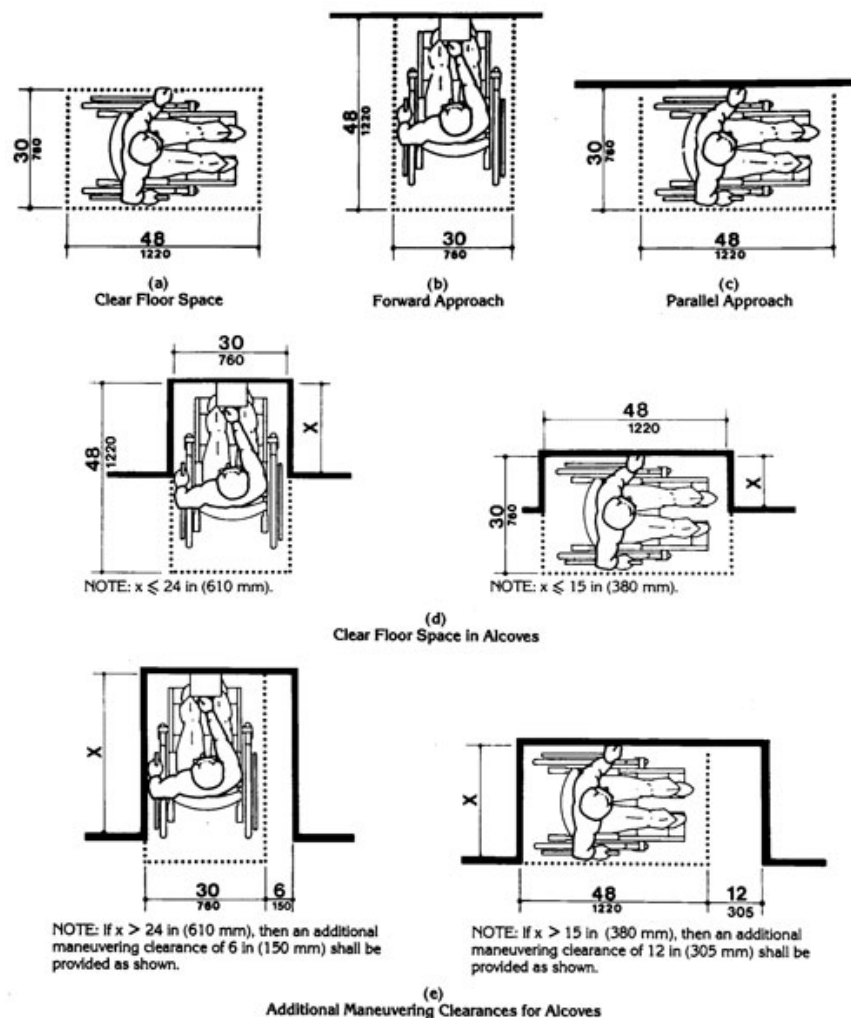
GTL will work closely with SCDC to ensure that the security features designed into standard calling practices are incorporated into the calls made by inmates through the relay centers. This includes recordings, blocked numbers, PINs and PANs. GTL has extensive experience in working with various relay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

ADA Compliance

GTL will continue to 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/TTY 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.

GTL will install telephones to accommodate wheelchair access. In locations with four or more telephones, it is recommended that one of each group of telephones be located 36" above ground level. This height is used to meet ADA specifications. Most other phones should be installed at a 48" height. ADA regulations specify that the minimum clear floor or ground space required to accommodate a single, stationary wheelchair and occupant is 30 inches by 48 inches (760 mm by 1220 mm). The minimum clear floor or ground space for wheelchairs may be positioned for forward or parallel approach to an object. Clear floor or ground space for wheelchairs may be part of the knee space required under some objects.



Size and Approach for Wheelchair Access

2.2. The Contractor shall provide Video Relay Service and Video Remote Interpreting (VRI) equipment and services for the deaf inmate community at a minimum of three South Carolina Department of Corrections (SCDC) correctional institutions and provide TTY devices to the remaining institutions.

GTL Response: GTL has read, understands, and will comply.

GTL has successfully deployed the VRS system in SCDC facilities and can easily expand the program using our ITS-friendly GTL VRS program.

VRI is not used for inmate communication related to the ITS. VRI is used as a replacement for onsite interpreter services to conduct communication between two people at the same location, such as a deaf, speech and/or hearing-impaired inmate with an individual at the facility (such as staff).

2.3. Equipment and services shall include Contractor provided / installed hardware, software, applications-based VRS and VRI technology, telecommunications services, and recording capabilities for all VRS and VRI calls.

GTL Response: GTL has read, understands, and will comply.

Equipment for VRS and VRI technology are provided at no cost to SCDC.

2.4. The Contractor shall be solely responsible for the management, maintenance, and support of the system. The Contractor shall be responsible for any required system upgrades during the term of the contract, including any additional hardware, software, and / or infrastructure required to support the system upgrades.

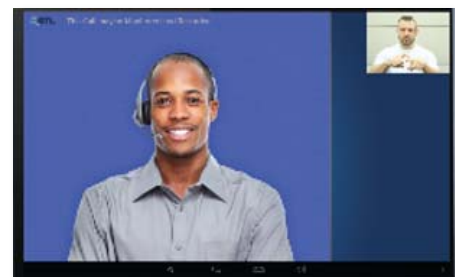
GTL Response: GTL has read, understands, and will comply.

2.5. The system shall provide remote monitoring of VRS calls in real-time, recording and remote replay of calls with the option of saving to removable media, and the ability to lock certain call recordings from deletion. (From Section IV – Describe all VRS call monitoring, recording and reporting capabilities of the system.)

GTL Response: GTL has read, understands, and will comply.

Future / expansion deployments of VRS will be fully integrated with the GTL ITS. GTL VRS allows hearing and/or speech impaired inmates to place video calls to friends and family using GTL's Flex Link kiosks mounted on the wall in specially designated areas in the facility.

GTL can provide Flex Link kiosks on portable carts for mobile use at each facility for SCDC inmates unable to use the wall mounted kiosks.





The GTL VRS app has a simple and secure design whereby inmates simply login to the Flex kiosk or wireless tablet and only those inmates who have been granted access will see the VRS app available for use. The inmate touches the VRS icon launching the application, allowing them to enter the telephone number of the friend or family member they wish to call.

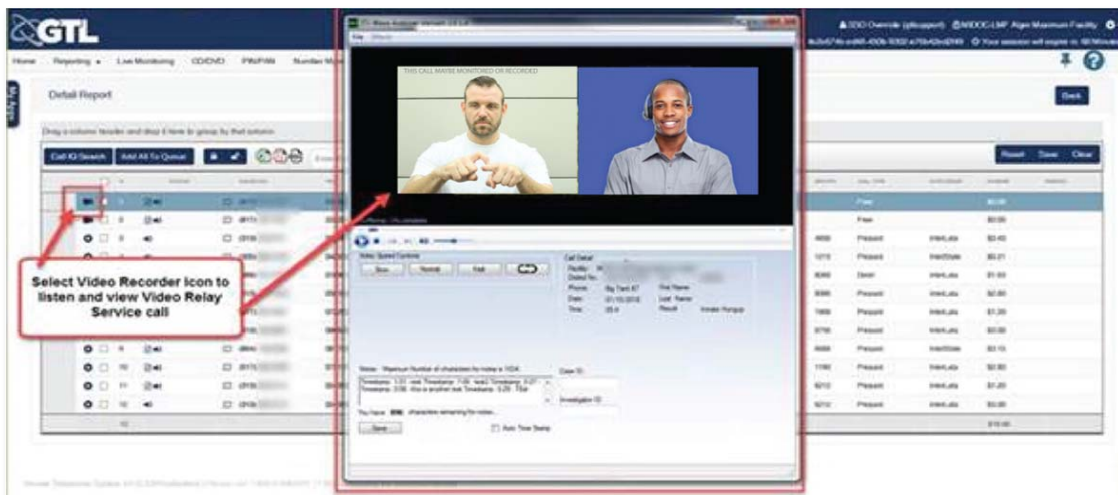


VRS Integration w/ ITS Platform

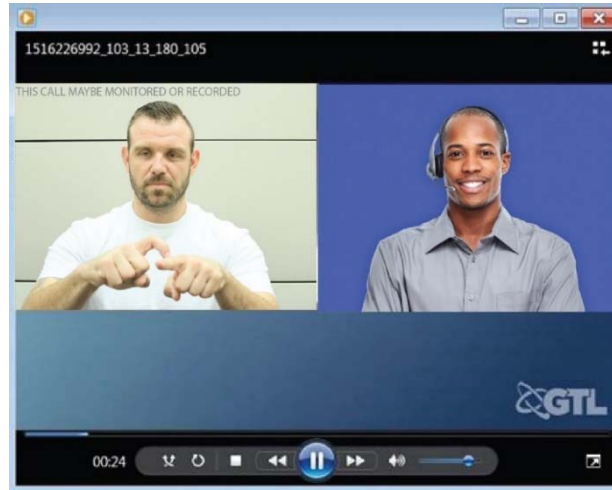
The VRS app is integrated into GTL's inmate phone platform to enforce the same call controls and security enforcement as traditional telephone calls, including the use of PINs, PANs, restricted numbers, and call length. The VRS call detail records (CDR's) are created and stored in the inmate phone platform like traditional telephone calls.

The GTL VRS solution allows for live monitoring and recording of VRS calls (audio and video) via the inmate phone platform. Audio and video call recordings and records stored in the inmate phone platform give SCDC staff easy access to all CDR's, recordings, and related call data. As with traditional telephone calls, personal calls may be live monitored and recorded while privileged calls to attorneys are not.

View VRS calls within the inmate phone platform:



Download and view VRS recordings outside of the inmate phone platform:



2.6. The Contractor shall assure that the chain of evidence is protected when copying recordings to removable media and shall provide the software and/or tools necessary for playback. The Contractor shall provide verification that its methods and procedures meet accepted legal standards for chain of evidence in legal proceedings. The Contractor shall provide affidavits as required throughout the term of the contract, at no cost to SCDC, to support any legal proceedings and shall provide expert witness testimony if required.

GTL Response: GTL has read, understands, and will comply.

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

2.7. Calls to attorneys and other designated telephone numbers, at the direction of SCDC, shall not be recorded or monitored.

GTL Response: GTL has read, understands, and will comply.

Attorney calls marked private will not be recorded or monitored. Per requirement 1.3.3, attorney numbers can be input into the ITS using a list provided by the South Carolina Bar Association.

2.8. The Contractor shall store all call detail records and recordings for the life of the contract and provide in a frequency and format as specified by SCDC.

GTL Response: GTL has read, understands, and will comply.

2.9. Call processing equipment, call detail records, and recorded VRS and VRI calls shall be synchronized from a single time of day clock source for all SCDC locations.

GTL Response: GTL has read, understands, and will comply.

2.10. The system shall deny all incoming calls.

GTL Response: GTL has read, understands, and will comply.

2.11. The system shall have a programmable time limit on VRS calls with a notification one minute prior to cut-off. The system shall allow SCDC to control the maximum call duration.

GTL Response: GTL has read, understands, and will comply.

Similar to the verbal duration warning provided on ITS calls, the VRS warning will be provided via text on the screen for both video participants.

2.12. The Contractor shall be responsible for the repair or replacement of inoperable equipment during the term of the contract, regardless of the cause.

GTL Response: GTL has read, understands, and will comply.

2.13. SCDC shall have no responsibility or liability and shall be held harmless for all costs associated with VRS or VRI calls under this contract. The Contractor shall be responsible for all charges associated with the system, including line / long distance charges, connection fees, or any other charges levied by local or long distance telephone companies that may be utilized by the Contractor.

GTL Response: GTL has read, understands, and will comply.

2.14. The Contractor shall be solely responsible for payment of any sub-contractors utilized in the fulfillment of this contract.

GTL Response: GTL has read, understands, and will comply.

2.15. There shall be no cost to the inmate or called party for VRS, VRI or TTY calls.

GTL Response: GTL has read, understands, and will comply.

These inmate calls will be set to free for inmates and called parties.

3. Inmate Kiosks / Educational Tablets

The Contractor will provide and install inmate kiosk and tablet devices to improve security (by reducing inmates congregating around inmate phones and by reducing time that employees spend responding to individual inmate inquiries), increase the availability of information to inmates and staff, and increase investigative capabilities.

GTL Response: GTL has read, understands, and will comply.

GTL has deployed 400+ correctional kiosks in SCDC facilities. These kiosks are currently providing inmate email and inmate requests applications, while roll-out of several other applications are in progress. These kiosks have been operational for five years with very few issues.

We propose deployment of our the Inspire® wireless tablets as part of this contract. This integrated product offering uses cutting-edge technology to allow SCDC inmates to safely use hardened handheld tablets through our secure Wi-Fi network as a multimedia communications device. This includes making telephone calls directly from their housing units. GTL's solution allows mobile communication and features for inmates on the tablet while still providing the safety and security protocols that SCDC requires. The Inspire wireless tablet will allow GTL to provide access to inmate services, music and media content, facility and informational documents, inmate educational content, as well as other communication products such as inmate requests and electronic messaging.

3.1. Equipment

The Contractor shall provide all equipment, software, and network services required to provide the specified kiosk / tablet application services for all current and future SCDC facilities. This includes, but is not limited to: educational tablets, kiosk hardware, security enclosures, wiring, switches, wireless access points, routers, firewalls, etc. SCDC will determine the number and placement of all kiosks, educational tablets, and related equipment at each facility. The Contractor must propose equipment that is of heavy duty construction, tamper / vandal proof, and appropriate for a prison environment. All equipment will remain the property of the Contractor, with the exception of any required cable / wiring installed in SCDC facilities and personal computers provided for the purpose of reviewing and releasing correspondence sent via the inmate messaging application.

GTL Response: GTL has read, understands, and will comply.

GTL is currently providing kiosk hardware that meets these specifications.

3.1.1. Inmate Kiosks

All kiosks provided must be secure, hardened devices appropriate for a prison environment. Kiosk enclosures and peripherals must be of heavy duty, durable construction, similar to that of an outdoor ATM.

GTL Response: GTL has read, understands, and will comply.

The correctional kiosks deployed by GTL are designed for corrections, with features including shatter resistant screens and secure wall mounting that prevent inmate tampering.

3.1.1.1. Kiosk hardware may consist of a local personal computer or a thin client device, linked to a terminal server. In either scenario, the hardware must be equipped with sufficient processing power and memory to support the applications detailed in this RFP. Both the operating system and kiosk portal / master application must be open, industry standard components, allowing deployment of future applications at no cost to SCDC.

GTL Response: GTL has read, understands, and will comply.

GTL is currently providing kiosk hardware that meets these specifications.

3.1.1.2. Kiosks must be equipped with integrated, non-removable color monitors that measure at least 19 inches diagonally. The monitors must be protected by an impact resistant, waterproof covering. Monitors must have sufficient resolution to display images and support possible future applications such as video visitation. Touchscreen capability preferred.

GTL Response: GTL has read, understands, and will comply.

The correctional kiosks we have already deployed meet these specifications except that the screen size is 19". The current kiosks do not include touchscreen capability (input is via a rollerball and keyboard), but as kiosks are refurbished, the touchscreen capability will be added.

3.1.1.3. Kiosks must be equipped with integrated, non-removable keyboards. The keyboards must be waterproof and of heavy duty, sealed construction such that no keys or other parts may be removed without the use of special tools. All keys must be clearly imprinted or stamped for maximum durability.

GTL Response: GTL has read, understands, and will comply.

GTL is currently providing kiosk hardware that meets these specifications.

3.1.1.4. Kiosks must be equipped with integrated, non-removable pointing devices such as trackballs or touch pads. These devices must be waterproof and of heavy duty, sealed construction for maximum durability and tamper resistance.

GTL Response: GTL has read, understands, and will comply.

GTL is currently providing kiosk hardware that meets these specifications.

3.1.1.5. Kiosk enclosures must be of heavy duty construction, hardened for maximum security. Mounting options must include pedestal, flush and surface wall mount with security type fasteners that may only be removed with the use of specially designed tools. All electrical and network connections must be protected by the kiosk enclosure.

GTL Response: GTL has read, understands, and will comply.

GTL is currently providing kiosk hardware that meets these specifications.

3.1.1.6. The system shall provide the ability for SCDC to make each kiosk, groups of kiosks, or the entire kiosk system active or inactive based upon an independent schedule.

GTL Response: GTL has read, understands, and will comply.

The kiosks are administered with a control environment called “Platform Elite” (PE). The PE control software provides the ability to set schedules per this specification.

3.1.1.7. The Contractor shall provide screen readers or other accessibility features to enable use of the kiosk by the blind and visually impaired. (From Section IV – Please describe any screen readers or other accessibility features to enable use of the kiosk by the blind and visually impaired.)

GTL Response: GTL has read, understands, and will comply.

GTL offers accessibility features on the existing kiosk such as keypads with built in Braille. The 19” screen also allows for large text display of the email and other applications. As technology is refreshed we will provide screen reading capability and can discuss any additional alternate methods SCDC requires.

3.1.2. Inmate Educational Tablets

Contractor must provide one tablet for every inmate housed at every SCDC institution, with sufficient spares to ensure every inmate has a functioning tablet at all times. All educational tablets provided must be secure, hardened devices appropriate for a prison environment.

GTL Response: GTL has read, understands, and will comply.

GTL will provide enough inmate educational tablets and spares to meet the needs of the SCDC inmate population. All of the SCDC's inmate population will have access to tablets during the term of this contract. SCDC may choose to not allow tablets in certain areas of facilities due to security risk or disciplinary actions.

Our Inspire wireless tablet is a rugged, shatter-proof, hardened device which incorporates high-temperature rated plastics so inmates will not be able to access the interior components, such as the motherboard of the device. The Inspire tablets have a durable clear corrections grade body to help prevent contraband from being hidden in the device. The tablet includes an integrated shock absorption padding on the front, back, sides and corners to prevent damage to the device.

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

3.1.2.1. Educational tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant, and be enclosed in a durable, sealed, tested and certified military-grade 810G ruggedized transparent case that prevents inmates from accessing the inside of the tablet and opening or tampering with the hardware.

GTL Response: GTL has read, understands, and will comply.

GTL's Inspire® tablet has a rugged external housing that has been drop-tested to meet military-grade 810G (MIL-STD-810G) standards. MIL-STD-810, Environmental Engineering Considerations and Laboratory Tests, is a United States Military Standard that emphasizes tailoring an equipment's environmental design and test limits to the conditions that it will experience throughout its service life, and establishing chamber test methods that replicate the effects of environments on the equipment rather than imitating the environments themselves. Although prepared specifically for military applications, the standard is often used for commercial products as well.

3.1.2.2. The educational tablets shall not utilize external speakers. Contractor shall ensure earbuds are clear and designed in accordance with standard correctional security and environmental concerns, including suicide prevention. SCDC requires earbud length to be no more than three (3) feet and made of break-away material.

GTL Response: GTL has read, understands, and will comply.

3.1.2.3. The Contractor will supply SCDC with replacement earbuds and educational tablet wall chargers at a cost not to exceed \$2 for the earbuds and \$5 for the wall chargers. SCDC will make these available for inmate purchase through the inmate canteen.

GTL Response: GTL has read, understands, and will comply.

3.1.2.4. The educational tablets shall be capable of restricting inmate usage to the specific SCDC facility and/or housing unit to which the inmate is assigned.

GTL Response: GTL has read, understands, and will comply.

3.1.2.5. Contractor shall provide informational flyers/posters in both English, Spanish and Braille, outlining all tablet services/offers, and the cost of those services, to post at all SCDC facilities at no cost to SCDC.

GTL Response: GTL has read, understands, and will comply.

3.1.2.6. Prior to the initial implementation, and all times during the term of the contract, SCDC reserves the right to review and approve the list of any and all applications accessible via the educational tablets.

GTL Response: GTL has read, understands, and will comply.

3.1.2.7. SCDC requires a 10% spare inventory of educational tablets be stored at each facility to allow for prompt replacement of a broken or malfunctioning educational tablet. Contractor shall be responsible for pickup of any damaged educational tablets for repair or replacement. SCDC shall not be responsible for any costs associated with replacing the educational tablets, regardless of the cause of damage or loss.

GTL Response: GTL has read, understands, and will comply.

3.1.2.8. Each educational tablet will be labeled with a unique equipment identifier protected from removal or alteration. Upon completion of the initial installation and any ongoing installations, Contractor shall provide SCDC with a list of educational tablets, charging stations, equipment specifications, and locations of each device.

GTL Response: GTL has read, understands, and will comply.

The tablet is labeled with an asset tag that is protected from removal or alteration. GTL will provide a list of tablets, the charging stations, equipment specifications, and location of the devices.

3.1.2.9. Educational tablets shall include:

- A shatter-proof, transparent correctional-grade case preventing inmates from accessing interior components or any ports, slots, jacks, connectors, etc other than those listed below;
- 7” or larger color LED touch screen with 800 x 450 resolution or higher;
- 1 GHz Quad-core CPU or higher;
- Memory of 512Mb or more;
- Storage of 8Gb or more;
- Audio in/out jack;
- Charging power port;
- Minimum 4 hour usage and 24 hour standby battery life;
- Front facing camera (disabled but available for possible future video visitation);
- On/Off and volume buttons; and
- Locked bootloader.

GTL Response: GTL has read, understands, and will comply.

GTL’s Inspire meets the required specifications. GTL’s tablets are “Flat” form factor offering a multi-touch screen matrix with an LED backlight. The tablet is available in an 8” size configuration and features 2GB memory and 32GB Flash Memory.

Hardware Specifications:

- CPU: RK3368 Quad-Core Cortex A53 1.5 GHz
- Display: 1280 x 800 pixels 8” IPS touch-screen
- RAM (Memory): 2GB DDR3
- Flash Memory (Storage): 32GB Flash
- Camera: 5.0 MP front-facing camera
- Buttons: On/Off button; Volume +/- button
- Camera: 5.0 MP front-facing camera (disabled but available for possible future use)
- Audio: Headphone Jack, External Mic, Speakers
- Charging: AC: 100-240V, 50/60Hz; DC: 5V/2A; Wireless Charging: 5V/1.2A
- I/O Interface: Micro USB 2.0 port; On/off button; Volume +/- button; NFC; DC In
- Battery: 3.7V 8000 mAh rechargeable non-removable Li-Polymer
- OS: Proprietary GTL OS built on Android v7.1; Signed, encrypted bootloader



3.1.2.10. Inmates shall not have access to the settings feature, factory reset, web browser, external applications or be allowed to tether.

GTL Response: GTL has read, understands, and will comply.

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 through tethering. The wireless tablet has no cellular capabilities and has no media slots, further limiting access possibilities.

3.1.2.11. Educational tablets shall be configured to only allow inmates access to stream the services and applications approved by SCDC. Additional applications shall be mutually agreed upon by SCDC and Contractor. Educational tablets must communicate with preapproved applications and servers only.

GTL Response: GTL has read, understands, and will comply.

All media will be mutually agreed upon and approved by SCDC and GTL before content is made available on the tablets.

3.1.2.12. Any additional application(s) implemented without SCDC's expressed written consent, which are accessible via educational tablets, shall result in Contractor incurring liquidated damages in the amount of one thousand (\$1,000.00) dollars per day per application, from the date the additional application(s) were first implemented through the date the unapproved additional application(s) is discontinued.

GTL Response: GTL has read, understands, and will comply.

3.1.2.13. In the event an inmate(s) gains unauthorized access to external applications or the internet, Contractor shall incur liquidated damages in the amount of one thousand (\$1,000.00) dollars per inmate per instance of access to external applications or the internet.

GTL Response: GTL has read, understands, and will comply.

3.1.2.14. Should the Contractor incur liquidated damages, payment shall be received by SCDC within thirty (30) days.

GTL Response: GTL has read, understands, and will comply.

3.1.2.15. The Contractor shall provide a web based educational tablet management application that shall have the capability to disable and/or shut off services to a single educational tablet or group of educational tablets based on the user level and password, and not interrupt other educational tablets.

GTL Response: GTL has read, understands, and will comply.

The Inspire tablet's web-based application/interface allows administrators with sufficient privileges to disable individual tablets or group of tablets. This functionality does not interrupt other educational tablets.

3.1.2.16. SCDC may choose to implement educational programs via the educational tablets, at no cost to SCDC.

GTL Response: GTL has read, understands, and will comply.

A detailed description of the educational programs available through our Inspire tablet is provided in section 3.2.8.

3.1.2.17. The educational tablet management application shall provide the capability to export reports in a format specified by SCDC. The reports shall be available to SCDC from all control workstations and remote access computers depending on the user's access level.











GTL Response: GTL has read, understands, and will comply.

3.1.2.18. Contractor shall provide SCDC with remote access to educational tablets at no cost to SCDC for the purpose of administering, monitoring, restricting, overseeing and reviewing transactions and activity associated with the applications and services offered.



















GTL Response: GTL has read, understands, and will comply.

SCDC staff have remote access to tablet data with our web-based application.

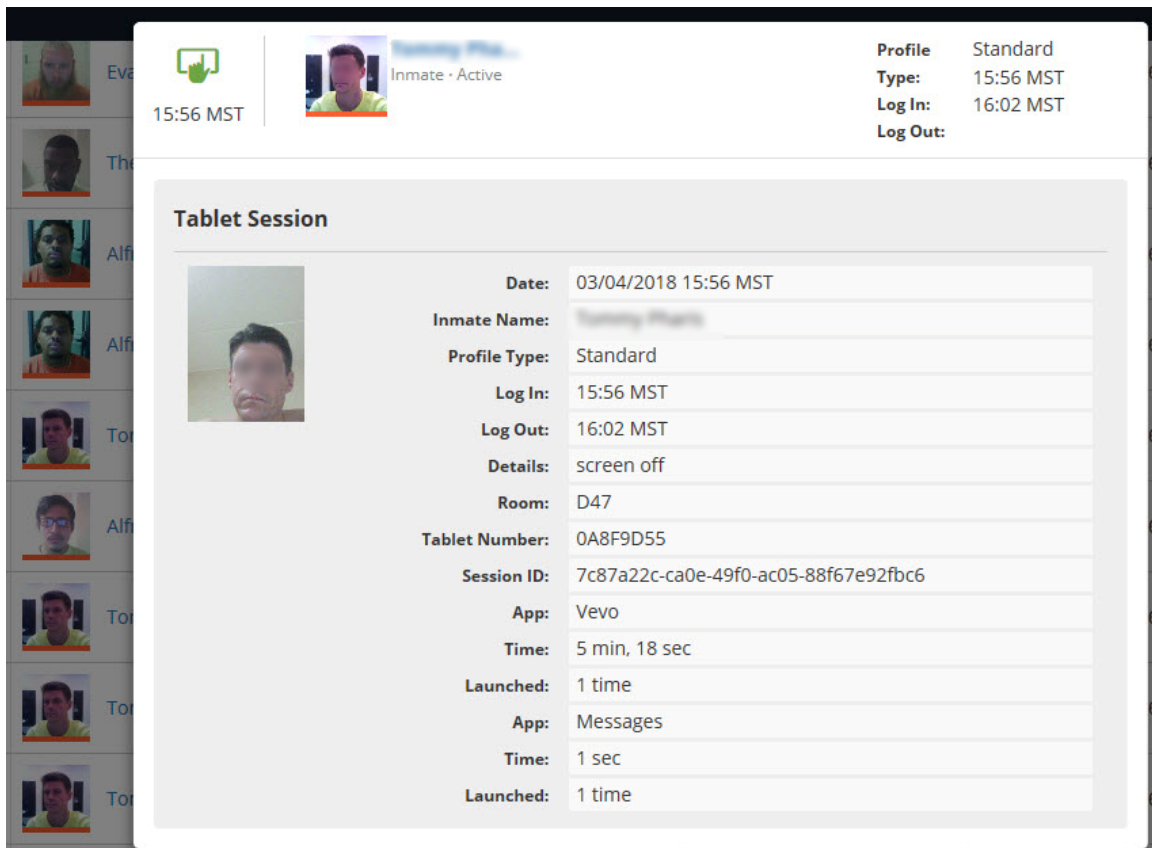
The Inspire web-based application/interface allows access to view tablet status in real time and to perform actions on the tablets as illustrated below.

Devices								
43 results Tablet Clear filters								
Bulk Actions ▼ Apply		Show/Hide Columns ▼						
<input type="checkbox"/>		DEVICE ID	ROOM	VV ENABLED	TYPE	LOGGED IN	AVAILABILITY	BATTERY LEVEL
<input type="checkbox"/>		879415175	C3	No	Tablet		Unavailable - Unlocked	
<input type="checkbox"/>		848156175	Purple	No	Tablet		Available - Unlocked	100%
<input type="checkbox"/>		879415175	A1	Yes	Tablet		Available - Unlocked	54%
<input type="checkbox"/>		848156175	A1	No	Tablet		Unavailable - Locked	
<input type="checkbox"/>		879415175	B2	No	Tablet		Available - Unlocked	18%
<input type="checkbox"/>		848156175	D4	No	Tablet		Available - Unlocked	100%
<input type="checkbox"/>		848156175	D4	No	Tablet		Available - Unlocked	94%

The web-based application/interface also provides real-time and historical views of offender activities using the tablet as illustrated below.

Activities								
21798 results Tablet Session Clear filters								
Show/Hide Columns ▼								
ACTIONS	DATE	INMATE	LOGIN PHOTO	PROVISIONING NAME	LOG IN	LOG OUT	DETAILS	ROOM
View	17:03 MST 03/04/2018	 Matthew Guzman		879415175	17:03 MST			C3
View	17:00 MST 03/04/2018	 Erik Hill		879415175	17:00 MST	17:03 MST	Device used for 2.17 minutes	C3
View	16:59 MST 03/04/2018	 Douglas Rubin		879415175	16:59 MST			A1
View	16:58 MST 03/04/2018	 Michael Eaton		879415175	16:58 MST			F6
View	16:49 MST 03/04/2018	 Michael Eaton		879415175	16:49 MST	16:57 MST		F6
View	16:35 MST 03/04/2018	 Evan McInerick		879415175	16:35 MST	16:37 MST	Device used for 2.25 minutes	C3
View	16:33 MST 03/04/2018	 Michael Eaton		879415175	16:33 MST	16:49 MST		F6
View	16:32 MST 03/04/2018	 Michael Eaton		879415175	16:32 MST	16:32 MST	Device used for 0.69 minutes	F6
View	16:31 MST 03/04/2018	 Evan McInerick		879415175	16:31 MST	16:35 MST	Device used for 3.17 minutes	C3

Tablet privileges can be suspended for inmates, groups of inmates, or entire housing units in just a few clicks. Since inmates do not own the tablets, should the facility need to restrict an inmate's access to tablet privileges for disciplinary reasons, the staff member can do so with a few mouse clicks. There is no need to rescind property and increase the risk a violent confrontation. Should SCDC staff need to suspend a friend's or family's privileges, they can also do so easily via any web browser.



The web-based application/interface features comprehensive, highly configurable reporting options for SCDC staff that provide detailed information of what the inmates are doing with their tablets. All inmate activity on the tablet creates an audit trail for monitoring purposes. This includes the following:

- Tablet ID
- Inmate identifications
- Time spent on each application
- Inmate photographs upon login
- Inmate account usage from a financial perspective
- Inmate education usage on learning profile
- Tablet location
- Applications accessed
- Duration of access on tablet
- Inmate account usage on free profile
- OPTIONAL: Gallery of periodic photographs of inmate during usage

An example tablet and application usage report follows.

Tablet Report

Facility Name

Dates from 2016-10-01 to 2016-10-31

Facility Total Usage	Facility Total Messages	Paid Total Usage	Free Total Usage	Promotional Total Usage
231,489	13,731	156,397	16,317	59,909

Top 10 App Categories

	Games	Music	Video	Telmate Messaging	Telmate Photo	Telmate Grievances	Telmate Contacts	Finance	Web	Education
2016-10-01 - 2016-10-31	38,530	37,872	19,280	18,450	2,071	1,925	1,248	950	339	266

Top 10 Websites

	www.bet.com	www.usatoday.com	www.nfl.com	www.espn.com	www.foxsports.com	m.mlb.com	espnreporter.espn.com	www.ew.com	snaps.telmate.com	www.bbc.com
2016-10-01 - 2016-10-31	4,091	920	895	848	176	159	156	133	103	86

Room Name	Tablet ID	Total Minute	Total Messages	Room Name	Tablet ID	Total Minute	Total Messages
Dorm 1	1531	3,600	176	Dorm 3	1511	5,132	177
	4335	6,671	245		3191	5,500	203
	7775	2,968	163		16346	6,067	209
	12516	2,611	148		16356	4,915	256
	13996	3,071	157		16366	5,828	147
	20106	3,874	202		16396	5,255	188
	28405	2,679	314		16406	5,737	258
	Room Total	25,474	1,405		21846	6,457	212
Dorm 2	2785	3,991	172	Dorm 4	26215	6,384	204
	3451	9,852	509		Room Total	51,275	1,854
	7785	9,138	547		1551	6,708	334
	26205	7,764	418		1571	3,791	281
	26255	838	30		2341	6,345	311
	31975	9,830	553		3061	4,142	306
	32705	969	51		4081	6,828	327
	43385	4,464	500		21716	6,298	246
Room Total	46,846	2,780	Room Total	34,112	1,805		

Top 5 Super Users By Room

Room Name	Dorm 1				
	Top 5 Super Users	First Name	Last Name	PIN Number	Minute Usage
	1	RODNEY		584177	3,110
	2	TIMOTHY		092130	1,563
	3	JUAN		884310	1,544
	4	JASON		638724	1,460
	5	BENITO		313648	1,296
Room Name	Dorm 2				
	Top 5 Super Users	First Name	Last Name	PIN Number	Minute Usage
	1	KRYSTA		036372	5,567
	2	ALEXIS		700390	4,998
	3	JESSICA		720320	4,130
	4	TALIS		981309	3,702
	5	RABEKAH		962352	2,623

3.1.2.19. The educational tablets shall have the capability to record all activity of the user in an auditable format.

GTL Response: GTL has read, understands, and will comply.

Usage of the tablet is logged by the control environment and SCDC can create on-demand reports on this activity. As described in the prior response, all activities are logged, not only educational activities.

3.1.2.20. The Contractor's educational tablet system shall have the capability to alert SCDC administration of specific activity on pre-set criteria in the educational tablet management application.

GTL Response: GTL has read, understands, and will comply.

GTL's Learning Management System (LMS) provides alert capabilities through the Notification Center feature. There is a pre-set list of events which can trigger an alert to designated SCDC personnel in the form of an email, text message, and a notification within the system.

3.1.2.21. The educational tablet management application shall be capable of restricting educational tablet usage during certain hours of the day, as determined by SCDC. These schedules may be set per application and may be specific to each facility, housing unit, or inmate.

GTL Response: GTL has read, understands, and will comply.

3.1.2.22. The educational tablet management application shall have the capability for SCDC to view all inmate IDs currently using the educational tablet applications as well as a history of the educational tablet usage by inmate.

GTL Response: GTL has read, understands, and will comply.

The web-based application/interface for the Inspire tablet includes the capability to view the inmate IDs who are currently using the tablets (as discussed previously) for all applications. Specifically, regarding education, the program includes an analytics and reporting Dashboard to easily track attendance, each inmate/student's activities, inmate/student progress and grades, etc. The system tracks and rewards accomplishments and activities in a myriad of ways. Each learner's progress is tracked and viewed in their individualized reporting and tracking section. The grade dashboard for teachers offers a simple graphical representation of overall grades that, with the click of a button, will be expanded to show a breakdown of all individual grades.

3.1.2.23. The educational tablets must provide specific information for tracking inmate activities and patterns by, at a minimum, the following criteria:

- Inmate ID (SCDC Number);
- Inmate name;
- Facility and housing location;
- Date and time of usage;
- Detailed transaction activity;
- Educational tablet identifier; and
- Daily, weekly and monthly usage statistics.

GTL Response: GTL has read, understands, and will comply.

3.1.2.24. The educational tablet management application shall provide the capability to customize reports in a format specified by SCDC at no cost.

GTL Response: GTL has read, understands, and will comply.

3.1.2.25. The inmate educational tablet wireless network must provide a separate, secure wireless network segment for use by SCDC staff mobile devices, at no cost to SCDC. (From Section IV – The Offeror shall describe in detail how these wireless networks will be kept separate and secure while using a common infrastructure.)

GTL Response: GTL has read, understands, and will comply.

GTL will work with SCDC IT staff to determine the SSID and security around the network. We support WPA2 pre-shared key. GTL will place the SCDC wireless segment on a VLAN with its own SSID, such that is isolated and will only provide access to the internet. GTL will not filter this connection.

GTL also notes the following regarding SCDC usage of segment of the GTL network.

- 1) If SCDC uses the network for transport of any inmate medical information, SCDC will be responsible for HIPPA compliance in any information transported on the network.
- 2) SCDC is responsible for staff use of the staff network and any abuse there of is not the fault of GTL.
- 3) GTL reserves the right to impose QoS restrictions on the staff network traffic if staff usage affects inmate tablet performance.
- 4) GTL will be installing the network for the primary use of the inmate tablets in areas frequented by Inmates. Coverage for SCDC staff usage cannot be guaranteed.
- 5) Depending on the products installed, GTL may require all authorized SCDC devices to be pre-registered with GTL to prevent our WIPS from interfering with SCDC devices.

3.1.2.26. Contractor shall provide screen readers or other accessibility features to enable use of the inmate's educational tablet by the blind and visually impaired. (From Section IV – Please describe any screen readers or other accessibility features to enable use of the inmate tablet by the blind and visually impaired.)

GTL Response: GTL has read, understands, and will comply.

The base Android table OS includes a screen reader called TalkBack. GTL can enable Talkback on selected devices to be provided to visually-impaired inmates.

3.2. Kiosk / Educational Tablet Applications

The Contractor will provide the following applications via the inmate's educational tablet and kiosk where applicable.

GTL Response: GTL has read, understands, and will comply.

3.2.1. Inmate Notification

Inmate kiosks and educational tablets shall provide a means of broadcasting system notifications from authorized SCDC staff.

GTL Response: GTL has read, understands, and will comply.

GTL will provide this capability on the tablet and the kiosk.

3.2.1.1. Notifications may be targeted to specific inmates, institutions, housing units, etc.

GTL Response: GTL has read, understands, and will comply.

3.2.1.2. Notifications will be sent using the kiosk / tablet management application and will be restricted to authorized users by location.

GTL Response: GTL has read, understands, and will comply.

3.2.1.3. System notifications will take priority over any other applications and will pop up / display on the kiosk / tablet immediately and continuously until acknowledgment.

GTL Response: GTL has read, understands, and will comply.

See the notification feature described in the next response.

3.2.1.4. System notifications will generate a periodic vibration on the tablet until acknowledgement.

GTL Response: GTL has read, understands, and will comply.

Although the tablet will not vibrate on receipt of a system notification, the Document App will display that one or more new notifications require attention of the inmate. The application can also be configured to register that that inmate has read the specific content.

3.2.1.5. The system will store an audit trail of all system notifications sent to individual inmates including the date / time sent, contents, sender ID, recipients, and date / time of each inmate acknowledgement.

GTL Response: GTL has read, understands, and will comply.

3.2.2. Inmate Funds Transfer

The proposed system shall provide a process for inmates to request a transfer of funds from their E.H. Cooper trust fund account using the inmate kiosk or tablet.

GTL Response: GTL has read, understands, and will comply.

GTL will provide the ability for inmates to request a transfer of funds to purchase Link Units for applications.

3.2.2.1. Inmates will be allowed to request a transfer of funds in any whole dollar amount of \$1 to \$999 from their E.H. Cooper Trust fund to a Contractor debit account which may be used to purchase kiosk / tablet entertainment, inmate messaging and phone calls. The inmate will be provided a reference number for the transfer request and a file of these requests will be sent to SCDC on a daily basis. If the inmate does not have sufficient funds, the transfer request will be rejected. SCDC will return a file to the Contractor detailing the status of each transaction and transfer funds to the Contractor daily. The inmate will be able to view a history of these requests using the inmate kiosk or tablet. There will be no charge to the inmate or SCDC for these transfers.

GTL Response: GTL has read, understands, and will comply.

3.2.2.2. The Contractor will be responsible for issuing a refund in the form of cash, check, or gift/calling card upon the request of a released inmate with more than \$1 in a debit account, if the request is received within 90 days of the inmate's release.

GTL Response: GTL has read, understands, and will comply.

3.2.2.3. Inmates will be allowed to request a check be issued from their E. H. Cooper Trust Fund account to an individual, business, financial institution, or charitable organization by completing and submitting an online form similar to the existing SCDC Form 15-1 "Cooper Trust Fund Withdrawal" (see Attachment D) using the inmate kiosk or tablet. The inmate will be provided a reference number for these check requests and a file of these requests will be sent to SCDC on a daily basis. If the check request does not comply with SCDC policy or the inmate does not have sufficient funds, the check request will be rejected. SCDC will return a file daily to the Contractor detailing the status of each check request as they are processed. The inmate will be able to view a history of these requests using the inmate kiosk or tablet. The inmate will be charged a check processing fee by SCDC, but there will be no charge from the Contractor to the inmate or SCDC for processing these requests.

GTL Response: GTL has read, understands, and will comply.

GTL will work with SCDC to roll this functionality out via the existing inmate request system. Timeframes will be mutually agreed upon.

3.2.3. Inmate Messaging

The proposed system shall provide a process for inmates to receive and reply to electronic mail from the public. (From Section IV – Please identify how the proposed system will provide such services while maintaining the security of the public, staff, and inmates at SCDC.)

GTL Response: GTL has read, understands, and will comply.

The Messaging application currently in use on the GTL kiosks in the SCDC facilities and which will also be available on the wireless tablets includes multiple features to ensure the security of the service for the public, staff, and SCDC inmates.

Messaging between an inmate and the public is always initiated by the public party. The inmate family/friend registers the inmate in the ConnectNetwork application prior to being able to message that inmate. The inmate can only send messages to public parties that have previously registered that inmate. This protects from inmates gaining messaging access to prohibited parties.

The Messaging application allows SCDC to import watch list words and automates the scanning and review process of e-messages. Detected matches flag suspect content for additional review as needed. Keyword notification within the Message Link system alerts staff to potential safety risk that may exist within message.

Although currently SCDC prohibits photo, video, or any other attachment per III.3.2.3.8, please note that we provide review capability to SCDC staff for photo and video attachments/messages should SCDC choose to implement this in the future. SCDC can choose whether to review all attachments manually before authorizing the attachments to be sent to the respective recipients. Regardless of review procedures, all messages and attachments are saved to storage servers and can be searched, downloaded, and be easily reviewed later by investigators or other facility users with the necessary permissions.

Inmates must log on to the kiosk/tablet with personal PIN to access their messages. Therefore, these messages are securely available only to the intended recipient.

3.2.3.1. Individuals who wish to send electronic messages to one or more inmates at SCDC must first register for the messaging service. Registration shall be made available via a secure web site, with branding as determined by SCDC.

GTL Response: GTL has read, understands, and will comply.

We currently provide this capability via the ConnectNetwork web site.

3.2.3.2. At time of registration, the system shall require outside users to provide valid identification to include name, address, and contact telephone number, as well as valid credit / debit card information for billing. The Contractor will be responsible for securing payment for the messaging service. SCDC will not be liable for any fraudulent charges or billing disputes. For outbound messages, the Contractor must provide a real time interface to the inmate's Contractor debit account.

GTL Response: GTL has read, understands, and will comply.

3.2.3.3. The fees for this messaging service shall not exceed \$0.25 per message. Fees must be clearly disclosed and acknowledged by the user before any transaction is processed.

GTL Response: GTL has read, understands, and will comply.

3.2.3.4. Inbound messages will be sent via a secure, easy to use web interface. The Contractor must provide an interface to the SCDC OMS to verify that the inmate recipient is in SCDC custody and not restricted from receiving electronic messages.

GTL Response: GTL has read, understands, and will comply.

GTL's Messaging system includes an integration to SCDC's OMS which provides inmate status including eligibility to receive messages. Inbound messages are composed and sent on GTL's secure ConnectNetwork website.

3.2.3.5. The Contractor must provide, install, and maintain secure, hardened kiosks for inmates to receive and reply to messages. Optionally, the Contractor may propose installation of printers either in the kiosks or in institutional mailrooms, to provide the option of printing messages for an additional fee. If this is proposed, the Contractor will be responsible for the printers and any consumables required.

GTL Response: GTL has read, understands, and will comply.

GTL currently provides almost 400 kiosks in SCDC facilities that inmates can use to receive and reply to messages. Furthermore, we propose to expand this messaging capability to the Inspire wireless tablet.

3.2.3.6. The Contractor must provide secure inmate educational tablets and the associated secure wireless network infrastructure to allow inmates to receive and reply to messages from within their cells and common living areas.

GTL Response: GTL has read, understands, and will comply.

3.2.3.7. The system must restrict outbound messages from an inmate to only those who have sent messages to that inmate. The Contractor must allow a message recipient to remove themselves from an inmates' "allowed" list via the registration website or by written request.

GTL Response: GTL has read, understands, and will comply.

GTL's Messaging application allows inmates to send messages only to those family and friends who have first sent them a message via the ConnectNetwork web site.

3.2.3.8. Messages will consist of text only with no images or attachments.

GTL Response: GTL has read, understands, and will comply.

Although GTL's Messaging application supports photo and video attachments to inmate messages, this capability has been disabled for SCDC per the requirement.

3.2.3.9. The system must provide a means of restricting outbound and/or inbound messages based on factors determined by SCDC including but not limited to:

- security
- custody
- disciplinary or other type suspension
- housing unit / living area / institution
- Security Threat Group (STG) or other group membership
- individual user or inmate

GTL Response: GTL has read, understands, and will comply.

GTL's Platform Elite management application currently provides the ability to program these restrictions and has performed exceptionally for the past five years.

3.2.3.10. The system must allow the review of all inbound and outbound messages by SCDC staff. The system must provide a means of queuing all or selected inbound and/or outbound messages, such that SCDC staff review and approval is required before the message is released for delivery. The system may be configured for automatic release of incoming and/or outgoing messages which do not fit certain criteria such as those listed above.

GTL Response: GTL has read, understands, and will comply.

The current Messaging app provides this capability and has been a great security asset for SCDC for the past five years.

3.2.3.11. The system shall feature extensive message search capability. Messages must be searchable by keyword(s). The system must allow limiting of the text search by date, outside user, inmate, or a combination. (From Section IV – Provide details regarding the message search capabilities of the proposed system.)

GTL Response: GTL has read, understands, and will comply.

The Messaging application allows SCDC to import watch list words and automates the scanning and review process of e-messages. Detected matches flag suspect content for additional review as needed. Keyword notification within the Message Link system alerts staff to potential safety risk that may exist within message.

3.2.3.12. It is desired that the system feature English translation of foreign language messages, at a minimum Spanish. (From Section IV – List all language translations available with the proposed system.)

GTL Response: GTL has read, understands, and will comply.

The Messaging application currently supports translation for officer review in English, Haitian Creole and Spanish.

3.2.3.13. The system must have the capability to automatically hold and/or flag messages for review based on criteria established by SCDC:

- keywords
- foreign language
- individual user, inmate, or group (factors listed earlier)
- suspicious message – no dictionary words or sporadic dictionary words
- other as requested

GTL Response: GTL has read, understands, and will comply.

The Messaging application allows SCDC to import watch list words and automates the scanning and review process of e-messages. Detected matches flag suspect content for additional review as needed. You can also set up alerts for messages between specific inmates and public parties.

3.2.3.14. Messages will be stored for the life of the contract and provided in SCDC desired format at its conclusion.

GTL Response: GTL has read, understands, and will comply.

3.2.3.15. System reporting shall be extensive and shall include reports of correlation between outside users and inmates (outside users sending/receiving messages from multiple inmates). The Contractor shall develop custom reports at no charge to SCDC. The system must also offer extensive standard reports, with standard features such as click to sort by column / multiple columns, dragging of columns to reorder on the report, column filters, saving of report preferences, etc. The system must allow for custom report creation by SCDC staff.

GTL Response: GTL has read, understands, and will comply.

Our Platform Elite Reporting module provides this capability, but we recommend our **GTL Data IQ®** software as described in section III.5 as the optimal method to identify and analyze these correlations. Standard Messaging reports include incoming censored messages, inmate messages received, inmate messages sent, message summary report, outgoing censored messages, undelivered incoming messages, and undelivered outgoing messages, to name a few standard reports.

3.2.3.16. The Contractor must provide user identification and billing information to SCDC upon request, and assist investigators in determining the true source of messages.

GTL Response: GTL has read, understands, and will comply.

3.2.3.17. The system must allow export of any data desired by SCDC in flat file, delimited, XML, or other industry standard formats requested by SCDC. Data may not be provided to a third party without the express consent of SCDC.

GTL Response: GTL has read, understands, and will comply.

3.2.3.18. Contractor shall employ security measures to protect customer identity and credit / debit card information and control inmate access to the appropriate messaging application components. Under no circumstances may inmates be allowed to redirect to other web sites, or be allowed any other network access via the inmate messaging application. (From Section IV – Describe fully the proposed security measures to protect customer identity and credit / debit card information and control inmate access to the appropriate messaging application components.)

GTL Response: GTL has read, understands, and will comply.

PCI Compliance: GTL has the distinction of being one of the first organizations in the country to have an authorized internal employee attend training and successfully pass all requirements for achieving the **PCI Security Standards Council's**

certification as a Payment Card Industry Internal Security Assessor. Consequently, GTL is one of the first providers in the inmate telecommunications market to meet and exceed the control objectives of the Payment Card Industry Data Security Standard (PCI DSS). Certification will remain in place for the duration of the contract. As a Level 1 Merchant, GTL is required to complete an annual report on Compliance and Attestation of Compliance providing evidence to our merchant banks that GTL's information security controls are in full compliance with the Payment Card Industry Data Security Standard version 3.2. GTL can provide the most recent and future versions of the Attestation Compliance. The most recent report is attached at the end of the Questionnaire.



As the first company to deploy and manage a fully integrated and automated payment channel system including kiosks, web and IVR portals for a state DOC, annually GTL now processes over 14.5 million automated payment transactions for our customers nationwide.

The security of GTL's electronic transactions is continuously monitored by internal processes and verified quarterly by an independent security scanning company.

3.2.3.19. The Contractor must provide on-line help as a component of the inmate messaging application, and will produce other inmate training materials as deemed necessary by SCDC upon implementation of the system.

GTL Response: GTL has read, understands, and will comply.

3.2.3.20. The Contractor must provide complete system documentation, user manuals, and training for SCDC staff.



GTL Response: GTL has read, understands, and will comply.

3.2.4. Inmate Request to Staff

The system must provide a suitable replacement for the existing inmate request to staff system currently provided by the incumbent service provider, GTL, using their hosted OMS. The system must interface with the Agency's existing offender management system.

GTL Response: GTL has read, understands, and will comply.

The Inmate Requests currently provided by GTL on the inmate kiosks allows inmates to submit requests using a simple to use online form. Requests then flow through a configurable workflow and can then be reviewed by the appropriate SCDC facility staff. Requests can be tracked, reviewed, and responded to via our user-friendly interface. We will extend this capability to Inspire wireless tablets in the new contract.



Requests Inbox

Exit

15-3360	IR - Commissary	Pending	View
15-3358	IR - Commissary	Pending	View
15-3353	IR - Mail	Pending	View
15-3349	IR - Education	Pending	View
15-3335	IR - Commissary	Pending	View

<<

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1

2

Response:

Original Request:

Request Date: 3/24/2015 12:50 PM
Type of Request: IR - Commissary
I need a new tooth brush

Name: CALLAHAN, CARRIE

- View status of requests
- Notification of status changes
- View outcome of requests

3.2.4.1. The system must be able to accept submissions of inmate requests via the inmate kiosk / tablet, and route them to the appropriate staff at the inmate's institution or elsewhere according to the workflow configured for the request category.

GTL Response: GTL has read, understands, and will comply.

The Requests application currently provided by GTL on the kiosks complies. We will extend this capability to the Inspire tablets.

3.2.4.2. The system must have the capability to manage an unlimited number of user definable request categories, each with unique workflow routing and escalation workflows.

GTL Response: GTL has read, understands, and will comply.

The Requests application currently provided by GTL on kiosks complies. We will extend this capability to the Inspire tablets.

3.2.4.3. Inmates will have the capability to submit requests to staff (RTS) via the inmate kiosk / tablet, and must choose a request type / category from a pick list configurable by SCDC to control the request workflow routing. The maximum length of the inmate request text narrative will be configurable by SCDC. An inmate may cancel a request at any time prior to submission, but will not be able to save a draft of a request and will not be able to view the text narrative of a request once submitted until a staff response is received. The inmate will be required to agree to SCDC specified Terms and Conditions to complete submission of a request, and a confirmation / reference number will be provided if successfully submitted. Staff will be able to manually add a request to staff for inmates who submit a paper form. The type of submission (kiosk /tablet or paper) will be saved in the request record along with a date / time stamp.

GTL Response: GTL has read, understands, and will comply.

The Requests application currently provided by GTL on kiosks complies. We will extend this capability to the Inspire tablets.

3.2.4.4. Inmates will have the capability to view a history of requests via the inmate kiosk / tablet, with highlighted requests indicating a staff response is waiting to be read. By default, the list will be sorted by date of last response update but must allow the inmate to sort by date submitted, request type / category, or other columns by clicking on the column header. The number of unread responses will be displayed on the kiosk / tablet application main menu.

GTL Response: GTL has read, understands, and will comply.

3.2.4.5. Inmates may view the original request information to include the date/time, request type / category, and status of the request by selecting it from the history list. The original request text narrative will not be displayed until a staff response is received.

GTL Response: GTL has read, understands, and will comply.

The Requests application currently provided by GTL on kiosks complies. We will extend this capability to the Inspire tablets.

3.2.4.6. The response section will include the current status of the request and display all responses from staff including the date/time, responding staff's user id, and the response narrative. There can be multiple responses to each request. Staff will set the status and enter responses to requests using a web based interface.

GTL Response: GTL has read, understands, and will comply.

The Requests application currently provided by GTL on kiosks complies. We will extend this capability to the Inspire tablets.

3.2.4.7. Staff will be able to access pending requests by accessing a workflow module which will route requests to the appropriate staff groups based on the request type / category selected by the inmate. The workflow module will display all workflows the staff member has access to, based on their institutional assignment and security roles. Workflows with pending requests will be indicated by an icon or display of the number of pending requests. Selecting a workflow will display a list of all pending requests including date/time, inmate number, name, and dorm assignment. Selecting the request will allow the staff member to open it for review and response.

GTL Response: GTL has read, understands, and will comply.

The Requests application currently provided by GTL on kiosks complies. We will extend this capability to the Inspire tablets.

3.2.4.8. Staff will also have the option to search for request records by:

- Inmate Number
- Inmate Name
- Request Type / Category (pick list will be filtered based on security role)
- Request Disposition
- Date Requested (date range)
- Reference Number
- Request Keywords (search for keywords in the request text narrative)
- Location (institution)
- Option to include or exclude closed requests.

GTL Response: GTL has read, understands, and will comply.

3.2.4.9. The default search criteria will be to display every request (this will include only those records that have a Request Type that the user has security permissions to view) and to include closed requests. Selecting a request from the search results will allow the staff member to open it for review and response.

GTL Response: GTL has read, understands, and will comply.

3.2.4.10. Any Inmate Request records that are past due (ie 30 days or greater since the Date Requested) will be displayed with an alert icon. There will be a system parameter that determines the number of days that are “past due”. Requests that are completed / closed status will be displayed in a different color to distinguish them from pending requests.

GTL Response: GTL has read, understands, and will comply.

3.2.4.11. Staff will have the ability to send a response to the inmate kiosk / tablet or enter a response as a draft and route the draft response to a review workflow based on their security roles. Once a staff response has been finalized and sent to the inmate kiosk / tablet system, it will no longer be editable. Staff will also have the ability to save internal notes regarding a request that will not be seen by the inmate.

GTL Response: GTL has read, understands, and will comply.

3.2.4.12. If the inmate selected the wrong request type / category, staff will be able to select the appropriate type / category from the pick list and reroute the request to the corresponding workflow by saving the record. Each institution will have a staff member designated as the “Institutional Clearing House” (ICH). An “ICH - Review” workflow will be used when a user does not know the appropriate request type / category to assign to a request. The ICH would then review and assign the proper request type / category to reroute the record to the correct workflow.

GTL Response: GTL has read, understands, and will comply.

3.2.4.13. When an inmate transfers to a new institution, all pending (non-closed) requests for that inmate will be moved to an “ICH – Transfers” workflow at the destination institution. A system-generated note will be added to the request record when an inmate is transferred. This note will display where the inmate was transferred from and the date/time the transfer occurred.

GTL Response: GTL has read, understands, and will comply.

3.2.4.14. Inmates will have the capability to appeal a request to staff response by filing a grievance through the inmate kiosk / tablet system. The first level appeal / grievance will be responded to at the institutional level using a similar process as noted above. A second level appeal / grievance will be responded to by the central office grievance staff and will be the final appeal within the agency.

GTL Response: GTL has read, understands, and will comply.

3.2.4.15. The following reports will be available for staff: Inmate Request Statistics, Inmate Request Statistics with Date Range and Location, Inmate Request Audit Trail, Inmate Request Search, Inmate Request Search by Date, Inmate Request Assigned To, Inmate Request Requiring Response, Inmate Requests Requiring Response by Location, User Report, and User Report by Location.

GTL Response: GTL has read, understands, and will comply.

The above reports listed in 3.2.4.15 are available for SCDC staff.

3.2.5. Inmate Information Self-Service

The system must allow inmates to retrieve the following information / documents as provided to the Contractor by SCDC on a periodic basis, via the inmate kiosk and educational tablets at no charge to the inmate or SCDC. The files will be provided in PDF format. (From Section IV – Offeror must describe site security measures that would prevent an inmate from accessing unauthorized content.)

GTL Response: GTL has read, understands, and will comply.

GTL's application environment for kiosks/tablets requires a secure login including PIN to access any applications. Inmates can only access information after secure login. This will fall under the existing Staff and Inmate Request System safety protocols.

3.2.5.1. View their trust fund balance and available canteen spending limit.

GTL Response: GTL has read, understands, and will comply.

3.2.5.2. View their trust account statement with transaction detail for the past 90 days.

GTL Response: GTL has read, understands, and will comply.

3.2.5.3. View their Contractor debit account (inmate telephone / messaging / entertainment) balance and transaction detail for the past 90 days.

GTL Response: GTL has read, understands, and will comply.

3.2.5.4. View their projected release, parole eligibility, and other release related dates.

GTL Response: GTL has read, understands, and will comply.

3.2.5.5. View their approved visitor list.

GTL Response: GTL has read, understands, and will comply.

3.2.5.6. Display their work, education, and program enrollment summary.

GTL Response: GTL has read, understands, and will comply.

3.2.5.7. View the inmate handbook and other SCDC publications.

GTL Response: GTL has read, understands, and will comply.

3.2.6. Inmate Law Library

The proposed system must provide automated law library services for inmates to conduct legal research. The South Carolina Department of Corrections currently has a contract for approximately 75 workstations to access a customized version of the Westlaw Law Publication on-line/web based database to be used by inmates for legal research. At a minimum, the proposed system must provide legal research capability equivalent to the existing solution, and be made available to all inmates using the inmate kiosks and educational tablets.

GTL Response: GTL has read, understands, and will comply.

GTL has a working relationship with Westlaw and Lexis Nexis and will provide the solution that best meets SCDC's requirements.

3.2.6.1. The on-line/web based database shall be required to have the following information:

- United States Constitution, located in volume 21 of the South Carolina Code of Laws, 1976, as amended
- South Carolina Constitution, located in volume 21 of the South Carolina Code of Laws, 1976, as amended
- United States Code Annotated
- South Carolina Code of Laws, 1976, as amended
- South Carolina Rules of Court, State, current year (Contains: South Carolina Rules of Civil Procedure, Evidence, Criminal Procedure, Appellate Procedure, and Administrative Law Court Rules)
- South Carolina Rules of Court, Federal, current year (Contains: Federal Rules of Civil Procedure, Evidence, Appellate Procedure with the Fourth Circuit, and District Court Rules)
- U.S. Supreme Court Cases
- U.S. Court of Appeals for the Fourth Circuit Cases
- U.S. District Court Cases for Fourth Circuit States
- South Carolina State Court Cases
- Keycite
- Legal Dictionary

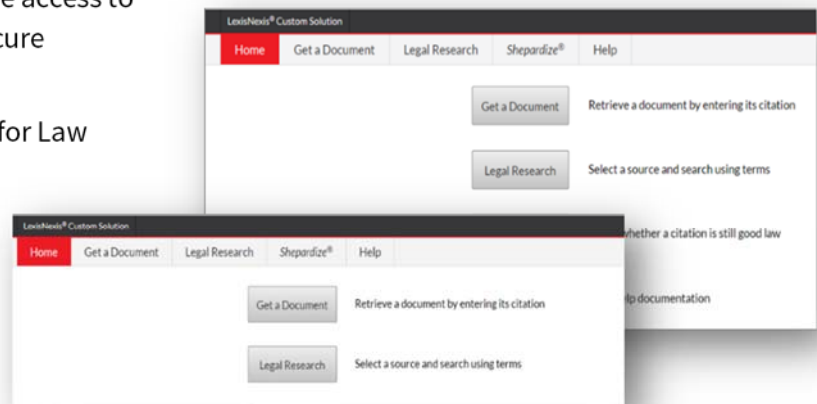
(From Section IV – Offeror must describe any other legal resources and / or tools available through their on-line services.

GTL Response: GTL has read, understands, and will comply.

Through our wireless tablet and kiosk solutions, we can provide law library access to requested State and Federal law information via the high-resolution touch screen inputs. Our solution is compatible with most Law Library vendors, including Westlaw through either app access or a secure browser application. GTL will provide access to all the listed law information our secure browser application.

In addition, we can provide options for Law Library access through the following vendors:

- LexisNexis
- Legal Research Associates
- Casemaker
- Westlaw



SCDC can benefit by using our correctional communications devices allowing direct digital access to an inmate law library. As your partner, we help your agency move into the next level of automation 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.

3.2.6.2. Contractor must provide all necessary training and documentation to inmates to utilize the service.

GTL Response: GTL has read, understands, and will comply.

3.2.6.3. Contractor must provide necessary training, tools, and documentation to SCDC staff to administer the service and report on service utilization.

GTL Response: GTL has read, understands, and will comply.

Refer to response 3.2.1.18 for full detail on service administration and utilization reporting.

3.2.6.4. Contractor must provide customer support to include telephone support 24 hours a day/7 days a week.

GTL Response: GTL has read, understands, and will comply.

GTL provides customer support for all services to SCDC staff 24 hours a day, seven days a week.

3.2.6.5. Contractor shall employ site security measures that would prevent an inmate from accessing unauthorized content.

GTL Response: GTL has read, understands, and will comply.

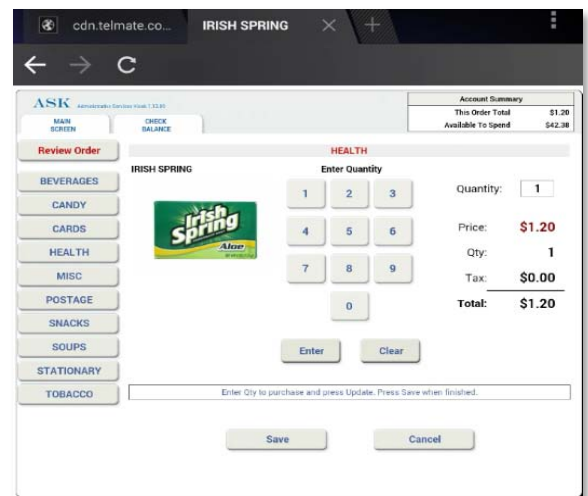
GTL's application environment for kiosks/tablets requires a secure login including PIN to access any applications. Inmates can only access legal information upon validation. The access to all legal sites is controlled via the Law Library Access application.

3.2.7. Canteen Order List Submission

The system will provide a means for inmates to submit an order list to the inmate canteen using the inmate kiosk and / or tablet.

GTL Response: GTL has read, understands, and will comply.

GTL's Inspire solution include the **Commissary App** that provides an interface for inmates to select and order items to be filled directly by the commissary vendor at your facilities. The electronic store is easy to navigate and correctly select the desired items. With the user experience much like the shopping cart used by on-line web merchants. Purchases made 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.



3.2.7.1. SCDC will provide a daily file of items available for purchase from each canteen location. The file will contain the location code, canteen #, item #, description, category, and price.

GTL Response: GTL has read, understands, and will comply.

3.2.7.2. SCDC will provide a daily file of current inmates including the inmate #, name, location code, canteen #, available weekly spending limit, and purchase restriction group.

GTL Response: GTL has read, understands, and will comply.

3.2.7.3. The system will allow inmates to select authorized items for addition to their canteen list, and order them according to priority. The inmate should be able to save a copy of the list and modify it until it is submitted for purchase. The inmate should be given an order reference number to be used to identify the “shopping cart”.

GTL Response: GTL has read, understands, and will comply.

3.2.7.4. The system will send SCDC a daily file of all submitted canteen orders including the location code, canteen #, reference number, inmate #, item #, and quantity ordered.

GTL Response: GTL has read, understands, and will comply.

3.2.8. Educational Materials

Inmate’s educational tablets must allow SCDC to provide educational content to the inmate population at no cost to the inmates or SCDC, other than the cost for the content itself.

GTL Response: GTL has read, understands, and will comply.

GTL’s ***Education App*** allows your inmates to select various educational materials required and approved by SCDC. Education is a complex product offering, and GTL realizes 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 you to build the best educational suite to address your specific needs. Education will help reduce recidivism, provide inmates a self-paced curriculum, and offer immediate access to education content. The Education App, LMS, and content are provided to SCDC at no cost to inmates or SCDC.

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 investment in tools to provide our 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 providing 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.

Our education tools are designed by professional educators. Additionally, we can create custom coursework while collaborating with the teachers who may already be on SCDC's staff. The outcome is teachers speaking with teachers developing 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 your unique needs. Our program will incorporate your current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Religion, and Computer Skills related content.

In addition, the Educational Program will include Khan Academy Lite (KA Lite), providing over 7,000 videos and 20,000 interactive exercises in Math, Science, History and Economics to match the common core standards. Further, our academic content is aligned with most state standards, GED, HiSET, and TASC.

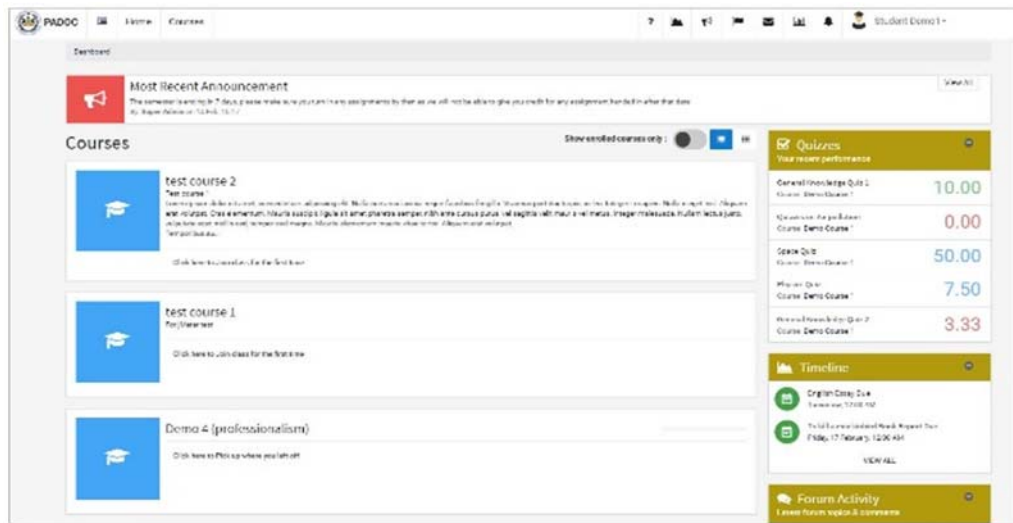
GTL provides credentialed content used by Education Professionals worldwide. **With over 65,000 titles currently available and over 18,000 inmates using our systems daily**, GTL offers the most widely used digital educational systems used in the United States. We support inmate success and the journey from incarceration, to rehabilitation, to reintegration into the community by providing access to tools helping convert inmates into productive, tax-paying, law-abiding citizens.

We have experience delivering assessments as well as the underlying curriculum, setting a corrective and rehabilitative path forward for inmates. We incorporate these assessments and predictive analytics into our learning management systems, delivering analytics to correctional administrators related to progress and problem areas needing additional attention.

3.2.8.1. The proposed system must include a Learning Management System (LMS) for tracking educational content, with detailed enrollment and course participation status for each inmate.

GTL Response: GTL has read, understands, and will comply.

GTL can provide SCDC an integrated educational solution for the correctional marketplace meeting federal, state, and local correctional agency requirements should you be interested. **Our Learning Management System (LMS) has more than 5,000 hours of educational content already available**, all developed by industry leading educational content partners. Our LMS also allows teachers to custom create coursework for their students.



It should be noted GTL is a supporter, and user, of the open content movement's work. The LMS uses SCORM-compliant materials ensuring the contents' cross-platform compatibility.

For the instructors, the program includes an analytics and reporting dashboard to easily track attendance, each inmate/student's activities, inmate/student progress and grades. The system tracks and rewards accomplishments and activities in a myriad of ways. Each learner's progress is tracked and viewed in their individualized reporting and tracking section. The grade dashboard for teachers offers a simple graphical representation of overall grades that, with the click of a button, will be expanded to show a breakdown of all individual grades.

LMS Reporting/Analytics Data Points

Dashboard	<ul style="list-style-type: none"> • # of Active Users • # of Courses • # of Modules
User Activity	<ul style="list-style-type: none"> • Users Overview (visits, time spent, date registered) • Total Course Enrollments Location of Users • Completion status
Learners	<ul style="list-style-type: none"> • Unique Sessions • Most Active Users • New Registrants (by date)
Reports	<ul style="list-style-type: none"> • Learning Progress • Course Stats • Progress by Learners • Login Statistics • Learner Performance Course Enrollments

Courses	<ul style="list-style-type: none"> • Enrollments per course • # of New courses by date • Most visited courses • Active courses • Courses with zero activity
Load	<ul style="list-style-type: none"> • Visits, Time Spent • Total size on server • Most Used Features

3.2.8.2. Educational Tablets must support the automated provision of educational apps over the secure wireless network.

GTL Response: GTL has read, understands, and will comply.

All educational content is automatically provided through and managed by the GTL LMS, and this is the only access.

Typical Educational Content

Course Areas

- Basic Writing/Reading/Language
- Life Skills/Self-Development
- Business Skills & Leadership
- Computer Literacy/IT Skills
- Certification Pathways
- ESL
- Vocational Training (Plumbing, Janitorial)

*LMS: Courses, Videos, and E-Books
developed by leading experts in the
learning industry*

Religious Content

- Over 5,800 Religious Titles
- Bible (NIV, KJV, NKJV)
- Qur'an (The Study Qur'an)
- Talmud, Hadith, and Torah

i-Pathways GED Prep

The GED Prep materials offered by GTL were developed by CAIT (Center for the Application of Information Technologies - Western Illinois University). CAIT has over 25 years of history working in distance education.

This program offers six separate LMS curriculums: Language Arts, Basic Math, Advanced Math, Science, Social Studies, and Basic Writing.

The GED Prep Program provides inmates with the opportunity to prepare for all portions of the High School Equivalency Exam (GED). Each content area includes multiple lessons, activities, and learning checks to assess student skills.

Illinois Department of Corrections reported that during FY16 they had 362 students take or attempt completion of all 4 subject tests, and 346 successfully passing their tests. The i-Pathways curriculum is the only test prep curriculum used within the IL-DOC. We saw a 96% pass rate for i-Pathways users in FY16 for the IL-DOC.

KA Lite

GTL's Basic LMS Package offers the KA Lite software that mimics the online experience of Khan Academy for offline situations. Running KA Lite as a local server, SCDC's inmates can watch Khan Academy videos and do Khan exercises, and SCDC's authorized staff can track student progress.

SCDC inmates will have access to over 7,000 Videos and 20,000 Interactive Exercises, all of which match the common core standards in areas such as Math, Science, History, and Economics.

Pearson/Pearson Vue

GTL's LMS offers both Pearson and Pearson Vue systems to provide certified and accredited computer-based testing in a variety of areas including:

- GED Prep/Exam Center
- Basic Reading
- Basic Writing Package
- Basic Language
- English as a Second Language (ESL)
- Life Skills

3.2.8.3. Educational Tablets must support the automated provision of e-books over the secure wireless network.

GTL Response: GTL has read, understands, and will comply.

3.2.8.4. Educational Tablets must support secure, restricted internet access by inmates. All web sites available for inmate access must be approved by SCDC.

GTL Response: GTL has read, understands, and will comply.

3.2.8.5. Access to all educational materials should be controlled through the LMS and /or educational tablet management application with access restrictions available by a minimum of tablet identifier, tablet location, inmate, and inmate security / custody level.

GTL Response: GTL has read, understands, and will comply.

The GTL LMS provides SCDC staff complete control of all access to educational content.

3.2.9. Entertainment

Educational Tablets must support purchase of entertainment options by inmates using a monthly subscription model or on a per minute basis. (From Section IV – The Offeror shall describe any options available to SCDC to provide access to entertainment content as an incentive for inmate behavior, attainment of educational goals, etc.)

GTL Response: GTL has read, understands, and will comply.

GTL will work directly with your staff responsible for inmate education and self-improvement to develop a behavioral credits program that leads to meaningful education objectives, customized to SCDC's educational and behavioral objectives. GTL offers true education for inmates that leads to meaningful education achievement with meaningful outcomes. For example, achieving 75% Skillsoft Course = 150 credits; successful completion of Social Studies GED Prep = 450 credits, etc.

It is important to design behavioral rewards that are awarded for true educational achievements, not simply for turning a set number of pages or answering a set number of test questions.

The reward credits provided for educational achievement can be used to access tablet leisure content such as:

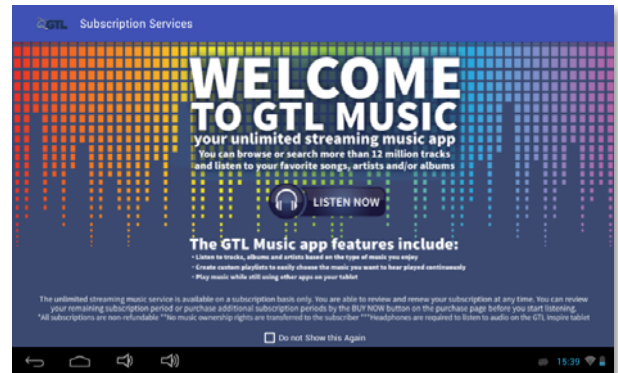
- Information/materials
- E-books
- Music services
- T.V. Shows
- Movies
- Games

3.2.9.1. Educational Tablets must support access to a music streaming service with a large variety of selections, including new releases.

GTL Response: GTL has read, understands, and will comply.



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 Sony, Warner, Universal, as well as several prominent independent music labels 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.

Catalogue Control

GTL has complete control over the music catalogue – unlike other providers that simply offer a commercially available app like iHeartRadio or Pandora. GTL can filter and exclude tracks that contain undesirable industry rating. In addition, GTL has a secondary filter that removes all tracks, albums or artists that contain any term deemed by GTL or the facility as vulgar. Finally, the facility can request the removal of tracks, artists, and/or albums it sees as unfit for the inmates.

Facility control over the catalog is key to ensuring the safety and security of the facility.

Record Label Approval

GTL's Streaming Music Service has been reviewed and approved by all represented record labels – meaning all legally mandated tracking is accounted for and all appropriate content payments are made. Contrary to this, many in the industry simply borrow a commercially available music app to provide to inmates to save money while potentially circumventing the music industry's terms of use.

Record label approval is critical to the long-term viability of any streaming music service.

Streaming Music Service Features

- Unlimited listening – no restrictions on skips or how many times a track can be played
- Browse over 12 million tracks from Sony, Warner, Universal Music, and over a dozen popular independent labels
- Custom-built app for the corrections market – not an “off-the-shelf” app or service

- Unlimited number of custom playlists
- Curated playlists to learn about new artists and genres
- Find new music with GTL's "Discover" feature –the latest new tracks, artists, and albums
- Corrections-appropriate music catalogue controlled by GTL and the facility

3.2.9.1.1. Songs in the catalog must not contain explicit lyrics.

GTL Response: GTL has read, understands, and will comply.

GTL has complete control over the music catalogue – unlike other providers that simply offer a commercially available app like iHeartRadio or Pandora. GTL can filter and exclude tracks that contain undesirable industry rating. In addition, GTL has a secondary filter that removes all tracks, albums or artists that contain any term deemed by GTL or the facility as vulgar. Finally, the facility can request the removal of tracks, artists, and/or albums it sees as unfit for the inmates.

3.2.9.1.2. Songs must be approved by SCDC prior to being added to the catalog.

GTL Response: GTL has read, understands, and will comply.

GTL will provide all content to SCDC authorities for review prior to addition to the application's library. Per the prior response, GTL has a filter that removes all tracks, albums or artists that contain any term deemed by GTL or the facility as vulgar. GTL will customize this filter as specified by SCDC.

3.2.9.1.3. Inmates must be allowed to review the song catalog for free prior to purchase of a subscription.

GTL Response: GTL has read, understands, and will comply.

3.2.9.1.4. Monthly music subscription costs will not exceed \$10.00.

GTL Response: GTL has read, understands, and will comply.

3.2.9.1.5. Per minute costs for music streaming will not exceed \$0.01.

GTL Response: GTL has read, understands, and will comply.

3.2.9.2. Tablets must support access to a video streaming service with a large variety of selections of movies and television shows, including new releases.

GTL Response: GTL has read, understands, and will comply.



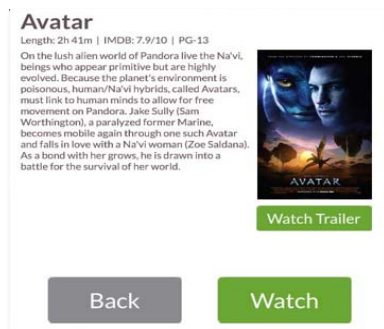
GTL's Movie App is a custom application designed specifically for the corrections market. The Movie app delivers secure inmate access to movies with over 250 approved titles. The app is designed with security as a top priority. While inmates can watch movies, the app is locked down – preventing inmates from navigating to unwanted websites.

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.

Features

- 200+ popular commercial-free titles
- Over 500 movie subtitle tracks are available in English, Spanish, French, Chinese and Korean.
- 27 titles with Spanish-language audio
- Netflix-like user experience.
- No commercials.
- Onsite storage. Storing films onsite ensures that facility bandwidth is not affected by movie watching.

Inmates can review the Movie App, including the ability to view titles, posters and descriptions, before purchasing a subscription. Once the subscription is purchased inmates can:



- Browse all titles
- See Posters
- View Promotional Trailers
- See IMDB rating
- Read Full descriptions
- Watch Full length movie

3.2.9.2.1. Movies and TV shows in the catalog must not contain content inappropriate for a correctional environment. Movies must have a Motion Picture Association of America (MPAA) rating of General Audiences (G), Parental Guidance Suggested (PG), or Parents Strongly Cautioned (PG-13).

GTL Response: GTL has read, understands, and will comply.

SCDC has complete control of video content available, so only content with approved ratings will be available to inmates.

3.2.9.2.2. Movies and TV shows must be approved by SCDC prior to being added to the catalog.

GTL Response: GTL has read, understands, and will comply.

3.2.9.2.3. Inmates must be allowed to review the movie / TV catalog for free prior to purchase of a subscription.

GTL Response: GTL has read, understands, and will comply.

3.2.9.2.4. Monthly movie / TV subscription costs will not exceed \$10.00.

GTL Response: GTL has read, understands, and will comply.

3.2.9.2.5. Per minute costs for movie / TV streaming will not exceed \$0.01.

GTL Response: GTL has read, understands, and will comply.

3.2.9.3. Educational Tablets must support access to an electronic book library with a large variety of selections, including new releases and audio books.

GTL Response: GTL has read, understands, and will comply.



GTL's **eBooks 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.

Control over the development of the app is not only imperative to the safety and security of the facility but also to the continuous improvement of the eBooks service.



Catalogue Control

The eBooks Service comes with a multi-lingual catalogue that both GTL and SCDC have complete control over. GTL has filtered and removed all content that is inappropriate for the corrections market. In addition, SCDC can request the removal any eBooks it sees as unfit for the inmates.

Facility control over the catalog is a key element to ensuring facility safety and security.

Onsite eBooks Server

GTL's eBooks Service is intelligently designed to significantly reduce the amount of internet bandwidth required to support the service. SCDC will be provided an onsite server for each physical location where the eBooks service is offered. The server is "seeded" with over 40,000 eBooks. Instead of utilizing the internet to retrieve eBooks, the service reaches out to the onsite server – providing inmates a higher level of service and preventing circuits from being overloaded as a result of the popularity of the eBooks service.

Utilizing onsite servers is a key differentiator for GTL's eBooks Service – providing inmates an unprecedented level of service while reducing internet bandwidth constraints.

eBooks Service Features

- Multilingual catalogue of over 40,000 eBooks ranging from science fiction, drama, mystery, action, adventure, and much more
- Bookshelf feature – allowing inmates to save books to their profile
- Inmates can easily adjust font size – making it easier to read for elderly readers and those with vision problems
- Bookmark features – enabling inmates to keep track of where they last left off

3.2.9.3.1. Books in the library must not contain content inappropriate for a correctional environment.

GTL Response: GTL has read, understands, and will comply.

3.2.9.3.2. Books must be approved by SCDC prior to being added to the library.

GTL Response: GTL has read, understands, and will comply.

3.2.9.3.3. Inmates must be allowed to review the book titles in the library for free prior to purchase of a subscription.

GTL Response: GTL has read, understands, and will comply.

3.2.9.3.4. Monthly electronic book library subscription costs will not exceed \$5.00.

GTL Response: GTL has read, understands, and will comply.

3.2.9.3.5. Per minute costs for audio / electronic books will not exceed \$0.01.

GTL Response: GTL has read, understands, and will comply.

3.2.9.4. Educational Tablets must support access to a game store / center with a large variety of selections, including new releases.

GTL Response: GTL has read, understands, and will comply.



GTL's **Game Center** Service is an arcade-like 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.

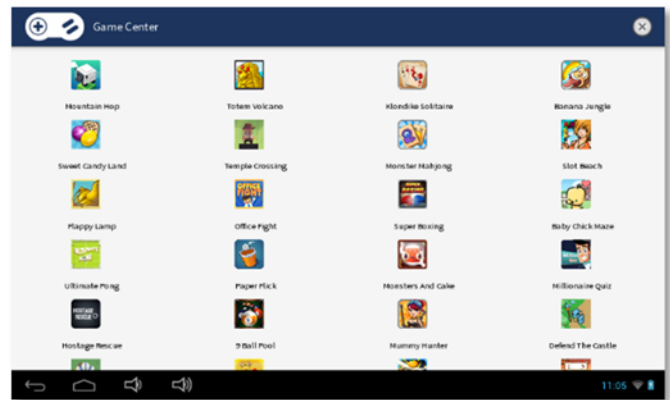
GTL's Game Center App, and the game themselves, are custom-designed and specifically built for the corrections market. With security in mind, the games are designed without external links or ads. In addition, because GTL controls the app development, there are no backdoor routes to tablet settings, profile 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.

Control over the development of the games themselves is not only imperative to the safety and security of the facility but also to the continuous improvement of the Game Center service.

Game Center Catalogue Control

GTL and SCDC have complete control over what games are allowed – unlike other providers that simply offer some commercially available games with unknown content and access to system components. SCDC can request the removal of a game at any time. As new games are developed, GTL will first present the games to SCDC to ensure that the content is appropriate for the facility, and only at that times updates the game center catalogue.



SCDC control over the Game Center catalogue is a key element to ensuring the safety and security of the facility.

3.2.9.4.1. Games in the catalog must not contain content inappropriate for a correctional environment. Games must have an Entertainment Software Rating Board (ESRB) rating of Early Childhood (EC), Everyone (E), or Teen (T).

GTL Response: GTL has read, understands, and will comply.

3.2.9.4.2. Games must be approved by SCDC prior to being added to the catalog.

GTL Response: GTL has read, understands, and will comply.

3.2.9.4.3. Contractor shall prohibit access to games that include “multi-player” functionality.

GTL Response: GTL has read, understands, and will comply.

All games in the Game Center arcade are single-player only.

3.2.9.4.4. Inmates must be allowed to review the game catalog for free prior to purchase of a subscription.

GTL Response: GTL has read, understands, and will comply.

3.2.9.4.5. Monthly game store / center subscription costs will not exceed \$10.00.

GTL Response: GTL has read, understands, and will comply.

3.2.9.4.6. Per minute costs for games will not exceed \$0.01.

GTL Response: GTL has read, understands, and will comply.

3.2.9.5. A monthly subscription plan for all of the above must be offered with a cost not to exceed \$25.00.

GTL Response: GTL has read, understands, and will comply.

3.2.9.6. The Contractor will remit 20% of the gross collections for tablet entertainment purchases to SCDC on a monthly basis.

GTL Response: GTL has read, understands, and will comply.

3.2.10. Miscellaneous Free Apps

Educational Tablets must be configured with basic apps that are free to the inmates and SCDC.

GTL Response: GTL has read, understands, and will comply.

3.2.10.1. Clock with stopwatch and vibrating alarm

GTL Response: GTL has read, understands, and partially complies.

Please note that the stopwatch function provides a visual alarm but not vibrating alarm.

3.2.10.2. Calendar with vibrating appointment notifications

GTL Response: GTL has read, understands, and partially complies.

Please note that the calendar notification function provides a visual alarm but not vibrating alarm.

3.2.10.3. Calculator

GTL Response: GTL has read, understands, and will comply.

3.2.10.4. Notepad

GTL Response: GTL has read, understands, and will comply.

3.2.10.5. Dictionary

GTL Response: GTL has read, understands, and will comply.

3.2.10.6. FM Radio

GTL Response: GTL has read, understands, and will comply.

4. Trust Fund Deposits

The Contractor must provide services to allow family, friends, and relatives of SCDC offenders to send money electronically to offenders' trust accounts. SCDC uses the term "electronic deposits" to include payments sent to an offender's Trust account on behalf of their friends and family members using credit/debit cards and /or money orders ("Lockbox"). SCDC only accepts money orders from the following: Western Union, US Postal Service and Canadian Postal Services. Money orders from Canadian Postal Services must be issued in US Currency. In the future, SCDC may elect to include "electronic deposits" via SCDC facility lobby kiosks. Contractor would be responsible for installing and maintaining the lobby kiosks at no charge to SCDC. Money orders will be processed by the Contractor along with the electronic deposits at no cost to SCDC. (From Section IV – The Offeror must detail all current relationships with large retail chains or large cash locations where money orders can be purchased and sent. Identify how many walk-in / retail locations are within the State of South Carolina.

By consolidating all electronic deposits to offender trust accounts, SCDC intends to accomplish the following:

- Decrease the administrative burdens resulting from working with multiple Contractors for electronic deposit and lockbox services; and
- Improve the intelligence gathering by establishing a single source of all incoming funds.

GTL Response: GTL has read, understands, and will comply.

GTL can accept credit cards, money orders, personal checks, or Western Union payments. In cases where payment kiosks are provided, cash payments can also be accepted.

ConnectNetwork® Web and IVR Payment Services

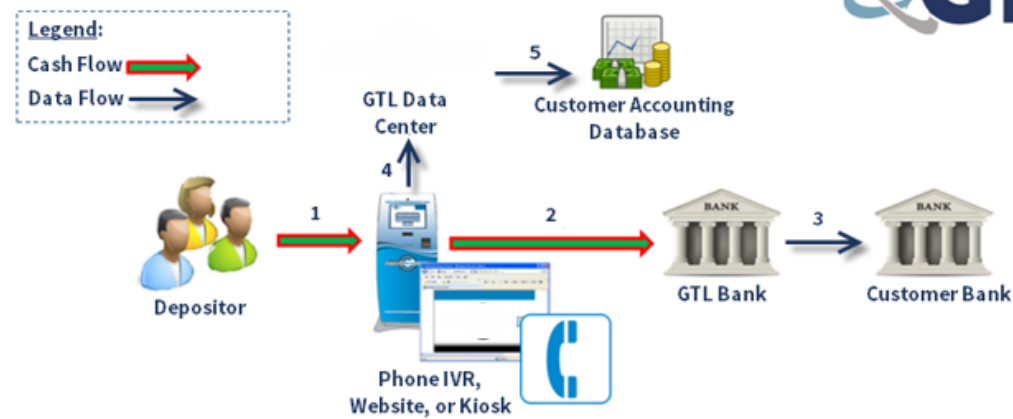
Using the ConnectNetwork® web site, inmate friends and family members can deposit money into an inmate's debit or trust account. Using our ConnectNetwork web site is easy and can be accessed from anywhere that they can gain an internet connection using a PC, laptop or smart phone.

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 can establish and fund AdvancePay accounts to prepay for inmate collect calls. In the comfort of home, office, or any other location that affords internet access, an inmate's relatives or friends can go to ConnectNetwork.com, create personal accounts, make deposits, and/or check balances and view previous transactions in their existing accounts. On the web site, the user pays by credit or debit card and each transaction amount is immediately credited to his or her AdvancePay account.

Credit/Debit Card Payments



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

Electronic deposits using credit or debit cards can also be made via telephone using GTL's **interactive voice response (IVR)** system. After a ConnectNetwork account is established, 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.

Lockbox Service for Money Orders by Mail

GTL will provide a secure lockbox location to which money orders may be sent by the friends and families of offenders housed at all SCDC institutions. Our lockbox service includes processing money orders received daily, and including them in the combined electronic file of transactions transmitted to SCDC daily.

- Lockbox service is provided at no cost to SCDC or offenders.
- A deposit slip must be included with each money order. GTL creates money order deposit slips in English, and Spanish, and makes them available at: 1) visiting areas at all SCDC facilities; 2) website; and 3) GTL's website. Deposit slips may be typewritten, handwritten, or completed online.
- GTL electronically scans deposit slips for speed and accuracy as they are processed and posted to inmate accounts. If a money order cannot be processed (e.g. illegible print) GTL will attempt to contact the sender or work with SCDC to resolve the issues.
- Money orders are processed upon receipt, and transmitted to SCDC for posting each business day (M-F). All money orders are made payable to GTL and GTL transfers all funds to SCDC for posting to the designated inmate accounts.
- GTL will work with SCDC's IT staff to develop an electronic interface to automate posting money order deposits into the inmate account maintained by SCDC trust fund software system.
- Collected funds from money orders (along with funds from other electronic deposits) will be deposited once a day, every week day, for the previous day's transactions. Transactions received on weekends will be aggregated in the Monday electronic file of daily transactions, and deposited via ACH to the designated SCDC account on Tuesday.
- GTL scans and stores images of all deposit slips and money orders, and keeps a history of all deposits for seven years. GTL records the inmate name, ID number, money order number, money order amount, and the sender's name and address information. GTL can look up historical information online as needed.
- GTL's lockbox facility is both physically and electronically secure. 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.

GTL is responsible for resolving discrepancies in the inmate name and number and will not deposit any monies until such discrepancies are resolved.

Walk-In Retail Payment Solution

GTL is proud to introduce our partnership CheckFreePay by Fiserv.

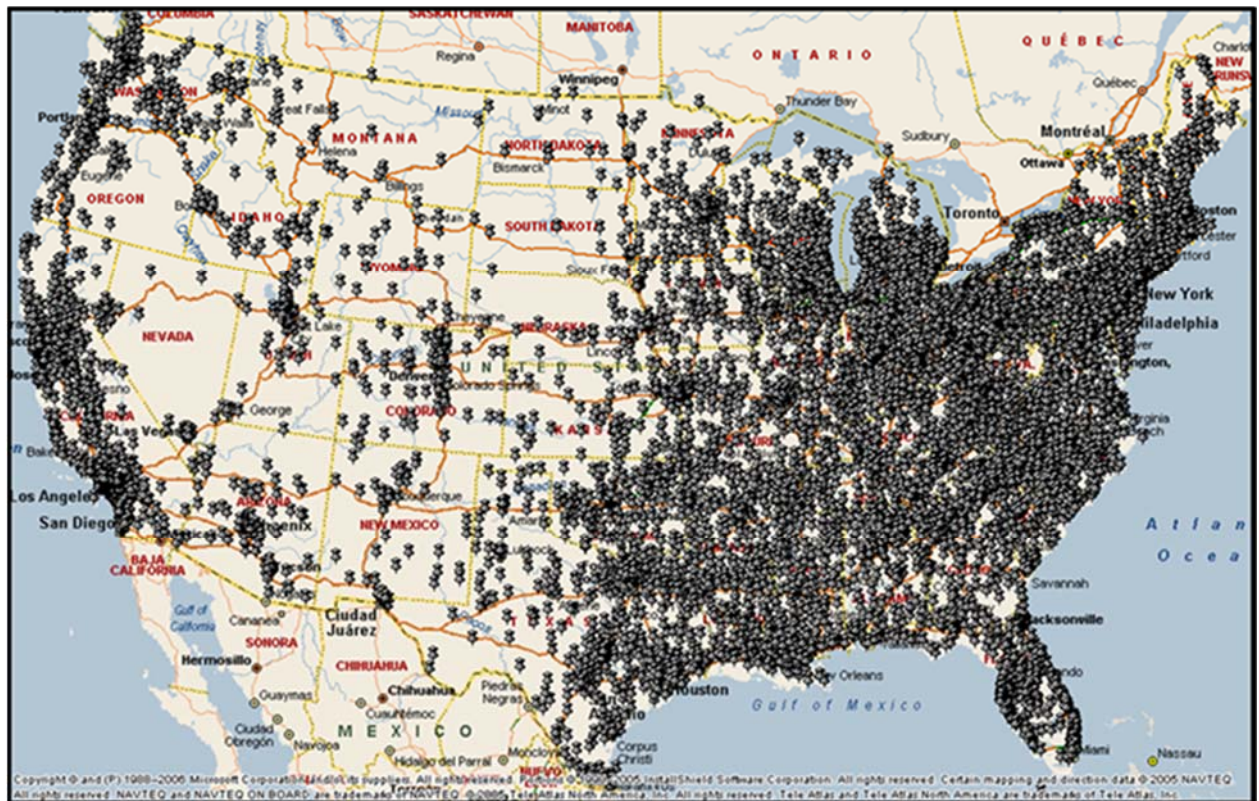
In partnership with CheckFreePay, GTL's low-cost Walk-In Retail Payment Solution allows friends and family members to add deposits to inmate's trust fund accounts at local and Big Box retail establishments. After setting up the payment online, payers can either use cash or a debit card to complete their deposit at a store in their neighborhood. This enables them to choose whether to process payments at home or on the go at a nearby retail location. Studies have shown that

additional options mean that customers will make more payments. This helps your facility to increase collections and eliminate the expense and burden of financial management.

Through this partnership GTL's Network currently has approximately 22,000 retailers nationwide including Walmart, Kmart, and ACE Cash Express, as well as approximately **260 retail partners in South Carolina** also including independent neighborhood stores and regional chains, such as Piggly Wiggly and KJ's Market IGA. Many are open 24 hours a day. We are continually growing new and monitoring existing retailers to ensure our Walk-In Retail Solution continues to provide a safe and expedient payment service to all consumers.



National and Regional Network Footprint

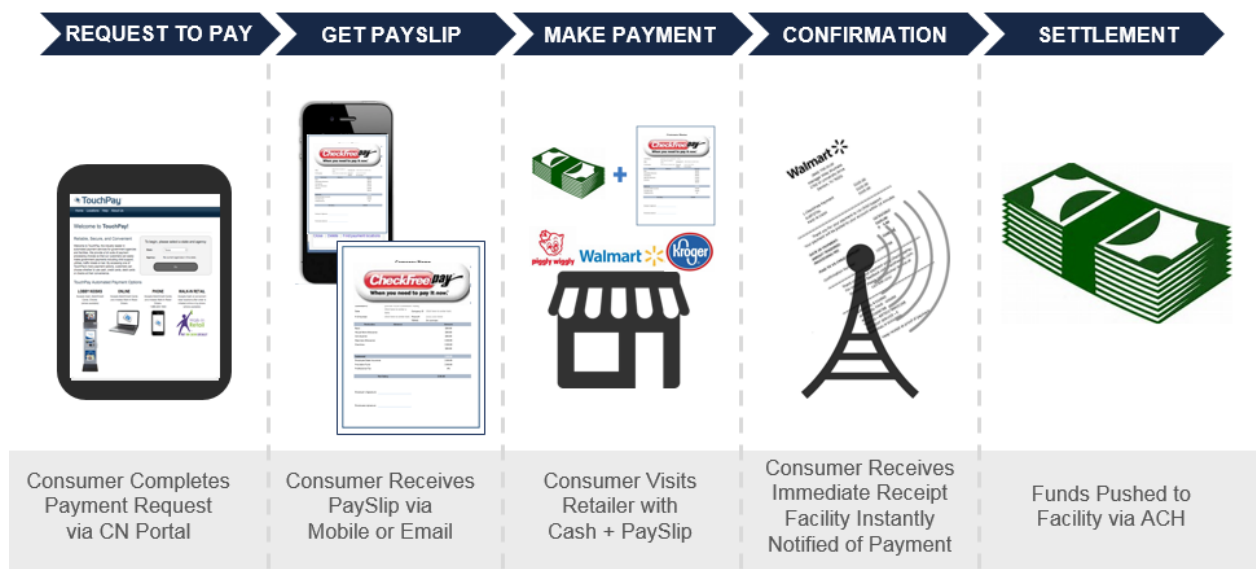


Key Benefits of Walk-In Retail

- Provides a cost-effective alternative for payers who prefer to pay in cash
- Speed of payments with approximately 22,000 retail locations, where friends and family live and shop everyday
- Accept payments for multiple departments at any participating retailer across the United States
- Many transactions are accepted and posted 24/7/365 (subject to Retailer's hours)
- Turn cash payments into electronic funds
- There is a bilingual user interface, WEB and IVR (English and Spanish)
- Many retailers can service English and Spanish speaking consumers
- Posts payments immediately to back office reporting and accounting systems

Best of all, Walk-In Retail is provided at NO COST to SCDC.

How It Works – 5 Easy Steps



The State should be aware that per Money Transmitter Regulations any entity collecting money and providing EFT services is required to have an agreement directly with the entity they are collecting money and transmitting money for, in this case SCDC by State of South Carolina. This requirement would apply to all entities such as CheckFreePay, MoneyGram, Western Union, and any others that provide walk-in retail payment locations that are collecting monies for deposit into trust accounts under this contract.

4.1. The Contractor must receive funds from the sender via phone, internet, and mail. This will be done at no cost to SCDC or the offender population.

GTL Response: GTL has read, understands, and will comply.

4.2. The Contractor may charge a convenience fee for deposits made via the internet not to exceed:

- 4.2.1. \$4 for a deposit of up to \$50
- 4.2.2. \$6 for a deposit up to \$100
- 4.2.3. \$8 for a deposit up to \$200
- 4.2.4. \$10 for a deposit up to \$300

GTL Response: GTL has read, understands, and will comply.

4.3. The Contractor may charge a convenience fee for deposits made by phone not to exceed:

- 4.3.1. \$5 for a deposit of up to \$50
- 4.3.2. \$7 for a deposit up to \$100
- 4.3.3. \$9 for a deposit up to \$200
- 4.3.4. \$11 for a deposit up to \$300

GTL Response: GTL has read, understands, and will comply.

4.4. The Contractor may charge a convenience fee of no more than \$5 for a walk-in money order, regardless of the deposit amount. There will be no fees for money orders received by mail.

GTL Response: GTL has read, understands, and will comply.

4.5. The Contractor must provide an electronic file of the previous day's transaction activity. This daily file will be available for SCDC use by 4:00 pm EST (Monday through Friday). Detailed requirements for the daily file will be determined by SCDC Information Technology Department. The electronic file will also include information on funds received by mail from money orders as described under the Lockbox section below.

GTL Response: GTL has read, understands, and will comply.

4.6. The Contractor must use the offender file provided by SCDC so that funds are accepted only for valid offender names and offender numbers. Detailed specifications for the offender file are to be determined by the SCDC Information Technology Department, similar to what is currently in production.

GTL Response: GTL has read, understands, and will comply.

4.7. The Contractor must guarantee delivery of funds after the electronic file of daily transactions is made available to SCDC. In instances of fraudulent or erroneous transactions, SCDC may try to assist in recovery if the funds are still in the offender's account.

GTL Response: GTL has read, understands, and will comply.

4.8. The Contractor must deposit collected funds (including money orders) every weekday (once per day) for the previous day's transactions. For example, transactions received on the weekend will be aggregated in the Monday electronic file of daily transactions and deposited via ACH on Tuesday. In the case of State holidays, processing will be delayed until the next business day. This is necessary for accounting staff to balance daily batches and make sure funds are posted properly.

GTL Response: GTL has read, understands, and will comply.

4.9. The Contractor must store details of all transactions in a database and make each transaction available to SCDC via an online interface provided by the Contractor. This interface will allow SCDC to look up transactions and provide an intelligence feature that allows SCDC to see who is sending money. The user interface must be able to show links between senders and offenders, how many offenders are receiving funds from a particular sender, and how many offenders are receiving funds from multiple senders.

GTL Response: GTL has read, understands, and will comply.

As a licensed money transmitter, GTL is required to securely retain all data in compliance with both credit card and cash handling and other government regulations. GTL securely stores all transactional data with redundant off-site back up for an extended period guaranteed to exceed seven (7) years. All transmitted and/or stored sensitive data is also encrypted within our databases.

GTL's ConnectNetwork client interface enables authorized personnel from SCDC to generate reports that will enable SCDC staff to see who is sending money and who the recipients are. Search capabilities enable the SCDC to select specific inmates or senders and isolate by payment channel, date range, or other criteria.

GTL Data IQ® software, which is described in detail in subsection (5) following, ***is the optimal solution for providing SCDC investigators all linkages involving transactions***, including offender, sender, and any other activity (e.g. telephone calls) associated with these parties to these transactions. The linkages are displayed in easy to comprehend graphical format, with the ability for investigators to drill down on specific linkage details. GTL Data IQ is already in use by the SCDC and providing this valuable actionable intelligence to SCDC investigators.

GTL Data IQ also can provide the additional advantage of incorporating data for any other prison agencies enabled via data sharing agreements, whether GTL or other vendor.

GTL monitors all our payment systems for fraud, money laundering, and security. We are required to maintain very comprehensive reports about transaction activities and investigate suspicious activity.

4.10. The Contractor must allow all transactions to remain available to SCDC for review, whether via the online interface or an archive retrieval process, for a period of five (5) years.

GTL Response: GTL has read, understands, and will comply.

4.11. The Contractor will be responsible for responding to and resolving any inquiries and complaints from senders arising out of the Contractor's failure to timely transmit any transactions to SCDC.

GTL Response: GTL has read, understands, and will comply.

4.12. The Contractor must keep all information about offenders confidential and must make no disclosure to any third party without written consent from SCDC.

GTL Response: GTL has read, understands, and will comply.

4.13. The Contractor must provide a secure system so that unauthorized users cannot access SCDC's information.

GTL Response: GTL has read, understands, and will comply.

4.14. The Contractor must pay SCDC \$1.00 per transaction for each Debit Card or Credit Card Transaction made.

GTL Response: GTL has read, understands, and will comply.

4.15. The Contractor must provide electronic deposit and lockbox services to SCDC at no charge.

GTL Response: GTL has read, understands, and will comply.

4.16. The Contractor must provide a lockbox service for money orders received for offenders housed at all SCDC institutions. This would include processing money orders received daily and combining transactions with the electronic funds file transmittal described above.

GTL Response: GTL has read, understands, and will comply.

4.17. The Contractor must provide a robust intelligence gathering mechanism.

GTL Response: GTL has read, understands, and will comply.

GTL deployed **GTL Data IQ®** data mining and analysis system with SCDC and trained SCDC personnel on its use to uncover actionable intelligence for over two years and the system has performed exceptionally since its deployment.

4.18. The Contractor must collect sender first name, last name, address and phone number for every electronic deposit and money order.

GTL Response: GTL has read, understands, and will comply.

4.19. The Contractor must provide functionality to allow SCDC to control and restrict the flow of funds to and from various individuals.

GTL Response: GTL has read, understands, and will comply.

4.20. The Contractor must provide 24/7 customer service which must be available for offender families to inquire about their money orders. (From Section IV – The Offeror must fully describe their customer service capabilities, include a description of their capacity to handle large call volumes without degradation in service or hold time.

GTL Response: GTL has read, understands, and will comply.

GTL provides toll-free access to both live operator assistance and a fully functional automated IVR. Knowledgeable operators are available seven days per week, and up to twenty-four hours per day. GTL provides customer service in both English and Spanish, and maintains a robust escalation protocol for quick resolution of any technical issues. Every GTL operator has access to all customer records in real time, ensuring they can handle any account request. GTL is committed to providing the highest quality of customer assistance with hold times for live operators that are one of the shortest in the industry.

GTL has invested heavily in recent years to build the most advanced call center network. We maintain a network of interconnected call centers in multiple time zones to ensure calls are answered as quickly and efficiently as possible. Our commitment to customer satisfaction not only ensures short hold times, but extends to overall quality of every call. Our average hold time is well below two minutes.

4.21. The Contractor must provide a five day turnaround for money orders so that they are available for offenders to spend a maximum of five days after the sender has placed the money order in the mail to the Contractor.

GTL Response: GTL has read, understands, and will comply.

We process each day's money orders the business day following their receipt. The completed transaction will be reflected in GTL's reporting immediately after it has been processed and SCDC will see the payment and so will GTL's Customer Service Representatives if the payer has questions.

4.22. The Contractor must require money order senders to fill out a form with their address and phone number to be submitted together with the money order. The Contractor may collect more information on this form if it will increase intelligence gathering and is approved by SCDC. The Contractor must design a form document and will make copies of the form available at SCDC institutions and electronically on the SCDC website.

GTL Response: GTL has read, understands, and will comply.

4.23. The Contractor must provide a secure lockbox facility. At a minimum, it must have restricted facility access, security, and an alarm system.

GTL Response: GTL has read, understands, and will comply.

A completed money order is sent to the GTL Lockbox Post Office Box where it is retrieved by a designated GTL employee with security training and financial security clearance. The GTL employee brings the money order and form to the secure Lock Box processing facility where the form and the money order are scanned in our secure room using our state-of-the-art automated scanners. Only staff members who have passed security checks, taken security training, and who have been authorized can access the secure room with their security badges. Currently there are only four (4) employees with access to the processing room. The room has an alarm system and is monitored continuously by camera, and no communications devices to the outside are allowed. If the information on the money order form is complete, as soon as the money order and form are scanned, the transaction is reflected in GTL's reporting tool. Incomplete or indecipherable forms are returned with the money order to the sender. Scanned forms and money orders are held securely for 30 days and then destroyed securely.

4.24. The Contractor must maintain infrastructure security, meaning that all of the Contractor's software should have formalized change management control, full system redundancy, and capacity for unexpected growth.

GTL Response: GTL has read, understands, and will comply.

4.25. The Contractor must require staff considered to be “lockbox personnel” to undergo screening, drug testing, and all applicable background checks. SCDC reserves the right to review and approve the results upon request.

GTL Response: GTL has read, understands, and will comply.

4.26. Any mail received that does not meet specifications outlined by SCDC (no E.H. Cooper Trust Fund deposit slip, inmate name and/or inmate number is missing or illegible, disagreement of inmate number or inmate name between E.H. Cooper Trust Fund deposit slip and money order, no money order, or incorrect type of money order) must be deposited into an account identified by SCDC as a default account to be processed by SCDC upon receipt from Contractor of all appropriate documentation. Any Money Order received that is unable to be deposited will be forwarded to SCDC for processing at least weekly.

GTL Response: GTL has read, understands, and will comply.

~~4.27. The proposed system must have the capability to control and restrict the flow of funds to and from individuals.⁶~~

GTL Response: This requirement has been deleted per Amendment 2, Q&A #34.

5. Intelligence / Investigative System

The proposed system must include an investigative system with integrated data mining and link analysis capabilities. The system shall assist investigators in correlating events to establish links between inmates, visitors, employees, Contractors, etc.

GTL Response: GTL has read, understands, and will comply.

GTL provides SCDC with investigative and intelligence solutions by connecting systems, leveraging automation, and implementing technologies to readily identify actionable intelligence critical to ensuring a facility’s safety and security. As the incumbent provider, GTL has already deployed our **GTL Data IQ®** data mining and analysis system with SCDC and we have trained SCDC personnel on its use to uncover connections between inmates, visitors, employees, contractors, etc. The analysis of multiple systems can expose a variety of criminal behaviors and confirm associations between people and organizations. That is why GTL provides SCDC with the most powerful solution on the market, specifically designed to conduct link analysis using an unlimited number of disparate data sources. Consolidating this information helps investigators visually analyze everything using a single, easy to use, customizable user interface.

⁶ Language removed per Amendment 2.

5.1. The proposed system must include an integrated analytic data application which identifies and analyzes certain activities from sources of data produced by this contract including, but not limited to, inmate telephone call detail records, inmate messages, pre-paid accounts, E. H. Cooper Trust Fund deposits and check requests, etc.

GTL Response: GTL has read, understands, and will comply.

GTL Data IQ® is integrated with the ITS. The data (GTL data, third-party vendor data, facility data, and human intelligence data) can be presented in either a table or link diagram view. GTL Data IQ features custom search functionality and the ability to save search criteria to run future searches on demand or schedule searches to run at specific intervals.

5.2. The proposed system must be capable of integrating data from other systems into the data mining and link analysis, by accepting data files from other non-integrated systems in industry standard formats such as xml or csv. At a minimum, this must include inmate aliases, inmate gang affiliation, and contact information for visitors, volunteers, Contractors, and employees.

GTL Response: GTL has read, understands, and will comply.

GTL Data IQ® ingests data from other systems without the need for IT development.

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

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

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	✓	✗

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

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

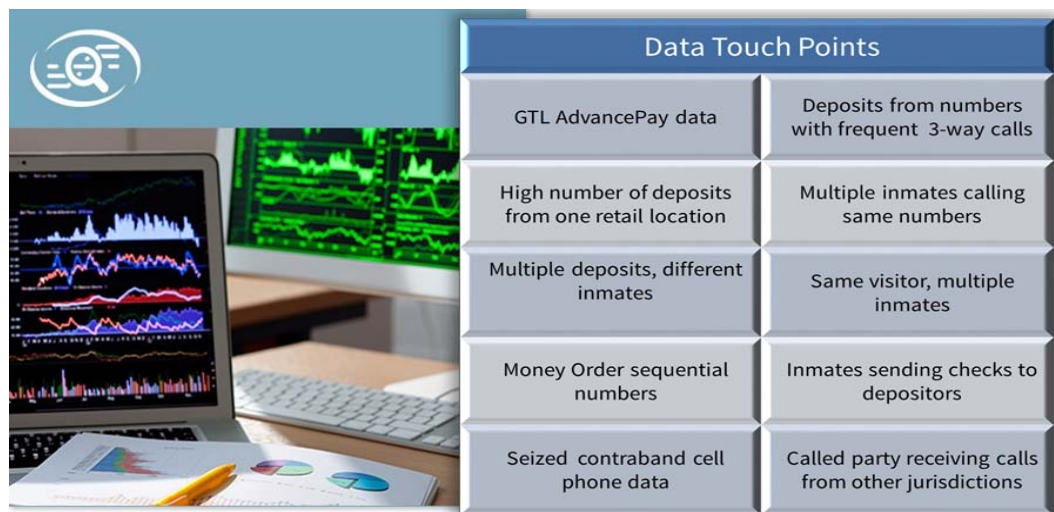
GTL CUSTOMERS RELY ON THE TIME SAVING CAPABILITIES OF GTL DATA IQ

"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."

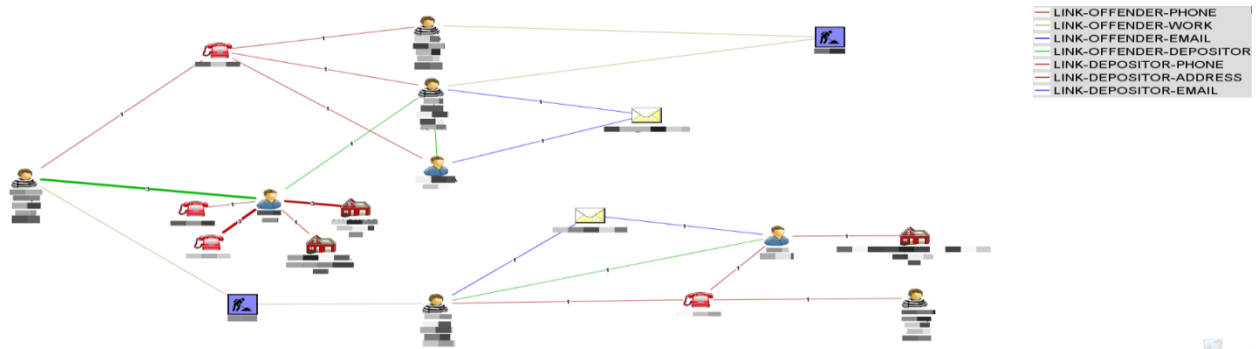
- Kurt Bensheimer, INDOC, Deputy Chief of Security Threat Group Operations

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 possession case aside, the bigger 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. Not only does this aid investigators in identifying additional suspects, but it is also critical for administrators to identify if they have an isolated incident within the facility, or are they faced with an epidemic that may require additional resources or varying strategies.

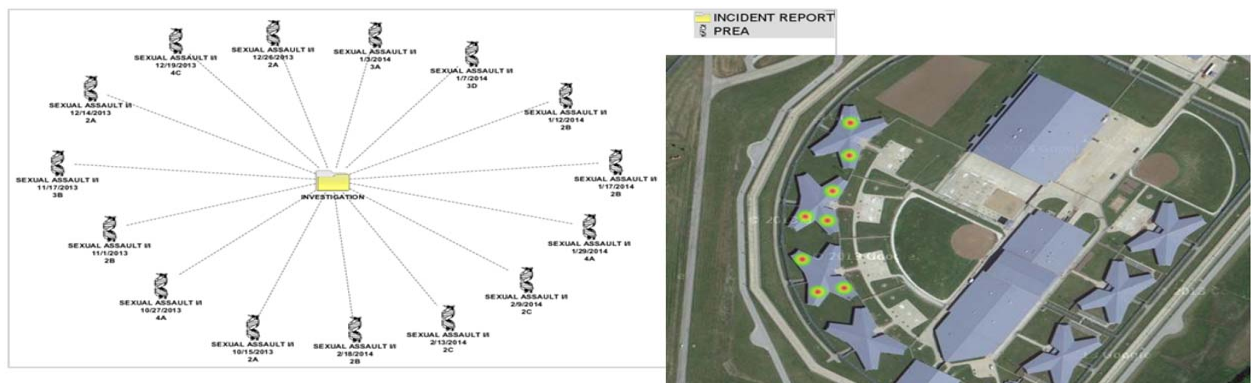


As an investigator reviews the resulting diagram, the need often arises to review the details that lead to the association. With **GTL Data IQ®**, the details of an association between two objects are easily obtained by clicking the line connecting the objects. For example, clicking the green line connecting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

Proactive Analysis

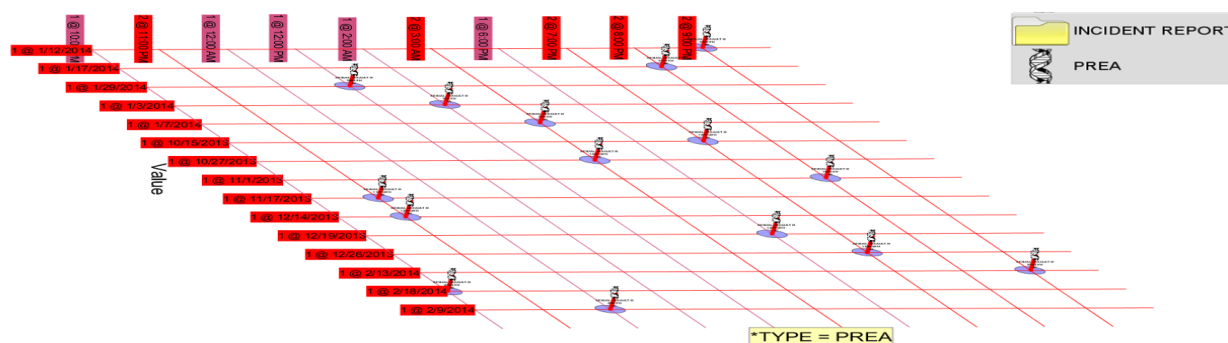
Holding to the adage that “the best defense is a good offense”, GTL Data IQ provides both investigators and administrators with the tools necessary to proactively deter or halt activity that would otherwise put at risk the facilities security, and the safety of its’ staff and offenders.

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



In addition to the geographical location of incidents, investigators and administrators can also plot the data on a 2-dimentional or 3-dimensional timeline to identify patterns of behavior. While the image above may depict a concentration of incidents within a housing unit, the temporal display

(following) displays the time of the day of each incident. The X, Y values are easily modified to reflect different dimensions including hour-of-day, day of week, day-of-month, week-of-year, and so forth. This approach is used heavily in law-enforcement intercepts, financial crimes, and incident reports (for crime reporting and predictive analytics).



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



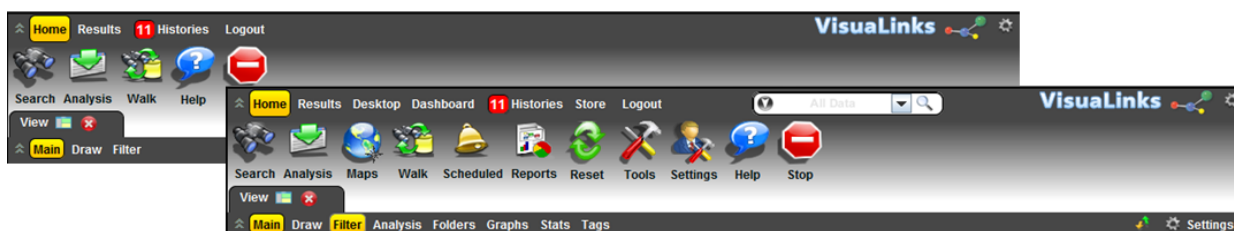
In addition to the powerful analytical capabilities mentioned above, **GTL Data IQ®** also eases the investigative burden by allowing investigators to schedule searches to be conducted at specified points in time. Consider an investigator wishing to be notified if there is an instance where a visitor is visiting more than one offender, or instances where an offender has contacted a phone number that has been reported as a staff telephone number. With GTL Data IQ investigators have the capability of setting scheduled queries to receive notifications via email or to any push-device for faster notifications, allowing them to take swift action to combat illicit activity.

Permission Levels

Knowing there is often a need to limit certain data sources based on the “right to know, need to know” philosophy, 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 a **'easy buttons'** so that investigators will only need to select the button once and the powerful analytics will begin immediately making it easy for SCDC to retrieve critical information for analysis.



These models established based on SCDC specific needs and what SCDC 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 SCDC.

Additionally, the Data Load Desktop resource can be shared among SCDC users. By default, all SCDC 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. Individuals may share resource loads into their personal desktop with all other users or specific users.

Benefits

The benefits SCDC 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 SCDC. This GTL data only version of our investigative solution provides vast capabilities unmatched by any other provider.

6. System Security

(From Section IV:

- Due to the sensitive, public security nature of the services under this contract, the Offeror must describe, in detail, the security measures that will be taken for personnel, data, communications, systems and facilities in a Security Plan. The security plan must address the steps the Offeror will take with regard to protecting all information and services that result from this RFP. The Offeror must describe the security steps, including specific processes and procedures that it will take to ensure that Offeror staff or subcontractors hired and/or assigned to this project will maintain the confidentiality of all information and data.

GTL Response: GTL has read, understands, and will comply.

Please see our Security Plan and Security Assessment Questionnaire in the envelope marked **CONFIDENTIAL** at the front of this proposal book. A redacted copy has been provided with our online submission.

- The Offeror shall describe the system security for all data stored locally or in a central database. Such security description shall include system security as well as how access to such sensitive information shall be performed within the Offerors' organization.

GTL Response: GTL has read, understands, and will comply.

Please see our GTL Service Provider Security Assessment Questionnaire answer to question number 1 and our Security Plan in the envelope marked **CONFIDENTIAL** at the front of this proposal book. A redacted copy has been provided with our online submission.

- The Offeror shall describe the various levels of access available to system users and how this access is controlled, including key application security features such as role based access controls, logs of system activity by user, system timeouts for inactivity, etc.

GTL Response: GTL has read, understands, and will comply.

ITS Access Control

The ITS web-based interface requires a username and password login from a valid user account to access the system. In addition, each account has an associated Security Level which defines the capabilities of that user. The Security Level access screen shown below is used to define the functional abilities of each Security Level. Each individual control feature of the system is enabled for the Security Level by checking the box next to the feature. The feature cannot be accessed if the box is not checked. In this manner, some users may have the ability to view and change information, while others may be able to view only but not change.

ITS ADMINISTRATION WEB ITS, Version 5.3.03 build 103

System | Inmate | **User** | Reports | Help | Log Off

Security Level Access | User Management

Access Groups and Applications

Access Groups

Scope	Description
1	ADMIN
2	HQ
4	SUPER
8	CTRL
16	CHIEF_INV
32	INTEL
64	
128	

Choose

Application Features

<input type="checkbox"/>	ID	Description
<input checked="" type="checkbox"/>	4001	HELP
<input checked="" type="checkbox"/>	5001	INMATE
<input checked="" type="checkbox"/>	5002	INMATE-ACCOUNT
<input checked="" type="checkbox"/>	5003	INMATE-ACCOUNT-Change PIN
<input checked="" type="checkbox"/>	5004	INMATE-ACCOUNT-Print PIN
<input type="checkbox"/>	5021	INMATE-ACCOUNT-Change ID
<input checked="" type="checkbox"/>	5005	INMATE-ACCOUNT-Change
<input checked="" type="checkbox"/>	5006	INMATE-ACCOUNT-Alert
<input checked="" type="checkbox"/>	5007	
<input type="checkbox"/>	5022	
<input checked="" type="checkbox"/>	5008	INMATE-ACCOUNT-Add Inmate
<input checked="" type="checkbox"/>	5009	INMATE-FINANCIAL
<input checked="" type="checkbox"/>	5010	INMATE-FINANCIAL-CALL RECORDS

Click to enable features

Submit

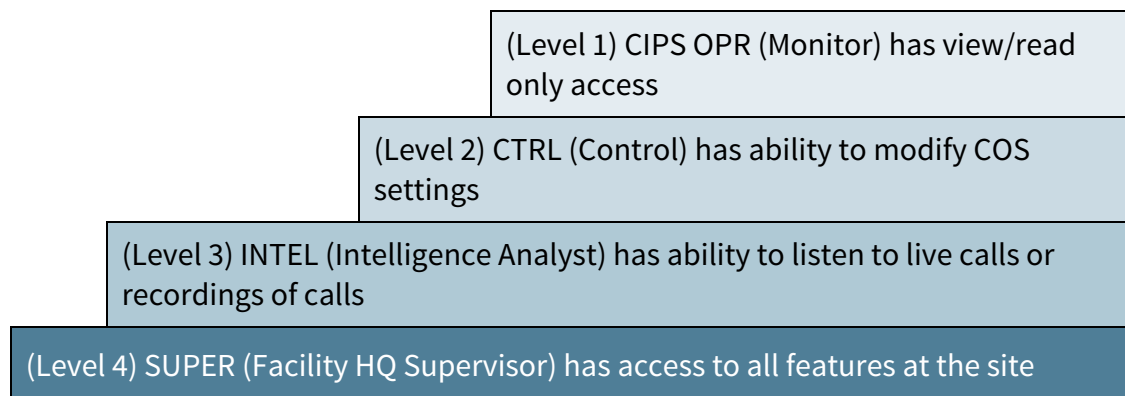
Defining Functional Capabilities of the Security Level

The following Security Levels are standard and pre-defined in the installed ITS.

The predefined capabilities can be edited, and additional levels can be defined if needed.

- ADMIN – Top Level Technical Support
- HQ – Facility HQ (Top Level) Operators
- SUPER – Facility HQ (Top Level) Supervisors
- CTRL – Control (sets COS controls)
- CHIEF INV – Investigative Supervisor
- INTEL – Facility Intelligence Officers
- ID – Investigators
- CIPS OPR – Facility Operators (monitoring)

The illustration below shows an example of how four levels of accounts can be utilized for the operators of the ITS.



(Level 1) CIPS OPR (Monitor) has view/read only access

(Level 2) CTRL (Control) has ability to modify COS settings

(Level 3) INTEL (Intelligence Analyst) has ability to listen to live calls or recordings of calls

(Level 4) SUPER (Facility HQ Supervisor) has access to all features at the site

ITS User Audit

The ITS provides an audit function, based on facilities as illustrated to follow. This Audit function shows all action taken on the system and identifies the parties executing those actions.

ITS ADMINISTRATION

System | Inmate | User | Reports | Help | Log Off

Telephones | Class of Service | Living Units | Facility Phone List | Global Phone List | Alert Groups | Operations

System

Select Facility

Code	Name	
Allendale	Allendale Corr	SY
Broad Riv	Broad River Corr	SY
Campbell	Campbell Pre-Rel	SY
Catawaba	Catawaba Pre-Rel	SY
Coastal	Coastal Eval Cntr	SY
Coastal	Coastal Pre-Rel	SY
BRCI DMH	DMH at BRCI	SY
Evans	Evans Corr	SY
Goodman	Goodman Corr (Wo)	SY
Graham	Graham Corr (Wo)	SY
Juvenile	Juvenile Det Cntr	SY
Kershaw	Kershaw Corr	SY
Kirkland	Kirkland Recpt & Eval	SY
Leath	Leath Corr (Wo)	SY

< >

Facility Number : 1955 Code : Graham Name : Graham Corr (Wo)

Stations	Telephone Schedule	Holidays	Enable/Disable					
Edit	Segment ID	Station ID	Living Unit	Location	LS Terminal	R Unit	R Channel	
	ITACNT_SEG1	1955000001	DEFAULT LU	Test Phone	Not Assigned	1	334	8
	ITACNT_SEG1	1955000002	DEFAULT LU	Medical 2	Not Assigned	1	335	8
	ITACNT_SEG1	1955000003	DEFAULT LU	Apparel 1	Not Assigned	1	336	8
	ITACNT_SEG1	1955000004	DEFAULT LU	Apparel 2	Not Assigned	1	337	8
	ITACNT_SEG1	1955000005	DEFAULT LU	Apparel 3	Not Assigned	1	338	8
	ITACNT_SEG1	1955000006	DEFAULT LU	Shock 1	Not Assigned	1	339	8
	ITACNT_SEG1	1955000007	DEFAULT LU	Zion G Phone 1	Not Assigned	1	340	8
	ITACNT_SEG1	1955000008	DEFAULT LU	Zion G Phone 3	Not Assigned	1	341	8
	ITACNT_SEG1	1955000009	DEFAULT LU	Zion G Phone 2	Not Assigned	1	342	8
	ITACNT_SEG1	1955000010	DEFAULT LU	Zion G Phone 4	Not Assigned	1	343	8
	ITACNT_SEG1	1955000011	DEFAULT LU	Medical 1	Not Assigned	1	344	8
	ITACNT_SEG1	1955000012	DEFAULT LU	Zion H Phone 1	Not Assigned	1	345	8
	ITACNT_SEG1	1955000013	DEFAULT LU	Spare #13	Not Assigned	1	346	8
	ITACNT_SEG1	1955000014	DEFAULT LU	Zion H Phone 4	Not Assigned	1	347	8
	ITACNT_SEG1	1955000015	DEFAULT LU	Zion H Phone 3	Not Assigned	1	348	8
	ITACNT_SEG1	1955000016	DEFAULT LU	Sierra F Phone 1	Not Assigned	1	349	8
	ITACNT_SEG1	1955000017	DEFAULT LU	Sierra F Phone 2	Not Assigned	1	350	8
	ITACNT_SEG1	1955000018	DEFAULT LU	Sierra F Phone 3	Not Assigned	1	351	8
	ITACNT_SEG1	1955000019	DEFAULT LU	Quintum 1 Spare	Not Assigned	1	352	8
	ITACNT_SEG1	1955000020	DEFAULT LU	Quintum 1 Spare	Not Assigned	1	353	8

- The Offeror shall describe how the system will be connected to the SCDC network and / or internet and how it will be secured from unauthorized access from either.

GTL Response: GTL has read, understands, and will comply.

Please see our GTL Service Provider Security Assessment Questionnaire answer to question number 7 and also our Security Plan in the envelope marked **CONFIDENTIAL** at the front of this proposal book. A redacted copy has been provided with our online submission.

- The Offeror shall describe the security measures included to prevent inmates from using the system to access the SCDC network or internet.

GTL Response: GTL has read, understands, and will comply.

Please see our GTL Service Provider Security Assessment Questionnaire answer to question number 1 and also our Security Plan in the envelope marked **CONFIDENTIAL** at the front of this proposal book. A redacted copy has been provided with our online submission.

- The Offeror shall fully describe the proposed security measures that will be employed to protect data traversing the Offeror network, protect the Offeror and SCDC network from unapproved access, and restrict access from the inmate kiosk to only approved applications and / or web hosts. The proposal must include, at a minimum, specifications for data encryption, firewalls, and intrusion detection.)

GTL Response: GTL has read, understands, and will comply.

Please see our GTL Service Provider Security Assessment Questionnaire answers to question numbers 1, 2, 7, and 9 and also our Security Plan in the envelope marked **CONFIDENTIAL** at the front of this proposal book. A redacted copy has been provided with our online submission.

6.1. The Contractor must employ comprehensive risk and threat management controls based on defined industry standards for service organizations such as AICPA TSP section 100, Trust Services Principles and Criteria. The Contractor must annually assert compliance and engage a third party to examine such assertions and controls to provide a Report, such as an AT101 SOC 2 type 2 Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality, and Privacy, which contains an opinion on whether the operating controls effectively support the assertions. All such reports, including publicly available reports (i.e. AT 101 SOC 3) shall be made available to SCDC for review.

GTL Response: GTL has read, understands, and will comply.

6.2. SCDC reserves the right to conduct an external non-invasive vulnerability and security assessment of the software and infrastructure used to provide services prior to implementation and periodically thereafter. Upon completion of these assessments, SCDC will communicate any findings to the Contractor for action. Any cost relating to the alleviation of the findings will be the responsibility of the Contractor. Mitigations will be subject to re-evaluation after completion. In cases where direct mitigation cannot be achieved, the Contractor shall communicate this and work closely with SCDC to identify acceptable compensating controls that will reduce risk to an acceptable and agreed upon level. An accredited third party source may be selected by the Contractor to address findings, provided they will acknowledge all costs and provide valid documentation of mitigation strategies in an agreed upon timeframe.

GTL Response: GTL has read, understands, and will comply.

6.3. The Contractor shall be in compliance at all times with privacy policies established by SCDC, the State of South Carolina, and by state or federal law. IT Security and Privacy policy statements may be developed and amended from time to time by SCDC and the State of South Carolina.

GTL Response: GTL has read, understands, and will comply.

6.4. The Contractor shall provide sufficient security to protect the data in network transit, storage, and cache. All sensitive data must be encrypted in transit and at rest.

GTL Response: GTL has read, understands, and will comply.

Please see our GTL Service Provider Security Assessment Questionnaire and our Security Plan in the envelope marked **CONFIDENTIAL** at the front of this proposal book. A redacted copy has been provided with our online submission.

6.5. All inmate and SCDC information developed, stored, or used in the system shall be owned by SCDC and shall be provided upon request in a form and manner specified by SCDC. Contractor agrees not to sell, use, share or display any data or use it for any other purpose unless agreed upon in writing by SCDC. All information captured through the system during the term of the contract remains the property of SCDC. The Contractor shall act as custodian of that information in accordance with applicable statutes, policies, regulations and procedures. All information captured through use of the system shall be considered confidential and shall not be disclosed or used for any purpose without the express written consent of the South Carolina Department of Corrections.

GTL Response: GTL has read, understands, and will comply.

6.6. Software provided by the Contractor to SCDC shall contain a provision for perpetual licensing with all upgrade options. License agreements shall also contain a provision for SCDC to maintain a version of the software in escrow in the event the Contractor is unable to continue business for financial or other business reasons.

GTL Response: GTL has read, understands, and will comply.

6.7. All software components such as Operating System (OS), Database software, Application software, Web Server software, Middle Tier software, firmware, and other ancillary software must be kept current. In the event that a patch interferes with the solution, the Contractor must present a plan for compliance to SCDC outlining the constraints and an appropriate plan of action to bring the solution in to compliance to allow this patch to be applied in the shortest timeframe possible, not to exceed three (3) months, unless otherwise approved by SCDC.

GTL Response: GTL has read, understands, and will comply.

6.8. The Contractor shall keep software in compliance with industry standards to support third party dependencies such as Java, Adobe Flash, Internet Explorer, Mozilla Firefox, etc. at currently supported version, release, and patch levels. In the event that a third party dependency interferes with the solution, the Contractor must present a plan for compliance to SCDC outlining the constraints and an appropriate plan of action to bring the solution into compliance to allow this third party

dependency to be updated in the shortest timeframe possible, not to exceed three (3) months, unless otherwise approved by SCDC.

GTL Response: GTL has read, understands, and will comply.

6.9. All user interfaces to the solution(s) provided, shall be warranted by the Contractor to comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) and the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 1.0, conformance level Double-A or greater.

GTL Response: GTL has read, understands, and will comply.

6.10. The Contractor represents and warrants that no copy of licensed Software provided to SCDC contains or will contain any Self-Help Code or any Unauthorized Code as defined below. This warranty is referred to in this RFP as the "No Surreptitious Code Warranty". As used in this RFP, "Self-Help Code" means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than the licensee of the software. Self-Help Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee's computer system(s) (e.g. remote access) for purposes of maintenance or technical support. As used in this RFP, "Unauthorized Code" means any virus, Trojan horse, spyware, worm or other Software routines or components designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data; or to perform any other such actions. The term Unauthorized Code does not include Self-Help Code. In addition, Contractor will use up-to-date commercial malware / virus detection software to detect and remove any malware / viruses from any software prior to delivering it to SCDC. The Contractor shall defend SCDC against any claim, and indemnify SCDC against any loss or expense arising out of any breach of the No Surreptitious Code Warranty.

GTL Response: GTL has read, understands, and will comply.

6.11. The Contractor must have an awareness and understanding of the current NIST Special Publication 800-53 Security Control Framework and employ safeguards that continually meet or exceed the moderate level controls as defined within the standard. These controls must provide sufficient safeguards to provide reasonable protections around the data to ensure that the confidentiality, integrity, and availability is maintained at an appropriate level. These include but are not limited to:

GTL Response: GTL has read, understands, and will comply.

6.11.1. Access Control

The Contractor must employ policy and process that provide for stringent control to limit physical and logical access to systems that house SCDC data to a need to know basis and provide clear separation of duties.

GTL Response: GTL has read, understands, and will comply.

6.11.2. Awareness and Training

The Contractor must provide the appropriate role specific training for staff to ensure that there is awareness and understanding of roles and responsibilities as they relate to the protections around the SCDC data.

GTL Response: GTL has read, understands, and will comply.

6.11.3. Audit and Accountability

There must be sufficient auditing capability to ensure that actions are tracked and there is individual accountability for all actions taken by Contractor staff.

GTL Response: GTL has read, understands, and will comply.

6.11.4. Configuration Management

The Contractor must work within established baselines that provide minimal functionality needed to ensure service delivery without exposing unnecessary risk. The Contractor must also employ structured change control processes that provide the level of coordination necessary to meet the required Service Level Agreement (SLA).

GTL Response: GTL has read, understands, and will comply.

6.11.5. Contingency Planning

The Contractor must employ contingent planning policy and procedures that ensure service delivery based on agreed SLA levels while maintaining all SCDC data within the continental United States.

GTL Response: GTL has read, understands, and will comply.

6.11.6. Identification and Authorization

The Contractor must employ appropriate identity and access management policies and procedures to ensure that access is appropriately authorized and managed at a level to ensure that access is provisioned and de-provisioned in a timely and efficient manner.

GTL Response: GTL has read, understands, and will comply.

6.11.7. Incident Response

The Contractor must employ policy and procedures to ensure that an appropriate response to all identified security incidents are addressed in a timely manner and are reported to the appropriate parties in an agreed upon SLA timeframe. The Contractor must also ensure that all staff are sufficiently trained to ensure that they can identify situations that are classified as security incidents.

GTL Response: GTL has read, understands, and will comply.

6.11.8. Maintenance

The Contractor must employ policy and procedures that ensure all maintenance activities are conducted only by authorized maintenance staff leveraging only authorized maintenance tools.

GTL Response: GTL has read, understands, and will comply.

6.11.9. Media Protection

The Contractor must employ policy and procedure to ensure that sufficient protections exist to protect SCDC data on all storage media throughout the media lifecycle and maintain documentation from media creation through destruction.

GTL Response: GTL has read, understands, and will comply.

6.11.10. Physical and Environmental Controls

The Contractor must employ physical and environmental policies and procedures that ensure that the service and delivery infrastructure are located in a physically secure and environmentally protected environment to ensure the confidentiality, integrity, and availability of SCDC data.

GTL Response: GTL has read, understands, and will comply.

6.11.11. Personnel Security

The Contractor must employ policies and procedures to ensure that all staff that have access to systems that house, transmit, or process SCDC data have been appropriately vetted and have been through a background check at the time of hire and periodically thereafter.

GTL Response: GTL has read, understands, and will comply.

6.11.12. System and Communications Protections

The Contractor must employ physical and logical protection that protect system communications and communication media from unauthorized access and to ensure adequate physical protections from damage.

GTL Response: GTL has read, understands, and will comply.

6.12. The Contractor must warrant to SCDC that it will not transport or make available physically, electronically, verbally or in any other form or manner, any data (either test or production,) provided or produced under the contract that might be awarded as a result of this RFP outside of the borders of the continental United States.

GTL Response: GTL has read, understands, and will comply.

6.13. The Contractor will maintain compliance with all SCDC security policies and procedures and requirements.

GTL Response: GTL has read, understands, and will comply.

6.14. The Contractor will maintain compliance with the State of South Carolina IT Security policies, procedures and standards, located at <http://www.admin.sc.gov/technology/information-security/policies-and-procedures>.

GTL Response: GTL has read, understands, and will comply.

6.15. If any systems provided as part of this contract contain personal health information, they must be certified as HIPAA compliant and the Contractor must sign a HIPAA business associate agreement with SCDC.

GTL Response: GTL has read, understands, and will comply.

6.16. Contractor personnel must meet SCDC requirements for background checks and be subject to on-going review to assure staff continues to meet security screening standards.

GTL Response: GTL has read, understands, and will comply.

6.17. The Contractor shall notify SCDC immediately if it experiences any security breach that may cause SCDC or customer data to be corrupted or inappropriately accessed or used. Such notice shall occur within 4 hours of any incident.

GTL Response: GTL has read, understands, and will comply.

GTL will notify designated SCDC staff within four (4) hours of GTL confirmation of any breach of customer data, including recommended corrective actions.

7. Installation Requirements

General installation requirements are detailed below.

(From Section IV – The Offeror must submit an installation plan for all system components.

- The Offeror shall provide full specifications and product literature/brochures for all proposed call processors, servers, storage devices, workstations and related components.)

GTL Response: GTL has read, understands, and will comply.

As the current services provider for SCDC our installation plan will provide the faster to market solution (SCDC deployment). Please see our attached implementation Gantt chart which outlines the installation plan for all system components in Attachment A. Please see our literature Attachment F for our brochures.

7.1. All equipment, wiring and component installations shall conform to all applicable building codes, electric codes and accepted industry standards. All equipment and installations must be ADA compliant.

GTL Response: GTL has read, understands, and will comply.

The equipment, wiring, and component installations provided by GTL, whether already in place or to be provided, are in full compliance with all current applicable standards and regulations, including FCC and ADA.

7.2. The Contractor shall confirm that installations will be compliant with all federal, state, and local building codes, regulations, and applicable standards including, but not limited to:

- National Electric Code (NEC)
- National Fire Protection Association (NFPA)
- Underwriter's Laboratories (UL)
- National Electrical Manufacturers Association (NEMA)
- Institute of Electrical and Electronic Engineers (IEEE)
- Americans with Disabilities Act (ADA)
- Telecommunications Industries Association (TIA)
- Federal Communications Commission (FCC)

GTL Response: GTL has read, understands, and will comply.

As with the current system, GTL confirms that all future installations will comply with any applicable codes, regulations, or standards.

7.3. Installations shall be appropriate for a maximum security correctional institution. Contractors shall follow SCDC security practices including use of only SCDC approved tamperproof security fasteners in all areas inside the institutional perimeter.

GTL Response: GTL has read, understands, and will comply.

7.4. All wiring and cabling infrastructure shall meet current American National Standards Institute (ANSI) and Building Industry Consulting Services International (BICSI) standards and best practices.

GTL Response: GTL has read, understands, and will comply.

7.5. The Contractor shall restore all damaged walls, ceiling and facilities to their original condition and in compliance with all applicable building codes and requirements resulting from Contractor actions and activities. All work must be pre-approved by SCDC.

GTL Response: GTL has read, understands, and will comply.

With GTL systems and equipment already in place, there should be no inconvenience. If there is, it will be minimal and will be approved by SCDC. GTL will restore all walls, ceilings, and facilities to their original condition.

7.6. The Contractor must maintain a current inventory of all equipment and components and provide the inventory to SCDC as requested.

GTL Response: GTL has read, understands, and will comply.

GTL spare-parts inventory is already in place and will expand to include additional components – as needed or upon request. When any part is used, an RMA is issued to replenish it. Any needed part not currently in the spare parts inventory, will be shipped by overnight carrier from GTL’s Service Center.

7.7. SCDC will provide space, electricity and HVAC to support one (1) nineteen inch rack for premise based equipment. The Contractor is responsible for any additional requirements beyond ambient temperature and standard power.

GTL Response: GTL has read, understands, and will comply.

7.8. Contractor shall be responsible for all costs associated with the installation and maintenance of the proposed system, which shall include but not be limited to, the necessary labor, parts, materials, transportation, travel, purchase of equipment, wiring, new electrical circuits, cables, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation to maintain all proposed system components in good working order and in compliance with the equipment manufacturer’s specifications.

GTL Response: GTL has read, understands, and will comply.

7.9. No part of the proposed system shall be configured to reside on or use the SCDC network.

GTL Response: GTL has read, understands, and will comply.

7.10. The Contractor’s wireless tablet network, inclusive of all components and fiber cabling, shall be installed in a manner that will have additional capacity to allow SCDC to add additional services upon request with no installation delay or cost to SCDC.

GTL Response: GTL has read, understands, and will comply.

SCDC will be able to add additional services with no installation delay or cost.

7.11. Contractor shall receive approval from SCDC prior to making any changes to any of the communication rooms at the facilities. Contractor agrees to obtain SCDC written approval before making any physical changes to the facilities such as drilling into walls, floors, ceilings or any other portion of the facilities. This includes existing, newly constructed and/or expanded facilities.

GTL Response: GTL has read, understands, and will comply.

Most GTL ITS equipment is already in place with the approval of SCDC. GTL will obtain written approval from SCDC before making alterations to the facility, if any such alterations are required.

7.12. Use of existing inmate telephone / kiosk conduit, raceways, cable, wiring, switches, circuits, etc. within the facilities is at the risk of the Contractor. Exposed wiring is not permitted. Ownership of any wiring or conduit installed under the contract becomes SCDC property upon termination and/or expiration of the contract.

GTL Response: GTL has read, understands, and will comply.

7.13. The Contractor 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 meet all applicable Electronic Industries Alliance/Telecommunications Industry Alliance (EIA/TIA) wiring standards for commercial buildings, meet building code requirements and must be approved by SCDC Facilities Management personnel.

GTL Response: GTL has read, understands, and will comply.

7.14. Contractor shall supply written documentation indicating that all circuits have been tested and all cables, pairs, fiber strands, blocks, etc. are legibly marked after the completion of each installation.

GTL Response: GTL has read, understands, and will comply.

As part of implementation, an Installation Testing and Acceptance Check List will be provided. This is a complete list which includes, but is not limited to; circuits, cables, and functionality. If necessary, the check list will be customized to meet the needs of SCDC.

7.15. Contractor shall provide, install, maintain, replace and upgrade adequate surge and lightning protection equipment to protect all networks and equipment used in the system.

GTL Response: GTL has read, understands, and will comply.

7.16. Contractor shall provide, install, and maintain an Uninterruptible Power Supply (UPS) back-up power for all system components to ensure there is no loss of audio or video recordings or real time data in the event of a power failure. SCDC requires a minimum of one (1) hour of back-up power for each facility.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to protect audio, video, and real-time data and recordings with an Uninterruptible Power Supply (UPS) designed to meet the runtime requirements for each individual facility. Rather than use a single unit for all sites, GTL paired the UPS to the hardware and network design of each facility. This ensures proper support for on-site hardware.



An example of a UPS used in a centralized network model for a small-to-medium sized facility is the Smart-UPS 1000VA from APC, with **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 automatically reboots and resumes normal operations.

7.17. Installation of all telephones, kiosks, cabling, wireless access points, and related equipment shall be accomplished during normal business hours or as otherwise approved by SCDC.

GTL Response: GTL has read, understands, and will comply.

As your current partner, most equipment is in place. Any additional installations will occur during normal business hours or as otherwise approved by SCDC.

7.18. Contractor shall correct any damage to SCDC property caused by maintenance or installation associated with the system including repairs to walls, ceilings, etc. according to SCDC specifications.

GTL Response: GTL has read, understands, and will comply.

7.19. Contractor shall install, repair and maintain all Contractor provided equipment and lines, including but not limited to, any wiring or cable work required from the demarcation throughout the facilities. All Contractor provided equipment, installation, maintenance, repair costs and all costs or losses due to vandalism shall be the total responsibility of Contractor.

GTL Response: GTL has read, understands, and will comply.

8. Maintenance and Support

The Contractor shall be solely responsible for the maintenance and support for all system components including telephones, kiosks, educational tablets, pedestals, enclosures, circuits, network components, software, call processors and all other elements of the system.

(From Section IV – The Offeror must describe its maintenance and support capability, methods and procedures as it relates to subsections 8.1 – 8.20.)

GTL Response: GTL has read, understands, and will comply.

GTL will manage and be responsible for every aspect of SCDC's inmate telephone system, kiosks, tablets, pedestals, enclosures, circuits, network components, software, call processors, and all elements of our system. GTL will provide all local, on-site service. Our field repair technicians assist with the installation of all hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for our solution, our field technicians are available for dispatch to assist with any emergencies that occur relative to the GTL services.

8.1. The Contractor shall be responsible for the repair or replacement of all equipment damaged regardless of the cause including but not limited to inmate damage, natural disaster, and SCDC's actions or operations at no cost to SCDC.

GTL Response: GTL has read, understands, and will comply.

GTL offers a full warranty for all equipment for the life of the contract. Any damage, natural or man-made, will be resolved at no cost to SCDC. GTL provides, at minimum and without cost, all:

- Labor, parts, and materials throughout the life of the contract
- Maintenance and repair services entirely without cost to SCDC
- Malfunctioning equipment repaired or replaced as needed
- Response to service interruptions or equipment malfunctions within the agreed upon timeframe

8.2. All scheduled maintenance must be performed outside of the normal system operating hours on a schedule approved in advance by SCDC.

GTL Response: GTL has read, understands, and will comply.

GTL technicians will visit your facility on a SCDC-approved scheduled. Each scheduled maintenance visit will occur outside of normal system operating hours and include the following:

- Physical test of equipment for functionality including voice prompts, keypad operation, and handset operation.
- Test of all outbound calls for dial tone and proper PIC code.
- Completion of all required repairs.

- Operational test of call-processing equipment
- Routine maintenance and cleaning
- Ensure any new authorized facility personnel are familiar with proper operation of the system and provide training as necessary
- Ensure 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

8.3. Within 30 days of contract award the Contractor shall detail the location and number of maintenance staff, staff experience and procedures to provide on-site maintenance service at all SCDC locations with Contractor provided equipment to meet SCDC performance requirements. It is a mandatory requirement of this RFP that the Contractor agrees to have maintenance personnel within a three (3) hour drive from each SCDC location throughout South Carolina. Failure to do so will result in a breach of contract.

GTL Response: GTL has read, understands, and will comply.

SCDC currently enjoys a strong and productive relationship with our Field Service Manager, Maureen O'Gorman. Located well within a three-hour drive of each SCDC location, nobody knows your facilities and staff better than Maureen and her field service team.

8.4. Service personnel must be trained and experienced with installation and maintenance of the proposed system and equipment. SCDC reserves the right to request copies of training certificates of service personnel. SCDC reserves the right to reject any maintenance personnel it determines are unqualified to perform maintenance service on the proposed equipment.

GTL Response: GTL has read, understands, and will comply.

For seven years, GTL has diligently served the SCDC. Nobody knows your unique requirements and installed systems like our team. Not only are they experts on our installed GTL ITS, they've received extensive installation and maintenance training for new technology GTL offers. We will be pleased to provide any documentation and respect any decision regarding our service personnel.

8.5. At least quarterly, the Contractor shall conduct an on-site inspection and preventative maintenance service for all premise based equipment provided. The Contractor shall certify the completion of the quarterly inspection and notify SCDC of any equipment changes. The schedule shall be consistent with the operating requirements of SCDC and shall be based upon the specific needs of the equipment being maintained.

GTL Response: GTL has read, understands, and will comply.

8.6. Remedial maintenance shall be performed upon notification to the Contractor that the equipment is inoperable or unsuitable for operation. The Contractor shall be responsible for assuring that on premise service for each request is provided in accordance with agreed upon service levels.

GTL Response: GTL has read, understands, and will comply.

GTL's toll-free Technical Support number (877-856-3184) is answered 24 hours a day, 365 days a year by a live GTL Customer Support Representative. Our dedicated technicians will be personally responsible for handling issues from your facilities and ensuring escalation of tickets when appropriate. The technicians who will perform on-site service and maintenance for your facilities will be current team already in place for SCDC.

GTL technicians, both remote and on-site, are factory certified prior to servicing GTL equipment and/or software. Each member of GTL's Technical Support Team is certified on every GTL system.

8.7. The Contractor shall furnish SCDC with a monthly report, in a format to be determined by SCDC, of all maintenance requests. The report shall include, at a minimum, the following data for each request for assistance:

- Date and time notified
- Date and time of arrival
- Description of malfunction reported
- Diagnosis of failure and work performed
- Date and time failure was corrected
- Name of person performing the service
- Name of person and agency reporting trouble

GTL Response: GTL has read, understands, and will comply.

GTL will continue to supply SCDC with monthly reports of all maintenance requests containing all the above data. The maintenance report can stay as is or be modified to fit the needs of SCDC.

8.8. The Contractor shall assign primary and secondary representatives who will be knowledgeable of SCDC operational and support requirements and service levels and will act as the principal liaison for both Technical and Customer Support and be available 24 hours per day. When the primary liaison is unavailable, the secondary shall assume those duties.

GTL Response: GTL has read, understands, and will comply.

GTL's primary contact for SCDC is Maureen O'Gorman and the secondary contact is James Stack of S&S Communications.

8.9. The Contractor must provide toll free access for technical support to SCDC 24 hours per day 365 days per year. Customer support access to knowledgeable personnel must be available within ten (10) minutes of SCDC initiating contact.

GTL Response: GTL has read, understands, and will comply.

GTL Technical Support is available **24 hours a day, 365 days a year**. GTL's **first response** to a call can usually be measured in minutes, not hours. The first step toward problem resolution is an assessment of the problem through an interview with the caller and, if appropriate, an **on-the-spot log-in** to the site's GTL systems. 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.

8.10. SCDC will establish an authorized list of individuals who have the authority to request maintenance dispatch or support services. The Contractor will only act on the approval of a member on the authorized list.

GTL Response: GTL has read, understands, and will comply.

8.11. The proposed solution must provide operational redundancy, fault tolerance, and recovery such that services to SCDC are not significantly diminished and that agreed upon service levels will be continuously met. (From Section IV – The Offeror shall describe the overall system architecture of the proposed system, including but not limited to:

- Clear definition of all technologies employed
- Network diagrams including network security components
- Complete inventory of on-site and off-site components
- Complete installation drawings / diagrams

GTL Response: GTL has read, understands, and will comply.

As the incumbent, our systems have been installed for years. When awarded the new contract, we will focus on deploying the educational tablet and have provided an installation Gantt project plan in Attachment A.

8.11.1. The Contractor must provide sufficient redundancy and business continuity recovery capability to meet a three (3) hour Recovery Time Objective (RTO) and a zero (0) Recovery Point Objective (RPO) of all system components.

GTL Response: GTL has read, understands, and will comply.

Redundant System Components

GTL's centralized Inmate Telephone System is configured with built-in redundancy of all critical components to ensure reliability. Our centralized platform eliminates the most common problems associated with on-site equipment failure, and puts GTL's highly trained service personnel continuously "in the room" with your call processing and data storage servers at GTL's operations and data centers. Component redundancy minimizes the possibility of data or service loss due to a failed hardware component. System redundancy includes the following:

Redundant System Configuration and Call Detail Record Storage: At the moment of creation, each call record is transmitted, in real time, to two (2) physically separate GTL Data Center locations; ensuring all information is current and replicated. System configurations and call records are backed up by GTL on a daily basis. All ITS inmate call detail records are immediately available for access at system workstations (or from authorized remote computers) for the full duration of the contract. Call detail records remain archived at GTL Data Centers for a minimum of seven (7) years after contract termination.

Redundant Recording Storage: Voice recordings are housed, protected, and maintained in a multi-terabyte large-scale data warehouse at GTL's central Data Center. Through the use of Redundant Array of Independent Disks-Level 5 (RAID-5), within the **ITS** servers, data replication and storage is performed at the completion of each telephone call. Call recordings are stored for the agreed upon storage period.

Redundant Power Supply: In the event of a power failure at the correctional facility, an uninterruptible power supply (UPS) unit provides temporary power for the entire system. The standard UPS units included with ITS on-site equipment can provide power to the system for 30 minutes to one hour, which is usually enough time for a facility to switch to its emergency generator. 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.

Anytime the system is completely without power (commercial, generator, or UPS), all trunk lines used by the inmate telephone system and all inmate telephones are completely inoperable, insuring that inmates cannot make un-supervised calls during a power outage.

Redundant Validation Pathways: GTL configures each facility with both T1 and analog lines. If T1 access becomes unavailable for any reason, access across analog lines occurs automatically. Each ITS facility is assigned a principal validation location. However, all sites are provided registry keys for both data centers. Should a failure at one facility occur, the secondary keys would provide connectivity to the alternate site. This occurs automatically without human intervention.

Redundant Control Computers: At GTL, **ITS** system settings and controls for every site are housed in two identically configured computers. If the first computer fails the second automatically takes over. In the unlikely event that both computers at one ITS Center fail, the computers at the alternate Center automatically take over. Each backup computer is independently capable of performing all system control functions. Massive generators back up the electrical systems at all GTL control and data centers.

Redundant Carrier Lines: GTL uses multiple carriers between the data centers and maintains a level of service grade with the data circuit providers to ensure proper call validation and continuous record

transfers. Should one circuit encounter problems that would affect ITS functions, alternate lines are available at all times as dedicated options.

8.11.2. The Contractor shall be responsible for performing all system and database back-ups and archiving and shall provide all archival hardware, supplies, and network and recovery procedures to ensure that no data will be lost. The Contractor must back up all the SCDC information and store copies securely off site in compliance with SCDC security policies. Contractor must certify the availability and integrity of back-up data and the media on which it resides. Describe how you will meet these requirements including frequency of backups, testing of backups, off-site location(s) and security of transfers.

GTL Response: GTL has read, understands, and will comply.

Backups and Archiving

Data Type	Schedule & Storage Location	Description
System Programming Information	Hourly and Nightly Location: Primary and Secondary	Critical system programming information located at the site for each site is backed up hourly with full database back-ups occurring nightly to our off-site archive storage devices.
Call Detail Records	Real Time Location: Primary	Upon call completion, all inmate call detail records are replicated in real-time to multiple databases on redundant servers in the GTL Data Center for archiving and billing.
Call Recordings	Real Time Location: Primary	All inmate call recordings are transferred in real-time to the GTL Primary Data Center enterprise level RAID storage server. Archived recordings are stored in a non-volatile, power independent memory that ensures data integrity, even under severe conditions.

Security of Transfers

GTL employs TLS 1.1 encryption technology for all automated data transfers over the secure VPN sessions between our facilities.

All backup off-site files are encrypted before they are sent for off-site storage. It should be noted that PCI only requires that files be stored in a “secure location”. Encrypting the files ensures that if a file is lost during transit, the data is not accessible to unauthorized persons.

8.11.3. The solution must assure no loss of system functions for up to three (3) hours loss of commercial power in SCDC facilities. Systems must be capable of full recovery from a power outage automatically once commercial power is restored. (From Section IV – Describe how your solution will meet this requirement including what facilities and services SCDC must provide.)

GTL Response: GTL has read, understands, and will comply.

GTL will provide an Uninterruptible Power Supply (UPS) that is designed to meet the runtime requirements for each individual facility. Rather than suggest a single unit for all sites, GTL matches the UPS to the hardware and network design for each facility to ensure that the unit is of the proper size to support the on-site hardware for the time required. 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 commercial power is restored the system will reboot without human intervention and resume normal operations. GTL adheres to the SCDC's emergency operations plans.

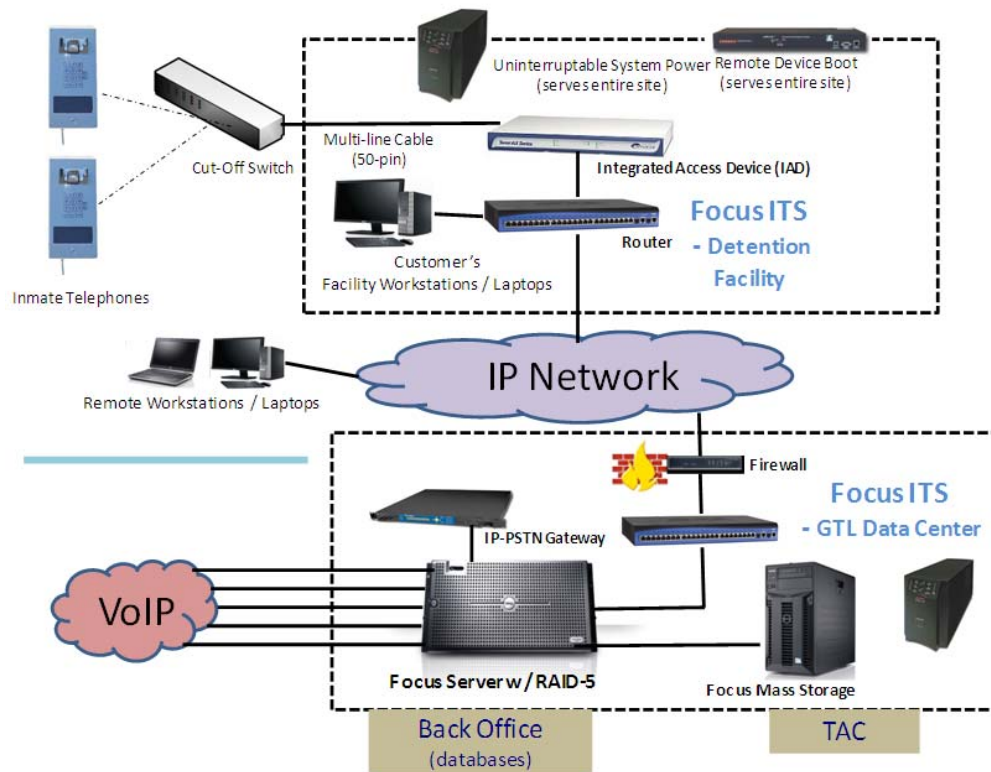
8.11.4. The proposed system must provide 99.9% ("three nines") yearly availability. (From Section IV - Describe in detail the proposed solution deployment. Your response must include a detailed drawing of your recommended model. The proposed system must provide 99.9% ("three nines") yearly availability. Describe the reliability of your offerings and indicate how your solution will provide 99.9% availability. Indicate any single points of failure within your solution. Describe any Offeror partnerships required to make the system fully functional. Indicate why your proposed deployment model is superior to other architectures.)

GTL Response: GTL has read, understands, and will comply.

The GTL systems proposed offer consistent reliability that is provided through high-quality components, multiple hardware redundancies, network design, data backups, and constant remote monitoring and diagnostics. These features, along with hot-swap capability and flexible design, will virtually eliminate system downtime. The ITS hardware is one of the most reliable computer telephony chassis available today, with a current **uptime of 99.9%**.

GTL is currently providing SCDC with our centralized "Host Media Processing" (HMP) platform. The main call processing core and data base will be located in a GTL Data Center in Texas. Authorized SCDC staff have secure, username/password controlled access to the database and call data 7 days a week, 24 hours a day.

System Model Drawing



The ITS system is based on telecom grade servers that perform all the central functions of the system including administration, call processing, recording/playback, and storage (using up to eight disks per server deployed in RAID-5 configuration). The servers provide the call connection between the analog inmate telephone stations and the outside networks (digital PSTN and VoIP). Software is based on a Microsoft SQL Server database that contains the call processing data, call type, log files, and voice codes with corresponding descriptions and runs on a single Windows Server using Microsoft SQL Server to access/store the persistent information. The servers are also loaded with telephony software for Windows, which provides security-enhanced media-processing to support the switching of voice channels, announcement play, DTMF and other event detection, and control of hardware resources.

The ITS call processing servers are equipped with Dialogic Host Media Processing (HMP) Software for Windows, providing security-enhanced media-processing to support the initiation and termination of SIP-based control for TDM to IP voice and data integration. The HMP software operates on VoIP channels and all call processing functions are performed entirely via software. The ITS call processing software also controls the IP / PSTN gateways, which interface the switched VoIP channels to the appropriate PSTN T1 facilities.

The GTL ITS is designed as a distributed system for scalability. The physical configuration of the system may include only one or multiple servers to accommodate required call processing or recording capacity of the system. Multiple servers are interconnected by the integrated Ethernet switch, and the multiple servers appear as one entity for administration purposes.

8.11.5. The Contractor must be able to accommodate an increase in services during the term of the contract as directed by SCDC at no increase in rates while continuing to meet all service and performance requirements. The system must be able to scale to support a 50% increase in volume and or end-user devices. (From Section IV - Describe how your solution will meet this requirement and what actions would be needed to fulfill the demand.)

GTL Response: GTL has read, understands, and will comply.

The GTL ITS is scalable and we add storage as necessary throughout the contract period at no increase in rates. Our system is monitored to ensure quality of service. If additional capacity is required it can be easily accommodated.

8.11.6. The Offeror's solution must provide fault management capabilities that recognize, isolate, correct and log faults that occur in the system. The Contractor must provide SCDC with real time online notification of all systems alerts and alarms including the status of all incidents. (From Section IV - Describe the functionality of your fault management solution. Describe the capabilities, functionality and visibility that SCDC staff has with your fault management offering.)

GTL Response: GTL has read, understands, and will comply.

Usage 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 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.

System Self-Diagnostics

GTL maintains an ‘always on’ data connection from our Technical Assistance Center to the SCDC equipment. Many system problems can be resolved remotely through software diagnostics and remediation. This includes the ability to ‘hard reboot’ (power cycle) the site equipment via remote command. The ITS Advanced Host Monitor provides constant monitoring of the system.



The SCDC’s GTL Inmate Telephone System is constantly monitored (24 hours a day, 365 days a year) by the GTL Technical Assistance Center. GTL uses an Advanced Host Monitor network management suite for real-time network/systems status and for trouble notification. The ITS system sends critical alarms and alerts in real-time to Host Monitor and ‘remote agents’ which are constantly checking the system health through polling every 10 minutes. Some of the tasks performed by Host Monitor are described in the following table.

Monitor Type	Description
Hardware diagnostics	All critical hardware is constantly pinged and browse access is verified to insure it is available for call processing, database management, and storing call recordings.

Monitor Type	Description
Log file monitoring	Call processing and system related log files are scanned for critical events and corrective action is initiated by the system level constant monitoring software if necessary.
Call activity & velocity monitoring	Call velocity monitors are established at the site level and insure calls are processing during operational hours of the facility. When the site call velocity falls below the configured value low velocity alarms are displayed for that site and GTL TAC will contact the designated site contact person to see if the site is in lock down, if there is a power issue, or if there may be a configuration or equipment issue.
Critical service and application status	The statuses of all services and applications deemed critical to proper operation of the ITS systems are constantly checked.
Scheduled maintenance tasks status	All feasible maintenance tasks on the ITS system are automated. These include server reboots, expired call recording pruning, log file compression and pruning, inmate name recording replication, etc. Advanced Host Monitor in conjunction with the system level software verifies these tasks are completed successfully at all sites.
Disk space checks	All server disks are maintained with at least 30% free space or an alarm is generated to the GTL TAC monitoring software.
Minimum available RAM check	All servers are constantly checked to insure there is adequate free RAM available. If not, an alarm is generated to the TAC monitoring software.
Excessive processor utilization check	All servers are constantly checked to insure the CPU utilization never exceeds 90%. Any CPU utilization above 90% triggers an alarm to the NOC monitoring software.
Disabled inmate phones check	All sites are constantly checked to identify how many inmate phones at a given site are disabled via the system user interface. If this exceeds the configurable threshold then an alarm is displayed at the TAC.
LIDB failures check	The system is constantly checked for LIDB validation timeouts or bad validation responses. If a LIDB event occurs this alarm is useful for determining if the problem is at a single facility or network level. This alarm is displayed to GTL TAC.
Event log warnings and alarms	All system and application event logs are constantly scanned and errors are reported to GTL TAC.
Network events	All network components and routing are also constantly checked to insure availability. All network and routing events generate critical alarms to GTL TAC.

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 can adjust 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.

8.11.7. The Contractor shall provide software enhancements and upgrades to the proposed systems when the enhancement and upgrades are generally available in a customer production environment. The Contractor shall be responsible for maintaining the installed systems at the latest general release of the system software for all systems including the system administration or system reporting terminals/PCs. All software changes shall be pre-approved by SCDC and utilize approved change management procedures and configuration management processes. The Contractor shall provide complete documentation for all software upgrades or enhancements.

GTL Response: GTL has read, understands, and will comply.

System Upgrades

GTL's centralized system allows the rapid deployment of system enhancements so you'll never again wait for a system upgrade. With GTL, there is no need for a technician to visit a facility for software or server upgrades, and we will make sure your facilities always have access to the latest technology and security. Our free ongoing training (scheduled to coincide with upgrades) means your staff will always be up-to-date on all new security and feature improvements. Upgrades and enhancements are typically released twice a year, and you will have advance notification of impending upgrades. Upgrades are provided free of charge. GTL will provide complete documentation for all software upgrades and/or enhancements.

All upgrades are tested on GTL development servers before going to production. Once development testing is completed, upgrades are rolled to a single production facility with which we have a strong working relationship. We then test the upgrade at this live facility for 72 hours to further confirm expected performance. Only after all upgrades have been thoroughly tested and approved are they put into full production. Upgrades are scheduled during low activity periods and are done without any interruption of service. All our systems are redundant, so inmates can continue using the system even during this time. Additionally, our customer service representatives are notified in advance of any major upgrades, and they are instructed to be generous with free calls and refunded calls during the first 48 hours.

8.12. The Contractor shall provide a minimum of 7 on-site administrators to assist inmates in the use of the inmate phone system and kiosk / tablet applications, conduct training sessions during inmate orientation, respond to trouble tickets including inmate PIN reset requests, and monitor calls and inmate messages for suspicious activity. At least 2 of the on-site administrators must be assigned full time to the HQ Inmate Telephone Office on the Broad River Road complex. The others may establish a rotating schedule ensuring at least one full day of on-site coverage for each institution each week.

GTL Response: GTL has read, understands, and will comply.

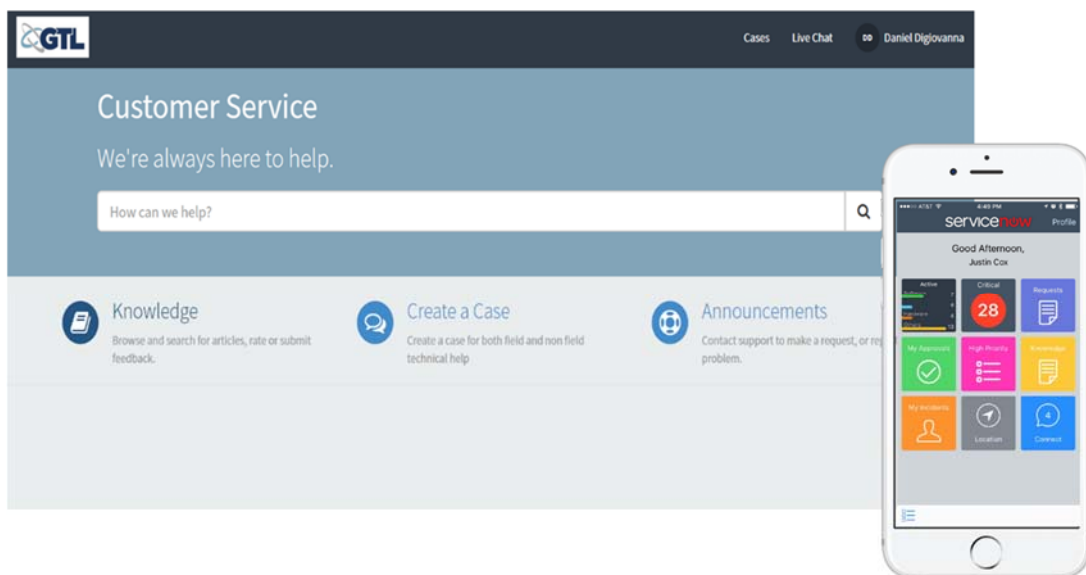
GTL will add an additional on-site administrator, bringing the total amount of administrators to seven. Administrators will visit each institution at least once a week to help inmates with the phone system, kiosk, tablets, or any other GTL service. In addition, they will conduct training, help with trouble tickets, and monitor calls and messages.

8.13. The Contractor shall utilize a web-based automated ticketing system to log, track, manage and assure appropriate response to all calls for support. SCDC staff shall be provided secure, real time access to this system via the internet from any location. (From Section IV - Describe how you will provide this function and explain its capabilities, including details as to what level of visibility and access SCDC staff will have.)

GTL Response: GTL has read, understands, and will comply.

GTL understands the importance of providing excellent customer service for all customers. GTL's ServiceNow Portal will provide the ability to track all service needs and resolutions. In addition, it will provide the ability for customers to submit service tickets by utilizing ServiceNow.

The ServiceNow system is a personalized portal that will allow SCDC to open a ticket and to chat directly with Customer Service. The system utilizes adaptive technology to display on all screen sizes.



ServiceNow will meet and exceed Customer requirements:

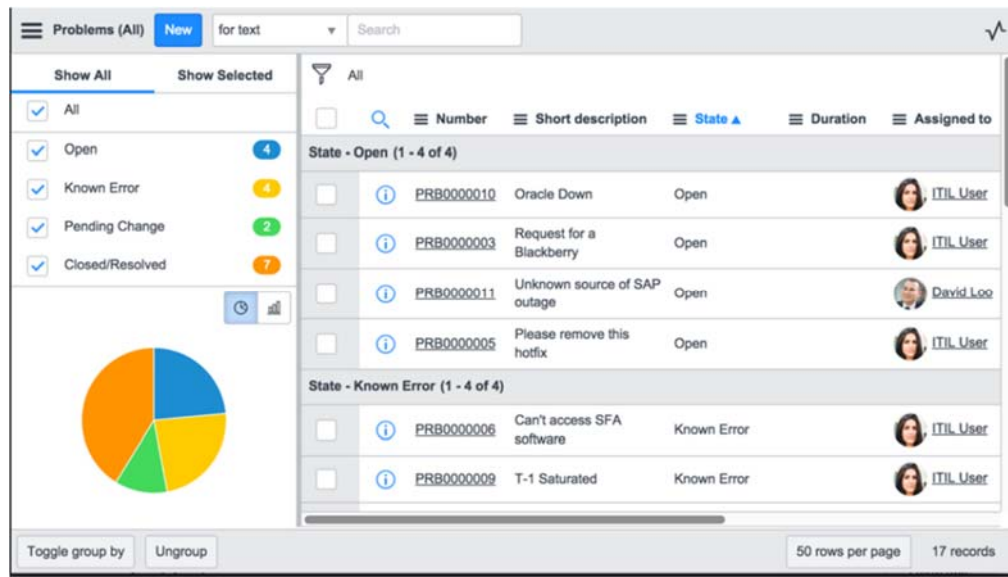
- Ability to resolve issues without contacting customer support
- Automate requests
- Access to online ticket history
- Instant access to chat with a customer support representative
- Complete visibility of request and establish real-time updates
- Real-time dashboards to tickets submitted by the facility, and friends and families

The image shows a 'Create Case' form in the ServiceNow interface. The form is titled 'Please provide the following details to help us provide you assistance at the earliest.' and includes fields for Product (Global Tel Link ICM), Priority (3 - Moderate), Subject, and Description. A 'Submit' button is at the bottom. To the right, a chat window is open, showing a conversation with a 'System Administrator' named Alene Rabeck. The chat history includes a message about 'Can't access Exchange server - is it down?' and a response asking 'can we please look into this ASAP?'. The chat window also has a 'Comment [customer visible]' field.

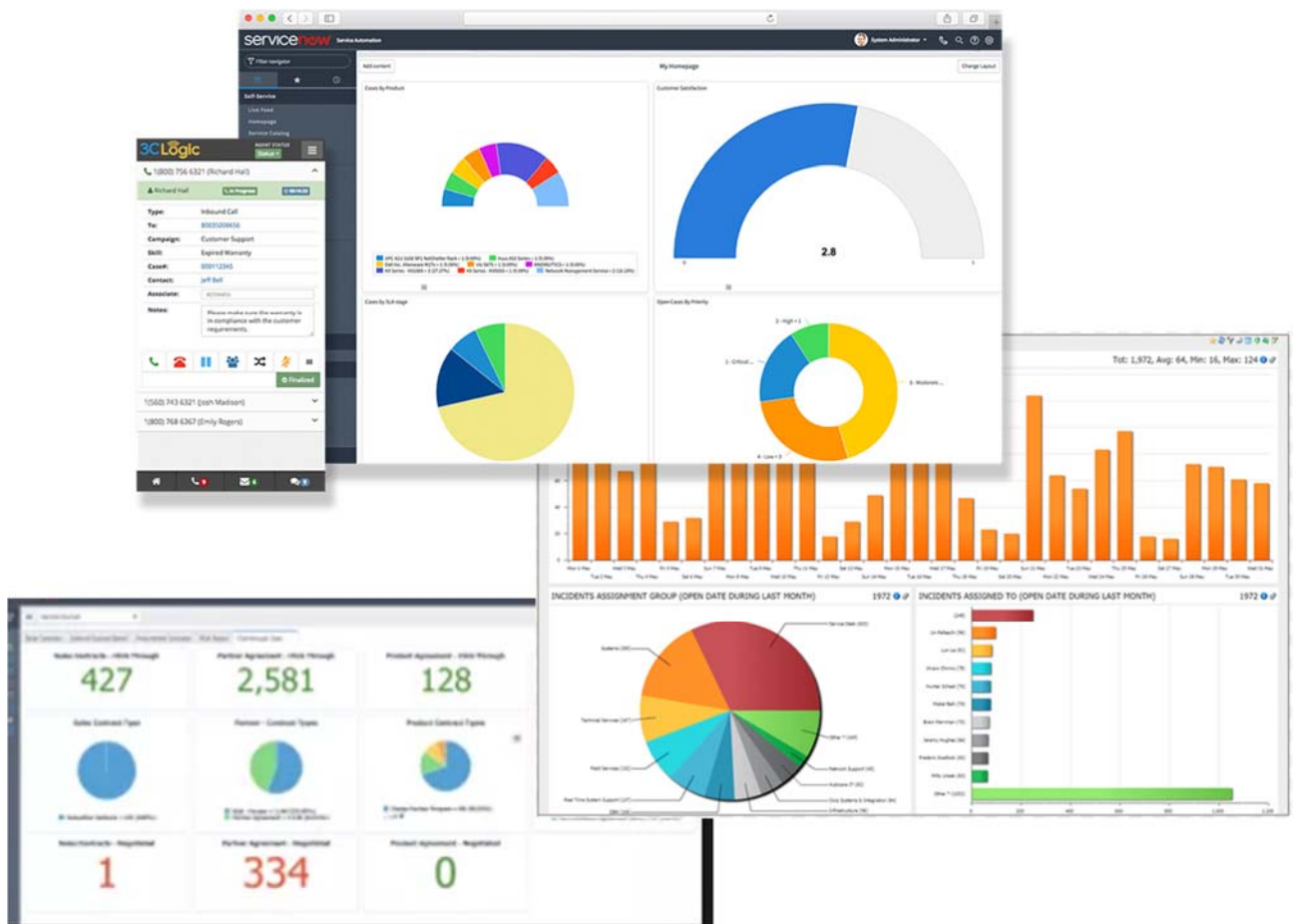
From ServiceNow a user can open a ticket online or chat with a live customer service representative with real-time ticket updates

The image shows a ServiceNow incident feed for incident INC0000003. The feed title is 'Wireless access not available on floor 3'. It includes tabs for Messages, Members, Pending members, and Hashtags. The feed shows two messages: one from Joe Employee (2 years ago) saying 'Service also restored on floor 8. Thanks!' and another from Taylor Fogerty (2 years ago) saying 'Thanks! The problem is sporadic. AT&T is laying cable outside. Maybe related?'. A 'System Administrator' response follows Taylor's message, stating 'Thanks Taylor. That was the issue. AT&T was using a radio frequency that scrambled our WIFI. They've shift frequencies. Can you confirm access is restored?'. On the right, an 'Incident Activity' panel is highlighted with a red box, showing a list of activity items with timestamps and user names. Below the activity list, details for the incident are provided: Assigned to: Beth Anglin, Impact: 1 - High, Incident state: Active, Opened by: ITIL User, and Priority: 1 - Critical.

The system has access to ticket history



The real-time dashboards will provide customers with a visual view of the system operations with the ability to drill down to reports for each.



8.14. The Contractor shall provide SCDC with secure on-line real time access to all customer information regarding account status and history. (From Section IV - Describe how you will provide this function and explain its capabilities, including details as to what level of visibility and access SCDC staff will have.)

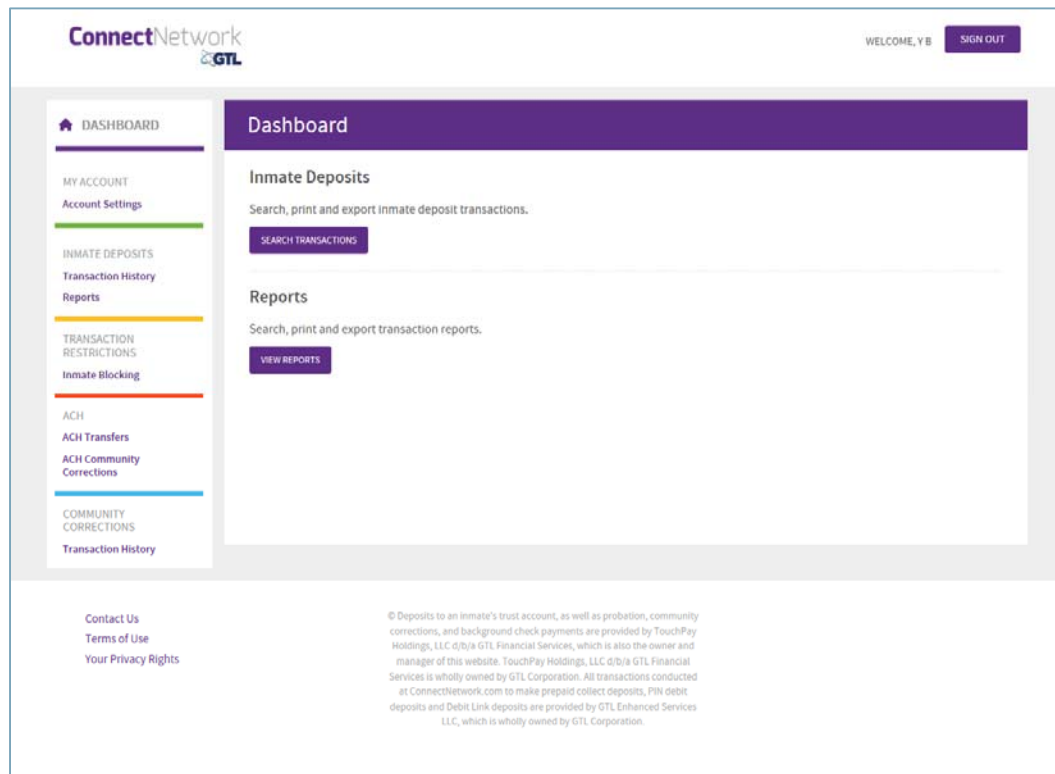
GTL Response: GTL has read, understands, and will comply.

GTL has the capability to report inmate account deposits to SCDC in whatever format is desired. Transactions are reported in real time through our ConnectNetwork website service. The system can be configured to transmit transaction records to SCDC applications in batches at intervals ranging from every 5 minutes to daily.

GTL's ConnectNetwork® Services will record and track all deposits and generate reports of activity by individual inmate and totals by facility. GTL has the capability of using ConnectNetwork transaction records to report to SCDC deposits made to inmate accounts through the various payment channels (e.g. kiosks, website, phone IVR); enabling authorized SCDC staff to view all EFT transactions. Reports will compile the number of transactions and related dollar values for the selected time frames. The system offers the ability to view all transactions by facility as well as transactions based on SCDC-specified criteria, such as individual inmate.

To support SCDC's reconciliation of accounts, GTL's payment systems will send an automated email daily that states the total amount of money ACH'ed and a listing of the individual transactions. The email can be formatted to present the information as desired by SCDC, e.g. segregated by deposit source or by facility. The email provides transactions in HTML format and includes an Excel attachment of the transaction records.

ConnectNetwork.com is a secure website where authorized SCDC staff may access, review, and generate reports of all transactions, grouped according to user preference.



One of the available reports is the Deposit Transaction History which can be customized to include the following information:

Inmate Deposits

Search Inmate Deposit Transactions
*Required

Service Type

☒ Trust
 ☐ Pin Debit
 ☐ Phone

Start Date*

End Date*

Facility:

Cash/Credit:

Deposit Method:

Deposit GUID:

Kiosk:

Transaction #:

Depositor's Acct #:

Inmate Last Name:

Phone #:

Inmate ID:

[Clear Fields](#)

- Service Type – select the desired inmate service type: Trust, PIN Debit, or Phone
- Start Date – (required) defaults to one day before the current date. Click the Calendar icon to change the start date.
- End Date – (required) defaults to current date. Click the Calendar icon to change the End Date.
- Facility – select a facility from the drop-down list. (Not available when PIN Debit or Phone service type is selected).
- Cash/Credit – select the type of payment for this transaction: Cash, Credit, or All.
- Deposit Method – select the deposit method: All, Intake, IVR, Kiosk, Money Order, Walk In, Web, WU (Western Union).
- Deposit GUID –refers to the ID number generated for every deposit. The Deposit GUID is commonly used by the GTL support team.
- Kiosk – click the Kiosk drop-down to search by a specific kiosk or all.
- Transaction Number – enter the kiosk receipt ID number to search by a specific transaction.
- Depositor Account Number – enter the depositor's ConnectNetwork account number.
- Inmate Last Name – enter the inmate's last name. (Not available when PIN Debit or Phone service type is selected).
- Phone Number – enter the depositor's phone number. (Not available when Trust or PIN Debit service type is selected).
- Inmate ID – enter the inmate's ID number. (Not available when Phone service type is selected).

After you click the Search button, the Transaction History Search Results are displayed at the bottom of the screen.

Show 10 entries

Date/Time	Transaction Number	Inmate ID	Inmate Name	Facility	Deposit Account	Payable	Fee	Total	Deposit Method
01/01/2011 07:09PM		10-1298			TRUST	\$40.00	\$4.50	\$44.50	WEB
01/03/2011 04:02PM		10-1034			TRUST	\$50.00	\$4.50	\$54.50	WEB
01/03/2011 07:11PM	1001001294073240659	10-1825			TRUST	\$22.10	\$2.90	\$25.00	KIOSK
01/03/2011 08:53PM	1001001294073240669	10-1892			TRUST	\$22.10	\$2.90	\$25.00	KIOSK
01/03/2011 11:03PM	1001001294073240677	10-1308			TRUST	\$22.10	\$2.90	\$25.00	KIOSK
01/03/2011 11:23PM	1001001294073240679	10-2032			TRUST	\$17.10	\$2.90	\$20.00	KIOSK
01/04/2011 10:20PM	1001001294170088149	10-1761			TRUST	\$57.10	\$2.90	\$60.00	KIOSK
01/04/2011 10:37PM	1001001294170088156	10-2011			TRUST	\$497.10	\$2.90	\$500.00	KIOSK
01/04/2011 10:42PM	1001001294170088158	10-1613			TRUST	\$7.10	\$2.90	\$10.00	KIOSK
01/04/2011 10:59PM	1001001294170088162	10-1244			TRUST	\$27.10	\$2.90	\$30.00	KIOSK

<< FIRST < PREVIOUS

1 2 3 4 5 6 7 8 9 10

LAST >> NEXT >

Select:

EXPORT RECEIPT

If desired, the Transaction History can be exported as an Excel spreadsheet as well

TransactionSearch (4).xlsx - Excel

Michelle Belenitsky

File Home Insert Page Layout Formulas Data Review View Tell me what you want to do

Clipboard

Font

Alignment

Number

Styles

Cells

Editing

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Date/Time	Transaction Number	Inmate ID	Inmate Name	Facility	Deposit Account	Payable	Fee	Total	Deposit Method	Form of Payment	Phone #	Depositor
2	2011-01-01 14:09:04.0					TRUST	40	4.5	44.5	WEB	CREDIT		
3	2011-01-03 11:02:48.0					TRUST	50	4.5	54.5	WEB	CREDIT		
4	2011-01-03 14:11:53.0	1001001294073240659				TRUST	22.1	2.9	25	KIOSK	CASH		
5	2011-01-03 15:53:48.0	1001001294073240669				TRUST	22.1	2.9	25	KIOSK	CASH		
6	2011-01-03 18:03:12.0	1001001294073240677				TRUST	22.1	2.9	25	KIOSK	CASH		
7	2011-01-03 18:23:12.0	1001001294073240679				TRUST	17.1	2.9	20	KIOSK	CASH		
8	2011-01-04 17:20:52.0	1001001294170088149				TRUST	57.1	2.9	60	KIOSK	CASH		
9	2011-01-04 17:37:17.0	1001001294170088156				TRUST	497.1	2.9	500	KIOSK	CASH		
10	2011-01-04 17:42:11.0	1001001294170088158				TRUST	7.1	2.9	10	KIOSK	CASH		
11	2011-01-04 17:59:10.0	1001001294170088162				TRUST	27.1	2.9	30	KIOSK	CASH		
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TransactionSearch

8.15. The Contractor shall provide verification that its methods and procedures meet accepted legal standards for chain of evidence in legal proceedings. The Contractor shall provide affidavits as required throughout the term of the contract at no cost to SCDC to support any legal proceedings and shall provide expert witness testimony if required. In the last five (5) years SCDC has experienced no incidents requiring expert witness services.

GTL Response: GTL has read, understands, and will comply.

8.16. The Contractor solution must provide performance management capabilities to monitor the overall performance of the system and its network components. (From Section IV - Detail how you collect and analyze performance data, monitor system health and reliability, establish performance thresholds and provide reporting and inquiry functions.)

GTL Response: GTL has read, understands, and will comply.

GTL takes pride in providing the best and most reliable services to our valued customers who include many of the largest counties and state DOCs. We will continue to 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 SCDC, inmates and offenders, and the families and friends who financially support those incarcerated in SCDC facilities. Please refer to our response to section 8.11.6 for our monitoring capabilities. Reports are available at any time and are also provided monthly to the SCDC. We hold quarterly operational reviews with the SCDC, as well as an annual review of operational and financial analysis and contract review.

8.17. SCDC has established priority levels for problem reporting and shall have the sole authority to determine the priority level of each reported problem and to determine if the problem has been resolved and the issue closed. Resolution time is based on 24 hour per day 365 day per year service. (From Section IV – The Offeror must describe what steps they will take to meet or exceed SCDC problem resolution objectives.)

Priority Level	Characteristics	Performance Requirement
1	Loss of critical functionality <ul style="list-style-type: none">• 50% or more devices in a facility out of service• Loss of administrative or investigative access or function• Loss of call recording or monitoring function	4 hour resolution
2	Loss of significant functionality <ul style="list-style-type: none">• Data exchange failure• 20%-49% of devices in a facility out of service	8 hour resolution
3	Loss of less significant functionality <ul style="list-style-type: none">• Software fixes not critical to operations• Less than 20% of devices in a facility out of service• Loss of access to trouble ticket system	24 hour resolution

GTL Response: GTL has read, understands, and will comply.

GTL will provide service levels within the above noted time-frames. In addition to our remote monitoring and resolution capabilities, our local site technicians will be dispatched to make any on-site repairs needed.

Work Order Timeframes

Non-Emergency Work Orders:

In general, a non-emergency is any need or situation relative to the GTL services that does not impact the usability of multiple inmate telephones or kiosks, or disrupt 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, kiosks, 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. 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.

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 SCDC'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

8.18. The Contractor must establish escalation procedures that provide at a minimum for the following points of contact and timeframes.

Level	Time	Escalation Point	SCDC Contact
1	Missed performance standard	Supervisor	Help Desk
2	Missed performance standard + 2 hours	Project Manager	Help Desk Manager
3	Missed performance standard + 4 hours	Account Manager	IT Assistant Division Director
4	Missed performance standard + 8 hours	Account Executive	IT Division Director

GTL Response: GTL has read, understands, and will comply.

Trouble Escalation Path

Any issue that is not resolved within the expected time frame is automatically escalated to the next level of management by GTL technical assistance. GTL can guarantee that the highest level of service. SCDC can also directly request escalation by contacting any member of the escalation ladder.

Within our Technical Support team, each ticket that is not resolved, approved by the customer, and closed within the agreed upon service time will be escalated to the next level within fifteen minutes of a missed committed resolution time. Every fifteen minutes that an issue is not resolved will go up an additional level. This process allows full visibility and support at some of the highest levels without long delays.

SCDC may contact escalation personnel at any point in time.

Trouble Escalation Path

Escalation Level	Escalation Personnel
Level 1	Maureen O’Gorman Field Services Manager
Level 2	Philip Jones Field Services Director
Level 3	Larry Jackson Executive Director of Field Services
Level 4	George McNitt VP, Technical Services
Level 5	Tim Skaja Executive Vice President, Operations, Installations, and Facility Services
Level 6	Deb Alderson Chief Executive Officer

8.19. The Contractor must provide services that meet the performance levels delineated in the table below. (From Section IV – The Offeror must describe what steps they will take to meet or exceed SCDC performance and service level objectives.

Component	Metric	Standard
Equipment installation	Time from Contractor receipt of order to working equipment installed	20 calendar days
Equipment maintenance	Monthly mean time to repair	8 hours
System software updates	Time from availability to system wide deployment	6 months
Network service	Monthly availability (entire system)	99.99% (24x7x365)
Customer service call center	Resolution rate Wait times Abandoned calls Complaints	> 70% first call resolution Monthly mean wait time < 60s < 10% of calls per month < 5% of accounts per year
Trouble resolution	Resolution rate Wait times Access to technical support	> 70% first call resolution Monthly mean wait time < 60s < 10 minutes 100% of the time
System availability	Monthly availability per site	99.9% (24x7x365)
Data transfer	Timing – occurs on schedule Accuracy – data transfer complete and correct on first attempt	99% (24x7x365) 99% (24x7x365)
Service quality	Drops and Disconnects Voice / Audio / Video Quality Complaints	< 2% per site per month 99% meet standard < 5% of ADP per month

GTL Response: GTL has read, understands, and will comply.

GTL is committed to providing SCDC with the finest level of maintenance and account support possible. GTL professionals ensure that the software, hardware, and peripheral equipment associated with the GTL systems are maintained for the life of the contract. Maureen O’Gorman and the entire GTL team will ensure SCDC receives the below service:

- GTL provides the necessary labor, parts, materials, and transportation to maintain all inmate telephones and related equipment in good working order and in compliance with the equipment manufacturer’s specifications throughout the life of the contract
- Maintenance and repair services provided entirely without cost to SCDC
- Malfunctioning equipment repaired or replaced as needed and inquiries by SCDC staff are answered quickly and courteously
- Responses to service interruptions or equipment malfunctions within the agreed upon timeframes

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to GTL’s Technical Service Center where highly trained GTL professionals

determine the best course of action. Our toll free technical service number is always answered by a live GTL representative.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, the service technician assigned to the SCDC will be dispatched to the site.

GTL provides a spare-parts inventory either at the site or with the local technicians who service the site. The number of spare telephones and other parts kept in the local inventory is adjusted as needed. Broken or damaged phones are replaced from the cache of spares. At the time of telephone replacement, an RMA is issued to replenish the inventory. Any part that is needed, but is not currently in the local spare parts inventory, will be shipped by overnight carrier from GTL's Service Center.

SNMP Capability

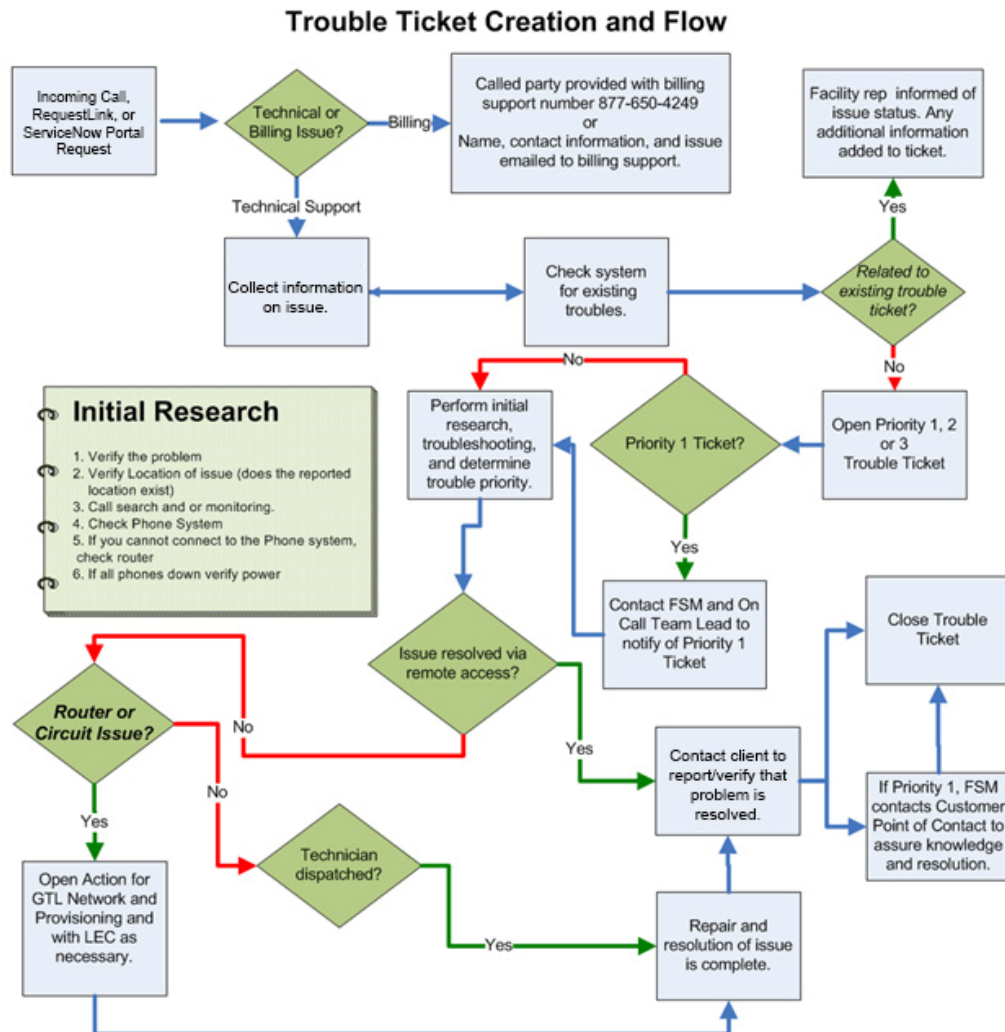
All GTL equipment at the site will have **Simple Network Management Protocol** (SNMP) capability enabled. SNMP allows equipment at the site to be polled and errors trapped when appropriate. Polling results go directly to our central data centers and are monitored by GTL professionals. The functionalities 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 network 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.

GTL utilizes our Trouble Ticket Tracking System to track open tickets through to closeout. All activity is documented in detail in the ticket as soon as possible, including any work performed remotely or on-site. All details are discussed with SCDC through a phone call, or via the ServiceNow portal live chat feature and dashboards. The GTL assigned ticket owner is responsible for tracking the ticket through closure with the client. All reactive tickets require customer acceptance before manually closing any ticket.



8.20. The Contractor shall provide monthly performance reports to SCDC specifications. Every quarter the Contractor shall provide a face-to-face review of all performance indicators and trends and a summary of service issues. The Contractor shall provide an annual review of operational and financial status, cost and rate analysis and an overall contract review.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to supply SCDC with monthly reports of all maintenance requests containing all the above data. The maintenance report can stay as is or be modified to fit the needs of SCDC.

9. Documentation, Training, and Reporting

The Contractor must provide current documentation and both initial and on-going training to SCDC staff, inmates, and their families / friends as applicable on use of the systems. (From Section IV – The Offeror must provide current documentation.)

GTL Response: GTL has read, understands, and will comply.

GTL provides comprehensive training for your Administrative and Investigative personnel throughout the contract period. We will work closely with SCDC to determine a custom training plan that meets the needs of SCDC staff. Please see training literature in the envelope marked **CONFIDENTIAL** in the front of this proposal book. A redacted copy has been provided with our online submission.

9.1. The Contractor must provide full, complete and up-to-date documentation specific to the SCDC implementation no later than the beginning of implementation. The documentation shall include at a minimum:

- Network diagrams detailing all circuits, routers, switches, access points, firewalls and other network components
- Documentation of security and operational procedures
- User documentation for administrators
- User documentation for investigators
- Training information for inmates
- Information for called parties
- Technical system documentation

(From Section IV:

- The Offeror shall describe the system documentation provided including user guides, online help systems, and training materials.

GTL Response: GTL has read, understands, and will comply.

As the current provider of ITS and kiosk services to SCDC most of the staff are already familiar with our systems. GTL will continue to provide online user guides, help systems, and provide training materials and any hard copies the SCDC requires. All the up-to-date documentation specific to SCDC will be provided as part of our implementation process. Please see training literature in the envelope marked **CONFIDENTIAL** in the front of this proposal book. A redacted copy has been provided with our online submission.

System Design, Equipment, and Training Manuals

Following installation, GTL will provide SCDC with a complete set of implementation documentation such as that listed below. Several of the initial documents listed, such as station maps, facility user lists, et cetera are subject to revision over the life of the contract.

Standard GTL Installation Documentation

- Installation Checklists
- Inmate Telephone Station Map
- Inmate Telephone Trunk Map

- Facility User List
- Equipment List, Descriptions, and Locations
- Workstation List with IP and Location Information
- Support Line and Non-Trunk Analog Line List
- IT/Frame for Data and Voice Transmission Information
- Site Schedules
- Facility Block-Diagram
- Equipment Photos (if requested and approved)
- Service Incident Report (if applicable)
- Service Contact Information
- Service Escalation Procedures and Contracts
- ITS User Manuals
- Any other documentation specifically required by SCDC, such as Friends and Family Brochures

To further support the initial training sessions, the ITS software provides context-specific help screens to assist the user during any process. By simply pressing the F1 key, a help window will appear with contents targeted toward the software function in use. The User manuals provided to each facility include detailed step-by-step documentation of all procedures. A Quick Reference Guide for easy reference of the most used applications is contained within the system.

- The Offeror shall describe the process for updating system documentation as necessary due to system upgrades, etc.

GTL Response: GTL has read, understands, and will comply.

At the time of implementation, SCDC will receive a complete set of Implementation Documents. Several of the initial implementation documents, such as station maps, facility user lists, et cetera are subject to revision over the life of the contract. When any aspect of the system architecture is changed or components added, upgraded, or removed, GTL will update all relevant documentation.

- The Offeror shall describe the process for on-site training during implementation and on-going training as required for system updates, new staff, etc.

GTL Response: GTL has read, understands, and will comply.

GTL will provide system training to all identified SCDC staff as part of the implementation process. The training will be provided by local technical staff during implementation and can be supplemented with GTL's professional training team staff. Our SCDC staff training will not need to be extensive for the ITS as we are the current provider and most of the staff are already knowledgeable of the operation of the system. Our staff training features separate courses for System Administration and System Investigations, and for the kiosks and tablet operation and management. GTL will also provide periodic refresher training and new hire training that can be conducted on site or remotely through online meeting tools. GTL will provide informational packets for inmates and friends and family.

Because GTL is the current provider, the families and friends of inmates will experience no changes during the transition to the new contract period. Familiar billing procedures and prepaid account processes will continue without interruption.

- The Offeror shall specify the training requirements and expected roles and responsibilities for all SCDC staff required for the planning, implementation and on-going operation of the systems.)

GTL Response: GTL has read, understands, and will comply.

Dependencies of SCDC personnel are stated below:

- SCDC will assign a Project Manager as primary point of contact for GTL to ensure streamlined information associated with the contract.
- SCDC will provide security clearances for GTL personnel after receipt of all required personal information. Since we are the incumbent, many of the involved GTL staff already hold required clearances.
- SCDC will provide GTL with correctional officer escorts to facilitate access to populated areas for any new phones and mapping the new tablet system.

The support staff in place today will continue to assist in operation of the system and to provide any on site repairs required.

9.2. The Contractor shall provide all training at no cost to SCDC. The Contractor will deliver the needed training in a manner, location and schedule approved by SCDC.

GTL Response: GTL has read, understands, and will comply.

9.3. All training will include proficiency testing and additional training will be provided at no additional cost until all participants achieve proficiency. The Contractor will provide refresher training or training for new staff as needed at no cost. (From Section IV – The Offeror must list and describe all training, including the length, general content of and proposed schedule for the training.)

GTL Response: GTL has read, understands, and will comply.

ITS Training Plan

GTL recognizes the need to provide system administration training to those responsible for day-to-day operations. While the ITS system operates in an automated fashion, it is extremely helpful for facility personnel to understand system controls, trouble reporting procedures, and investigative reporting options. GTL believes a successful installation is not complete until those who use it are comfortable with day-to-day operations. This is best accomplished through hands-on training following system activation.

GTL will provide system training to all identified personnel as part of the installation process. As the needs of a facility are further defined, staffing and procedures will be adjusted to ensure that administrative functions are addressed in a timely manner and that the support level identified is met or exceeded in all cases. In addition to providing trained site administrators and technical personnel, the installation team will include several experienced system trainers to review all functions of the new system with appropriate personnel.

User's manuals (hard copy and/or CD ROM) containing workstation information, phone dialing instructions, and forms for tracking system changes are provided to each facility. In addition, site administrators and technical support personnel are available to assist with any questions that may arise.

On-site training is conducted immediately upon the installation of each facility to ensure that all system users are thoroughly trained. Training typically lasts for a full day and the curriculum is designed to cover the use and operation of the system from the inmate's perspective, basic system administration (call processing, blocks, etc.) as well as a targeted review of the system's many investigative tools (recording, monitoring, reporting, etc.). Training will also cover general matters such as trouble reporting, resolution and escalation procedures.

The comprehensive training curriculum is designed to cover complete system administration and all investigative tools; customized as needed to exactly meet the training needs of the SCDC. A general training outline is described below. As we are the current ITS provider, not all staff will require extensive training.

ITS Training Course Outline	
Introduction	<ul style="list-style-type: none"> • Overview of the ITS functions and features
Workstation Access Control	<ul style="list-style-type: none"> • Overview • User ID Management • Security Level Access Management • User Alerts
System Administration	<ul style="list-style-type: none"> • Overview • Class of Service Maintenance • Living Unit Maintenance • Telephone Location Maintenance • Facility Telephone Number Control • Block List Administration • Telephone List Update • Enable/Disable Telephones • Account Overview • Add a New Inmate Account • Update Inmate Information • Update Inmate Phone List • Transfer Inmate Between Facilities

Reporting/Investigative Functions	<ul style="list-style-type: none"> • View Calls in Progress • SPY – Monitoring • SPY – Snitch Investigator Notification • General Reporting Capabilities Defining Report Parameters • Save & Reprint Reports • Financial Reports • Maintenance Reports • Investigative Reports • Monthly Revenue Reports • Shadow Recording
Calling Process	<ul style="list-style-type: none"> • Placing a Call • Dialing Instructions • Direct Dialed Calls • Collect Calls • Local Calls • International Calls • Call Results Announcements

To further support the initial training sessions, the software provides context-specific help screens to assist the user during any process. By simply pressing the **F1** key, a help window will appear with contents targeted toward the software function in use. The User manuals provided to each facility include detailed step-by-step documentation of all procedures.

A **Quick Reference Guide** for easy reference of the most used applications is contained within the system. In addition, a refresher training session can be conducted remotely through **WebEx**.

GTL Tablet Training and Resources

Experienced GTL employees will be the client trainers to conduct all training through on-site, one-on-one, group classroom training sessions and online instructor-led classes. GTL delivers standard training using both hands-on experience with your data and using instructor demonstrations to ensure each trainee understands all Tablet concepts. Training is job specific to make the most of the staff's time and can be provided during multiple shifts to ensure full coverage of the facility.

Since products are web-based, after a 2 to 3-hour training session most officers find it easy to maneuver through the features immediately using our drop down and click box menu capabilities.

In addition to standard training, GTL will work with SCDC to customize the online training experience to meet the unique needs of SCDC and facility. We can design and offer specific, customized classes focused on various SCDC functions.

Training Course Modules

GTL is committed to providing your staff with training that will maximize the potential of the features implemented at your facility. Training courses are in a user-friendly, task-oriented format to teach your officers what they need to know to do their job efficiently. We present courses in separate modules based on the types of duties officers tend to perform using the Tablet system, while expressing the unique features of applications.

GTL will provide a curriculum specific to the client that can be used initially, and throughout the term of the agreement, to ensure we provide training in the manner and on the features most important to the client.

Friends & Family Training

GTL also provides training for the friends and family of inmates to ensure that they are comfortable with the procedures for setting up an account on our web site, funding an inmate account and similar pertinent services. Typically, we provide this training in your facility lobby as part of the installation process. This ensures that friends and family know how to use the system from day one. We also provide marketing materials for friends and family that you can make available to them at your facility.

Our staff will remain onsite after go-live to work with friends and family in the lobby, so that we can train them on how to use our products.

Training for Inmates

GTL will ensure that all stakeholders who interact with our platform are thoroughly trained. Our staff will train inmates in their housing units on how to use all the technology, how to get tutorials and how to use all the features and functionality that is allowed by your facilities. GTL's overarching goal for training is to empower users at all levels, to remove the burden of support from your staff, and to maximize the benefits your staff receive from our platform.

9.4. On a monthly basis the Contractor shall provide at a minimum, detailed reports in a format specified by SCDC on:

- all service level and performance items as specified in the contract
- the number of calls, minutes, actual duration, billed duration, and revenue broken down by local, intralata, interlata, interstate and international destinations and the totals for each month and facility
- the number of inmate messages for each month and facility
- the number of entertainment subscriptions by type and institution

(From Section IV:

- The Offeror shall describe all available standard reports that are part of their solution and provide SCDC with on-line access to run ad hoc reports. The Offeror shall describe any methodology in which SCDC may create its own custom reports and how the data may be formatted and retrieved.

GTL Response: GTL has read, understands, and will comply.

GTL will continue to supply SCDC with monthly reports of all maintenance requests containing all the above data at a minimum. The maintenance report can stay as is or be modified to fit the needs of SCDC. In addition to GTL provided reports, the ITS includes the ability to generate standard and ad-hoc reports by authorized SCDC staff with online access to the system.

ITS Reports

The ITS system includes the ability to generate administrative and investigative reports using multiple search criteria including calls completed, length of time, charges paid, and cost of call by station number. All reports include the ability to specify begin-end date and time bands to limit the query. All configuration, call control, and CDRs are maintained in real time in the ITS database. The “query” type reports are generated and printed using the ITS web-based user interface on any workstation with a secure network connection to the ITS system and authorized user account. As with all other actions taken by users while logged into the ITS system, all report generation and printing will be logged in the user activity log with the user performing the action, date/time, and action taken.

Standard Reports

The ITS has standard pre-defined reports. These reports are available on demand and are accessible from any administrative workstation or other SCDC PC with secure network access to the ITS call processing system. Authorized users can generate, view, and print standard reports. All standard reports are in the Reports module of the ITS interface. Generation of any report is a simple point and click operation of selecting the desired report category tab and then the desired report link.

Ad Hoc Query Report Generation

SCDC investigators can query and search call detail records and recordings using the Call Search function of the V-TRACK interface. The Call Search function allows search for historical call records using two options, a ‘quick search’ and an ‘advanced search.’

The quick search allows the operator to enter common search criteria into the boxes & scroll lists on the left sidebar:

- Inmate name
- Inmate ID
- Custom (text) Inmate
- Called number
- Phone Group (defined in the Security Threat Group tool)
- Custom (text) Called
- Originating Facility name / Unit / Station
- Completion Code
- Duration (range)

Tablet Reports

The GTL Tablets have an auditable reporting platform, meaning facility staff and investigators can run custom reports on every aspect of the tablets including sales, usage, relationships, and more. With the Tablet reports system activity is just a click away, ensuring staff and investigators are fully informed with up-to-date usage information for tablets. If any custom reports are required, we will work with SCDC to generate the desired reports. Additionally, each action taken by SCDC staff on the system, including adding or modifying inmate access to the system or applications, is logged on the system. The information logged includes dates and times and modifications of access, identification

of the inmate whose access was modified and identification of the staff that made the modification. Staff actions can be retrieved using the Staff Audit History report.

- The Offeror shall describe all reporting capabilities and options of the proposed solution, including the capability to automatically generate and distribute reports on a scheduled basis.

GTL Response: GTL has read, understands, and will comply.

The GTL ITS provides a rich set of reporting capabilities with both pre-defined and user-defined reports as described in the following response. Any report definition can be saved and the report generated on demand by any authorized system user. Report results can be saved in Microsoft Excel, Word, or PDF formats. GTL can assist SCDC in definition of scripts to generate and distribute reports on a regular schedule.

- The Offeror shall describe ad-hoc reporting capability that can be used by SCDC staff to produce reports independent of Offeror assistance.)

GTL Response: GTL has read, understands, and will comply.

The GTL ITS provides multiple ways to query Call Detail Records (CDRs) to obtain desired reports. Search and retrieval of call records for reviewing inmate called numbers is performed using the Call Search function of the V-TRACK user interface (GUI). This GUI can be accessed by any workstation or PC with a standard web browser and a secure LAN, WAN, or Internet connection to the ITS.

Each call record displays the following information:

- Date
- Originating time of call
- Termination time of call
- Called number
- PIN number, if applicable
- Originating number and location
- Disposition of call
- Call duration
- Facility
- Living unit
- Outbound circuit used
- Cost of call
- Call type (local, intraLATA, interLATA)
- Collect or Debit
- Three-way call [fraud] flag
- Extra dialed digits [fraud] flag

The Call Search function allows search for historical call records using two options, a ‘quick search’ and an ‘advanced search.’

The quick search allows the operator to enter common search criteria into the boxes and scroll lists on the left sidebar:

Quick’ Search

- Called number
- Inmate name
- Inmate PIN
- Security Threat Group (e.g. gang affiliation)
- Facility name
- Originating telephone
- Call completed yes/no
- Date and time bands

If a more targeted search is required (e.g. calls in which a three-way call attempt was detected or a specific completion code), then the advance search criteria can be toggled. This provides a set of call record characteristics for filtering of the search. The characteristics (which are selected by drop-down list) are:

- Was call recorded?
- Was the call monitored (live) during the call?
- Collect or Debit transaction?
- Was call alerted?
- Has the call recording been listened to?
- Call Completion Code?
- Call note tracking number?

Advanced Search

The call records retrieved by either type of search will be displayed as rows in the Call Search screen. Once a search is conducted and call records are displayed, the records can be ordered on the basis of any of the call record fields by clicking the field name on the display header bar. Records can be ordered ascending or descending. The results can be printed at any time as a PDF, Microsoft Excel, or Microsoft Word document.

The screenshot shows the V-TRACK INVESTIGATIVE SUITE interface. At the top, there are tabs for 'Call Search', 'Call Monitor', and 'STG'. Below these, there's a 'Search' section with a 'CD Export' button. The 'Call Search' section has radio buttons for 'Inmate ID', 'Name', and 'STG'. Below these are input fields for 'ID:', '# Called:', and 'Phone List'. There's a 'Completed:' dropdown set to 'No Preference'. A 'View Advanced Search' button is highlighted with a callout box labeled 'Quick Call Search'. Below this are date and time range selectors for 'From:' (10/4/2010 10:01) and 'To:' (10/5/2010 00:59). A 'Search by:' dropdown is set to 'All Facilities'. At the bottom are 'Submit', 'Reset', and 'Save' buttons.

The screenshot shows the 'Advanced Search criteria' dialog box. It has a title bar with 'V-TRACK INVESTIGATIVE SUITE' and a close button. The dialog contains several search criteria with dropdown menus: 'Recorded:', 'Monitored:', 'Trans. Type:', '3 Way Call:', 'Alerted:', 'Accessed:', 'Protected:', 'Completion Codes:', and 'Tracking #:'. Each dropdown is currently set to 'No Preference'. A callout box labeled 'Toggle Advanced Search' points to the 'View Advanced Search' button in the background interface. Another callout box labeled 'Save search criteria' points to the 'Save' button in the background interface.

Pre-Defined Standard Reports

The GTL ITS provides 42 pre-defined standard reports. The reports are available on demand and are accessible from any administrative workstation or other PC with secure network access to the ITS. Authorized users can generate, view, and print standard reports.

Each standard report has a unique set of search criteria that can be used to create a *custom* report, with criteria appropriate to the nature of the report. All of the reports include **begin – end** time criteria in terms of date and time in hh:mm:ss. Other criteria are available depending on the type of report.

The generated reports can be queried, sorted, or filtered by fields contained in the report, and the reports are readable on the PC screen, printable, and downloadable to a PDF or Excel file. The ITS maintains a record of reports that are downloaded, with the date and time of the download and the name of the person who performed the download.

Reports are indexed and tabbed on the report interface by the following categories: *Financial*, *Inmate*, *System*, *Calls*, and *Numbers*. The following five tables show the available reports for each of these categories.

Financial Reports	Description
Activity - Financial Transactions	Provides a record for all inmates that contain withdrawals, deposits, call refunds, debit calls or all financial transactions during a specified period. Includes (a) Total Number of Financial Transactions for the Inmate and (b) Total Number of Financial Transactions for the Facility.
Inmate Deposits	Provides a record of all inmates with deposits during a specified period. Includes the following summaries: (a) Total Inmate(s) Deposits For xx/xx/xxxx; (b) Total Amount of deposits by Inmate; and (c) Total of All Inmate Deposits.
Inmate Reconciliation	Displays Debit calls placed by the inmate via the ITS for a specified period. Includes (a) Total Call Charges and (b) Ending Balance by Inmate.
Refunds	Provides a transaction report for refunds to inmate accounts. Includes (a) Total Number of Call Refund Transactions and (b) Total Net Amount of Call Refund Transactions.

Inmate/Account Reports	Description
Released Inmates	Displays inmates released from incarceration and removed from the ITS system using Manual Transaction.
Suspended Telephone Accounts	Lists all inmate telephone accounts whose calling privileges have been suspended. Includes Total Number of Suspended Accounts.

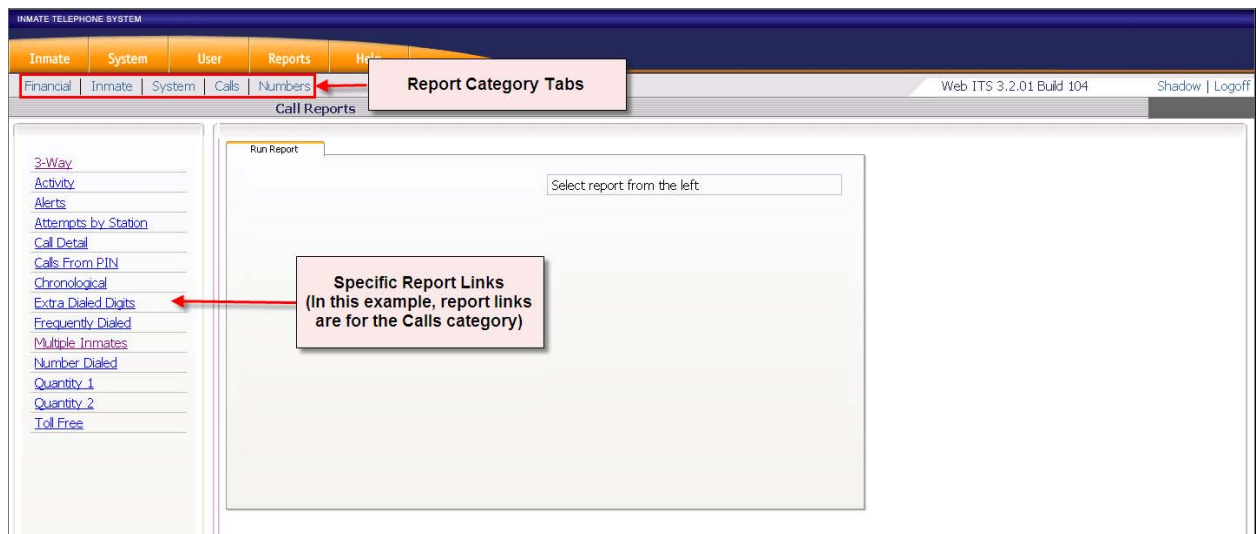
System Reports	Description
City By NPA-Nxx Search	Provides the city and state for a particular NPA-NXX.
State by NPA Search	Allows the facility to locate the state for a particular NPA.
Grade of Service - Percentage Grade of Blocking	Provides phone information on a line-by-line basis for the percentage of calls blocked during specific hourly periods.
Local Exchanges	Provides a list of all area codes and exchanges, which are designated within the local calling area for that particular facility. This is the local calling area for pay phones, which may be different from the local calling area for residential or business use. Includes the Total Number of Local Exchanges.
Non Area Code/Exchange Attempts	Lists call attempts to invalid area codes. Includes Number of Calls Attempted with Invalid Area Code/Office Code.
Inmate History Report	Displays all transactions placed by inmates over a specified time. The report includes Debit calls, Collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. Includes Total Inmate(s) Transactions by Type.
Inmate Directory	Displays a log of all inmates requested by facility or statewide within a specified time. Includes Total Number of Inmates.
Inmate Transfer Report	Displays accounts received or transferred from each facility over a specified period. Includes Total Number of Transfers.
Most Active Inmate(s)	Displays the inmates who have initiated the highest number of completed calls during a specified time frame.
New Inmate(s) Report	Displays new inmates added into the system. Inmates are grouped by facility. Includes Total Inmates Count and Total Number of New Inmates.

Calls Reports	Description
Three-Way Call Detect	Displays the number of times a three-way call was detected. Includes the Total Number of 3 Way Calls Detected.
Daily Call Charges (Debit)	Displays the total number of calls, duration, and charges for Debit calls. The user determines the range of dates covered in the report. Includes (a) Totals by Facility and (b) Grand Total.
Alert Notification	Provides calls made by inmates placed on alert and calls made to telephone numbers that have been placed on alert status during the desired report period. The report can be obtained by entering the desired report period. Includes the Total Number of Alerted Calls for the Facility.
Attempts by Station	Displays, per station, (a) the number of attempted calls, (b) non-accepted calls and (c) completed calls with (d) the total duration in minutes
Call Detail Report	Displays a log of calls from all or specific inmates in the order that they were placed over a specified time. Includes details for each call and Total Call Transactions.
Calls from PIN not at Facility	Lists inmate(s) attempts to place calls with invalid PIN numbers (including PINs at other facilities). Includes (a) Total Calls with Invalid PIN and (b) Total Number of Calls at This Facility by PINs at Other Facilities
Chronological List of Calls	Displays a log of calls from a facility in the order that they were placed. This report displays all attempted calls. Includes the following summaries: (a) Facility Calls; (b) Facility Minutes; (c) Total Number Of Calls [all facilities]; (d) Total Minutes [all facilities]
Extra Dialed Digits	Lists all calls that extra dialed digits were detected within a specified period. Includes Total Number of Calls with Extra Dialed Digits.
Frequently Dialed Numbers	Provides a list of telephone numbers called more than a specified number of times within a specified range of dates.
Multiple Inmates - Telephone Numbers Called by More Than One Inmate	Displays telephone numbers called by more than one inmate (minimum threshold is user-defined) within a user-defined range of dates and times. The records are grouped by telephone number. Includes (a) Total Calls [identified in this report] and (b) Total Inmates [identified in this report]
Number Dialed - Telephone Number Usage	Lists calls made to user-specified telephone number(s). The wildcard (%) can be used to search for and select number patterns. Additional search filters include: completed calls, uncompleted calls, debit calls, collect calls, and duration of calls. Includes Total Calls to Telephone Number.
Quantity of Calls Placed	Lists calls placed by the inmate that exceeded the user-defined parameters. The facility may optionally select only Debit calls, Collect calls, or both (completed calls ONLY). Includes Total Number of Inmates that Made at Least 'X' Calls.

Quantity of Minutes Called	Lists calls placed by the inmate that has exceeded the user-defined total amount of minutes for a specified range of time. Debit calls, Collect calls, or both may be selected for the report. Includes Total Number of Inmates that Called for at Least 'X' Minute(s).
Toll Free Numbers Called by Inmates	Lists toll free numbers (800, 866, 877, 888 etc.) called by inmates. Includes Total Number of Calls to Toll Free Telephone Numbers.

Numbers Reports	Description
Approved Telephone Numbers Search	Retrieves specific or generic telephone numbers inmates are allowed to call. The report searches for the Inmate Phone Lists to obtain this information. This report is sorted by inmate ID and telephone number. Includes Total Number of Inmates with This Number in Their Approved Numbers List.
Facility Blocked Telephone Numbers	Lists phone numbers locally blocked in the system for the local facility. When an inmate attempts to call a number on this list, a Completion Code #2 is issued. Includes Total Number of Inmates Calling the Blocked Numbers.
System Wide Blocked Telephone Numbers	Lists phone numbers globally blocked throughout the system. When an inmate attempts to place a call to a number on this list, a Completion Code #1 is issued. Includes Total Number of Inmates Calling the Blocked Numbers.
Speed Dial Search	Displays all inmates who have called the same Speed Dial Code telephone number during a specified time.
Account Telephone Number List	Displays all the phone numbers on the Allowed List for one or more inmates. Includes Total Telephone Numbers in Allowed List for Each Inmate.
Telephone Numbers Listed in More Than One Account	Lists all telephone numbers listed on more than one inmate's list of Allowed numbers. Includes at Total, for all Telephone Numbers appearing in this list, Telephone Number 'Y' Appeared on 'X' Inmate's Lists
Toll Free Phone Numbers on Inmates List	Lists inmates with toll free numbers (800, 866, 877, 888, etc.) on their Allowed List. Includes Total Number of Inmate Accounts with Toll Free Telephone Numbers on their Lists.

All of the standard reports defined above are available in the Reports module of the web-based ITS interface illustrated below. Generation of any report is a simple point and click operation of selecting the desired report category tab and then the desired report link.



Standard Report Generation

There are an additional five reports available via the **V-TRACK** Web-based user interface. These reports are defined in the table below.

Investigator Calling Reports	Description
Tracked Calls	Displays tracked calls. 'Tracked calls' are defined as any call that has a tracking number or a comment (entered by an authorized user in the V-TRACK interface). When the Tracked Calls report is previewed on the screen, the user can edit allowable data and view the call detail associated with the recording.
Calls Monitored or Call Recordings Accessed	Report that contains detailed or summary information of calls monitored or recordings played for a specific site or for several sites. The site(s) a staff member is provided limited access depends on the user lever assigned. Includes (a) Per-Site and (b) Grand Totals.
Frequently Dialed Numbers	Report that contains frequently dialed numbers. Includes Total Calls to each Number.
System Hourly Usage	Report consisting of a bar graph that shows the number of calls by each hour of the day.
Phone Hourly Usage	Report which contains a bar graph that shows phone usage by the hour for a selected phone

These reports are generated by clicking the proper link on 'Reports' submenu as illustrated here, then entering the report filter criteria.

The screenshot displays the V-TRACK INVESTIGATIVE SUITE web application. At the top, there is a navigation bar with buttons for 'Call Search', 'Report types' (highlighted with a pink box), 'Reports', 'Administration', and 'Log Off'. Below this, a sub-menu bar shows 'Tracked Calls' (highlighted in orange), 'Dialed Numbers', 'System Usage', 'Phone Usage', and 'Calls Monitored'. The 'Tracked Calls' section contains a form with the following fields: 'ID:', 'Tracking #:', 'Comments:', 'From:' (date and time), 'To:' (date and time), 'Search by:' (dropdown menu), and 'Run as:' (dropdown menu). A pink box labeled 'Report Criteria' points to the 'From:' and 'To:' fields. At the bottom of the form are 'Submit' and 'Reset' buttons.

Transition, Migration, and Implementation Plan

(From Section IV -

The Offeror shall describe how they plan to migrate from the current SCDC inmate telephone, messaging, request to staff, and trust fund deposit systems to their proposed system, including any current transition services agreements with the existing Offerors.

GTL Response: GTL has read, understands, and will comply.

As the current provider for SCDC we will not require transition for the ITS, messaging, or request to staff solutions. For the trust fund deposit system, we will work with the current provider to ensure a smooth transition from the existing system to our proposed trust fund deposit system. GTL will work with SCDC to facilitate transfers of trust fund money for commissary, phone, and tablet content purchases. This will give the inmate far greater access to information and their funds while allowing them control over their purchases.

The Offeror shall submit a proposed implementation project plan. The plan must include at least the following elements:

- Implementation plan
- Migration plan
- Fallback plan
- Risk management and mitigation plan
- Acceptance test plan
- Training plan

- Communications plan for both SCDC and non-SCDC users
- Performance and service level plan
- Project reporting process and mechanisms
- Change management process
- Configuration management plan)

GTL Response: GTL has read, understands, and will comply.

As the incumbent, our systems have been installed for years. When awarded the new contract, we will focus on deploying the educational tablet and have provided an installation Gantt project plan in Attachment A. Below is the Implementation Plan for the GTL Tablets.

GTL Tablet Implementation Plan

GTL has extensive experience installing and maintaining inmate wireless tablet solutions. Our experience has helped us develop best practices in installation and cutover procedures. We work together cohesively as a team and strategically plan everything. Yet, we are still flexibly prepared to manage the specific unforeseen challenges of this unique installation so there will be no disruption of service to SCDC. Our dedicated and committed installation crews are professionals that only work on installations, nothing else. In summary, this plan ensures that all the required components are deployed without interruption to SCDC operations.

Project Plan Overview

This project plan identifies specific technologies to be deployed under a phased-in deployment schedule that delivers efficiencies where they are needed. GTL proposes an implementation plan that includes complete turnkey installation of all hardware, software and configurations for the Inmate Tablet solution.

GTL will use a corporate management team and SC installation teams to install our Tablet solution at the SCDC facilities. Our centralized processing means that most of the equipment and software is already installed, maintained, and backed up at our distributed and redundant Data Centers. This approach makes our onsite installation quick and efficient. GTL will coordinate with the project administrator to ensure the conversion takes place during times when tablet service is not disrupted.

GTL's comprehensive training plan ensures that key staff and investigators know how to use our Tablet solution. Our mission is to ensure the customer's staff are trained from launch and implementation through day-to-day operations.

A table of key tasks and objectives is provided below:

Project Plan Key Tasks
Contract Executed
Implementation meeting held with the designated customer project management team and GTL project management team <ul style="list-style-type: none"> • Identify main point of contact for each facility • Finalize Tablet rollout schedule and approval by the customer • Finalize feature set selection • Review customer policies and procedures and obtain necessary security clearance for GTL installation teams
Customer Project Team Meetings
Transition plan evaluated and adjusted as necessary during weekly internal conference calls throughout project duration <ul style="list-style-type: none"> • Confirm install dates with master scheduler • Review final plan with installation teams • Confirm install support • Confirm shipping • Confirm training • Order/install network circuits for all locations
Feature Selection Confirmed
Confirm Orders and Due Dates with Local Circuit Providers
Configure Tablets <ul style="list-style-type: none"> • Configure the customer system features • Test OMS integration for accuracy and reliability • Test inmate banking/trust accounting system for accuracy and reliability
Quality Control Tablet Test <ul style="list-style-type: none"> • Feature testing • Integration testing • System testing • Load testing
Package and Ship Equipment to Delivery Locations
Installation of Tablet <ul style="list-style-type: none"> • Receive and inventory equipment • Replace current vendor's equipment (if necessary) with GTL equipment • Install and test backroom equipment
Training of Facility Personnel

Implementation Meeting

The introductory meeting for the project will be scheduled immediately upon contract award. Topics will include:

- Review of the proposed implementation plan and time lines
- Establishment of official communications protocols in accordance with SCDCs requirements
- Review of personnel security and escort protocols, in accordance SCDC requirements
- Weekly communication schedule
- Project benchmarks for completion
- Project status report system and agreed upon intervals
- Weekly installation updates and methodology for delivery and reporting
- Post-implementation communications
- Form of periodic performance reviews

Objectives

Introductions: One of the most important meetings after contract award is the initial project meeting between the SCDC and GTL. The GTL project management team will attend this meeting with the respective counterparts from SCDC.

Goals: During the initial project meeting we will have an opportunity to reaffirm SCDC priorities, policies and expectations as articulated in the RFP. Prior to the meeting, we will circulate an agenda to the participants to give everyone an opportunity to comment and prepare.

Documentation: Equally as important as the agenda, is our documentation of the meeting minutes and the action items to ensure that tasks are assigned to the proper individuals for subsequent meetings and follow up.

Presentation: GTL will present implementation plans and timelines.

Discussion: The initial project meeting will provide a venue to discuss the needs of the SCDC as well as a forum for tailoring the implementation plan, and taking into consideration the following:

- The SCDC and GTL staff share contact information, roles and responsibilities to ensure efficient communication
- Escalation plan and procedures
- Unique elements of each facility
- Confirmation that SCDC needs have not changed from the Solicitation requirements
- Reporting requirements and distribution methods
- Condition of existing infrastructure
- Security clearances including passwords for the GTL Implementation Team
- Data security and breach reporting
- Passwords and access rights for the SCDC team to the GTL solution

- Site survey schedules
- Import existing inmate database information including PINs
- Review install schedule for value add services selected by SCDC
- Review the SCDC policies and regulations
- Review training modules for staff, inmates and friends and family members

Project Teams

At GTL, we pride ourselves on our ability to provide a seamless transition of services for every facility, no matter how large or small. We have successfully managed the implementation and turn-up at many large county and DOC locations and we will bring the same experience and professional services to SCDC.

The Corporate Project Management Team will oversee the overall installation and is responsible for the following specific tasks during installation:

- Coordinate the initial meeting with GTL team members and SCDC team members
- Identify and confirm tasks, deliverables, responsibilities and time frames
- Create contract deliverables checklist
- Identify all technical aspects involved with the installation process
- Establish specific metrics and milestones for the transition to the new inmate phone system
- Conduct necessary installation meetings
- Identify and resolve technical integration issues
- Finalize implementation plan with the SCDC team members
- Write and communicate ongoing status reports to SCDC

GTL will assign on-site implementation teams. All teams are fully capable and experienced in implementations of this size, scope and nature, and they are accustomed to working within a correctional environment. Each team will be led by an implementation manager and include a project manager, installation technicians, and a training coordinator. The teams will work simultaneously to achieve an efficient installation, well within the allowable time for stand-up. The project manager of each team will be in regular contact with the SCDC facility personnel throughout the installation process.

Installation and Configuration

This implementation step provides a framework that describes the work to be accomplished to meet the expectations established by the SCDC. The plan outlines the organizational responsibilities of the GTL team in establishing hardware and software requirements, transition planning, installation, testing and acceptance procedures, training outlines, and inter-departmental support.

To begin, each specific site is surveyed and network circuits are ordered. Equipment identified from the site survey is ordered and equipment forecasts are entered in the ordering and financial

management system. The system equipment is assembled then forwarded to a staging and testing area prior to shipment.

Each system is placed under stress testing for seven days, before it leaves the production facility. This testing procedure simulates that all ports on the system are in constant use 24 hours straight, for seven days. The system is again tested on site to insure total functionality.

All equipment will be installed, with an installation team at each facility for about one week each, and three teams working simultaneously so all equipment will be in place in approximately five weeks.

By fully testing the Tablet equipment and circuits prior to cutover, there will be no risk of service interruptions due to the changeover to the new GTL solution. The GTL team has successfully followed this plan in all our multi-site implementations throughout the U.S. and Canada.

Per the SCDC instructions, installation of all tablets, and related equipment shall be completed during normal business hours. GTL understands that each facility has flexibility to specify alternate hours. GTL understands that the designated facility staff will provide access and escort services for GTL employees during the conversion and installation process. The integrations between the GTL solution and the SCDC OMS and commissary/trust systems will be completed and fully tested prior to the scheduled installations.

Line Installation

To meet network service coordination requirements, GTL will order the required network services immediately upon award. This will allow us to ensure that the network provider has the required resources to provide service. To avoid the risk of any transition problems, a network-provisioning specialist will be assigned to the SCDC until the project is completely installed.

If any additional cabling work is required, then GTL will discuss with the facility maintenance personnel for approval. Only new cables that will meet all applicable Electronic Industries Alliance/Telecommunications Industry Alliance (“EIA/TIA”) wiring standards will be used. All cables will be clearly marked at both ends.

Turn Up

Once the equipment is installed and tested, and the fiber lines are ready, we will then be ready to coordinate the turn-up. GTL recommends that the turn up occurs during the time the facility has all equipment able to be off. To ensure the turn up is successful, we propose to turn up each facility while the GTL team is onsite installing related hardware. However, we can be flexible in our scheduling should SCDC require a different model, such as turning entire system on the same day. This method will require the temporary assignment of additional technicians, along with obtaining the necessary facility clearances. However, GTL has used a similar model where we turned up our services at the customer facilities simultaneously at 7:00 am on a Sunday morning.

The implementation team and project management team will maintain a high level of sensitivity to avoid disruption of service to inmates and ensure facility security is never put at risk.

Training

GTL training programs coupled with our easy-to-understand system interface, documentation and help resources will enable facility staff, inmates, and friends and family to use all features the first day of installation.

Ongoing Project Status

In addition to periodic meetings and reports, GTL recommends weekly status calls during the implementation phase to check in and review the installation progress. Upon successful installation and cutover to GTL's system at each facility, the project manager will complete the facility sign off sheet with the SCDC point of contact. SCDC will also be provided with a binder that will include: equipment specifications, phone locations, phone numbers, account manager, account specialist and account technician contact information.

Follow Up Meetings

At the initial project meeting, GTL and the SCDC representatives will meet to discuss and decide on a meeting schedule to ensure ongoing communication, especially during the implementation phase. For each scheduled meeting, GTL will prepare and distribute an agenda sufficiently in advance to give participants an opportunity to prepare questions and answers, ensuring that each meeting is effective. Topics for discussion will include those initially agreed upon and any additional topics requested by SCDC. GTL will prepare and distribute minutes promptly after each meeting.

Additional Reports

At the initial project meeting, GTL and SCDC representatives will meet to discuss and decide an appropriate set of periodic reports to be prepared by GTL and presented to SCDC during each phase of the Tablet system installation project.

Pertinent details will include:

- Planned corrective actions when appropriate
- Status of any previously initiated corrective actions or risk mitigations
- List of any anticipated circumstances that might impair or prevent on-time delivery of equipment or other deliverables or completion of scheduled events
- List of any anticipated changes in key project personnel with reason for change explained
- Confirmed or updated schedules for anticipated deliverables, and if applicable the expected date of completion for each phase of the project

The following sections of our plan cover various portions of the project that will ensure the SCDC a quality transition from the current equipment to the new GTL Tablet solution.

Project Controls and Quality Checks

Timely execution of the project implementation plan will be monitored using a shared schedule of projected deadlines. This schedule will be updated as items are completed and adapted if unforeseen

operational or infrastructure problems arise. These problems will be tracked using our GTL trouble ticket reporting system.

Other less formal reviews of installation status are held throughout the project. Operations staff meetings provide the implementation managers and the project manager with periodic status, and allow coordination and dissemination of the information to the GTL installation technicians.

Final Closure

Upon successful completion of the turn up and training, GTL will hold a closing meeting with SCDC to review the actual implementation. The closure meeting will be led by the Corporate PM Team, but key personnel from each of the installation teams will also be present. The closure meeting will entail the following actions:

- Provision of equipment lists
- Comparison of actual install to the install plan
- Discussion of a “punch list” for after-install items.
- Review of GTL’s customer service protocols and provision of key support points of contact for SCDC
- Review of key lessons learned during the installation
- Signing of formal acceptance of system by SCDC
- Procedures and requirements for ongoing operational reporting
- Discussions of potential additional installations
- Suggestions and ideas from SCDC on new features and enhancements to the GTL System

Additional Installations / New Facilities

GTL understands that it may be necessary to provide additional installations, or install Tablet systems in newly constructed facilities. It should be noted that for GTL to complete installations in new facilities, GTL requires prompt notice of the new facility to advance order and test new fiber lines. As fiber lines are installed by a network provider, GTL has limited control over the provider to prioritize the fiber installation. Expansion of existing facilities will not present a problem, as the fiber line already exists.

In the event of a request from SCDC to provide expansion or installation in new facilities, GTL will immediately prepare and present an implementation plan for the expansion, to be reviewed by and subject to the approval of SCDC.

9.5. The Contractor shall provide a full time project manager for the duration of the project. The project manager shall be responsible for the development and implementation of the project plan, all transition and migration requirements and acceptance testing. Within 30 days of contract award the Contractor must provide a resume of their proposed Project Manager for SCDC approval. The State reserves the right to require additional information, including through direct interviews and demonstrations, to enable it to make a determination of the Project Manager's qualifications. (From Section IV – The Offeror shall provide a breakdown of any SCDC staff resources the Offeror requires for implementation, migration, and operation of their proposed solution.)

GTL Response: GTL has read, understands, and will comply.

Within 30 days of project award GTL will provide a full-time project manager for the duration of the SCDC project, and will seek the SCDC's approval of our appointment.

Dependencies of SCDC personnel are minimal as we are the current provider and are stated below:

- SCDC will assign a Project Manager as primary point of contact for GTL to ensure streamlined information associated with the contract.
- SCDC will provide security clearances for GTL personnel after receipt of all required personal information. Since we are the incumbent, many of the involved GTL staff already hold required clearances.
- SCDC will provide GTL with correctional officer escorts to facilitate access to populated areas for any new phones and mapping the new tablet system.

The support staff in place today will continue to assist in operation of the system and to provide any on site repairs required.

9.6. The Contractor shall be responsible for performing a site survey at all SCDC facilities and identifying all installation and facility issues that could impact implementation. Because arrangements must be made to provide escorts during the site survey, SCDC will establish a site survey schedule.

GTL Response: GTL has read, understands, and will comply.

9.7. The Contractor will be responsible for migration of SCDC data from the current systems to the proposed system without loss of information, chain of custody, or retrieval ability. (From Section IV – The Offeror must describe their plan for this migration. The Offeror shall provide details and procedures in its fallback plan to restore all services to the prior system in the event of failure upon cutover.

GTL Response: GTL has read, understands, and will comply.

As the current provider of SCDC current systems, GTL does not need time for migration and has easy access to existing information including:

- Current blocked number lists

- Current privileged number list (e.g. approved attorneys)
- Existing Inmate PINs and related information
- Existing recordings, chain of custody and retrieval procedures
- Data IQ records

At every level, an award to GTL, your incumbent provider, simplifies the SCDC's transition from the existing contract to the new contract period. The SCDC and GTL currently enjoy a good working relationship. Most members of GTL's core Project Team for the upcoming contract are currently supporting the inmate systems and services at SCDC facilities.

9.8. The project plan must include an Acceptance Test developed by the Contractor. SCDC will evaluate this plan for comprehensiveness. Failure to successfully complete this test may result in termination of Contractor services and cancellation of the contract. SCDC shall be the sole determinant of the success of the acceptance test. No billing for services under the contract will be made unless and until the acceptance test is satisfactorily completed. If the initial acceptance test is not successfully accomplished, SCDC at its sole discretion may allow a retest.

GTL Response: GTL has read, understands, and will comply.

As our stable, and modern systems are in place today, GTL will not be installing a complete ITS system from the ground up and our Acceptance Tests have already been completed on the existing system. We will work with SCDC to perform any new required testing the SCDC may require on the GTL system in place.

9.9. The Contractor shall be responsible for the removal and environmentally certified disposal of any existing equipment abandoned by the current Contractor no later than ninety (90) days after the successful completion of the acceptance test. The Contractor will be responsible for removal of all equipment replaced during the term of the contract at no cost to SCDC. All data and software must be completely removed and destroyed in compliance with SCDC security policies and procedures.

GTL Response: GTL has read, understands, and will comply.

9.10. At the direction of SCDC, the Contractor must provide any and all data to the new Contractor. At the end of the of the contract period, should the State conduct another procurement and award a new contract, the Contractor shall work with the State to transfer existing data to the new system without loss of information, chain of custody, or retrieval ability. The Contractor shall work with the State to ensure that an efficient and effective transition takes place, providing any data and reports requested. (From Section IV – The Offeror shall provide SCDC a full explanation on how it will handle a transition situation at the end of the contract period.)

GTL Response: GTL has read, understands, and will comply.

At the end of the contract, should GTL not be selected for the next contract, we will work with SCDC to establish a mutually agreeable transition plan for the smooth transfer of the GTL equipment and

services. GTL will participate in any meetings with the SCDC and, if appropriate, with the subsequent vendor to establish a transition schedule. We will meet all agreed upon dates for GTL actions contained in the transition plan.

GTL will fully cooperate by providing SCDC and/or the new vendor with existing information, such as inmate PINs, Call Allow lists, approved attorney list, or other required non-call related information. If required or desirable, call detail records and existing call recordings from GTL's ITS will be made available to SCDC for distribution to the new vendor at the SCDC's discretion.

At the point defined by the agreed upon transition-out plan, GTL will transfer ownership of any equipment that is to be left behind (e.g. telephones, cut-off switches, associated cabling, etc.) to SCDC and will remove any remaining GTL equipment.

DELIVERY/PERFORMANCE LOCATION -- SPECIFIED (JAN 2006)

After award, all deliveries shall be made and all services provided to the following address, unless otherwise specified:

See Attachment C with list of SCDC facilities

[03-3030-1]

GTL Response: GTL has read, understands, and will comply.

QUALITY -- NEW (MODIFIED)

All equipment and materials provided as part of this contract shall be new and without blemish or defect.

GTL Response: GTL has read, understands, and will comply.

3. | Experience

South Carolina Department of Corrections



The Corrections Innovation Leader

Experience

The Offeror shall provide a detailed description of its general background, experience, and qualifications to provide the goods/services detailed in this RFP.

GTL Response: GTL has read, understands, and will comply.

Company Overview

Our company was established in 1989, operating under the name Global Tel*Link for our inmate telecommunication services and under the name Global Telcoin, Inc., for public payphone services. Since our incorporation in the State of Idaho in 1992, we have operated solely under the name Global Tel*Link Corporation; popularly abbreviated GTL. Today, GTL provides an expansive portfolio of sophisticated correctional and rehabilitation technologies to every size of correctional facility in all 50 states. For 29 years, GTL has forged lasting partnerships in over 2,500 correctional facilities across the nation. Three core principles guide our growth and sustain our longevity: Vision, Value, and Trust.

First, we focus us on our customers. We're driven to pinpoint your present and future needs. Next, our solutions make a difference. They provide true value by advancing the technology behind affordable inmate communication and effective prison management. And we've earned trust by standing by our customers long past installation. We're dedicated to expert and timely maintenance, support and customer service.

Our customers have made us industry leaders. They know they can rely on GTL to deliver innovative, integrated, flexible products and services that answer their unique demands. With GTL, SCDC gains cutting-edge solutions in;

- Communications
- Enterprise Management
- Inmate Services
- Investigation & Intelligence
- Payments & Deposits

Vision, Value and Trust. It's our promise to you to continue to raise the bar and set the standard for the entire corrections services industry.

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



Item 3.2.6 - Offeror shall describe previous experience in providing on-line/web based computer –based legal research for use by offenders in other state correctional facilities.

GTL Response: GTL has read, understands, and will comply.

GTL has the most experience in providing tablet/kiosk applications to the correctional marketplace. GTL is working with the most preeminent law library vendors to bring their content to the corrections industry. To date, GTL has worked with vendors such as LRS, Casemaker, and Lexis Nexis which have been tested and approved by our security assurance team. GTL currently provides online, web based legal research for use by offenders in facilities such as Illinois Department of Corrections, New Hampshire Department of Corrections, and South Dakota Department of Corrections, which covers about 50,500 inmates in those states alone.

We offer this solution in both our tablet and kiosk systems providing the customer the ability to choose how they wish to deploy this service. Our application will work with your current Westlaw service; however, we do have a strong partnership with Lexis Nexis who can provide a customized user interface with a completely secure web solution that bars access to other sites if SCDC is interested. Lexis Nexis is also the exclusive provider of Shepard's Citations Service, the most trusted authority for determining good law and enhancing legal research for 140 years.

Offeror shall also submit documentation/information required per Section V. Qualifications.

V. QUALIFICATIONS

QUALIFICATIONS OF OFFEROR (MAR 2015)

(1) To be eligible for award, you must have the capability in all respects to perform fully the contract requirements and the integrity and reliability which will assure good faith performance. We may also consider a documented commitment from a satisfactory source that will provide you with a capability. We may consider information from any source at any time prior to award. We may elect to consider (i) key personnel, any predecessor business, and any key personnel of any predecessor business, including any facts arising prior to the date a business was established, and/or (ii) any subcontractor you identify. (2) You must promptly furnish satisfactory evidence of responsibility upon request. Unreasonable failure to supply requested information is grounds for rejection. (3) **Corporate subsidiaries are cautioned that the financial capability of an affiliated or parent company will not be considered in determining financial capability;** however, we may elect to consider any security, e.g., letter of credit, performance bond, parent-company corporate guaranty, that you offer to provide. Instructions and forms to help assure acceptability are posted on procurement.sc.gov, link to "Standard Clauses & Provisions." [05-5005-2]

GTL Response: GTL has read, understands, and will comply.

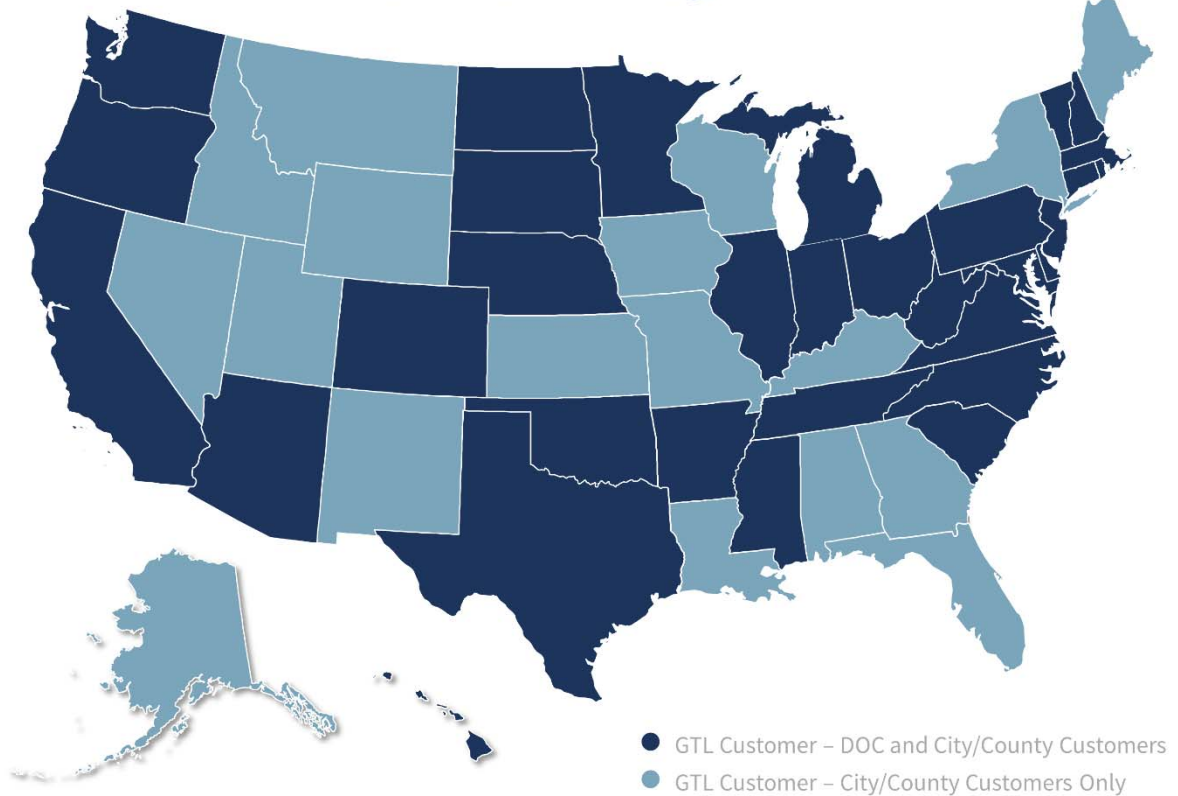
BUILDING RELATIONSHIPS BASED ON TRUST

We work hard to create strong, lasting relationships with all our customers. And we know nothing accomplishes this as effectively as keeping our promises. When we say our products deliver what you need, we work hard to make sure they deliver beyond your expectations. If you need maintenance, you can rely on us to solve the problem now. If inmates, relatives or friends need help, we're there with friendly, expert customer service. We demand of ourselves we serve you with integrity, transparency and honesty.

Because relationships come first, we've earned inmate communications and OMS/EMS contracts in 2,500 facilities and serve 2.0 million inmates in all 50 states plus the District of Columbia and Puerto Rico. We provide ITS services to 24 state DOC contracts and provide technology services for 32 state DOC contracts plus Puerto Rico and the District of Columbia, and over more than 800 counties, including 79 of the 100 largest city/county facilities - and the Federal Bureau of Prisons.

Doing business with GTL is more than a partnership, it's a lasting relationship built on a handshake, built on trust. The following map depicts our Corrections Technology Services clients across the U.S.

GTL Corrections Technology Services



QUALIFICATIONS - SPECIAL STANDARDS OF RESPONSIBILITY (MAR 2015)

(a) This section establishes special standards of responsibility. **UNLESS YOU POSSESS THE FOLLOWING MANDATORY MINIMUM QUALIFICATIONS, DO NOT SUBMIT AN OFFER:**

Offeror must currently provide inmate telephone services to a state department of corrections with average daily inmate population of 20,000 or more inmates and have done so for at least the last 3 years.

Offeror must currently provide secure inmate messaging, inmate trust fund deposit, and inmate tablet services to a state department of corrections with average daily inmate population of 20,000 or more inmates and have done so for at least the last year.

GTL Response: GTL has read, understands, and will comply.

GTL meets the mandatory minimum qualifications above.

GTL Qualifications

In the 29 years that GTL has served the corrections industry, it has solidified partnerships with its corrections customers, but has gained sensitivity to the unique needs of offenders, their family, and friends. GTL not only established the standard for the corrections services industry, but has continually raised the bar.

GTL is the largest provider of integrated offender kiosk, tablet and communications services for corrections in the United States; we provide GTL technology services to 32 DOC customers plus Puerto Rico and the District of Columbia, and large Counties) nationwide. GTL has the size, financial strength and commitment to fulfill your needs today and your vision of the future.

In addition to size and financial strength, GTL is a true technology innovator. 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 offender telephone system. By taking this approach, we have eliminated several of the problems found in minimally modified off-the-shelf tablets. We have consulted with correctional security experts from across the country to develop the proprietary Operating System (OS) on GTL's Tablet. As a result, the hardware, software and network security on our tablet have no equal. We provide an industry leading levels of security to prevent unauthorized access and unauthorized usage.

QUALIFICATIONS -- REQUIRED INFORMATION (MODIFIED)

Submit the following information or documentation for you and for any subcontractor (at any tier level) that you identify pursuant to the clause titled Subcontractor - Identification. Err on the side of inclusion. You represent that the information provided is complete.

(a) The general history and experience of the business in providing work of similar size and scope. **Please describe any prior experience you have providing inmate telephone, secure inmate messaging, or inmate trust fund deposit services to the South Carolina Department of Corrections, including services provided as a subcontractor.**

GTL Response: GTL has read, understands, and will comply.

Experience in Performance of Comparable Engagements

We currently have our ITS solutions in 24 State DOCs plus the District of Columbia and Puerto Rico, plus many major Counties. As the largest provider of integrated corrections communication service in the United States, we leverage our experience with our customers environment to fulfill their needs.

We are the only vendor who has maintained a top three Department of Corrections customer, California Department of Corrections and Rehabilitation, for more than 25 years consecutively. GTL has grown CDCR's solutions from offender telephone systems (OTS) only; to now include Investigative tools and data analysis to meet customer needs.

Through our partnership with the Michigan Department of Corrections (MDOC) for the past seven years, GTL has demonstrated the commitment to work together as a technology partner to serve the DOC, the prisoners, and the citizens of Michigan. Through our alignment with MDOC visions we have provided a stress-free service and 99.9% system uptime for the last seven years. GTL has proactively developed and deployed solutions and upgrades throughout the contract term, many of which were custom development for MDOC.

Oregon Department of Corrections (OR DOC) has been a customer since 2012. As the turnkey provider, OR DOC has our full suite of products with the added efficiency of a single sign-on that allows agency users to log into one portal to view and manage all offender activity for all the services provided. GTL currently provides OR DOC with the offender telephone system, kiosks, tablets and video visitation.

South Carolina Department of Corrections Experience

As your technology partner for seven years, we have enjoyed a successful partnership that has allowed our systems to be expanded beyond the original scope. Because of our teamwork with SCDC, we have been able to focus on delivering an upgraded Inmate Telephone System (ITS) which added new features such as Case Management, and V-PIN (Voice Biometrics). Last summer GTL provided 50 new laptops loaded with our Data Analytics program and trained the entire investigative team. GTL worked with SCDC to successfully deploy a VRS system in five locations. We recently rolled out V-PIN state-wide to add a layer of protection for inmate calling. GTL also added several upgrades to the OMS Staff and Inmate Request system. Additionally, GTL provided additional phones at various locations. Finally, to complement the hundreds of currently installed kiosks providing inmate self-service applications, we are in the process of expanding the offerings to increase efficiencies for the SCDC. As the current provider of these services, no other vendor can offer a smooth seamless transition for inmates, staff, and friends and family.

Subsidiary Qualifications

G5 Tek Solutions, LLC, headquartered in Suwanee, GA, was founded in 2008 by Terri Whitfield. G5 was established to provide value-added, customer-focused, cost effective field support solutions solely for the inmate telecommunications industry. The industry has evolved through technology to include a wide range of solutions for both the facilities and the inmates/detainees. We perform a variety of services, each with unique scope and contractual requirements, to support these solutions including site administration, investigative support, ITS maintenance, installation, training, phone repair, help desk, inmate call monitoring, wiring, network optimization, biometric voice enrollment, kiosk support, video visitation implementation and support, custom reporting, site surveys, project management and consulting. G5 now has over 60 employees supporting over 230 facilities at State Department of Corrections, County Jails and City Jails; including, performing site administration for South Carolina Department of Corrections as a subcontractor to GTL since September 2011 to present.

G5 is 100% Woman Owned Business Enterprise and is certified by several National, State, County and City agencies as a Woman Owned Business Enterprise (WBE), Woman Owned Small Business (WOSB), Small Business Enterprise (SBE) and Disadvantaged Business Enterprise (DBE). We operate as a seamless extension of our client's operations. G5 has an excellent reputation in the industry and we have never lost a client for performance failures.

South Carolina Department of Corrections Experience

G5 has performed site administration work for SCDC since 2011 as a subcontractor to GTL. G5 hired, trained, and manages six dedicated Site Administrators that provide on-site services at all SC DOC facilities state-wide. G5 provides to SCDC, as an extension of GTL, performance of site administration duties of GTL's Inmate Call Processing platform including: Enter and modify inmate calling account information; Manage PIN and allowed calling lists; Call blocking/unblocking Investigative and correct trouble reports generated by user's and site personal; Listen to selected inmate calls and report suspicious activity to investigators; Train site personal and user's on calling process and requirements; Generate periodic and custom reports; Serve as the on-site liaison between SCDC and GTL; Perform site system updates and general troubleshooting; Participate in audits and investigations of system usage; Generate designated reports and on-demand reports; Participate in meeting with SCDC contacts as requested; and other duties as required.

(b) Information reflecting the current financial position. Include the most current financial statement and financial statements for the last two fiscal years. If the financial statements have been audited in accordance with the following requirements, provide the audited version of those statements. [Reference Statement of Financial Accounting Concepts No. 5 (FASB, December, 1984), as amended.]

GTL Response: GTL has read, understands, and will comply.

Trust in GTL's Financial Strength and Stability—Unmatched by Competitors

GTL is a financially sound and secure company with the resources to fully support your objectives. Our stability is underscored by:

- Our reputable and solid financial investor -- American Securities -- a leading U.S. middle-market private equity firm that invests in market-leading North American companies with annual revenues generally ranging from \$200 million to \$2 billion.
- A sound and liquid balance sheet able to support a contract the size of SCDC
 - **Liquidity** – Very strong liquidity position that provides us the cash position to handle SCDC's requirements.
 - **Leverage** – Relatively conservative leverage position compared with other companies in the industry.
 - The strongest cash flow in the industry.

GTL's significant market share and strong financial position within the industry is directly related to our customers' loyalty and trust in our products and services, resulting in multiple long-term contract awards, and consistent contract renewals. In the instance where the ITS is expected to generate revenue and resulting commissions, SCDC can be confident that GTL will accurately and diligently perform its duties to calculate and remit.

In support of this pledge to SCDC, GTL's financials are audited by Deloitte. The advantages of GTL's oversight by a "Big 4" auditing firm include:

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

GTL's financial stability, coupled with the strongest cash flow in the industry, provides SCDC complete assurance that GTL will deliver exceptional service and the substantial guaranteed commissions required by the contract.

As evidence of GTL's financial stability, please find our company's audited financial statements, along with G5 Tek Solutions LLC 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 as such. We have also included a redacted copy of this information with our online submission per the Solicitation instructions.

(c) A detailed, narrative statement listing the three most recent, comparable contracts (including contact information) which have been performed. For each contract, describe how the supplies or services provided are similar to those requested by this solicitation, and how they differ.

GTL Response: GTL has read, understands, and will comply.

GTL is pleased to offer SCDC client references for this project within our envelope marked **CONFIDENTIAL**, in the front pocket of this proposal book. A redacted copy has been provided with our online submission. We have selected existing GTL customers with similar characteristics to the SCDC. Our inmate telephone system serves the needs of DOCs across the country.

(d) A list of every business for which supplies or services substantially similar to those sought with this solicitation have been provided, at any time during the past three years.

GTL Response: GTL has read, understands, and will comply.

GTL and G5 Tek Solutions' lists of clients with similar services offered to SCDC, are provided in our envelope marked **CONFIDENTIAL** and a redacted copy has been provided with our online submission.

(e) A list of every South Carolina public body for which supplies or services have been provided at any time during the past three years, if any.

GTL Response: GTL has read, understands, and will comply.

GTL's current clients in South Carolina, in addition to SCDC, are Aiken County Sheriff's Office, Spartanburg County Sheriff's Office, and Charleston County Sheriff's Office. We have recently been awarded Orangeburg County Sheriff's Office.

G5 Tek Solutions' clients include, as a subcontractor of GTL, the South Carolina Department of Corrections for Site Administration.

(f) List of failed projects, suspensions, debarments, and significant litigation. [05-5015-2]

GTL Response: GTL has read, understands, and will comply.

GTL does not have any failed projects, suspensions, or debarments. A list of our significant litigation is provided in our **CONFIDENTIAL** envelope located in the front of this proposal. A redacted copy has also been provided with our online submission. When reviewing our past litigation, lawsuit and regulatory 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 SCDC to carefully consider this when viewing our information especially in comparison to smaller companies who do not have the breadth of our customer base.

G5 Tek Solutions LLC does not have any of the above to list.

SUBCONTRACTOR -- IDENTIFICATION (FEB 2015)

If you intend to subcontract, at any tier level, with another business for any portion of the work and that portion either (1) exceeds 10% of your cost, (2) involves access to any "government information," as defined in the clause entitled "Information Security - Definitions," if included, or (3) otherwise involves services critical to your performance of the work (err on the side of inclusion), your offer must identify that business and the work which they are to perform. Identify potential subcontractors by providing the business name, address, phone, taxpayer identification number, **and point of contact** . In determining your responsibility, the state may contact and evaluate your proposed subcontractors. [05-5030-2]

GTL Response: GTL has read, understands, and will comply.

G5 Tek Solutions (our Minority Business Partner) will provide Site Administration services that equal 10% of total revenue.

G5 Tek Solutions LLC
4485 Tench Road, Suite 2421
Suwanee, GA 30024
FEIN# 26-3951647
Contact: Terri Whitfield, President
(678) 714-3937

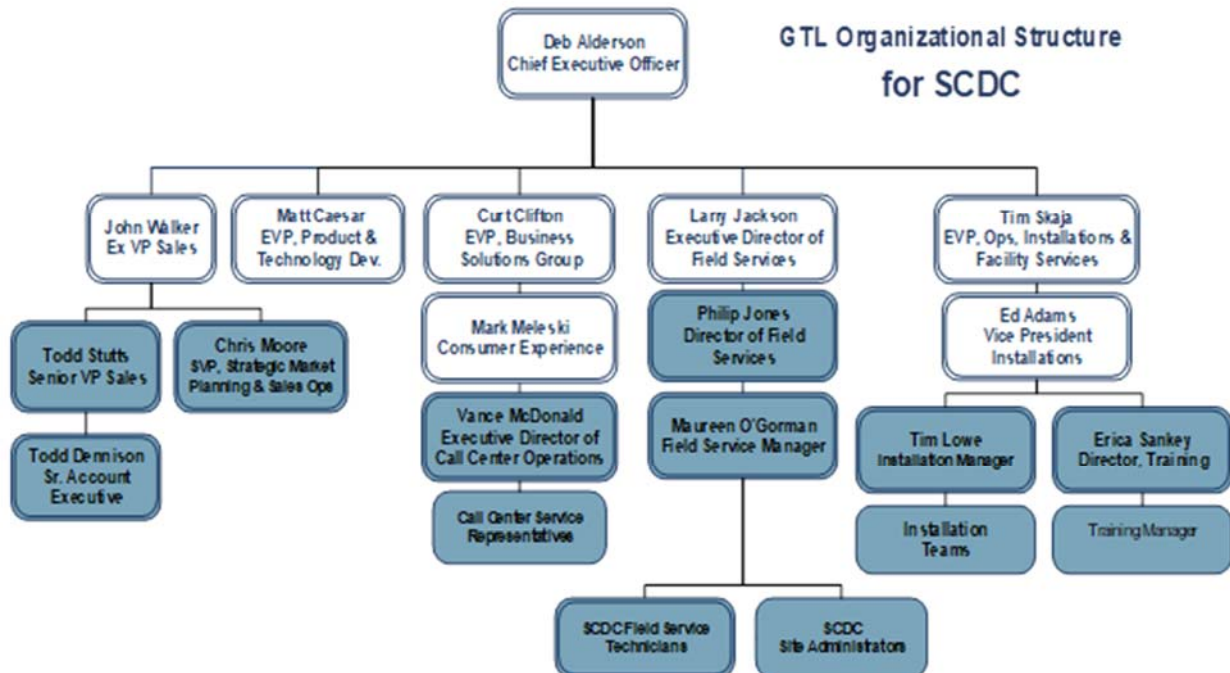
S&S Communications will provide day to day maintenance service and repair for all equipment for this RFP, which equals an estimated 8% of total revenue.

S&S Communications, a South Carolina Corporation.
161 Tombfield Rd.,
Camden, S.C. 29020
Tax ID # - 04-3602979
Contact: James Stack
jlstack@mindspring.com
Phone – 803-622-2109

Offeror shall provide an organizational chart showing the management structure of the Offeror at the local (if applicable) and corporate levels with a description of the qualifications and credentials of upper level management.

GTL Response: GTL has read, understands, and will comply.

Organizational Chart



GTL Key Account Team for SCDC

Our sole focus and mission is the delivery of leading solutions with employees and partners who exclusively deliver on our commitments. For SCDC specifically, we have a Strategic Account Team who have served the SCDC for many years and who are committed to providing continued quality service the SCDC has come to expect from our team. Our management approach reflects well defined roles and responsibilities which delivers maximum efficiency while ensuring that all critical functions are fully covered.

The SCDC Strategic Account Team includes:

- **Deb Alderson, Chief Executive Officer** – Deb joined GTL as CEO on April 2, 2018. She has a proven track record of developing high performance teams focused on driving operational excellence and business growth. This experience will secure GTL's position as a leader in the corrections industry and elevate growth.
- **Jonathan Walker – Executive Vice President of Sales** – 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 SCDC.

- **Todd Stutts, Senior Vice President of U.S. Sales** - Todd provides executive level support to ensure proper corporate commitment and resources. He has over 22 years of experience in communications and 16 years with GTL. He also served as the point of contact for the current contract with SCDC.
- **Todd Dennison, Senior Account Manager SE** – Todd has over 25 years in the correctional industry. Todd is the main point of contact for negotiations, contractual obligations and clarifications requested by SCDC. He will ensure that your needs are understood and are being accommodated.
- **Philip Jones, Director of Field Services** – Philip will manage service and maintenance activities performed by the regional field support staff and provide escalation assistance needed by the team. Philip has over 30+ years’ experience providing stellar service to correctional facilities across the country.
- **Maureen O’Gorman, Field Service Manager** – Maureen has been in the correctional phone industry since 1996 and brings her expertise in troubleshooting and managing major accounts to the SCDC account. Maureen is on site monthly and will continue to provide customer service and technical support and will ensure proper allocation of resources. Maureen will oversee the day-to-day activities of Operations, Technical Support, Field Maintenance Repair, and on-site personnel, including G5 Tek Solutions and S&S Communications.

Offeror shall provide resumes describing the education and work experience for each of the key personnel that would be assigned to this project.

GTL Response: GTL has read, understands, and will comply.

Please see our key personnel resumes in Attachment D.

4. | Attachments

South Carolina Department of Corrections



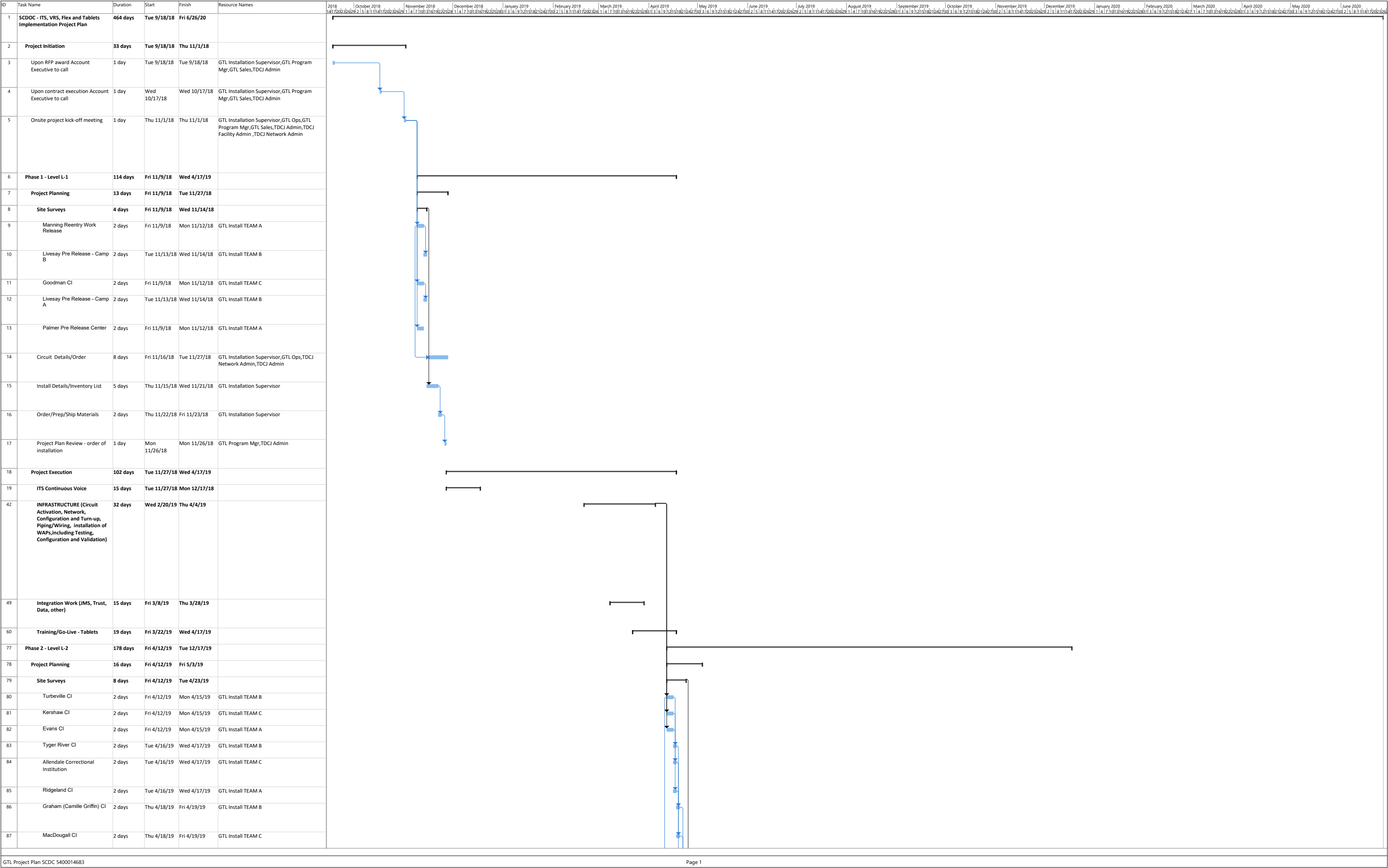
The Corrections Innovation Leader

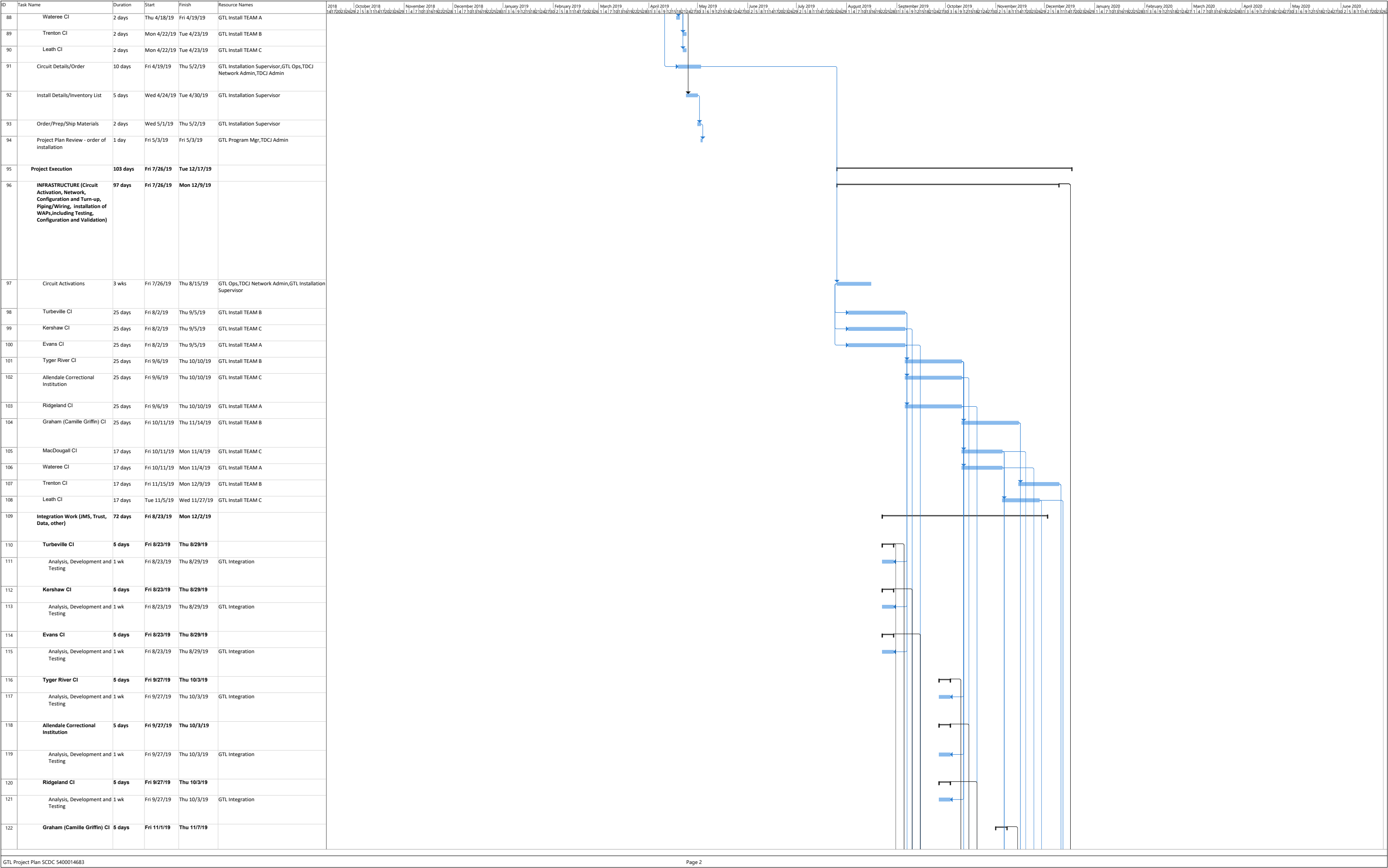
A. | Implementation Plan

South Carolina Department of Corrections

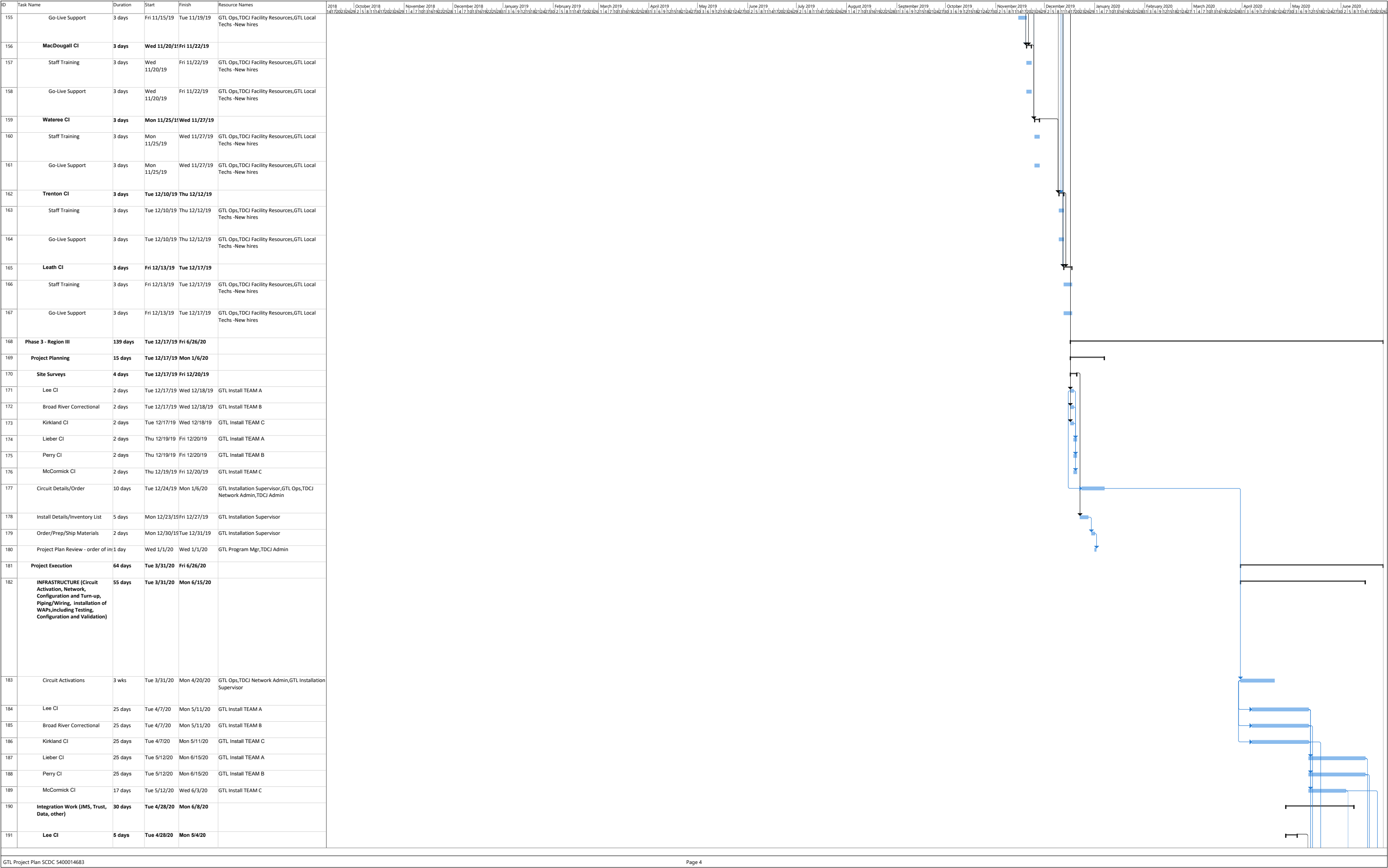


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Task Name	Duration	Start	Finish	Resource Names	2018	October 2018	November 2018	December 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020
123	Analysis, Development and Testing	1 wk	Fri 11/1/19	Thu 11/7/19	GTL Integration																					
124	MacDougall CI	5 days	Tue 10/22/19	Mon 10/28/19																						
125	Analysis, Development and Testing	1 wk	Tue 10/22/19	Mon 10/28/19	GTL Integration																					
126	Wateree CI	5 days	Tue 10/22/19	Mon 10/28/19																						
127	Analysis, Development and Testing	1 wk	Tue 10/22/19	Mon 10/28/19	GTL Integration																					
128	Trenton CI	5 days	Tue 11/26/19	Mon 12/2/19																						
129	Analysis, Development and Testing	1 wk	Tue 11/26/19	Mon 12/2/19	GTL Integration																					
130	Leath CI	10 days	Thu 11/7/19	Wed 11/20/19																						
131	Analysis, Development and Testing	2 wks	Thu 11/7/19	Wed 11/20/19	GTL Integration																					
132	Training/Go-Live - Tablets	78 days	Fri 8/30/19	Tue 12/17/19																						
133	Train the trainer at one facility	5 days	Fri 8/30/19	Thu 9/5/19	GTL Local Techs -New hires,GTL Go-Live Team,GTL Ops,GTL Program Mgr																					
134	Turbeville CI	3 days	Fri 9/6/19	Tue 9/10/19																						
135	Staff Training	3 days	Fri 9/6/19	Tue 9/10/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
136	Go-Live Support	3 days	Fri 9/6/19	Tue 9/10/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
137	Kershaw CI	3 days	Wed 9/11/19	Fri 9/13/19																						
138	Staff Training	3 days	Wed 9/11/19	Fri 9/13/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
139	Go-Live Support	3 days	Wed 9/11/19	Fri 9/13/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
140	Evans CI	3 days	Mon 9/16/19	Wed 9/18/19																						
141	Staff Training	3 days	Mon 9/16/19	Wed 9/18/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
142	Go-Live Support	3 days	Mon 9/16/19	Wed 9/18/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
143	Tyger River CI	3 days	Fri 10/11/19	Tue 10/15/19																						
144	Staff Training	3 days	Fri 10/11/19	Tue 10/15/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
145	Go-Live Support	3 days	Fri 10/11/19	Tue 10/15/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
146	Allendale Correctional Institution	3 days	Wed 10/16/19	Fri 10/18/19																						
147	Staff Training	3 days	Wed 10/16/19	Fri 10/18/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
148	Inmate VVS Training	3 days	Wed 10/16/19	Fri 10/18/19	GTL Go-Live Team,GTL Installation Supervisor,GTL Integration,GTL Ops,GTL Program Mgr,GTL Sales,TDCJ Facility Resources																					
149	Go-Live Support	3 days	Wed 10/16/19	Fri 10/18/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
150	Ridgeland CI	3 days	Mon 10/21/19	Wed 10/23/19																						
151	Staff Training	3 days	Mon 10/21/19	Wed 10/23/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
152	Go-Live Support	3 days	Mon 10/21/19	Wed 10/23/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
153	Graham (Camille Griffin) CI	3 days	Fri 11/15/19	Tue 11/19/19																						
154	Staff Training	3 days	Fri 11/15/19	Tue 11/19/19	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					



Task Name	Duration	Start	Finish	Resource Names	2018	October 2018	November 2018	December 2018	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020
192	Analysis, Development and	1 wk	Tue 4/28/20	Mon 5/4/20	GTL Integration																					
193	Broad River Correctional	5 days	Tue 4/28/20	Mon 5/4/20																						
194	Analysis, Development and	1 wk	Tue 4/28/20	Mon 5/4/20	GTL Integration																					
195	Kirkland CI	5 days	Tue 4/28/20	Mon 5/4/20																						
196	Analysis, Development and	1 wk	Tue 4/28/20	Mon 5/4/20	GTL Integration																					
197	Lieber CI	5 days	Tue 6/2/20	Mon 6/8/20																						
198	Analysis, Development and	1 wk	Tue 6/2/20	Mon 6/8/20	GTL Integration																					
199	Perry CI	5 days	Tue 6/2/20	Mon 6/8/20																						
200	Analysis, Development and	1 wk	Tue 6/2/20	Mon 6/8/20	GTL Integration																					
201	McCormick CI	10 days	Thu 5/14/20	Wed 5/27/20																						
202	Analysis, Development and	2 wks	Thu 5/14/20	Wed 5/27/20	GTL Integration																					
203	Training/Go-Live - Phones and VVS	34 days	Tue 5/12/20	Fri 6/26/20																						
204	Train the trainer at one facility	5 days	Tue 5/12/20	Mon 5/18/20	GTL Local Techs -New hires,GTL Go-Live Team,GTL Ops,GTL Program Mgr																					
205	Lee CI	3 days	Tue 5/12/20	Thu 5/14/20																						
206	Staff Training	3 days	Tue 5/12/20	Thu 5/14/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
207	Go-Live Support	3 days	Tue 5/12/20	Thu 5/14/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
208	Broad River Correctional	3 days	Fri 5/15/20	Tue 5/19/20																						
209	Staff Training	3 days	Fri 5/15/20	Tue 5/19/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
210	Go-Live Support	3 days	Fri 5/15/20	Tue 5/19/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
211	Kirkland CI	3 days	Wed 5/20/20	Fri 5/22/20																						
212	Staff Training	3 days	Wed 5/20/20	Fri 5/22/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
213	Inmate VVS Training	3 days	Wed 5/20/20	Fri 5/22/20	GTL Go-Live Team,GTL Installation Supervisor,GTL Integration,GTL Ops,GTL Program Mgr,GTL Sales,TDCJ Facility Resources																					
214	Go-Live Support	3 days	Wed 5/20/20	Fri 5/22/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
215	Lieber CI	3 days	Tue 6/16/20	Thu 6/18/20																						
216	Staff Training	3 days	Tue 6/16/20	Thu 6/18/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
217	Go-Live Support	3 days	Tue 6/16/20	Thu 6/18/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
218	Perry CI	3 days	Fri 6/19/20	Tue 6/23/20																						
219	Staff Training	3 days	Fri 6/19/20	Tue 6/23/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
220	Inmate VVS Training	3 days	Fri 6/19/20	Tue 6/23/20	GTL Go-Live Team,GTL Installation Supervisor,GTL Integration,GTL Ops,GTL Program Mgr,GTL Sales,TDCJ Facility Resources																					
221	Go-Live Support	3 days	Fri 6/19/20	Tue 6/23/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
222	McCormick CI	3 days	Wed 6/24/20	Fri 6/26/20																						
223	Staff Training	3 days	Wed 6/24/20	Fri 6/26/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					
224	Go-Live Support	3 days	Wed 6/24/20	Fri 6/26/20	GTL Ops,TDCJ Facility Resources,GTL Local Techs -New hires																					

B. | Insurance Information

South Carolina Department of Corrections



The Corrections Innovation Leader



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
05/30/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services South, Inc. Atlanta GA Office 3550 Lenox Road NE Suite 1700 Atlanta GA 30326 USA		CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105 E-MAIL ADDRESS:	
		INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED GTEL Holdings, Inc; Global Tel*Link Corp 107 St Francis St 32nd Floor Mobile AL 36602 USA		INSURER A: Great Northern Insurance Co.	20303
		INSURER B: Chubb Indemnity Insurance Co.	12777
		INSURER C: Federal Insurance Company	20281
		INSURER D:	
		INSURER E:	
		INSURER F:	

COVERAGES**CERTIFICATE NUMBER:** 570071398892**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER:			35833545	09/01/2017	09/01/2018	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			7353-38-39	09/01/2017	09/01/2018	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION			79839962	09/01/2017	09/01/2018	EACH OCCURRENCE \$2,000,000 AGGREGATE \$2,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	N/A	71725786	09/01/2017	09/01/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE-EA EMPLOYEE \$1,000,000 E.L. DISEASE-POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

State of South Carolina is included as Additional Insured in accordance with the policy provisions of the General Liability policy. A waiver of Subrogation is granted in favor of State of South Carolina in accordance with the policy provisions of the General Liability policy. General Liability policy evidenced herein is Primary to other insurance available to an Additional Insured, but only in accordance with the policy's provisions. Should any of the above described policies be cancelled before the expiration date thereof, the policy provisions will govern how notice of cancellation may be delivered to certificate holders in accordance with the General Liability policy provisions.

CERTIFICATE HOLDER**CANCELLATION**

State of South Carolina SFAA, Div. of Procurement Services, ITMO 1201 Main Street, Suite 601 Columbia SC 29201 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Aon Risk Services South Inc.</i>
---	--

Holder Identifier :

Certificate No : 570071398892

Liability Endorsement*(continued)*

Under Conditions, the following provision is added to the condition titled Other Insurance.

Conditions

*Other Insurance –
Primary, Noncontributory
Insurance – Scheduled
Person Or Organization*

If you are obligated, pursuant to a contract or agreement, to provide the person or organization shown in the Schedule with primary insurance such as is afforded by this policy, then in such case this insurance is primary and we will not seek contribution from insurance available to such person or organization.

Schedule

STATE OF SOUTH CAROLINA,
EVERY APPLICABLE USING GOVERNMENTAL UNIT, AND THE OFFICERS,
OFFICIALS, EMPLOYEES AND VOLUNTEERS OF ANY OF THEM
SFAA, DIV. OF PROCUREMENT SERVICES, ITMO
1201 MAIN STREET, SUITE 601
COLUMBIA, SC 29201

All other terms and conditions remain unchanged.

Authorized Representative



Policy Conditions**Endorsement**

Policy Period SEPTEMBER 1, 2017 TO SEPTEMBER 1, 2018
Effective Date MAY 29, 2018
Policy Number 3583-35-45 ATL
Insured GTEL HOLDINGS, INC.
Name of Company GREAT NORTHERN INSURANCE COMPANY
Date Issued JUNE 6, 2018

This Endorsement applies to the following forms:

COMMON POLICY CONDITIONS

Conditions

Under Conditions, the following condition is added.

**Notice Of Cancellation
To Scheduled Persons
Or Organizations When
We Cancel**

When we cancel this policy for any reason, other than non-payment of premium, we will notify person(s) or organization(s) shown in the Schedule at least 30 days in advance of the cancellation date.

Any failure by us to notify such person(s) or organization(s) will not:

- impose any liability or obligation of any kind upon us; or
- invalidate such cancellation.

Schedule

Person(s) or Organization(s): AT INDUSTRIAL OWNER 7, LLC
C/O HILLWOOD ALLIANCE SERVICES, LLC

Address: 13600 HERITAGE PARKWAY, SUITE 200
FORT WORTH, TX 76177
FACSIMILE: 817-224-6061

Person(s) or Organization(s): PORT AUTHORITY OF NEW YORK AND NEW JERSEY

Address: 1 MADISON AVE
NEW YORK, NY 10048

Conditions
(continued)

Person(s) or Organization(s): CITY OF PHILADELPHIA, ITS OFFICERS, EMPLOYEES
AND AGENTS

Address: 1515 ARCH STREET, 14TH FLOOR
PHILADELPHIA, PA 19102

Person(s) or Organization(s): THE BOARD OF COUNTY COMMISSIONERS AND ESCAMBIA
COUNTY
OFFICE OF PURCHASING

Address: POST OFFICE BOX 1591
PENSACOLA, FLORIDA 32597

Person(s) or Organization(s): CDCR, STATE OF CALIFORNIA, ITS OFFICERS, AGENTS
AND EMPLOYEES

Person(s) or Organization(s): CALIFORNIA DEPARTMENT OF CORRECTIONS AND
REHABILITATION
ENTERPRISE INFORMATION SERVICES - IT ACQUISITIONS
UNIT

Address: 1940 BIRKMONT DRIVE
RANCHO CORDOVA, CA 95742

Person(s) or Organization(s): ONTARIO COUNTY

Address: 20 ONTARIO STREET
CANANDAIGUA, NY 14424

Person(s) or Organization(s): CHESTERFIELD COUNTY, THEIR ELECTED OFFICERS,
EMPLOYEES,
AGENTS, VOLUNTEERS, AND CHESTERFIELD COUNTY

Address: PUBLIC SCHOOLS
9901 LORI ROAD, ROOM 206
CHESTERFIELD, VA 23832

Person(s) or Organization(s): STATE OF SOUTH CAROLINA, EVERY APPLICABLE USING
GOVERNMENTAL UNIT, AND THE OFFICERS, OFFICIALS,

Address: EMPLOYEES AND VOLUNTEERS OF ANY OF THEM
SFAA, DIV. OF PROCUREMENT SERVICES, ITMO
1201 MAIN STREET, SUITE 601
COLUMBIA, SC 29201

Policy Conditions

Endorsement

Effective Date MAY 29, 2018

Policy Number 3583-35-45 ATL

All other terms and conditions remain unchanged.

Authorized Representative



C. | GTL Secretary of State Documentation

South Carolina Department of Corrections



The Corrections Innovation Leader

The State of South Carolina



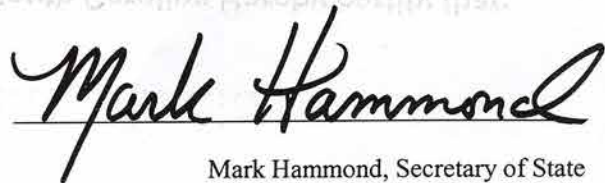
Office of Secretary of State Mark Hammond

Certificate of Authorization

I, Mark Hammond, Secretary of State of South Carolina Hereby certify that:

GLOBAL TEL*LINK CORPORATION,
a corporation duly organized under the laws of the state of **DELAWARE** and issued a certificate of authority to transact business in South Carolina on **August 3rd, 1992**, has on the date hereof filed all reports due this office, paid all fees, taxes and penalties owed to the Secretary of State, that the Secretary of State has not mailed notice to the Corporation that its authority to transact business in South Carolina is subject to being revoked pursuant to Section 33-15-310 of the 1976 South Carolina Code, and no application for surrender of authority to do business in South Carolina has been filed in this office as of the date hereof.

Given under my Hand and the Great
Seal of the State of South Carolina this
2nd day of September, 2008.


Mark Hammond, Secretary of State

BEFORE

THE PUBLIC SERVICE COMMISSION OF

SOUTH CAROLINA

DOCKET NO. 91-070-C - ORDER NO. 92-299 ✓

APRIL 23, 1992

IN RE: Application of Global Telcoin,) ORDER
 Inc. for a Certificate of Public) GRANTING
 Convenience and Necessity.) CERTIFICATE

This matter comes before the Public Service Commission of South Carolina (the Commission) by way of the Application of Global Telcoin, Inc. (Global) requesting a Certificate of Public Convenience and Necessity authorizing it to operate as a reseller of telecommunications services in the State of South Carolina. The Application was subsequently amended to seek authority to provide confinement facility COCOT services, including interLATA, intraLATA and local "0+" collect calling using store and forward technology. Global's Application was filed pursuant to S.C. Code Ann. §58-9-280 (Supp. 1990) and the Regulations of the Public Service Commission of South Carolina.

The Commission's Executive Director instructed Global to publish a prepared Notice of Filing and Hearing in newspapers of general circulation in the affected areas one time. The purpose of the Notice of Filing and Hearing was to inform interested parties of Global's Application and the manner and time in which to file the appropriate pleadings for participation in the proceeding.

Such service is currently offered by AT&T as "Software Defined Network," by M.C.I. as "V-Net," by U.S. Sprint as "Virtual Private Network."

The Commission hereby accepts this stipulation.

- (7) The Commission has previously determined in Docket No. 90-305-C that public convenience and necessity has been established for "0+" automated collect calling services on an intraLATA and local basis from confinement facilities.

CONCLUSIONS OF LAW

* 1. Based on the above findings of fact, the Commission determines that a certificate of public convenience and necessity should be granted to Global to provide intrastate, interLATA service through the resale of intrastate Wide Area Telecommunications Services (WATS), Message Telecommunications Service (MTS), Foreign Exchange Service, Private Line Services, or any other services authorized for resale by tariffs of facility-based carriers approved by the Commission, and to provide telephones to correction facilities.

2. If Global incidentally or accidentally completes any intraLATA calls, other than those originating from correctional facilities, the LEC shall be compensated by Global as ordered by the Commission in Order No. 86-793, issued August 5, 1986, in Docket No. 86-187-C.

3. The Commission adopts a rate design for Global for its resale services which includes only maximum rate levels for each

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA

DOCKET NO. 91-070-C - ORDER NO. 95-1262 ✓

JUNE 22, 1995

IN RE: Application of Global Telcoin, Inc.)	ORDER
for a Certificate of Public Convenience)	GRANTING
and Necessity to Operate as a Reseller)	NAME CHANGE
of Telecommunications Services and)	
Operator Services within the State of)	
South Carolina.)	

This matter comes before the Public Service Commission of South Carolina (the Commission) on the request of Global Telcoin, Inc. (Global) for approval of a name change to Global Tel*Link Corporation. Global has submitted as evidence of its official name change, its Application by a foreign corporation for a Certificate of Authority to transact business in the State of South Carolina.

The Commission has examined this matter and believes that no management changes shall evolve from this name change, and that the relief requested by Global should herein be approved.

ACCORDINGLY, IT IS

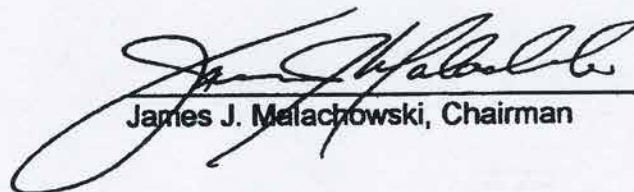
(15081) ORDERED:

That the application made by Global Tel*Link is hereby approved, effective September 30, 1996. The Company shall comply with the Regulations and Fee Schedules for Telecommunication Providers as requirements for annual reporting and payment of fees.

DATED AND EFFECTIVE AT PROVIDENCE ON SEPTEMBER 10, 1996

PURSUANT TO AN OPEN MEETING DECISION.

PUBLIC UTILITIES COMMISSION



James J. Malachowski, Chairman



Paul E. Hanaway, Commissioner



Kate F. Racine, Commissioner

D. | Nonresident Taxpayer Registration Affidavit

South Carolina Department of Corrections



The Corrections Innovation Leader

**NONRESIDENT TAXPAYER REGISTRATION
AFFIDAVIT INCOME TAX WITHHOLDING****Mail to: The company or individual you are contracting with.**

The undersigned nonresident taxpayer on oath, being first duly sworn, hereby certifies as follows:

1. Name of Nonresident Taxpayer: Global Tel*Link Corporation
2. Trade Name, if applicable (doing business as):

3. Mailing Address: 12021 Sunset Hills Rd, Suite 100, Reston, VA 20190-3262
4. Federal Employer Identification Number (FEIN): 63-1071001
5. ☒ Hiring or Contracting with:
Name: State of South Carolina - Department of Corrections
Address: 4420 Broad River Road, Columbia, SC 29210

____ Receiving Rentals or Royalties From:
Name: _____
Address: _____
6. I hereby certify that the above named nonresident taxpayer is currently registered with (check the appropriate box):
☒ The South Carolina Secretary of State or
☐ The South Carolina Department of Revenue:
Date of Registration: 8/3/1992
7. I understand that by this registration, the above named nonresident taxpayer has agreed to be subject to the jurisdiction of the South Carolina Department of Revenue and the courts of South Carolina to determine its South Carolina tax liability, including estimated taxes, together with any related interest and penalties.
8. I understand the South Carolina Department of Revenue may revoke the withholding exemption granted under Code Section 12-8-550 (temporarily doing business or professional services in South Carolina) or Code Section 12-8-540 (rentals) at any time it determines that the above named nonresident taxpayer is not cooperating with the Department in the determination of its correct South Carolina tax liability.

The undersigned understands that any false statement contained herein could be punished by fine, imprisonment or both.

Recognizing that I am subject to the criminal penalties under Code Section 12-54-44(B)(6)(a)(i), I declare that I have examined this affidavit and to the best of my knowledge and belief, it is true, correct and complete.

 (Seal) 06/08/2018
Signature of Nonresident Taxpayer (Owner, Partner or Corporate Officer, when relevant) Date

If Corporate officer, state title: Vice President, AccountingMichael W. Browning, CPA

(Name - Please Print)

E. | GTL Resumes

South Carolina Department of Corrections



The Corrections Innovation Leader

Maureen O’Gorman
Field Service Manager
Maureen.OGorman@gtl.net
(603) 738-4555

Maureen O’Gorman has been in the correctional market’s phone industry since 1996. She has provided support and field maintenance service for GTL technology installations at correctional and detention facilities since 2010. She manages the delivery of quality maintenance and trouble resolution for installed systems. The State is familiar with Ms. O’Gorman as she is currently Manager of Field Service for GTL’s currently deployed inmate telephone system and other technology.

Maureen oversees installation of innovative technologies designed to meet the special needs of correctional clients. She supervises crews of technicians, site administrators, investigators and project managers. Maureen has in-depth experience managing major accounts such as the NC DOC.

Todd Dennison
Sr. Account Executive
Todd.Dennison@gtl.net
(904) 612-5956

Georgia State University

Todd Dennison will continue to be the Account Executive for the next contract term. He has over 25 years of experience in operational management, business development, contract negotiations, and marketing of correctional services. He has a proven track record of creating lasting relationships, providing solutions for difficult problems, and ensuring customer satisfaction. His experience includes commissary services with Trinity/Canteen and Keefe. Todd is the main point of contact for negotiations, contractual obligations and clarifications requested by SCDC.

Todd Stutts
Senior VP, U.S. Sales
Todd.Stutts@gtl.net
(703) 774-3315

Middle Tennessee State University

Todd Stutts has over 22 years of experience in telecommunications and for the last decade has focused exclusively on the telephony and technology needs of correctional and detention clients. He has been with GTL for 16 years. The State is familiar with Mr. Stutts, as we have been the longstanding provider of inmate telephones and other technology. He has a proven track record of creating lasting relationships, providing solutions for difficult problems, and ensuring customer satisfaction. Areas of expertise include Relationship Management, Business Planning and Development, and Problem Solving.

Philip Jones
Director of Field Service

University of Central Oklahoma/University of Louisville

Philip.jones@gtl.net

Philip Jones has been with GTL since 1999 and provides both pre-sales and post-sales support by serving as liaison between Corrections administration, field vendor management, network provider management, and account team members within the company and the Executive Director of Field Services. 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.

Jonathan Walker
Executive Vice President, Sales

Murray State University

jonathan.walker@gtl.net

Jon Walker joined GTL in 2016 and oversees the GTL Sales, RFP, and Competitive Intelligence Teams. In his role, Mr. Walker is responsible for creating a high-performing, accountable team with a focus on winning and maintaining business. Before joining GTL, Jon was the Executive Vice President and Chief Development Officer at Corizon Health, Inc., where he led all aspects of the company's business development strategy. Prior to Corizon Health, Inc., Jon was the Vice President of Business Development, State Corrections, at Aramark Correctional Services, where he managed all sales for the States Correctional Division, including implementing individual sales strategies designed to differentiate the company from competitors on key target accounts.

Deb Alderson
Chief Executive Officer

Virginia Polytechnic Institute

Deb Alderson joined GTL as CEO on April 2, 2018. Ms. Alderson has a proven track record of developing high performance teams focused on driving operational excellence and business growth. This experience will secure GTL's position as a leader in the corrections industry and elevate growth.

Ms. Alderson has over 25 years of experience working in national security, and prior to joining GTL she was the President & CEO of Sotera Defense Solutions, Inc. where she led the company through the successful sale of the company to KeyW Corporation in April 2017. She was previously Executive Vice President and Chief Operating Officer of SRA International where she oversaw four main operating groups with over 6,000 employees. Prior to SRA, Ms. Alderson was President of the Defense Solutions Group at SAIC, with responsibility for over 14,000 employees focused on delivering command, control, computing and communications solutions, and systems engineering and integration in support of the critical missions of federal agencies. Before SAIC, Ms. Alderson was President of the Systems Engineering Group at Anteon, which she grew from \$65 million to \$400 million through the delivery of solutions in support of the Missile Defense Agency, U.S. Navy, U.S. Army, U.S. Air Force, U.S. Marine Corps, and the Department of Homeland Security.

F. | Descriptive Literature

South Carolina Department of Corrections

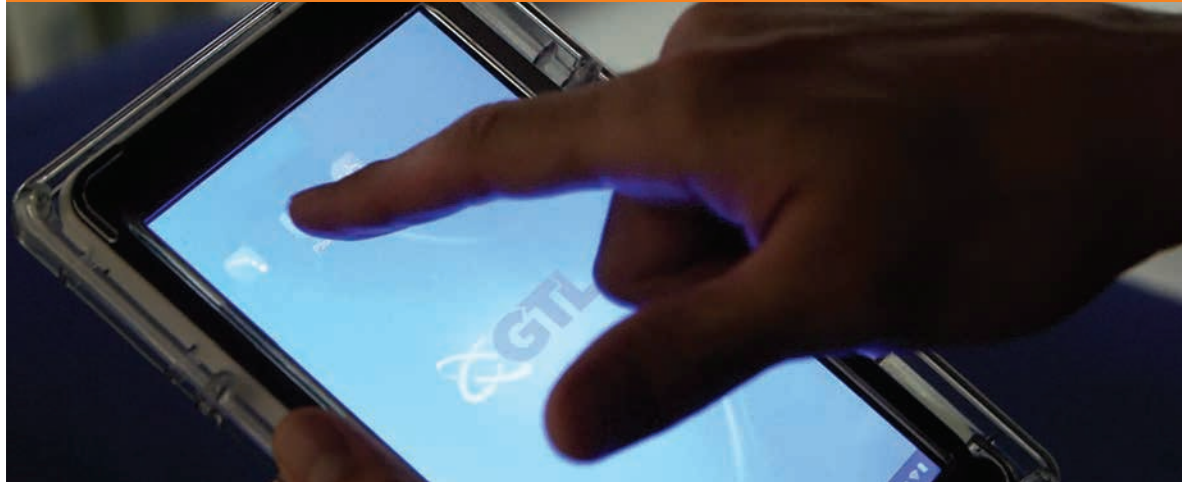


The Corrections Innovation Leader



Inspire™

INMATE COMMUNICATION SOLUTIONS



The Next Generation of Inmate Rehabilitation and Communications

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

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

Built for Corrections. The Inspire tablets use durable transparent materials for the body of the device so there is an unobstructed view of the component devices. These tablets are corrections-grade and have been custom built by GTL with a secure operating system, offering vastly superior security over product offerings based on stock off-the-shelf tablets. Unlike software companies that have recently entered the corrections market, GTL's long history of addressing the technology, telecommunications and security needs specifically for corrections provides the ideal foundation for installing, servicing and supporting the introduction of a tablet solution into a corrections environment. GTL built Inspire from the ground up, blending our customized unique OS with secure, durable hardware ensuring only GTL software can function on the hardware and vice versa.



Inspire

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

Inmate Calling. Inspire connects directly to GTL's inmate telephone system via the secure wireless network, which means the transition for the inmates to the wireless tablet calling platform will be seamless for those accustomed to traditional inmate phones. For investigators the analytical tools will be the same, but additional investigative opportunities are created with more calls available to analyze with inmates speaking from their living quarters. All of the security features of the traditional inmate telephone are available as part of GTL's Inspire tablet solution. Tablets are simply a gateway for inmates to access GTL's proprietary inmate phone platform which is software-based.

More Than Just a Phone. Most facilities start with GTL's Inspire tablet program to provide wireless calling for the inmate population, however there are opportunities to utilize the full capabilities of the Inspire solution as correctional facilities become comfortable with the technology. The Inspire solution is capable of providing delivery of interactive educational programs, streaming music, email, games and electronic requests or grievances. By providing these extended capabilities in a correctional facility, the Inspire tablets can introduce powerful incentives for promoting positive behavior within the inmate population.

Why Inspire? It has been shown that the key to reducing recidivism is through connecting inmates to friends and family. Inspire is the future of inmate communications and provides more ways than ever to sustain these connections throughout a period of incarceration. In addition, GTL tablets will introduce many more inmates to educational programs and job skills training than traditional programs can reach. According to a recent study, participation in these programs has been proven to increase employment opportunities and reduce recidivism upon inmate release; in fact, a RAND study reported 13% reduction in recidivism for inmates who participated in educational programs and odds of inmates obtaining employment if they participated in vocational programs was 28% higher*. Lastly, Inspire will help facilities become more efficient through time and paper saving apps such as inmate requests and commissary ordering. Moreover, content such as music, email and games can increase revenues for a facility to go towards programs that help sustain a safe correctional environment for rehabilitation.

The Inspire tablet is a simple, yet effective and secure way to increase efficiency for facility staff while finding more ways to connect inmates to their friends and family- a true win-win for your facility.

*Davis, L.M., Bozick, R., Steele, J.L., Saunders, J., Miles, J.N.V. (2013). Evaluating the effectiveness of correctional education: A meta-analysis of programs that provide education to incarcerated adults. Washington, DC: RAND.

Maximize the revenue potential of your inmate telephone calls with GTL's wireless tablet. Call your GTL account executive today for more information or to schedule a free demonstration.

www.gtl.net



The Corrections Innovation Leader™

© 2015 Global Tel*Link. All Rights Reserved. Inspire is a trademark of Global Tel*Link Corporation. 7000326 6'15



INSPIRE TABLET PROGRAM FACILITY BENEFITS

The introduction of the inmate tablet into the world of corrections brings a new wave of benefits for both staff and facilities.



With phone and video visitation capabilities, educational content, access to a law library, and more at the touch of their fingertips, inmates are moved less often. This results in fewer confrontations, a decrease in violence, and less opportunity for distributing contraband.

Inspire is a hardened, wireless device, with five distinct elements of layered security, that transforms how inmates spend their time, how corrections officers handle their job duties, and how friends and family members communicate with incarcerated loved ones.

By providing applications that build self-reliance and self-esteem, the Inspire tablet program introduces powerful incentives for promoting positive behavior within the inmate population. Significant decreases in inmate-on-inmate assaults, inmate-on-officer assaults, and rule and behavior code violations are some of the outcomes of instituting an inmate tablet program. Whether inmates behave better for the privilege of using the tablet or whether the tablet's applications offer enjoyable entertainment that keep them occupied and out of trouble, one thing is certain—Inspire is a far more useful innovation than correctional facilities ever thought possible.

In addition to keeping inmates calmer, thereby reducing the strain on officers, the Inspire tablet program offers facilities the ability to save time, money, and staff hours. The tablet features a document reader, the ability to submit requests or file grievances, and access to other applications designed to put the responsibility on inmates instead of officers. This allows facilities to go paperless and to automate repetitive and costly administrative tasks, leaving staff with more time to focus on what's important—security and control.

**100,000 tablets in
correctional facilities**

**1,000,000 usage
minutes per day**

**87,500 messages
sent per day**

**20,000,000 minutes
of staff time saved this
year by going paperless**

INSPIRE TABLET PROGRAM INMATE BENEFITS

Inmate tablets have revolutionized the world of corrections, allowing inmates to communicate more, have better access to education, and use their time constructively.



The Inspire tablet program calms the corrections environment by helping inmates turn long stretches of idle, negative time into active, engaging, and productive time. The result is an inmate population that is more tranquil, less anxious, and less aggressive.

GTL's tablet program is a simple yet effective way to increase efficiency for facility staff while creating more opportunities to connect inmates to their friends and family—a true win-win for any facility. Secure phone calls, video visits, and messages allow inmates to stay connected with their loved ones. But Inspire is more than a powerful communication device. It offers inmates the opportunity for personal development, responsibility, and self-improvement. The platform features customized applications in the areas of communication, entertainment, efficiency, and education, including:

- Phone Calls
- Video Visits
- Educational Content
- Job & Life Skills
- Law Library
- Games
- eBooks
- Movies
- Music
- Newsfeed
- Messaging (including photo and video attachments)
- Commissary Ordering
- Electronic Requests & Grievances

The Inspire tablet program offers inmates a chance to have some measure of control over their lives. The tablets offer small, safe areas of choice and responsibility to inmates, which has a calming effect on inmate social dynamics and reduces overall risk for staff. In addition, higher levels of educational opportunity and communication with family and friends have been shown to have positive effects on reducing the recidivism rate. Inspire can help prepare inmates for life after release, increasing the possibility that they will become contributing members of society once they are released.

TABLET SECURITY

GTL's locked-down Android™ approach is similar to what is used in newer military communication handsets.



Security Knows No Bounds

The main priorities of correctional facilities are security, safety, and control. GTL's main goal is to provide that to our customers. Our transformative technologies, such as the Inspire tablet, are specifically designed for the corrections environment. From the tablet itself and its operating system, to the network it connects to and the added security features that are enabled, Inspire is the latest in a long line of trusted and indispensable correctional tools.

Operating System

Highly-Secure Customized Android Firmware



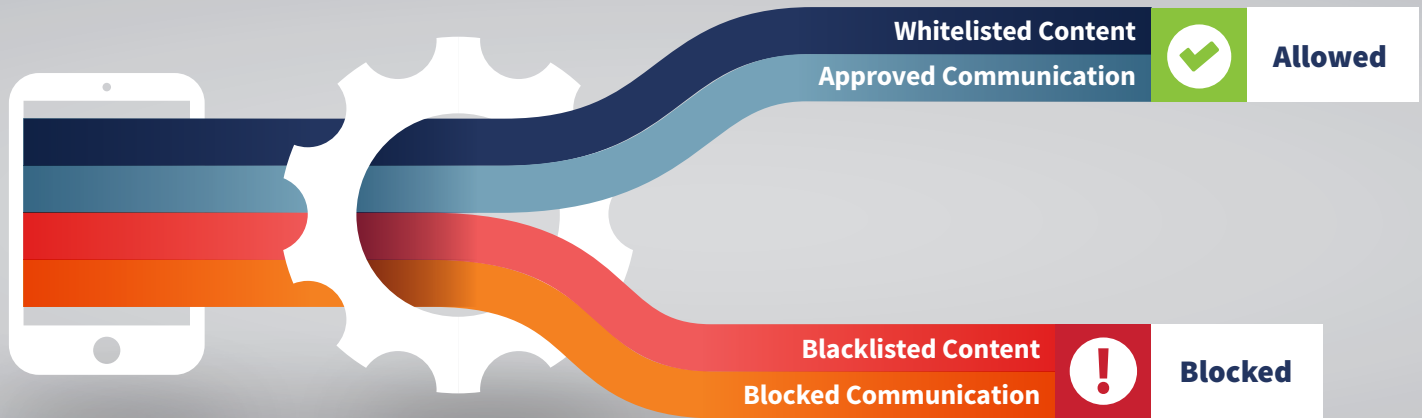
Added to Operating System (allows authorized access)

- ✓ Unique VPN + WPA2 Encrypted Connection Requirement
- ✓ Secure Login
- ✓ Secure Browser
- ✓ GTL Software Updates
- ✓ Centralized App Settings
- ✓ Customized Entertainment Apps
- ✓ Customized Efficiency Apps
- ✓ Customized Education Apps
- ✓ Customized Communication Apps



Removed from Operating System (restricts access)

- ✗ System Settings
- ✗ OS Updater
- ✗ User Authentication
- ✗ Wireless Control
- ✗ Web Browser
- ✗ Email
- ✗ Phone/SMS
- ✗ Music Player
- ✗ Video Player
- ✗ eBook Reader
- ✗ Camera/Album Apps
- ✗ Google Play Store



GTL Gatekeeper

At the center of GTL's network security solution is GTL Gatekeeper, a full featured collection of security access control software. All network traffic is processed by GTL Gatekeeper, and only requests and responses that meet predefined requirements are allowed to pass.

GTL Gatekeeper provides threat avoidance measures by taking steps to prevent communications that could introduce risks such as spam or phishing, device-to-device communication, file transfers, and more.

Technical Features

- Full featured proxy server limits access to the Internet
- Internet whitelisted and blacklisted site lists at global and facility level
- Firewall
- Encryption to device (independent VPN tunnels between every tablet and Gatekeeper)
- Content filtering
- Secure by default (component failure cannot result in privilege escalation)
- Complete access control allowing restrictions per inmate
- No tablet-to-tablet communication
- Unique wireless charging standard for added security
- Unique code ensures only GTL hardware can interface with tablets
- Facial detection (additional authentication mechanism)

Staff Features

- Secure access through Command Center
- Live monitoring
- Detailed usage tracking by inmate and device
- Add, lock, remove tablet apps
- Detailed reporting/auditing
- Photo of every login
- One-click tablet disable and inmate-access disable

Why GTL?

Innovative Technology

The full-featured, turnkey solutions we provide are the most robust available, including tablets, phones, video visitation, investigative tools, jail management systems, and rehabilitative programs.

Secure Platform

GTL's software and hardware ecosystem has been designed and built to meet the unique needs of the corrections industry, unlike any other provider.

Increased Usage and Operational Efficiencies

Our range of solutions—including communications products, investigative tools, automated workflows, payment and deposit options, and enterprise management solutions—drive increased system usage and unsurpassed operational efficiencies.

Customized Service and Support

We are dedicated to making your GTL technology experience efficient and hassle-free. We offer personal customer service with support professionals that are available 24/7.

ENTERTAINMENT

KEEPING OCCUPIED



GTL's Entertainment applications have a positive effect on inmate behavior, which results in calmer inmates and more secure correctional facilities.

GTL offers a variety of Entertainment applications to inmates, ranging from books to games to music. These applications are available at affordable rates on GTL's Inspire® tablets, and all content has been curated specifically for the corrections environment and passed stringent security testing requirements. Inmates that keep themselves occupied with GTL's Entertainment applications cause less trouble for facilities and allow officers to focus on more important tasks.

- **Streaming Music** allows inmates to search the exact artists, tracks, and albums they want and listen to them repeatedly without any skip limitation, unlike other solutions that limit inmates to a certain number of skips per day. This is a subtle yet important change as inmates will be listening to music all day long and having a skip limitation would become frustrating over time. GTL has over 12 million tracks in a catalogue curated for corrections.
- **Game Center** is an arcade-style service that provides inmates with access to dozens of games, from Mahjong and Sudoku to boxing and bingo. The selection of games expands with new releases, which are automatically available to inmates. All games are available to inmates at all times based on the usage model, so inmates do not have to purchase and download games individually.
- **eBooks** allows inmates to select from over 50,000 books to read at their leisure from academic, popular, and professional publishers. The application includes bookmark capabilities, so an inmate can pick up where they left off, even when using a different tablet.
- **FM Radio** gives inmates access to local radio stations. Inmates can scan the radio dial to identify local stations with adequate reception within the facility, save stations to their Favorites menu, or manually adjust the dial and skip channels.
- **Newsfeed** delivers secure access to articles from several approved news providers, such as CNN, ESPN, Fox News, and NPR. The GTL application gives correctional facilities complete control over what newsfeeds are allowed, and GTL can exclude newsfeeds that facilities find undesirable.
- **Movies** provides inmates with the ability to watch over 250 approved titles. The catalog includes movies in genres such as comedy, drama, science fiction, and more. There are several dozen Spanish language titles, and there are subtitle tracks available in English, Spanish, French, Chinese, and Korean (depending on the movie).

More inmate applications are being added all the time, so visit www.gtl.net for the most up-to-date information.



GTL NOW OFFERS MOVIES and TV Shows!

COMING
SOON

You can browse and watch over 200 popular commercial-free titles ranging from House of Cards to Zoolander.



*Example Movies and TV Shows. The video on-demand catalog changes frequently.
Please review the available options before subscribing.*

The GTL Movie subscription service includes:

- **Unlimited Usage** during subscription, similar to other streaming services
- No commercials or ads
- Multilingual subtitle tracks available on some titles

To purchase a subscription, have your family or friends visit the ConnectNetwork website and deposit funds into your Debit Link account today!





EDUCATION & INFORMATION

INMATES BETTERING THEMSELVES

GTL's Education & Information solutions allow inmates to keep informed on what is happening both inside and outside a correctional facility's walls.

Inmates are often faced with the issue of lack of knowledge while incarcerated—either educational knowledge or correctional facility information. GTL's Education & Information solutions seek to combat both problems by giving inmates access to facility information and educational content to benefit them both during incarceration and after release.

Inmates need to be able to access information about the correctional facility in which they reside. The **Documents application** stores PDFs of all facility documents from the rules and regulation handbook to the commissary menu to visitation guidelines. This application provides a correctional facility with a new measure of efficiency, saving money and time on printing and distribution.

Studies have shown that education improves an inmate's chances of not reoffending—inmates who participated in correctional education programs had 43 percent lower probability of recidivating than those who did not participate in such programs. GTL provides **Educational Content** to inmates via a **Learning Management System (LMS)** that is similar to platforms used in K–12 education. Through the LMS, correctional facilities can work with local education providers to add content, track the progress of inmates, and set up virtual classrooms with specific content. Inmates can enroll in courses and/or be assigned courses as part of their sentencing.

GTL's LMS comes pre-loaded with self-help courses on topics ranging from job interview preparation to anger management. In addition, there are **GED® prep modules** that offer engaging and comprehensive instruction in the areas of language arts, math, social studies, science, and consumer education to assist inmates in studying for a high school equivalency exam. Inmates can take a placement test to identify strengths and weaknesses, and the application will then guide inmates to the appropriate lessons.

GTL also offers the **KA Lite** application (the offline version of Khan Academy®) to help educate inmates by allowing them to study at their own pace and choose from over 20,000 practice exercises and 7,000 instructional videos on subjects such as English, history, computer programming, and economics. If a correctional facility subscribes to a law library, GTL can enable **Law Library Access** so that inmates can access it on a GTL Inspire® tablet.



EDUCATION MANAGEMENT FROM GTL BENEFITS INMATES, CORRECTIONS PROFESSIONALS, AND EDUCATORS

- Solution allows correctional facilities to deliver a broad range of learning opportunities and educational courseware to inmates, including life skills and GED® prep; compatible with higher education certificate and degree programs.
- The offering leverages and extends the capabilities of Inspire™, the most sophisticated inmate tablet platform in the corrections market.
- Educational institutions benefit by collaborating with an experienced technology provider that has the largest footprint in the corrections market.



Supporting educational institutions and correctional facilities alike, GTL offers a robust platform for the administration and delivery of e-learning opportunities for inmates. Key elements of the program include:

- Inspire – corrections-grade inmate tablet plus supporting technology platform and operational model
- feature-rich learning management system (LMS)
- extensive library of courseware from leading providers
- support for a range of other courseware packaged according to widely accepted e-learning specifications

GTL's Corrections Education Management offering is built on a technologically advanced platform, at the heart of which is Inspire, a purpose-built, correc-

tions-grade inmate tablet. Inspire features custom software that provides a range of services in addition to e-learning, including inmate phone calling, inmate messaging, inmate services (e.g., commissary ordering, grievance filing, etc.), streaming music, a subscription game center, and access to a law library. Five layers of security are used to prevent misuse, including secure physical and wireless networks, a customized operating system, and customized hardware and applications.

The Learning Management System (LMS) for Inspire provides role-specific access portals for inmates, educators, and administrators. Correctional facility personnel can view detailed enrollment and course participation status in order to track progress. Virtual classrooms can be set up for inmates with specific requirements.

Educational courseware delivered by GTL includes GED exam prep from i-Pathways and KA Lite (the offline version of Khan Academy®) from The Foundation for Learning Equality. A portfolio of self-improvement programs (e.g., time management, problem solving, decision-making, anger management, etc.) are also standard. Other third-party educational programs can be incorporated quite easily since the LMS supports content packaged according to two popular e-learning specifications: SCORM and IMS Common Cartridge®.

GTL has been providing innovative technology to the corrections market for a quarter of a century and is eager to partner with those educational institutions and correctional facilities chosen by the U.S. Department of Education to participate in the Second Chance Pell Pilot Program. Combining this government-sponsored program with GTL's Corrections Education Management solution can give inmates the opportunity to earn a certificate, an Associate degree, or a Bachelor's degree (where offered and as eligible).

The Corrections Education Management offering built upon the Inspire platform is available now. Visit us at www.gtl.net/education to learn more and to connect directly with a GTL education program specialist.



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Investing in Inmate Education and Technologies Saves Taxpayers Money

With over two million inmates currently in correctional facilities across the country, the United States incarcerates far more people per capita than any other country in the world, according to the [Bureau of Justice Statistics](#).

This means that the United States spends more money than any other country—an average of almost one billion dollars per state is spent on incarceration, with cost overruns, as reported by the [Pew Center on the States and the Vera Institute of Justice's Center on Sentencing and Corrections and Cost-Benefit Analysis Unit](#).

In fact, states have seen their corrections expenditures nearly quadruple over just the past two decades, and U.S. taxpayers are paying the price. In the wake of the Trump Administration's promise to reexamine federal government spending, considerable bipartisan attention has been paid to criminal justice reform.

Prisons as punishment alone are not working. While [650,000 inmates are released every year](#), a [National Institute of Justice study](#) found that within one year of release, more than half (56.7%) of released prisoners are rearrested; within three years of release, two-thirds (67.8%) of released prisoners are rearrested; and, within five years, more than three-quarters (76.6%) of released prisoners are rearrested.

One public perception is that today's correctional facilities are not rehabilitating inmates, they are simply housing criminals. It is time that attention shifts from incarceration to rehabilitation. One solution offers a high return on investment both monetarily and morally: ***inmate education***.

The [cost to educate inmates](#) and help them become productive members of society is much less than the billions of dollars spent annually on incarceration. In fact, investing in inmate education actually saves money. A [recent study from Lois Davis](#), a senior policy researcher at the RAND Corporation, shows that for every dollar spent on education programs (including basic education, GED, and post-secondary education) between *four and five dollars is saved on reincarceration costs*.



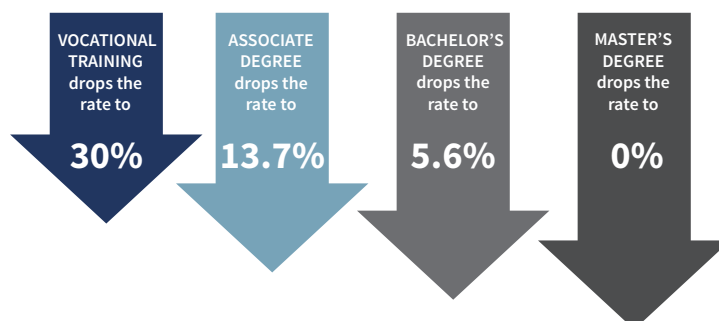
The cycle of incarceration, rearrest, and return to prison ultimately burdens the American taxpayer. But investing in education has been proven to keep inmates out of prison and help them secure a future that benefits everyone. [Data consistently shows](#) that education drastically

reduces the likelihood that an inmate will reoffend and return to prison. For example, when inmates receive vocational training, the recidivism rate drops to approximately 30%. The recidivism rate drops to 13.7% with an associate degree and to 5.6% with a bachelor's degree. Once an inmate receives a master's degree, the recidivism rate is so low that it is statistically insignificant.

As a society, we can debate whether prisoners should be afforded the privilege of higher education behind bars, but the numbers clearly show that education and training in prisons work—to the benefit of everyone. According to Gerard Robinson, a scholar at the [American Enterprise Institute](#), “economically, it doesn't make sense to keep people incarcerated as long as we have

with no great results. The right thing to do is not only give them a second chance, but to also admit the fact that many of them didn't receive a first chance at school.”

When inmates participate in educational programs, the recidivism rate drops significantly.



The Challenges Ahead

Elected officials and policy makers can no longer afford to take a hands-off approach with their correctional facilities. The use of integrated technology solutions can make a prison or a jail safer, more effective, and more cost-efficient. Through robust public-private partnerships and proven innovative solutions, these partnerships can be leveraged to offer the best solutions, educational and vocational content, and safety services. In addition, with the use of innovative technologies, those running these institutions can address important social and operational issues such as education, re-entry and recidivism. Partnership and procurement decisions will have long-term impacts for elected officials, policy makers, budget staff, and society. The same is true for education programming in any correctional setting.

Outside the walls of jails and prisons, technology has advanced rapidly with mobile phones and tablets now a part of our daily lives. These same technology efficiencies are creating a better method to achieve positive outcomes inside the walls. Making a tablet available to every inmate is a vital component to the support of safety, security, and rehabilitation measures. Tablets provide inmates with educational content, entertainment, inmate requests to staff, commissary ordering, and a variety of other services. In many states, correctional officials have learned that technology can be leveraged, controlled, and managed effectively to increase positive outcomes.



Dr. Turner Nashe, GTL Senior Vice President of Educational Services, is an entrepreneur, inventor, innovator, and recognized leader in building technology that facilitates delivery of educational content to security sensitive industries such as correctional facilities, hospitals, and schools. Dr. Nashe explains that how we deliver education to inmates is as important as the curriculum. “We lose sight of the fact that inmates are being incarcerated in prison as young as 18. These folks are digital natives. All they’ve ever done is grow up on a small screen. Instead of reaching small groups of prisoners in a physical classroom, we have the opportunity to reach a much broader group of inmates through classrooms presented on tablets.”

Recent studies have shown that after servicing over 20,000 inmate-students for the past three years in California, GTL’s services were viewed as a lifeline to enlightenment and rehabilitation. They are playing a

key role in rebuilding lives by providing a continuum of care and progression.

Education is the path to success, giving inmates a future free from a jail cell. Putting educational content into the hands of inmates is a win-win for all parties involved. Inmates become better-educated, productive members that benefit society; taxpayers save money; and governmental spending on incarceration is drastically reduced as fewer inmates return to a life of crime.

Dr. Turner Nashe, Sr. Vice President, Education Services, turner.nashe@gtl.net
<http://www.gtl.net/correctional-facility-services/inmate-services/education/>

ABOUT GTL

GTL serves over 1.9 million inmates in 32 state departments of corrections and 800 counties across the USA. Our more than 25 years of experience and the quality of our customer service have made us the leader in providing solutions to the correctional space. We provide technology infrastructure, automated services, education, and communication solutions for the corrections industry. GTL’s focus is on helping state, local, and federal customers solve real-world problems. Our products and services are given increased security and scrutiny over typical consumer equivalents to assure their reliance in any correctional system.



Inmate Telephone Systems

OFFENDER COMMUNICATIONS SOLUTIONS



Powerful Technology and Proven Capabilities

Combined with state-of-the-art digital voice recording, GTL's inmate telephone system (ITS) gives correctional facilities the most comprehensive, easy-to-operate platform available.

GTL is a leading provider of secure, reliable inmate telephone systems featuring powerful investigative and administrative capabilities, all of which creates a standard of efficiency and control that is unmatched.

Features and Capabilities

- **Hosted or on-premise solutions**
- **Complete control of inmate calling**
- **Robust search and reporting**
- **Biometrics for inmate identification**
- **Advanced investigation tools and intelligent call monitoring**
- **Continuous voice verification**

Security and Investigation

The robust features are heavily focused on empowering users to readily conduct database mining on inmate call detail reporting, three-way call detection, multi-channel recordings and inmate call alerts. Investigations can utilize calling data as well as electronic purchases of phone credits with results based on inmate ID, phone numbers, patterns and the like. The investigative tools further allow users to capture notes and align Security Threat Group activity through data storage, live monitoring and stored recordings. Our solution provides a centralized database that includes all data elements necessary for the provision of monitoring services and the reporting of current and historical call transaction information. GTL's ITS offers the most flexible and robust data mining and reporting capability in the industry for any size facility with any type of calling activity.



Inmate Telephone Systems

Integration

The platform's software is highly flexible, utilizing an open architecture which allows the platform to offer extensive capabilities for integrating with multiple systems including correctional facility commissary, inmate trust fund, jail management, facility kiosk, inmate banking and inmate status. As system integration experts, GTL is flexible in the technology used to ensure a smooth integration and will customize the best solution of products, features and services to meet each correctional facility's specific needs.

Prepaid Collect and Debit Calling Options

GTL offers families of inmates multiple opportunities to set up prepaid calling accounts. In fact, our AdvancePay® service automatically announces toll-free numbers to reach a live operator or customers can take advantage of our completely automated system that accepts Visa®, Discover® and MasterCard®. These easily established and simple-to-use prepaid accounts drive more revenue to your facility and are user-friendly for both inmates and their loved ones. Facilities using the PIN system may select the Offender Debit option, allowing money to be deposited directly into an offender's phone account providing offenders an additional option for placing telephone calls.

Bundled Solutions

Inquire about other GTL solutions for visitation, inmate email, in-pod kiosks, lobby kiosks, intake kiosks, payment services, inmate release solutions, and investigative tools and monitoring.

Maximize the results of your inmate telephone calls with GTL's inmate telephone system! Contact your GTL account executive today to schedule a free demonstration of this powerful solution or visit www.gtl.net/ITS



www.gtl.net/ITS

INMATE CALLING

CALLING OPTIONS



GTL's Inmate Telephone System (ITS) has the functionality to enable inmate engagement through ease of use, expanded ways to pay, and solutions that extend beyond traditional telephone calls.

GTL offers a variety of ways for inmates and friends and family members to pay for telephone calls. GTL's ConnectNetwork® is the one-stop resource for friends and family members to connect with their incarcerated loved ones.

- **AdvancePay®** is a prepaid collect calling service that allows the account holder to receive calls from an inmate using funds deposited in the account. Secure deposits can be made via the ConnectNetwork website, mobile applications, phone, facility kiosks, postal mail, and at retail locations.
- **AdvancePay OneCall** is a pay-per-call option that allows called parties to accept a call without having to set up an AdvancePay prepaid calling account—they can pay for a single call using a major credit card or debit card.
- **Collect2Phone™** is another pay-per-call option that offers a called party the ability to accept a call on a cell phone without setting up a prepaid calling account. The called party only pays for the calls they choose to accept, and these charges will appear on their cell phone bill. This is available through a strategic partnership with 3Cinteractive.
- **PIN Debit** prepaid phone accounts allow inmates to pay for their own phone calls using money from their trust accounts or purchases through their commissary accounts.

GTL's ITS offers additional calling options to complement the regular telephone system.

- **Request2Call™** allows an inmate's friends and family members to use the ConnectNetwork website or mobile applications to see when an inmate is logged into GTL's Inspire® tablet and alert their inmate that they are available to accept a call. This reduces scheduling issues and increases connections between inmates and their loved ones.
- Hearing-Impaired Services, such as **teletypewriter (TTY)** and **Video Relay Service (VRS)**, meet the unique needs of deaf and hard-of-hearing inmates. GTL's VRS application connects inmates with called parties via video. If the called number is not video capable, a video interpreter signs with the inmate and speaks with the called party.
- Simplifying the calling process, **Auto PAN Enrollment** allows inmates to access and manage their list of approved Personal Allowed Numbers (PANs) through an automated attendant service.

Investigators can watch for suspicious calling activity through a variety of features.

- The **Call Forwarding** tool allows for real-time detection when an inmate dials a called party number and the call is forwarded to a different number.
- **Alerts** track when a specific phone number is called or an inmate ID is used in the ITS, notifying investigators through phone calls, text messages, and emails.

GTL's ITS offers powerful investigative and administrative capabilities for facilities and a variety of calling options for inmates, creating a standard of efficiency and control that is unmatched.





INTELLIGENCE & FORENSIC SERVICES

ANALYTICAL ASSESSMENTS

Trained intelligence analysts enhance safety for correctional facilities and surrounding communities through GTL's Intelligence as a Service solution.

GTL's Intelligence as a Service solution deploys highly qualified intelligence analysts to operate at correctional facilities while remaining part of GTL's Fusion solution. These analysts work to efficiently and effectively develop both proactive and reactive actionable intelligence from the millions of data points found within otherwise disparate systems, including inmate calls and messages, contraband mobile devices, visitation, accounting systems, and more.

GTL's Intelligence as a Service solution is designed to meet the specialized intelligence and forensic needs of facilities, including those facing staff shortages. Analysts are trained and managed by credentialed individuals with a background in investigation and intelligence. In addition, GTL's offering includes the option for analysts to be forensically certified in order to perform forensic mobile extractions, including JTAG and Chip-Off, on legally-seized mobile devices, thus assisting facilities in leveraging the intelligence to shut down the supply of contraband.

GTL intelligence analysts get results—physical arrests, terminations, banned visitors, and conduct violations are just a few of the actions that have occurred because of intelligence reports and forensic examinations. Countless facilities across the U.S., and the communities that surround them, are safer because of GTL's solution.

GTL Fusion Centers allow analysts to work with customers to maintain safe and secure correctional facilities by utilizing industry-proven proprietary strategies combined with GTL software solutions and algorithms to produce reliable intelligence. While GTL intelligence analysts are physically located at a corrections facility, they are nevertheless networked across the country, continually sharing trends, strategies, and best practices to combat illicit activity.



DATA ANALYSIS

SEARCHING FOR INFORMATION



GTL's comprehensive data analysis solutions readily identify actionable intelligence critical to ensuring a facility's safety and security by collecting, analyzing, and comparing multiple data points in order to reveal illicit activity, expose suspicious patterns, and discover hidden networks.

GTL Data IQ® is the only data mining, link analysis application that is capable of ingesting any data source without IT development. So what does that mean for correctional facilities?

Investigators and administrators face the burdensome daily task of sifting through data maintained in disparate databases. In order to identify actionable intelligence, they have to search through information gathered by inmate telephone systems, jail management systems, video visitation applications, financial transactions, and more. But GTL Data IQ can easily consolidate this information in a single, easy-to-use, customizable user interface, providing investigators with the ability to strategically mine data in a way that is more efficient, effective, and accurate.

The data, whether it is GTL data, third-party vendor data, facility data, or human intelligence data, can be presented in either a table or a link diagram view, and investigators can customize the view by moving objects around and adding labels or additional objects as necessary. The application is easy to maintain, does not require the re-entry of data values, and features custom search functionality.

GTL's Mobile IQ™ offers a strategically balanced approach to address both supply and demand of contraband cell phones. Every year, thousands of contraband cell phones are seized from within the secure perimeter of correctional facilities. They pose a threat to the safety and security of inmates, facilities, staff, and even members of the public. Mobile IQ offers a proprietary approach that focuses on three primary areas—detection, extraction, and analysis.

Detection can be accomplished through a variety of means, which is why GTL supports a blended technology approach to detecting phones. This can vary from low technology solutions such as staff pat-downs to high-end technology such as Managed Access. One of the more common solutions is Cellsense Plus®, a ferromagnetic detector designed by Metrasens to locate components of a mobile device whether it is powered on or off. The detector is completely portable so that it can be moved wherever needed—at entrances to correctional facilities and within inmate housing blocks—and can locate cell phones from as far as three feet away.

Extraction of data from mobile devices is accomplished through the industry-leading Cellebrite Universal Forensic Extraction Device (UFED). The UFED system extracts vital information from 95% of all cellular phones on the market today, including smartphones and PDA devices. Analysis of the extracted data is facilitated using GTL Data IQ.



Voice IQ[®]

AT-A-GLANCE

HIGHLIGHTS

- Voice IQ is a biometric solution that creates and identifies inmate voiceprints for correctional facilities.
- Snippets of the live inmate call are continuously compared to the recorded voiceprint to verify the inmate's identity.
- A voiceprint profile is built for each inmate and enrolls that print in a repository for comparison on future calls.
- Voice IQ detects possible inmate speaker changes during the call and provides a time stamp indicating when any speaker change activity is detected.

BENEFITS

- Investigators have a powerful tool with Voice IQ to positively identify speaker change events, helping slow the growth of criminal related activity inside and outside of the facility.
- This solution is provided directly by GTL and does not rely upon a third-party for technology.

For more information about this new call fraud detection feature, contact a GTL representative today for a demonstration or visit www.gtl.net/aagviq.



Called Party IQ[®]

AT-A-GLANCE

HIGHLIGHTS

- Called Party IQ is a solution used to detect inmate to inmate communications.
- The feature will detect when two or more inmate calls are made simultaneously to the same destination number from a single facility or across multiple facilities serviced by GTL.
- The feature can be configured to flag the call, play a warning message, disconnect the call or block the call based on an investigator's requirements.
- Email alerts, text alerts and onscreen visual indicators may be configured to notify facility personnel when Called Party IQ activity is detected.

BENEFITS

- A powerful tool for investigators building a case or searching for criminal activity when two or more inmate calls are made simultaneously to the same destination number.
- By servicing over 2,200 facilities and over 1.1 million inmates nationwide, GTL can provide customers with the most robust iteration of this technology in the industry.
- This solution is provided directly by GTL and does not rely upon a third party to provide the technology.

For more information about this new fraud and criminal activity detection feature, contact a GTL representative today for a demonstration or visit www.gtl.net/aagcpiq.



Mobile IQ

AT-A-GLANCE

HIGHLIGHTS

- Mobile IQ provides a solution for combatting the presence of illegal cellular phones within correctional facilities.
- When used in conjunction with GTL Data IQ®, Mobile IQ allows investigators to extract text data from legally confiscated cellular phones.
- Mobile IQ combats the growing threat of mobile devices with a comprehensive 3-pronged approach: Detection, Extraction, and Analysis.
 - *Detection* is accomplished through ferromagnetic detectors, designed to locate components of a mobile device regardless of whether it is powered on or off.
 - *Extraction* of data from mobile devices is accomplished through the industry leading Cellebrite Universal Forensic Extraction Device (UFED).
 - *Analysis* is facilitated using GTL Data IQ, 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.

BENEFITS

- Mobile IQ increases the amount of available inmate calls that can be reviewed and used for invaluable investigative purposes.
- Mobile IQ allows investigators to leverage forensically extracted data of inmate conversations once thought to be unmonitored and then to derive actionable intelligence using GTL Data IQ.

For more information about this new fraud and criminal activity detection feature, contact a GTL representative today for a demonstration or visit www.gtl.net/aagmiq.



Phone IQ[®]

AT-A-GLANCE

HIGHLIGHTS

- Phone IQ is a solution designed to detect the phone line type of a called party.
- The feature is designed to detect whether calls from a correctional facility are being placed to a traditional landline, a cellular phone, a disposable burner cell phone, or voice over IP (VoIP) line.
- GTL's inmate telephone system user interface provides a visual indicator alerting users of the called party's phone type.
- Investigators have the ability to filter call detail reporting by the phone type detected and view the phone type indicator when monitoring calls in progress.

BENEFITS

- Phone IQ increases the facility's control in deciding if specific calls should be flagged and whether a proactive alert should be issued.
- Investigators are provided invaluable information in their search for fraudulent or other criminal activity, especially in facilities that limit the types of phones that inmates are allowed to call.

For more information about this new fraud and criminal activity detection feature, contact a GTL representative today for a demonstration or visit www.gtl.net/aagpiq.





EFFICIENCY SERVICES

AUTOMATING PROCESSES

Correctional facilities can automate activities and requests with GTL's Efficiency Services, allowing corrections officers to focus on more important issues.

GTL's **Efficiency Services** automatically create accountability by keeping records of all orders, requests, and grievances from inmates. These automated processes save facilities time and money by eliminating paper forms and records, instead relying on seamless integration with current facility applications as well as those from third-party vendors, such as jail management systems, commissary systems, and more. Efficiency Services also reduce the interaction between inmates and staff, increasing safety and security. These solutions are available on GTL's Inspire® tablets as well as Flex® Link multi-service units.

- The **Requests to Staff** application produces real-time data for an inmate's individual request. From a standardized electronic form, inmates can choose a request type, submit a request for review, check its status, and view the outcome. Through this app, requests are automatically routed to the party responsible for responding to the request, reducing confusion and minimizing officer involvement.
- **Grievance Filing** gives inmates the ability to file grievances electronically, creating records that keep correctional facilities accountable. After submitting a grievance, inmates can check the status and even file appeals through the app. Electronic grievances and appeals reduce a facility's need for storage space and the possibility of misplacing paper files.
- **Commissary Ordering** allows inmates to place commissary requests, again reducing paper forms and busy work for correctional officers and staff. The app will integrate with any third-party system, incorporating restrictions and allowing inmates to only order the items for which they are approved.
- **Sick Call**, which allows inmates to make a medical request, and **GTL Support**, which is available at any time to solve technical issues, are additional Efficiency Services offered by GTL.

Efficiency Services enable correctional facilities to become more effective and efficient, which benefits the facility, officers, and inmates.





INMATE ACCOUNTING & COMMISSARY

FLEXIBLE CONFIGURATION

OMS Accounting and Commissary modules streamline a facility's bookkeeping and inventory management functions.

GTL's Offender Management System (OMS) offers a jail management software that is second to none. Offering complete inmate management from booking all the way through release, GTL's OMS also features a full inmate trust accounting package and audit tools to improve overall facility management.

The Accounting modules of GTL's Offender Management System (OMS)—also known as **OMS Accounting**—accurately and automatically post and track all transactions related to inmate trust accounting. The system handles inmate deposits, withdrawals, restrictions, holds, freezes, cost recovery (fines, fees, and restitution), billing, work release deductions, batch transactions (deposits/withdrawals), scheduled postings, global postings, cash drawer functionality, and commissary.

The system also has a fully integrated General Ledger that is a double-entry Generally Accepted Accounting Principles (GAAP)-compliant module. The system allows the allocation of court-ordered obligations (fines, fees, restitution) for offenders on probation or parole. Payment for fines, fees, and restitutions is completed through the cost recovery functionality within the OMS Accounting modules. The OMS Accounting modules address the features pertaining to the bookkeeping functions of the facility. These Modules encompass:

- Global Accounting – processes which apply to the entire facility
- Transaction Accounting – processes which handle day-to-day accounting entries
- Administrative Accounting – processes that define the Chart of Accounts and their functions
- Work Release Accounting – processes for the bookkeeping side of inmate employment

OMS Commissary provides a complete inventory management system in support of product sales to inmates. This module can be used to manage suppliers, warehouse stock levels, and item restrictions. Facilities can process inmate orders, determine cost of goods sold, and apply applicable sales taxes. OMS Commissary can be used with or without OMS Accounting.



PAYMENT AND DEPOSIT SOLUTIONS

Ensure the safe, secure, and accurate processing of deposits and payments with real-time reporting



GTL Financial Services, an affiliate of Global Tel*Link Corporation (GTL), offers best-in-class Payment and Deposit Solutions to correctional facilities to support the timely and secure processing of funds. We provide automated payment solutions that eliminate labor-intensive, time-consuming processes while providing seamless, real-time integration across accounts and transactions.

We have solutions that meet your requirements, whether you need to streamline payment and deposit processing or make inmate booking procedures more efficient. From premise-based kiosks to toll-free phone systems and from websites to apps, our solutions can handle a mixture of cash, money orders, and debit/credit cards. As a true turnkey solution, GTL Financial Services manages all aspects of the payment process, including taking responsibility for all processed transactions, which reduces liabilities for your correctional facility. GTL Financial Services is a Licensed Money Transmitter, has attained Payment Card Industry Data Security Standard (PCI-DSS) Level 1 compliance, and implements a layered security approach to proactively protect customer information.

Payment Services Booking & Intake Solutions Release Solutions

On an annual basis, GTL Financial Services:

- Conducts more than 22 million automated payment transactions
- Processes over half a billion dollars in credit card payments
- Handles over \$30 million in cash



Payment Services – Creating Efficiencies

GTL Financial Services offers a broad range of solutions to help create efficiencies and relieve the correctional facility of money handling duties, including accepting, counting, banking, reporting, and posting payments. Our suite of services can accept deposits for inmate telephone, trust fund, and commissary accounts, in addition to supporting bail/bond fees and fines, restitution, and a range of other government payments.

GTL Financial Services systems include a full suite of automated solutions ranging from the GTL premise-based Payment Kiosk to the ConnectNetwork® payment website to mobile payment applications. Because there are so many options for making a payment, users can complete transactions at any time, in any place, and by virtually any payment method. GTL even offers a retail option for unbanked and underbanked friends and family to make

deposits to an inmate's account using cash.

All GTL Financial Services payment channels are secure and easy to use—you only need to provide a power source and a secure location for a router. All payment-related customer service issues are handled by GTL's bilingual Customer Service Representatives. And every payment is guaranteed, protecting your facility against fraud and liability.

Booking & Intake Solutions – Quick Accounting

The GTL Financial Services Intake Kiosk features advanced technology that streamlines the booking process whenever a new or transferred inmate enters the facility. Inmates are effortlessly booked, the money on their person is accurately counted and recorded, and receipts are printed for inmate and facility records.

The GTL Financial Services Intake Kiosk includes state-of-the-art bulk bill and coin acceptors that quickly process handfuls of money while rejecting foreign objects and counterfeit currency. Through seamless integration with a facility's jail management system—like GTL's Offender Management System (OMS)—the

money is automatically added to an inmate's trust account, saving time during booking and reducing errors.

The kiosk also handles work release processing by counting the money that an inmate brings back into a facility and adding the money to their trust account.

Release Solutions – Streamlining the Process

The release or transfer of an inmate can be a long and burdensome process, especially for a facility's accounting department and release officers. GTL Financial Services' debit release cards are a great alternative to traditional paper checks, allowing an inmate's funds to be quickly transferred off a facility's books. There are no trips to the bank, no worries about lost checks or cash, and the funds are immediately available for the inmate to use.

GTL Financial Services' easy-to-use, fully configurable, time-saving solutions allow correctional facilities to streamline the transfer and release processes. For transfers, funds are loaded onto a card which is placed in the inmate's property bag. When the inmate arrives at a new facility, the card is scanned and the money is automatically available in the inmate's account. In addition, the funds remaining in an inmate's account at the time of release can be

loaded onto a debit release card. These cards can be used anywhere that Mastercard® is accepted, and they can be reloaded by the inmate for continued use as a debit card.

The program, which is available at no cost to correctional facilities, balances a facility's books, increases efficiencies, and reduces data entry errors, all with minimal staff involvement.

GTL Financial Services' Payment and Deposit Solutions offer correctional facilities an end-to-end system for the timely and secure processing of funds.

GTL is the leading provider of integrated correctional technology, staying close to the pulse of the market and providing holistic solutions, actionable intelligence, meaningful insights, and increased security and safety for facility administrators and staff.



Frequently Asked Questions

Q: HOW CAN I SET UP AND MAKE A DEPOSIT TO AN ADVANCEPAY ACCOUNT?

A: There are several options to choose from: (1) Visit us online at www.connectnetwork.com, (2) Install the ConnectNetwork mobile app (Android or iOS) on your mobile device, (3) Call 800-483-8314 to use the automated system or speak to a live agent, (4) Use a GTL installed kiosk (where available), (5) Make a deposit at your local Western Union, or (6) Mail a check or money order made payable to GTL AdvancePay and send to:

AdvancePay Service Dept.
PO Box 911722
Denver, CO 80291-1722

Q: CAN I USE A CREDIT OR DEBIT CARD TO MAKE A DEPOSIT?

A: Yes, GTL accepts Visa® and Mastercard® credit cards, debit cards, and prepaid cards.

Q: HOW LONG WILL IT TAKE FOR DEPOSITS TO APPEAR IN AN ACCOUNT?

A: When making a deposit with your credit or debit card, the deposit will appear in your account almost immediately.

Q: HOW CAN I FIND OUT THE BALANCE OF MY PREPAID ACCOUNT?

A: You can get your balance by calling our automated system at 800-483-8314, registering online through ConnectNetwork at www.connectnetwork.com, or installing the ConnectNetwork app on your mobile device.

Q: ARE ADVANCEPAY CALL RATES MORE EXPENSIVE?

A: Generally, AdvancePay rates are equal to — or less than — conventional collect calls, but all rates are ultimately governed by the facility contract.

Q: WILL I RECEIVE A MONTHLY STATEMENT?

A: Usage statements for your AdvancePay account are available online at www.connectnetwork.com and are no cost to you.

Q: WILL I RECEIVE A REFUND FOR THE UNUSED FUNDS WHEN AN INMATE IS RELEASED?

A: Refunds to verified account holders can be arranged through our customer service representatives. Call 877-650-4249 for more information.

Q: AFTER ESTABLISHING AN ADVANCEPAY ACCOUNT, CAN I SWITCH BACK TO OTHER FORMS OF BILLING?

A: No. Once a telephone number is set up as an AdvancePay account, no other forms of billing are available. However, you will always have the option of choosing AdvancePay OneCall to accept and pay for just a single call without creating an AdvancePay account.

Q: CAN I MANAGE MY ACCOUNTS ONLINE?

A: Yes. You can register online through ConnectNetwork at www.connectnetwork.com or you can download the ConnectNetwork app on your mobile device.

Q: HOW CAN I BE NOTIFIED WHEN MY ADVANCEPAY ACCOUNT BALANCE IS LOW?

A: GTL's AdvancePay Low Balance Alert is a standard rate subscription alert program designed to let you know when you need to add funds to your account. One SMS text message will be sent each time your account meets a low balance condition. To sign-up, text ADVANCE to 91613. Messaging and data rates may apply. To see the terms of use description for text alerts, or for more information, go to www.connectnetwork.com.

Q: CAN I AUTOMATE MY PAYMENTS?

A: You may choose the auto reload feature when making a deposit through the automated system at 800-483-8314 or with your account online at connectnetwork.com. When prompted, opt-in to store your credit card number and set up automatic deposits into your account.

Q: WHAT IF MY NUMBER IS BLOCKED FROM RECEIVING INMATE PHONE CALLS?

A: For questions about blocked numbers or billing problems, please call GTL Customer Service at 877-650-4249.

Q: WHAT IS ADVANCEPAY ONECALL?

A: With AdvancePay OneCall (APOC), you can choose to accept and pay for a single call without the need to set up or fund an AdvancePay prepaid account. Standard AdvancePay prepaid phone rates will apply. A transaction fee may apply to APOC calls. Customers without an AdvancePay prepaid phone account, or with insufficient funds in their account, will be offered APOC as an option to complete inmate calls.



AdvancePay®

GTL INMATE FAMILY PREPAY

The Fastest, Most Secure Way to
Prepay Inmate Calling Accounts

ADVANCEPAY CUSTOMERS CAN NOW USE

www.connectnetwork.com





GTL INMATE FAMILY PREPAY

A Service for Family and Friends

Family members and friends of inmates are given the option to set up prepaid calling accounts using credit or debit cards, cash deposited at Western Union, checks or money orders. Calls that may otherwise be blocked are now completed through GTL's AdvancePay program.

How Does It Work?

AdvancePay is a prepaid collect calling service that allows calls from an inmate in a correctional facility to your telephone number without the restrictions of standard billing. When an inmate attempts to dial an unbillable number, AdvancePay will provide the option to the called party to set up a prepaid account. After a prepaid account is established, collect calls to the telephone number may be placed up to the prepaid amount in the account. After funds are depleted, the system will prompt the account holder to add funds.

For more complete account management, you can make deposits and view your balance at connectnetwork.com.

Never Miss a Call

AdvancePay account holders can rest assured that they alone manage their accounts, ensuring that their important calls will be received. Our automated systems contact account holders when additional funds need to be added. To facilitate future deposit transactions, credit and debit card numbers can be securely stored. An option to automatically fund an account with a stored credit or debit card when funds are nearly exhausted is also available.

Questions?

The AdvancePay Service Department is ready to answer all billing related questions:

CUSTOMER SERVICE
877-650-4249

FAX NUMBER
251-473-2802

AUTOMATED SYSTEM
800-483-8314

WEBSITE
www.connectnetwork.com

EMAIL
support@connectnetwork.com

APP
Download the ConnectNetwork app on the Google Play Store or Apple Store.

MAILING ADDRESS
AdvancePay Service Dept.
PO Box 911722
Denver, CO 80291-1722

The easiest way to establish and manage an AdvancePay account is online at www.connectnetwork.com. You can create a telephone account, make deposits and view balances through the ConnectNetwork website.

Customers can also use GTL's automated telephone system to create an account and make deposits with a credit card. The system is completely automated and can be accessed by calling 800-483-8314.

Additionally, accounts can be created and deposits can be made through the ConnectNetwork app for your mobile device, by visiting a Western Union location, or by mailing checks or money orders made payable to GTL AdvancePay to the address above.

Transaction fees may apply to deposits.

ONLINE ACCOUNT MANAGEMENT AND PAYMENTS

www.connectnetwork.com

How to avoid disconnection!



DON'T attempt a 3-way call



DON'T try to transfer the call



DON'T put the inmate on hold



DON'T use or answer "call waiting"



DON'T press numbers on the touch tone pad during the call (on both inmate phone and called party phone)



DON'T stop the conversation for any length of time because even short pauses may result in a disconnection

BLOCKED NUMBERS

Once a number has been blocked, only the person the number is listed to may unblock the number by calling: **800-483-8314**

NOTICE

AdvancePay payment may be subject to fees. Specifications are subject to change without notice. This publication may be copied and distributed to inmates, family members and friends.



www.gtl.com

AdvancePay Service Dept.

PO Box 911722

Denver, CO 80291-1722

800-483-8314

3-17

Part Number 7000100

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REDACTED

| 6. System Security: Service Provider Security Questionnaire & Security Plan

South Carolina Department of Corrections

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SERVICE PROVIDER SECURITY ASSESSMENT QUESTIONNAIRE

Instructions: (1) Attach additional pages or documents as appropriate and make sure answers cross reference to the questions below. (2) As used in this Questionnaire, the phrase “government information” shall have the meaning defined in the clause titled “Information Security.” (3) This Questionnaire must be read in conjunction with both of the following two clauses (a) Service Provider Security Assessment Questionnaire – Required, and (b) Service Provider Security Representation.

1. Describe your policies and procedures that ensure access to government information is limited to only those of your employees and contractors who require access to perform your proposed services.

GTL Response:

[REDACTED]

User Access

[REDACTED]

[REDACTED]

Data Center Electronic Access

[REDACTED]

[REDACTED]

Data Center Physical Access

[REDACTED]

[REDACTED]

CDRs and Recordings

[REDACTED]

Monitoring, Logging and Scanning

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Processes and Procedures

[REDACTED]

- I [REDACTED]
[REDACTED]
[REDACTED]
- I [REDACTED]
[REDACTED]
[REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]
[REDACTED]

2. Describe your disaster recovery and business continuity plans.

GTL Response:

Disaster Recovery Plan for SCDC

Introduction

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Overview

[REDACTED]

- I [REDACTED]
- I [REDACTED]

[REDACTED]

Network Business Continuity

[REDACTED]

Proactive Risk Management and Disaster Preparedness

[REDACTED]

Potential Risk Factors:

- [REDACTED]
- I [REDACTED]
- I [REDACTED]
- I [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Proactive Network Management

Self and Remote System Diagnostics

[REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Damage Assessment and Recovery Resources

[Redacted]

Restoration of Facility Services

[Redacted]

Restoration of Data and System Configurations

[Redacted]

[Redacted]

[Redacted]

- [Redacted]

- [Redacted]

[Redacted]

[Redacted]

[Redacted]

Data Center Security

[Redacted]

-
- | Response | Percentage |
|---|------------|
| Yes, the U.S. should take action to address climate change | 95% |
| No, the U.S. should not take action to address climate change | 5% |

Disaster Recovery Progress Reports

Summary

[illegible]

3. What safeguards and practices do you have in place to vet your employees and contractors who will have access to government information?

GTL Response:

[REDACTED]

[REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

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[REDACTED]

[REDACTED]

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4. Describe and explain your security policies and procedures as they relate to your use of your contractors and next-tier sub -contractors.

GTL Response:

[REDACTED]

5. List any reports or certifications that you have from properly accredited third-parties that demonstrate that adequate security controls and assurance requirements are in place to adequately provide for the confidentiality, integrity, and availability of the information systems used to process, store, transmit, and access all government information. (For example, an ISO/IEC 27001 compliance certificate, an AICPA SOC 2 (Type 2) report, or perhaps an AICPA SOC 3 report (i.e., a SysTrust or WebTrust seal)). For each certification, describe the scope of the assessment performed. Will these reports / certifications remain in place for the duration of the contract? Will you provide the state with most recent and future versions of the applicable compliance certificate / audit report?

GTL Response:

[REDACTED]

[REDACTED]

[REDACTED]

6. Describe the policies, procedures and practices you have in place to provide for the physical security of your data centers and other sites where government information will be hosted, accessed or maintained.

GTL Response:

[REDACTED]

7. Will government information be encrypted at rest? Will government information be encrypted when transmitted? Will government information be encrypted during data backups, and on backup media? Please elaborate.

GTL Response:

Network and Data Security

[REDACTED]

[REDACTED]

Credit Card Data

[REDACTED]

8. Describe safeguards that are in place to prevent unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access or disclosure of government information.

GTL Response:

[REDACTED]

9. What controls are in place to detect security breaches? What system and network activity do you log? How long do you maintain these audit logs?

GTL Response:

[REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

10. How will government information be managed after contract termination? Will government information provided to the Contractor be deleted or destroyed? When will this occur?

GTL Response:

[REDACTED]

11. Describe your incident response policies and practices.

GTL Response:

[REDACTED]

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12. Identify any third party which will host or have access to government information.

GTL Response:


[REDACTED]

[REDACTED]

GTL Response:

[REDACTED]

SIGNATURE OF PERSON AUTHORIZED TO REPRESENT THE ACCURACY OF THIS INFORMATION ON BEHALF OF CONTRACTOR:

By: 
(authorized signature)

Its: Jason Marass
(printed name of person signing above)

VP, Information Security & Compliance
(title of person signing above)

Date: 6/12/2018

SPSAQ (JAN 2015) [09-9025-1]

Security Plan Introduction

[Redacted]

Security Architecture

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

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| Qualifications – Required Information (b): GTL Financial Statements & G5 Tek Financial Statements

South Carolina Department of Corrections

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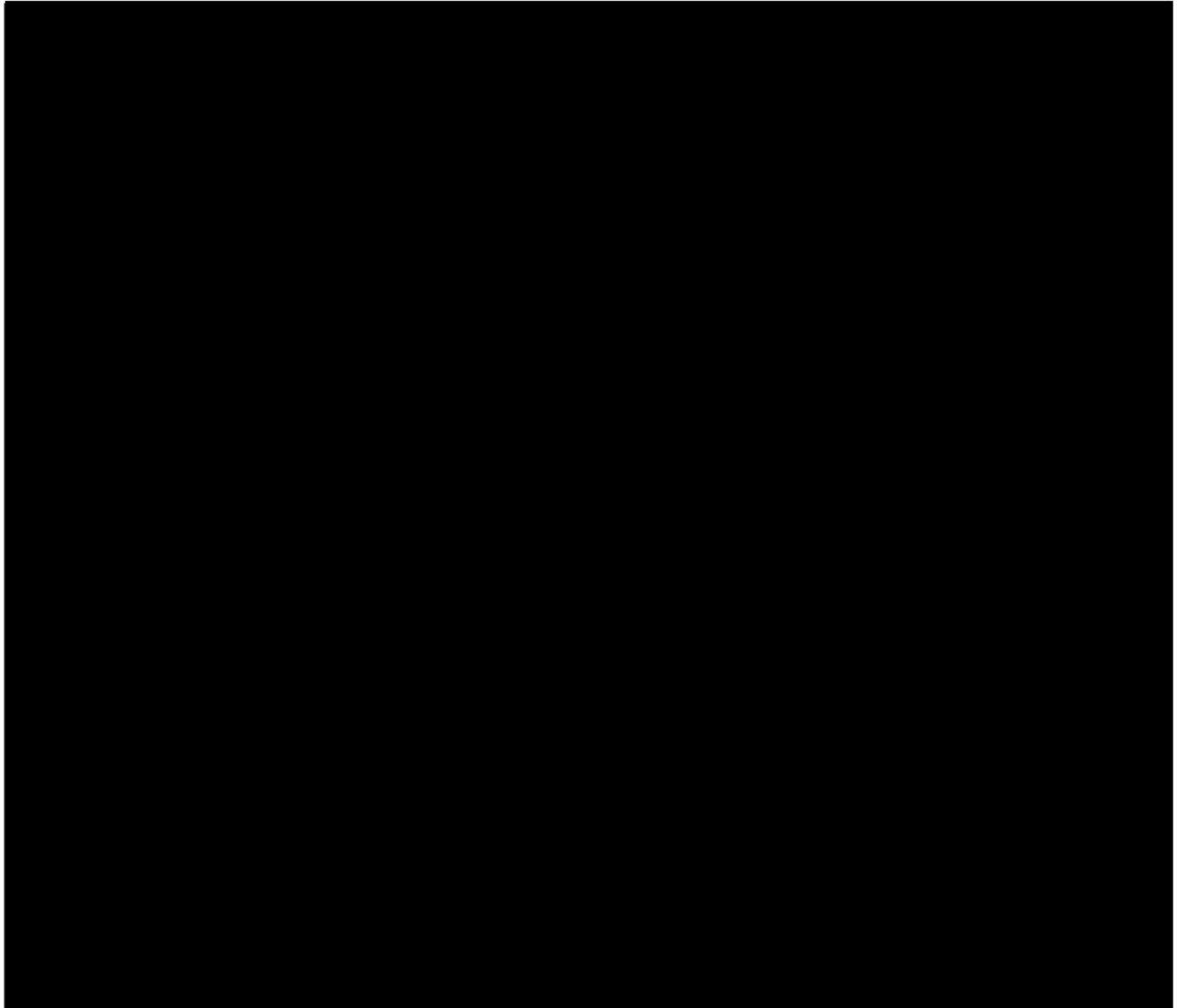


The Corrections Innovation Leader



Wells Fargo Bank, N.A.

Commercial Banking
MAC C7300-081
1700 Lincoln Street
Denver, CO 80203



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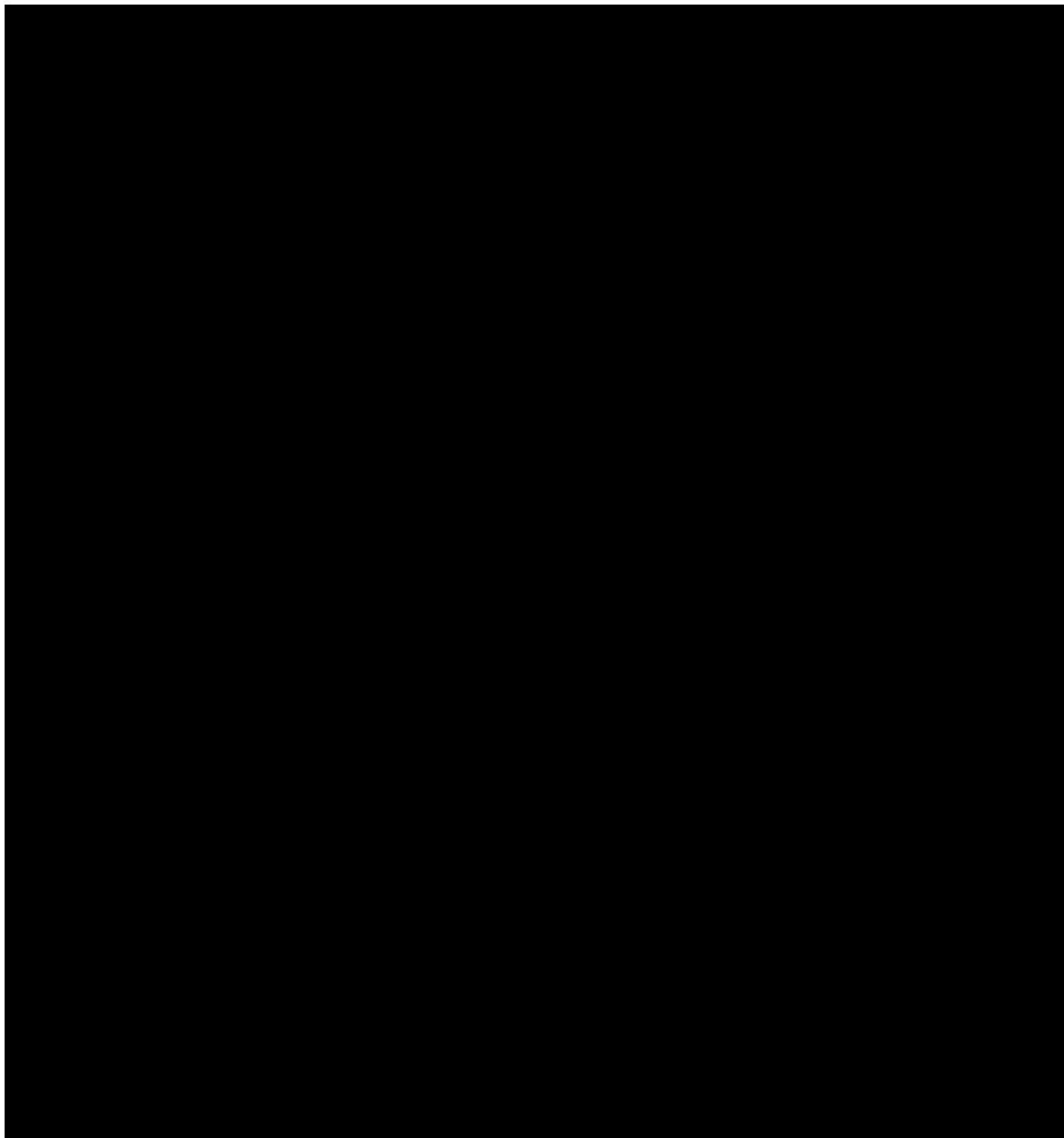
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USA

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Fax: +1 205 322 2828
www.deloitte.com





[REDACTED]

[REDACTED]

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[REDACTED]

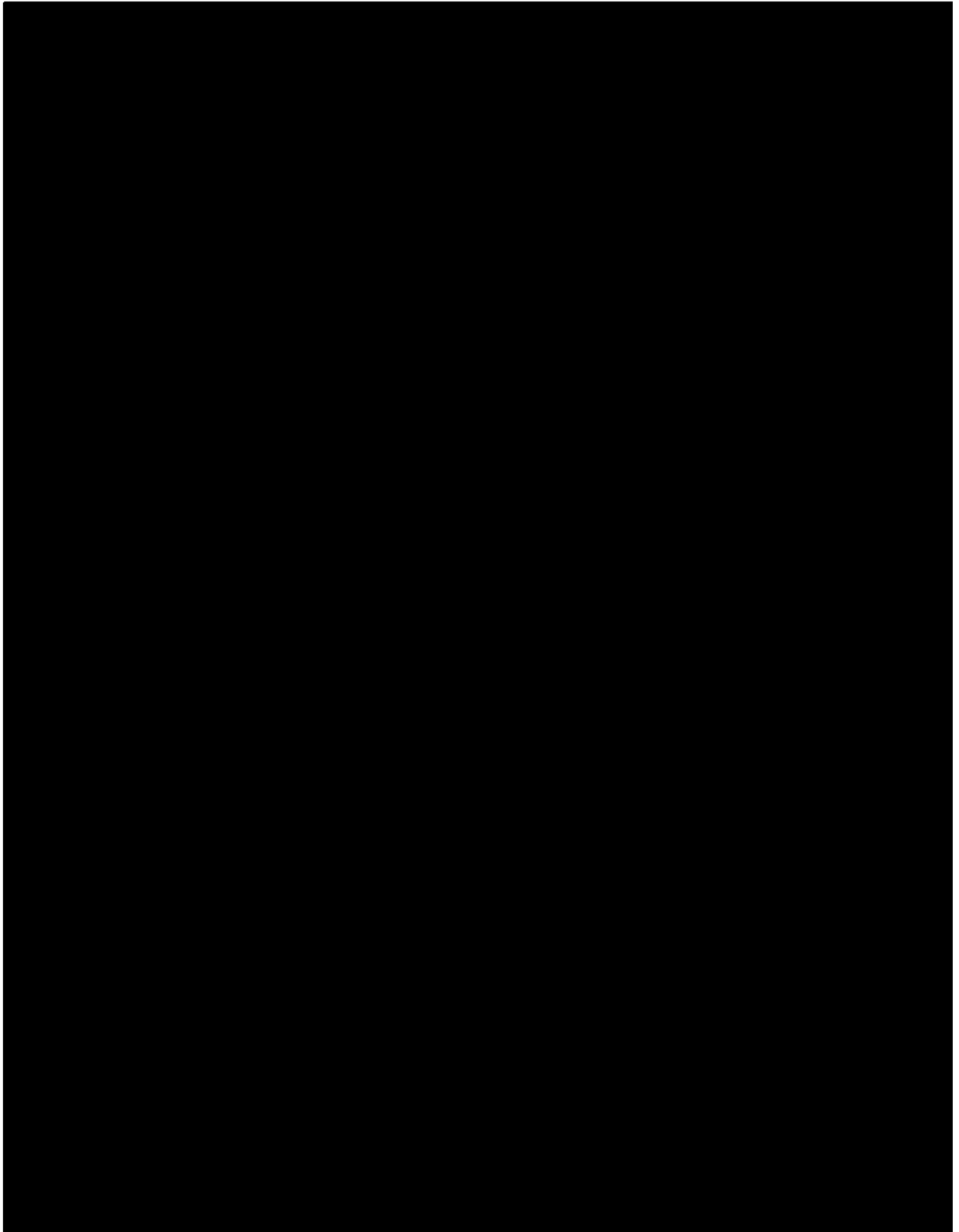
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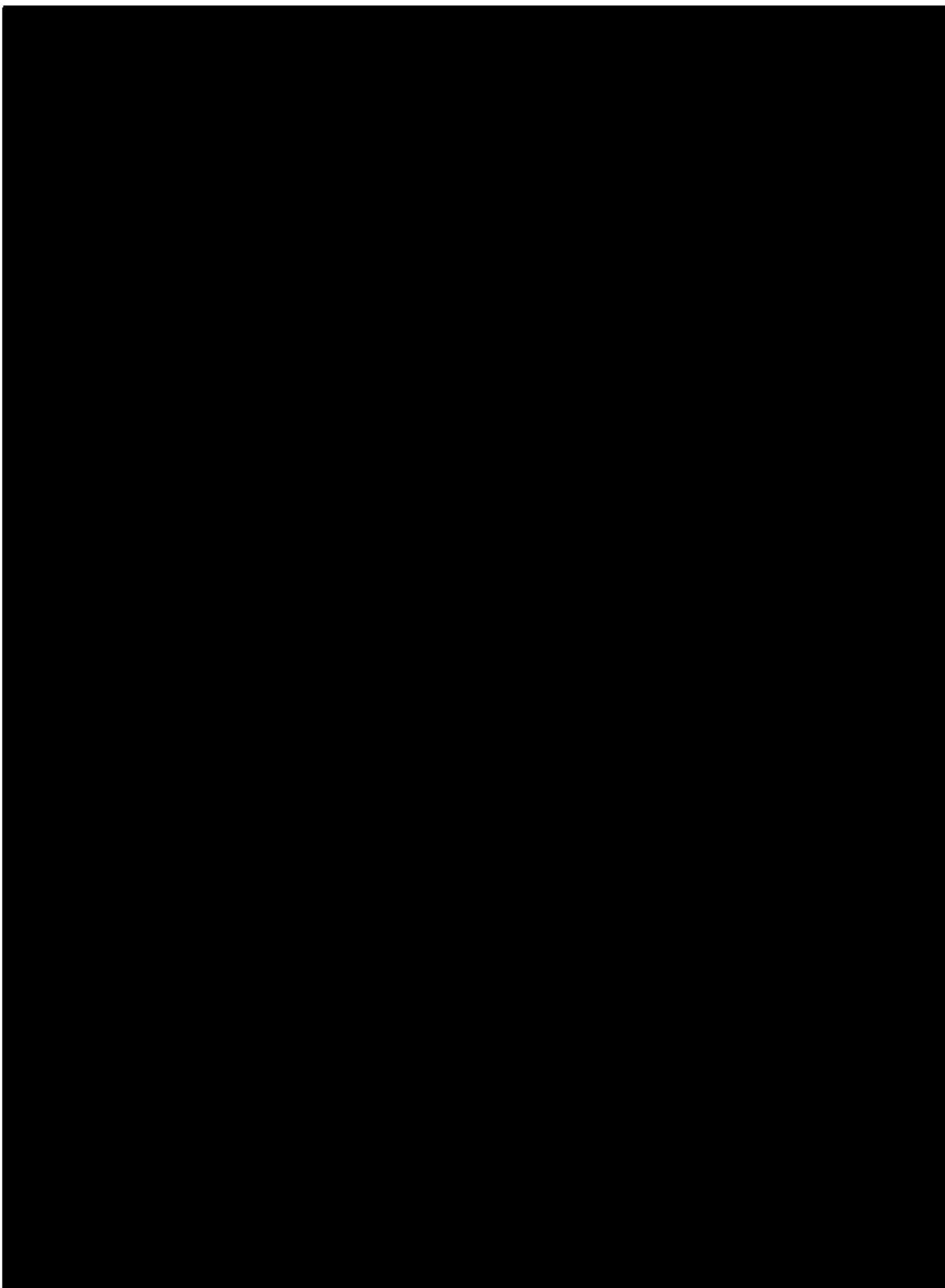
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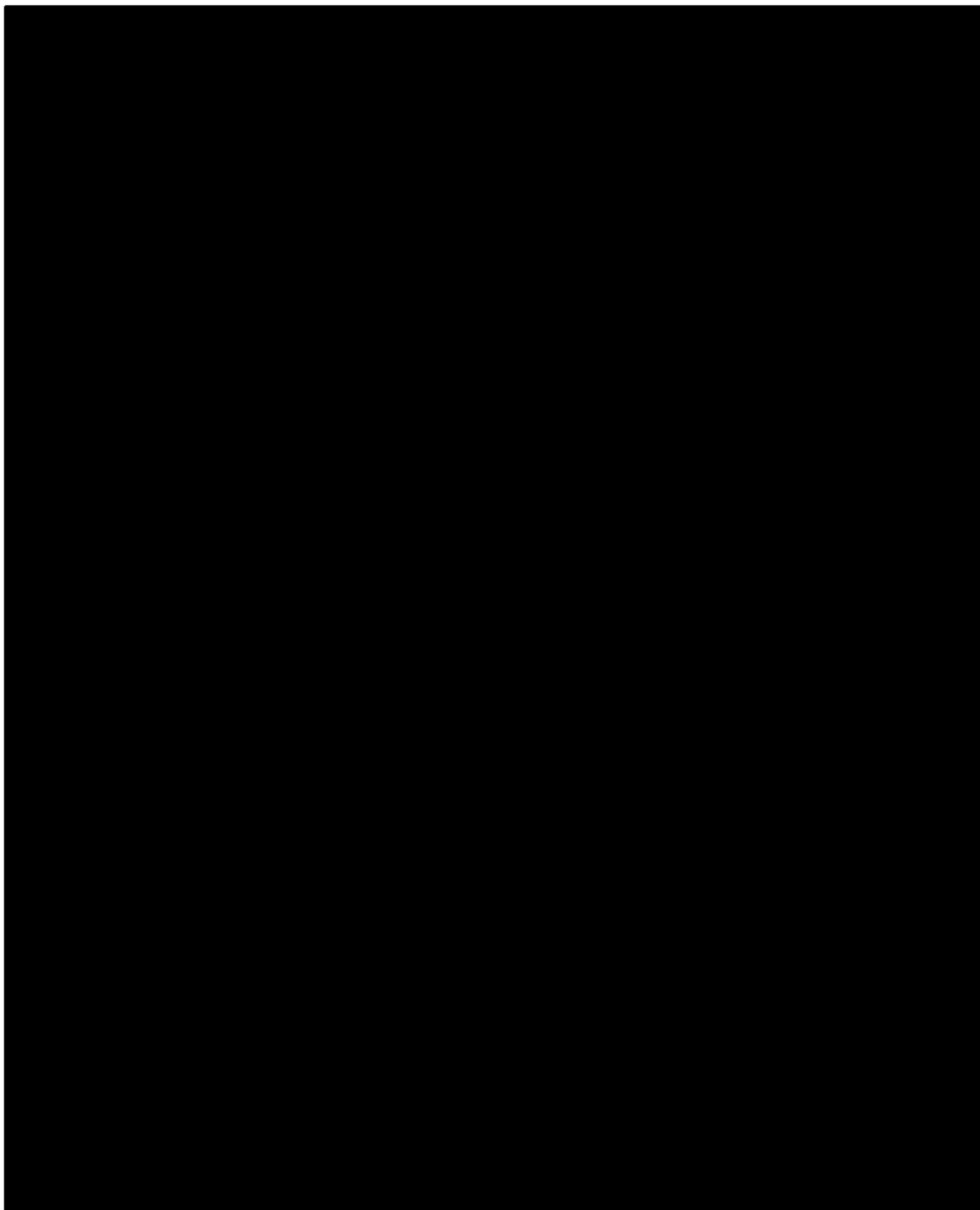
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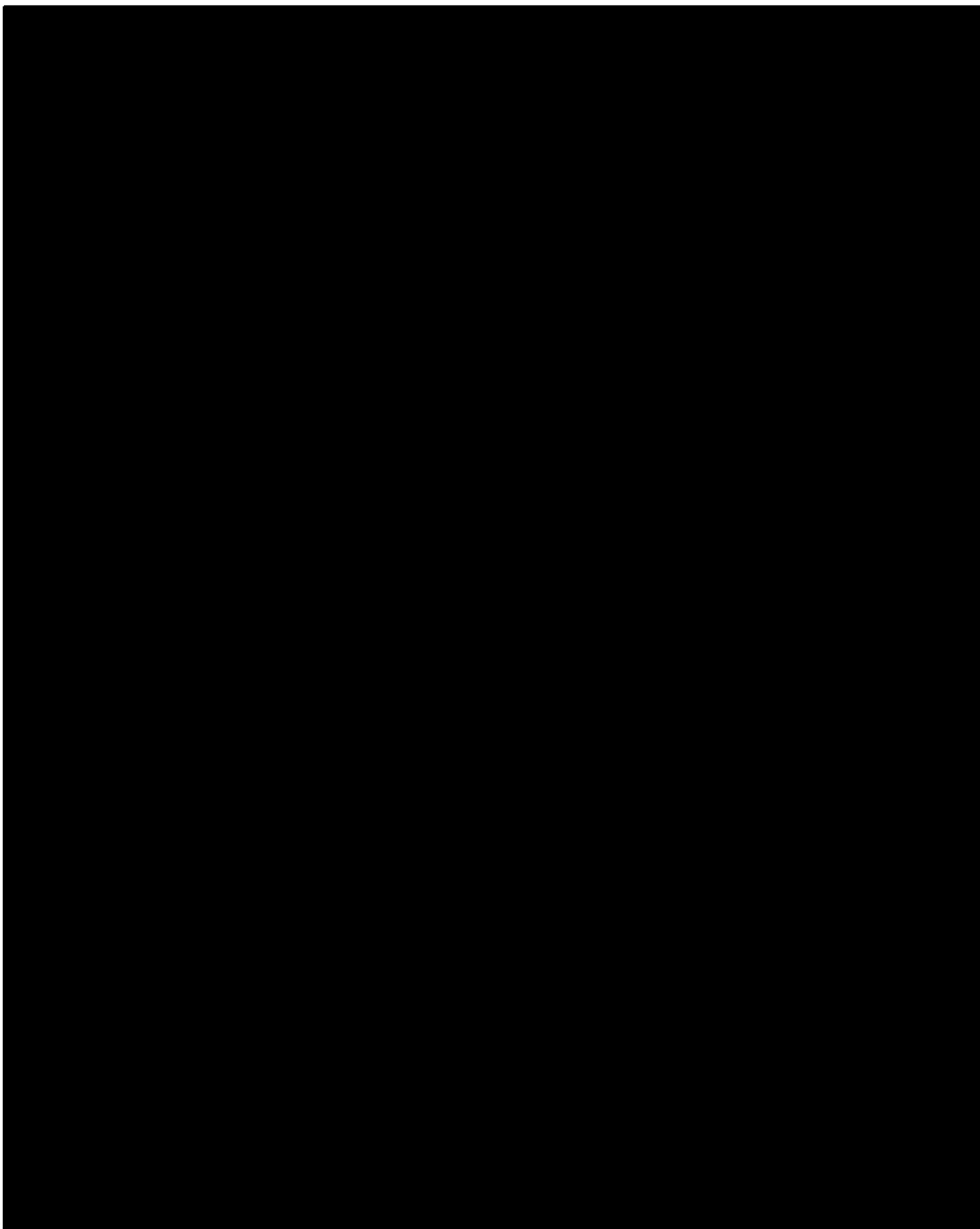
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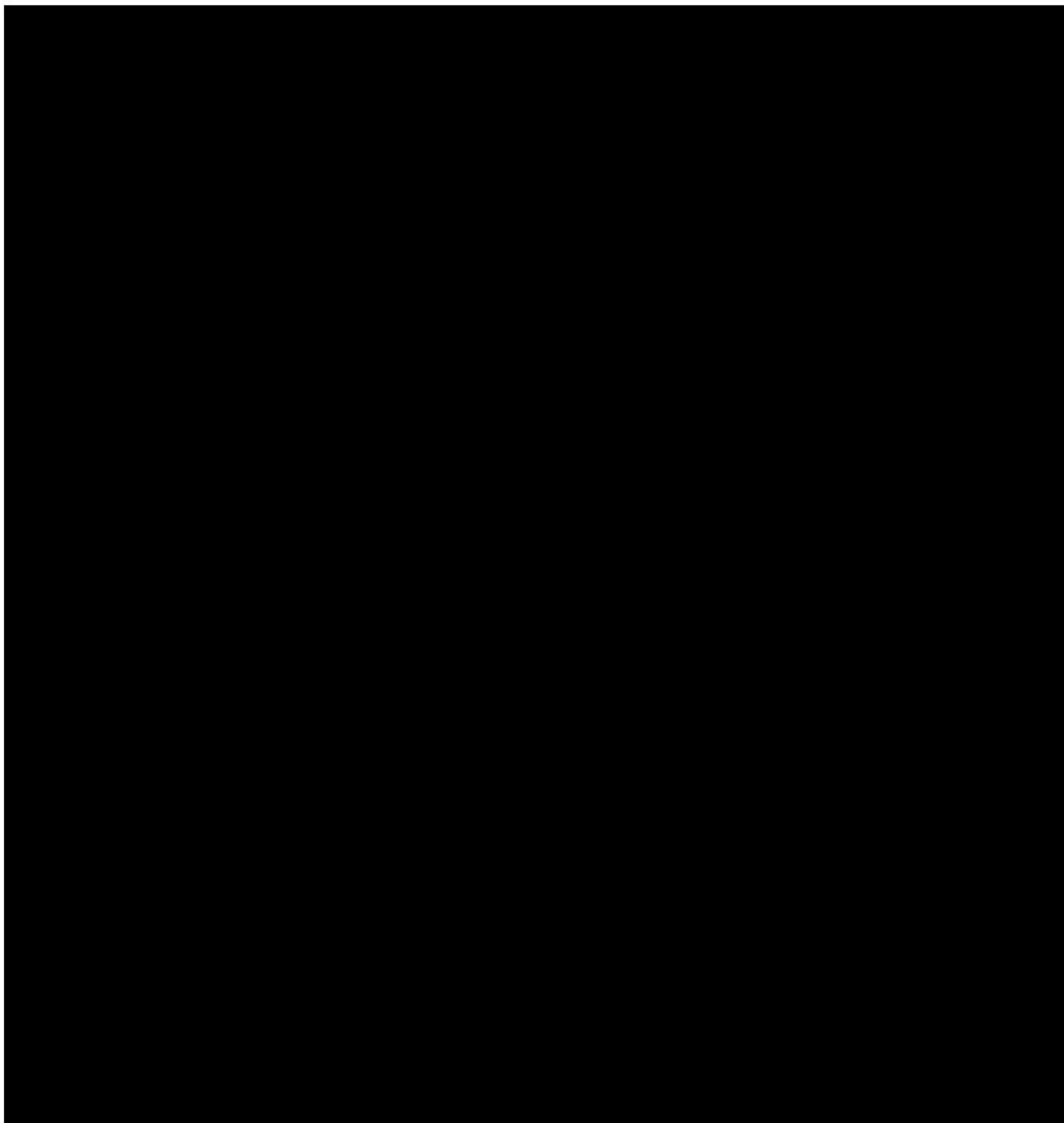


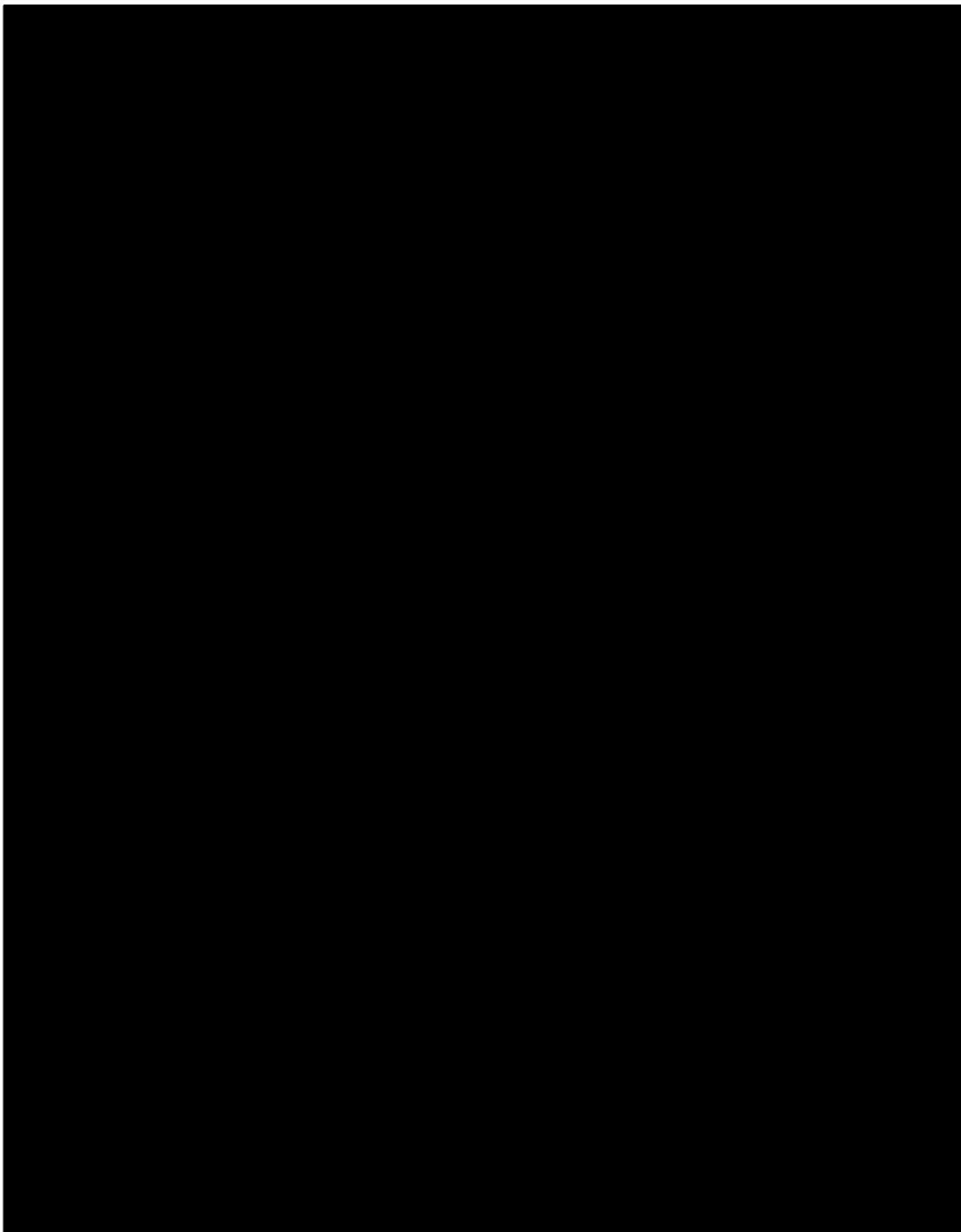


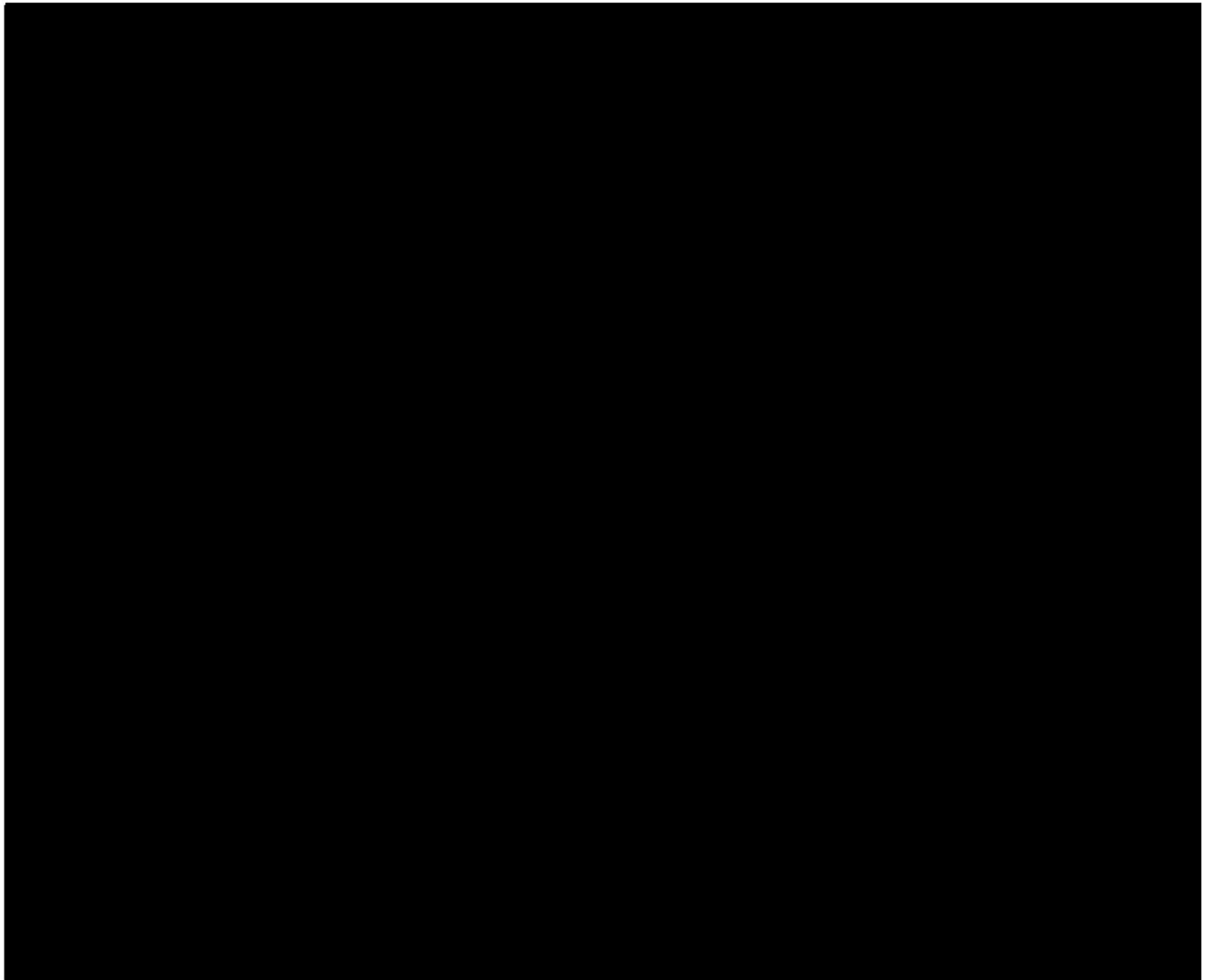


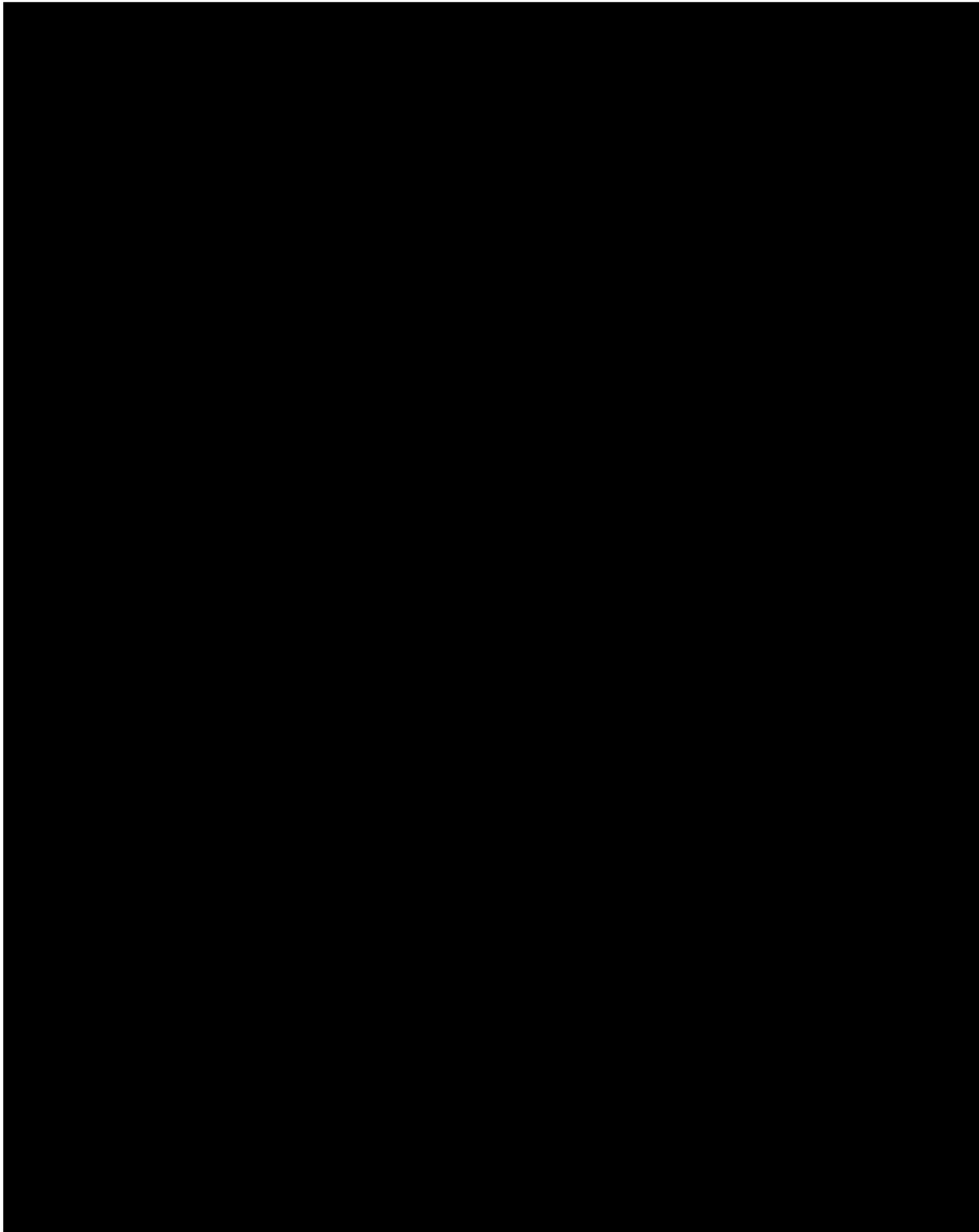


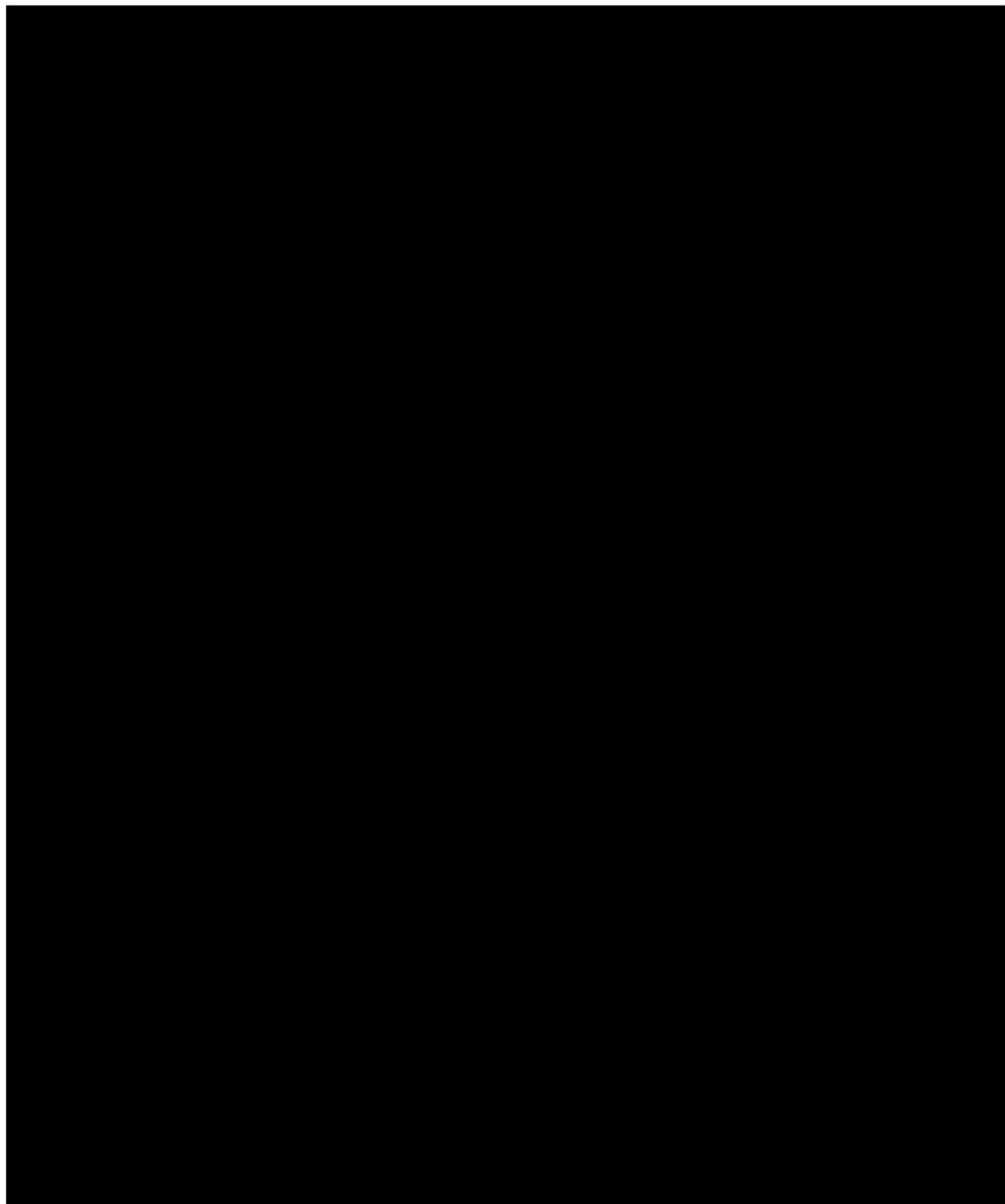


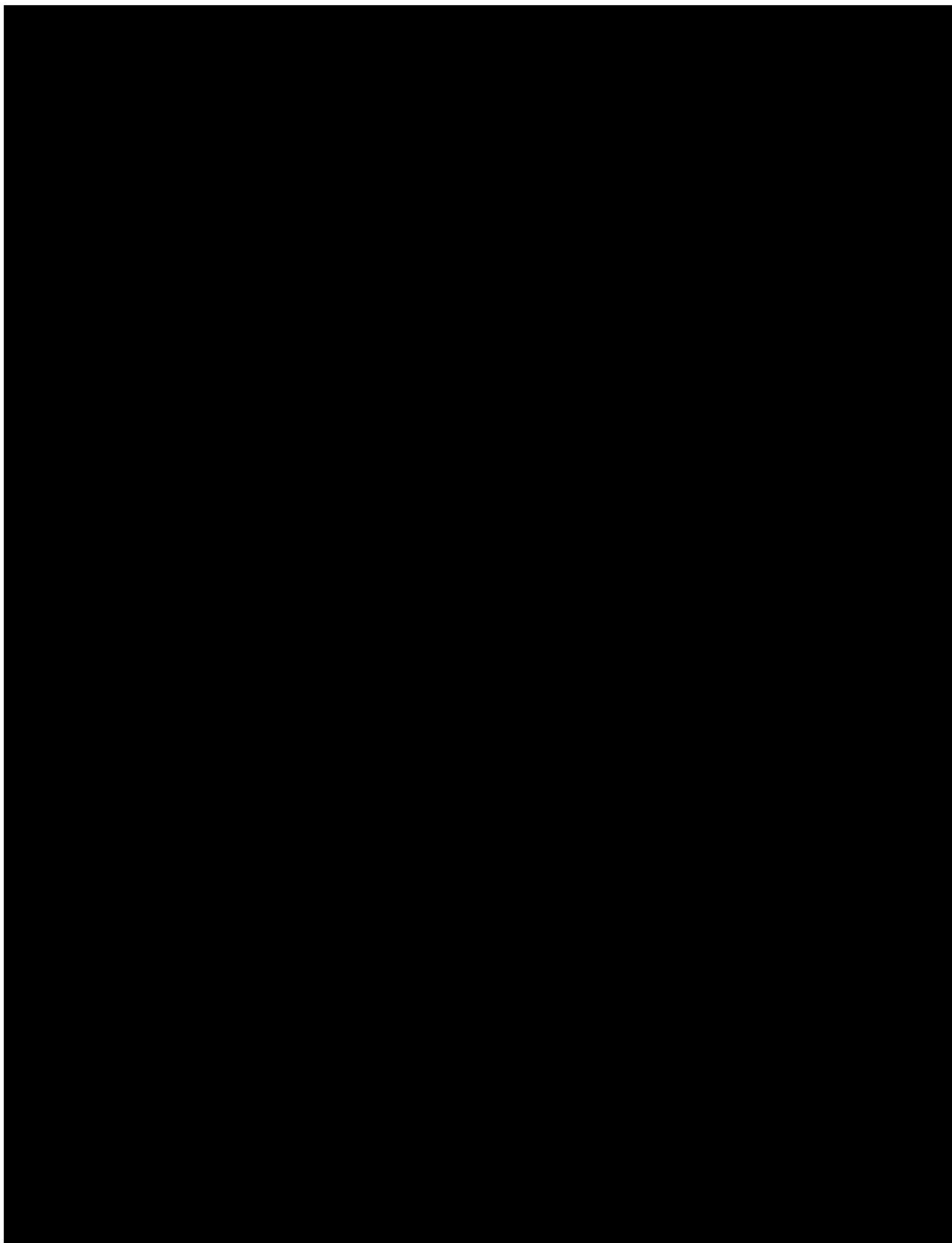


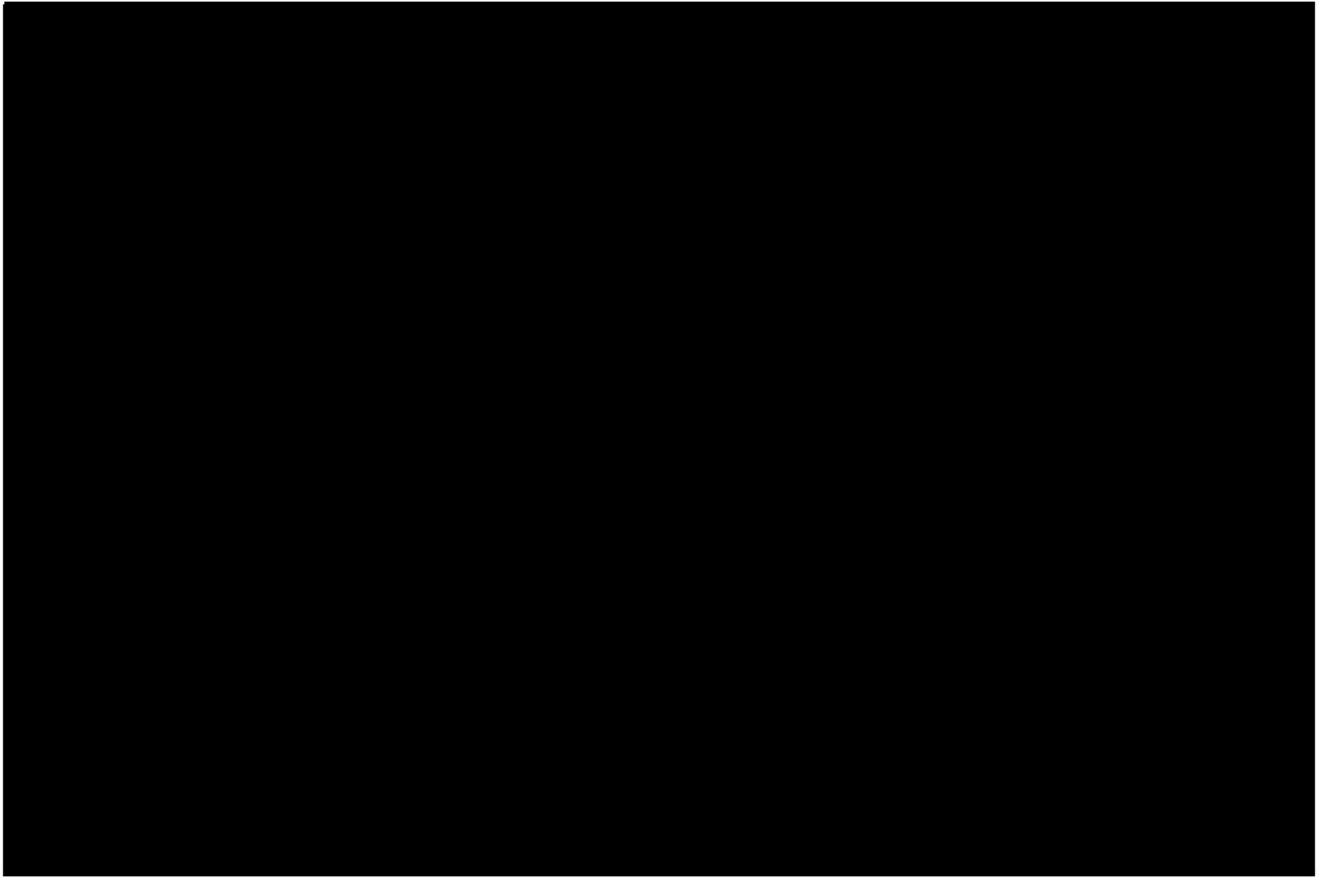


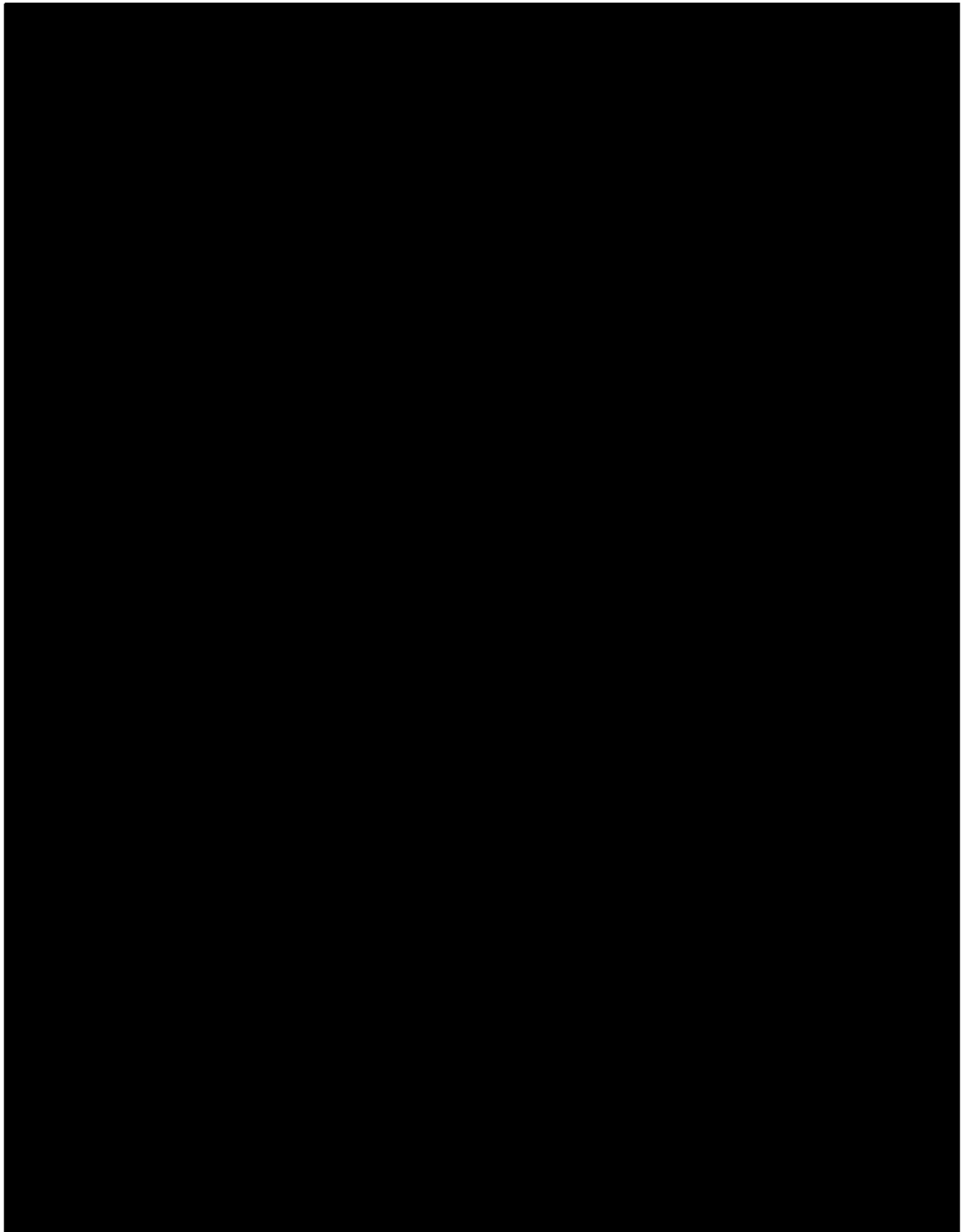


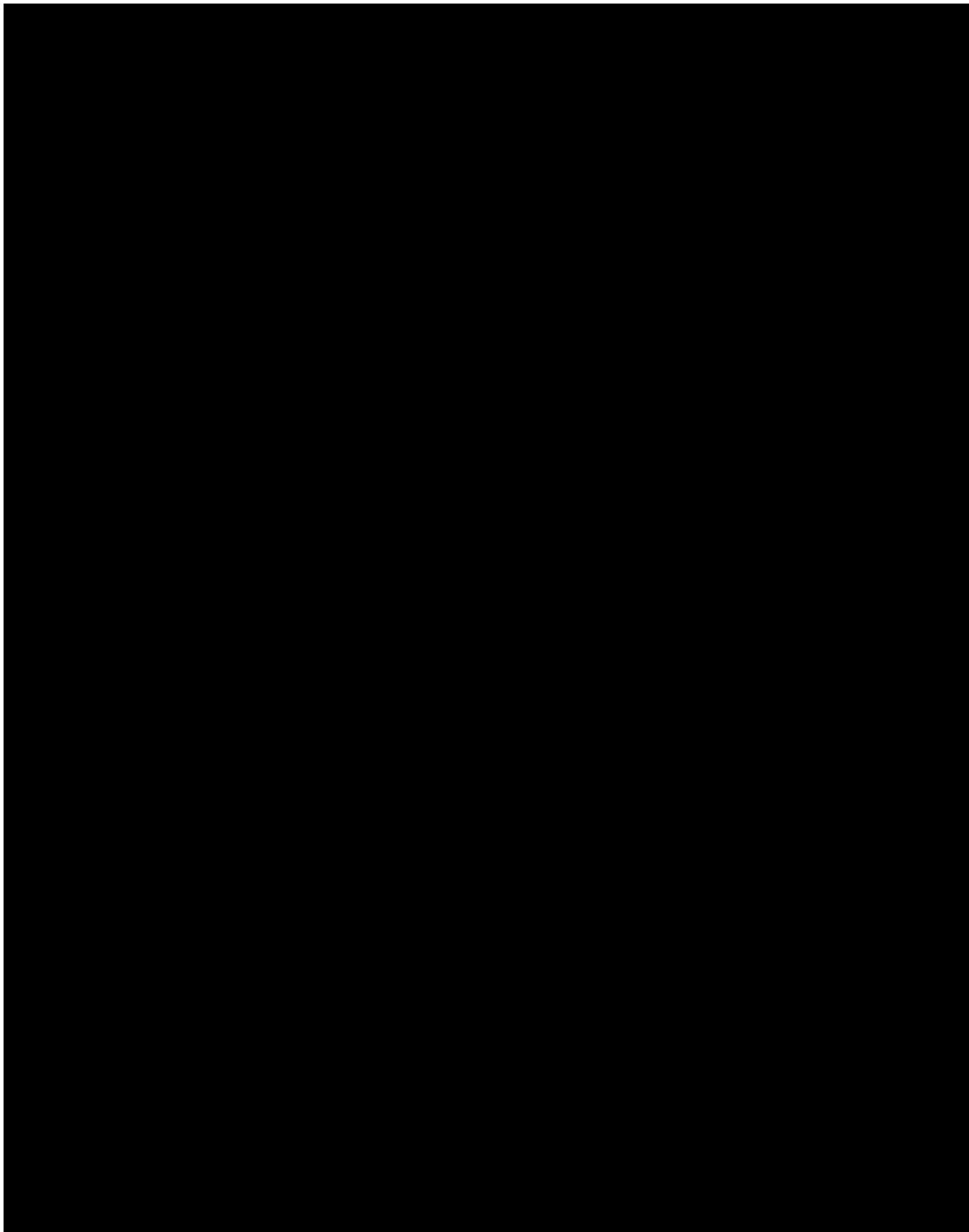


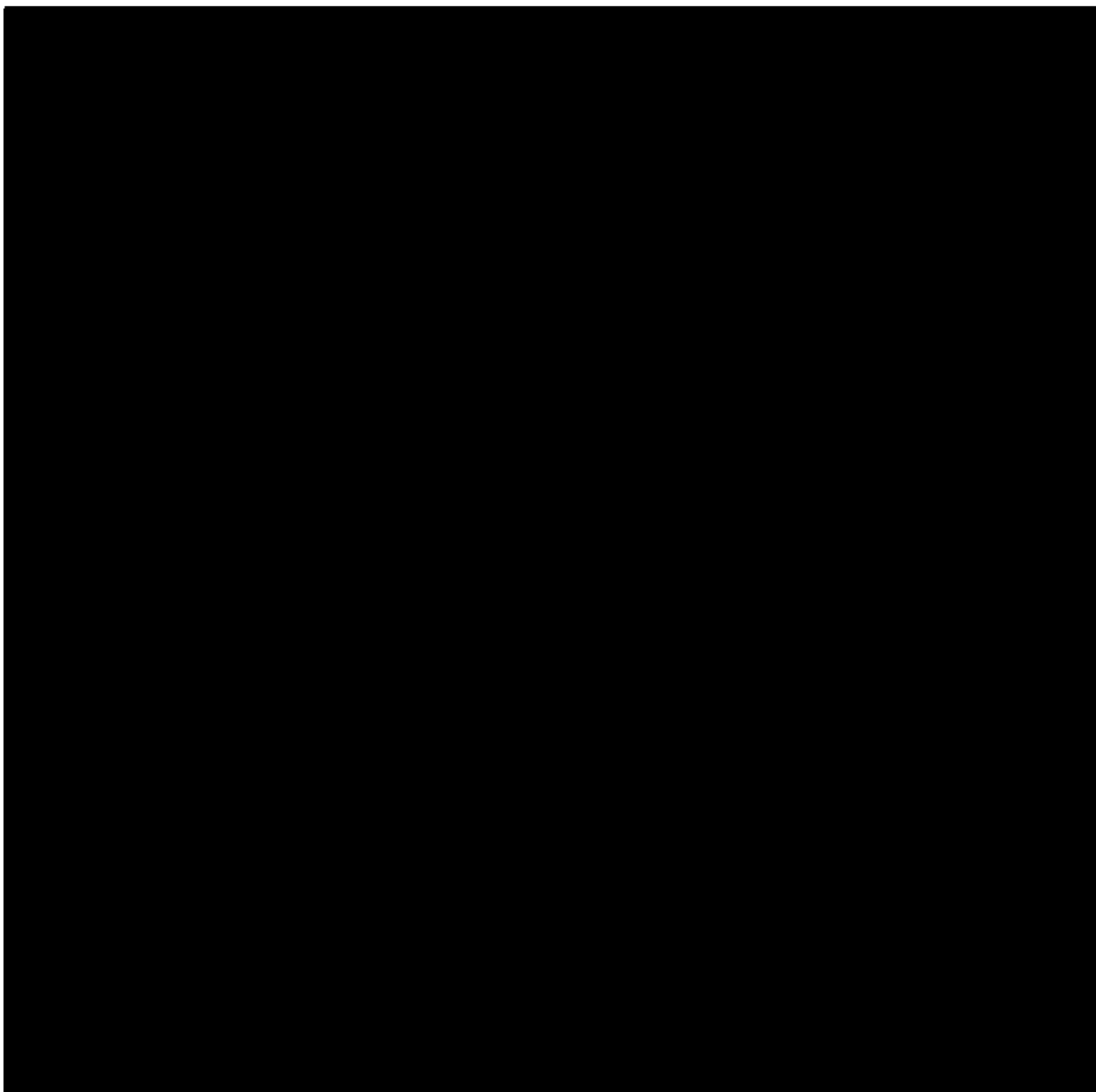


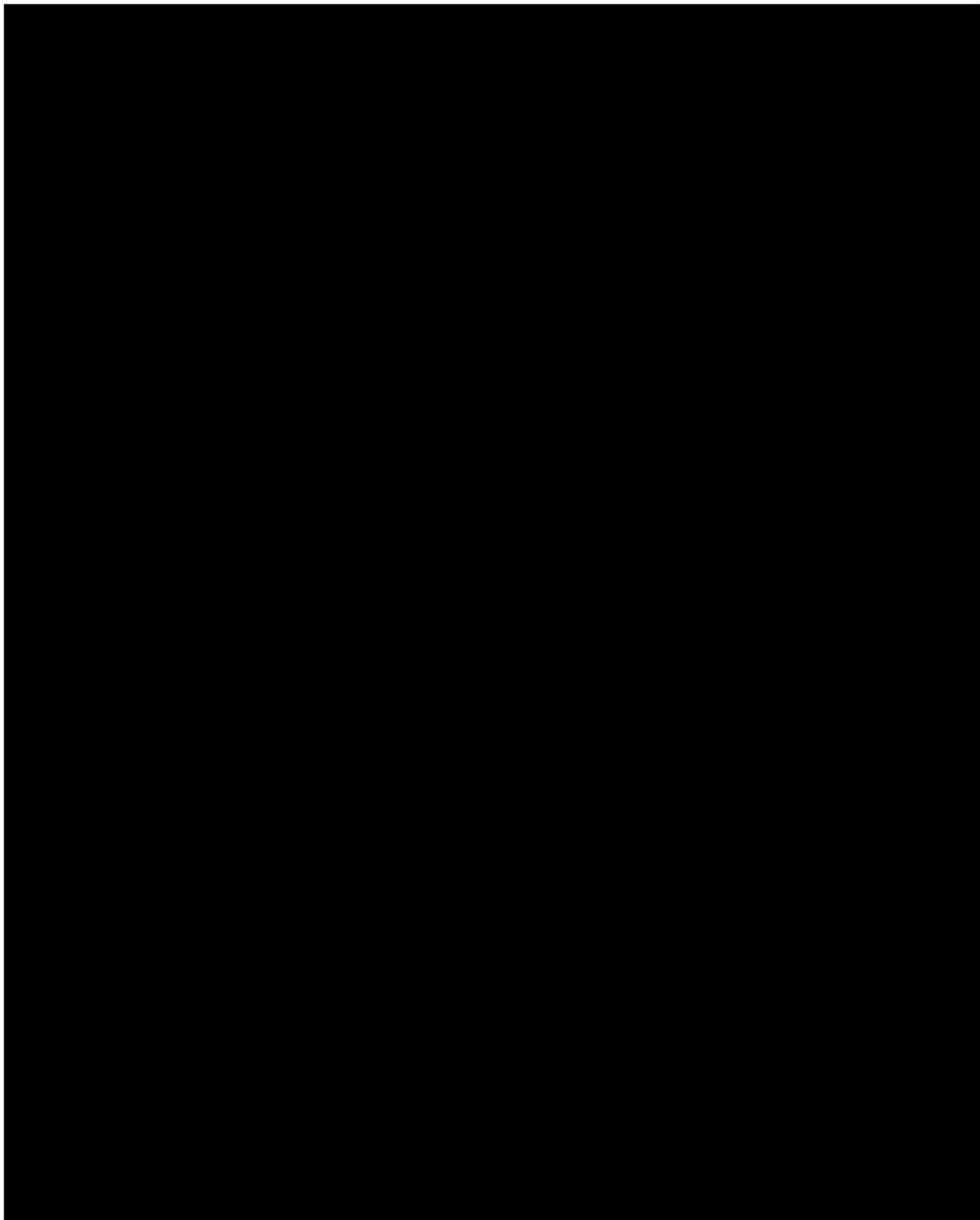


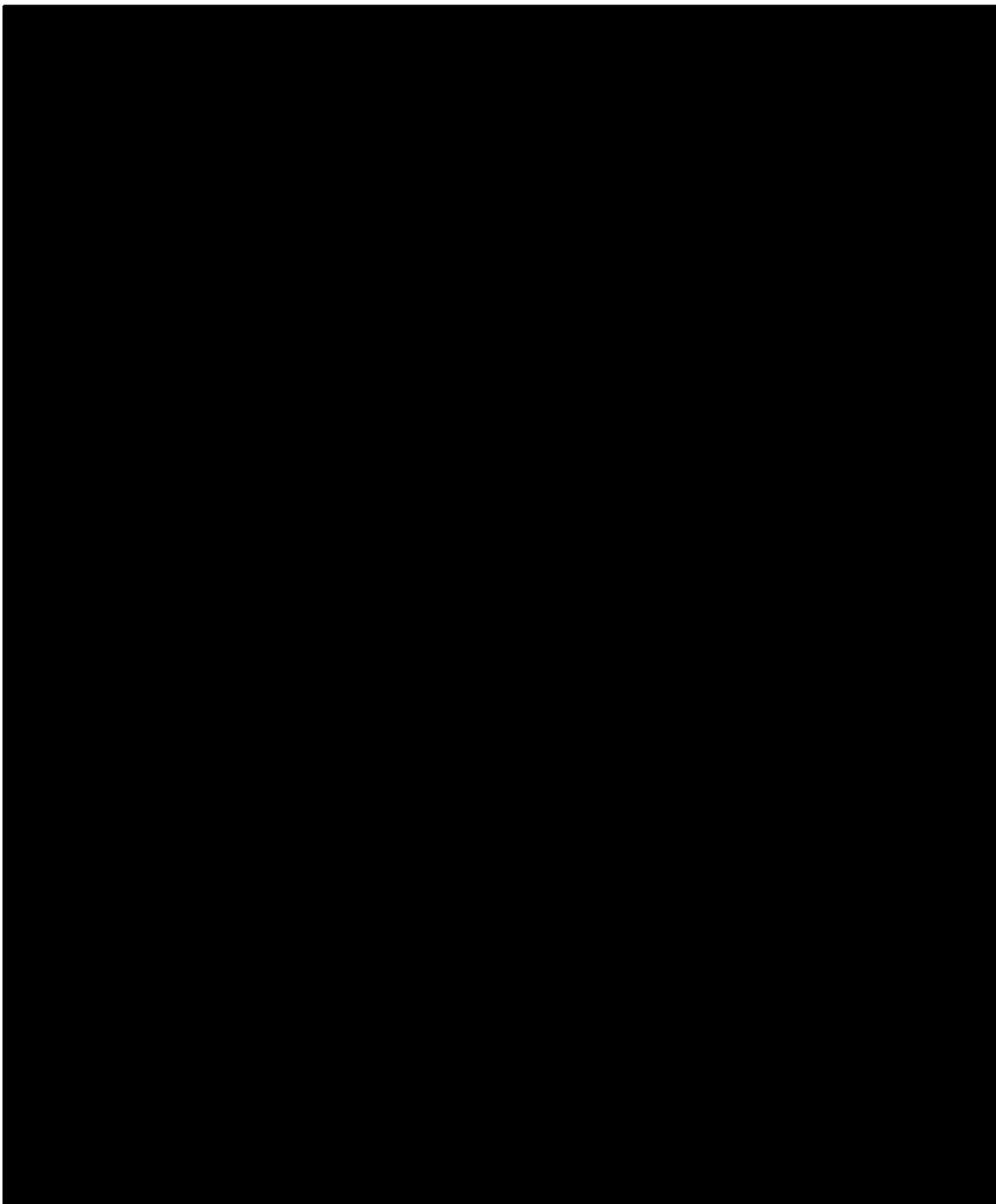


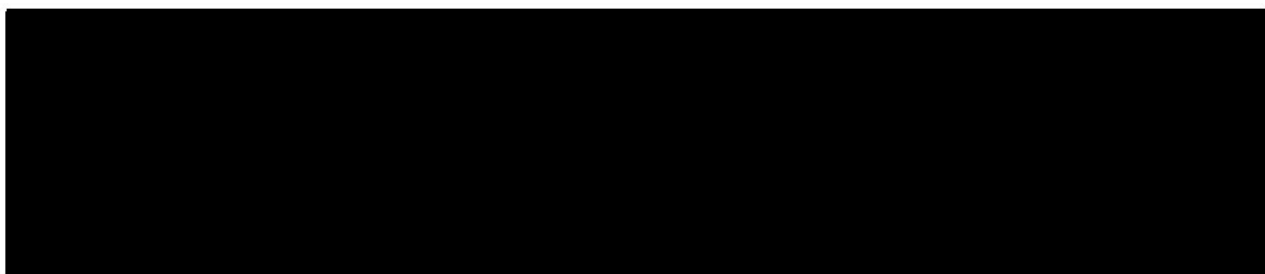












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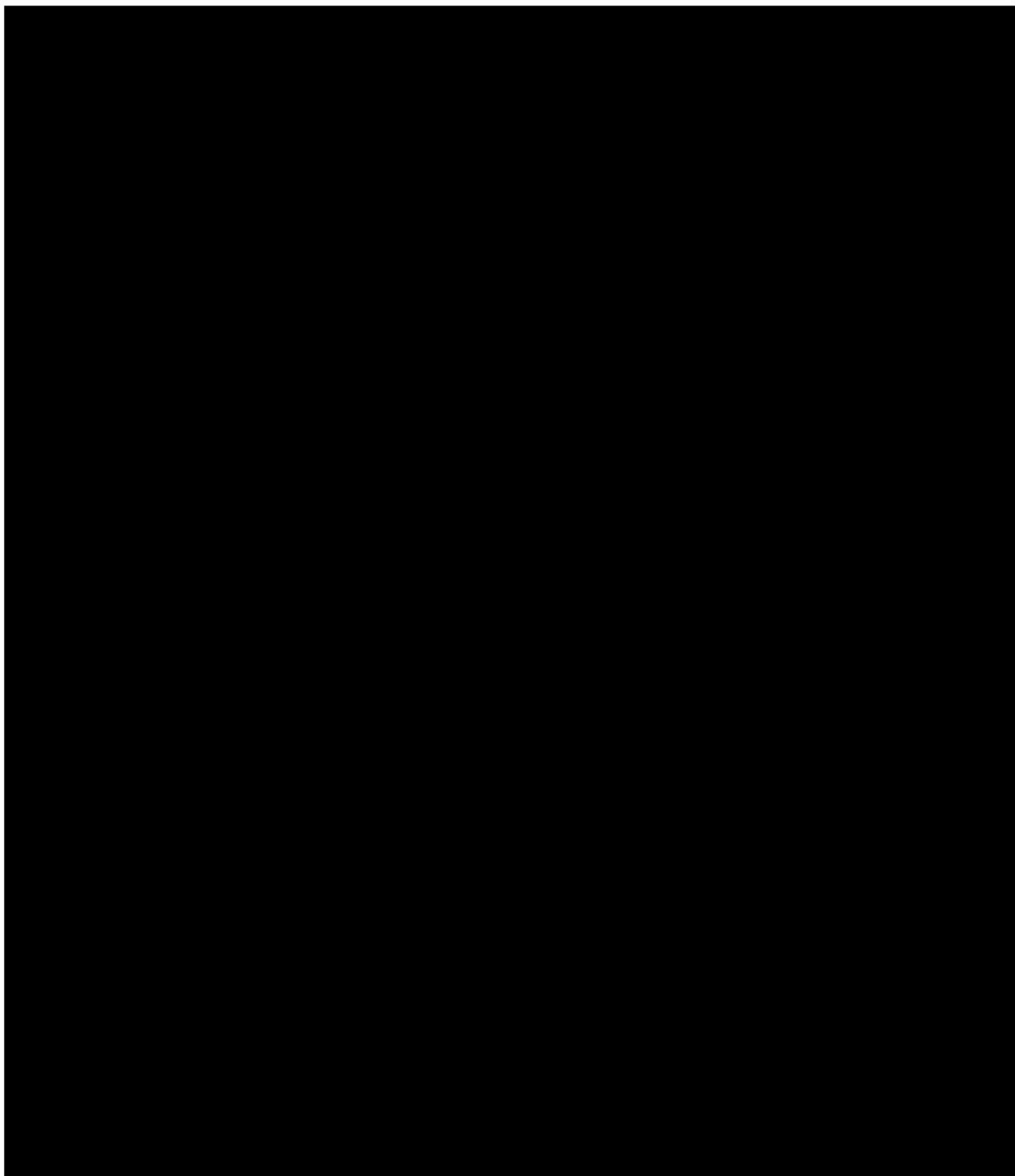
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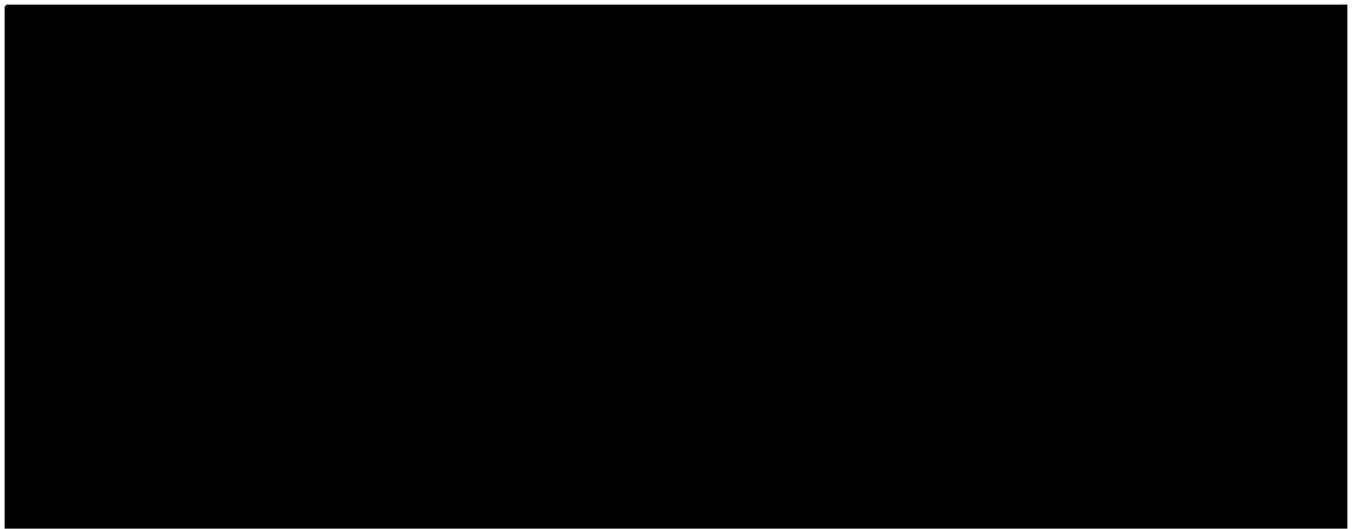


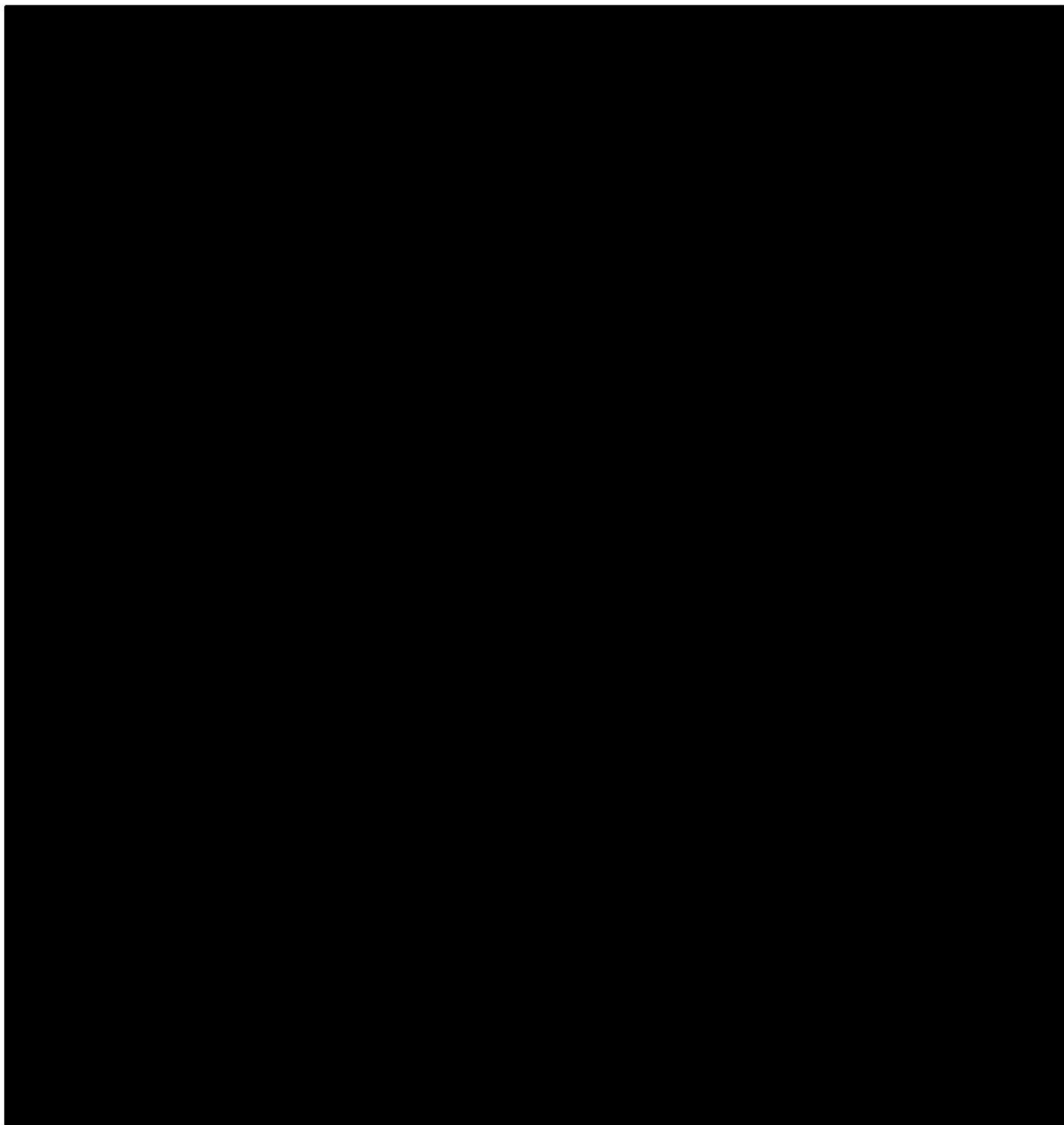
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Birmingham, AL 35205
USA

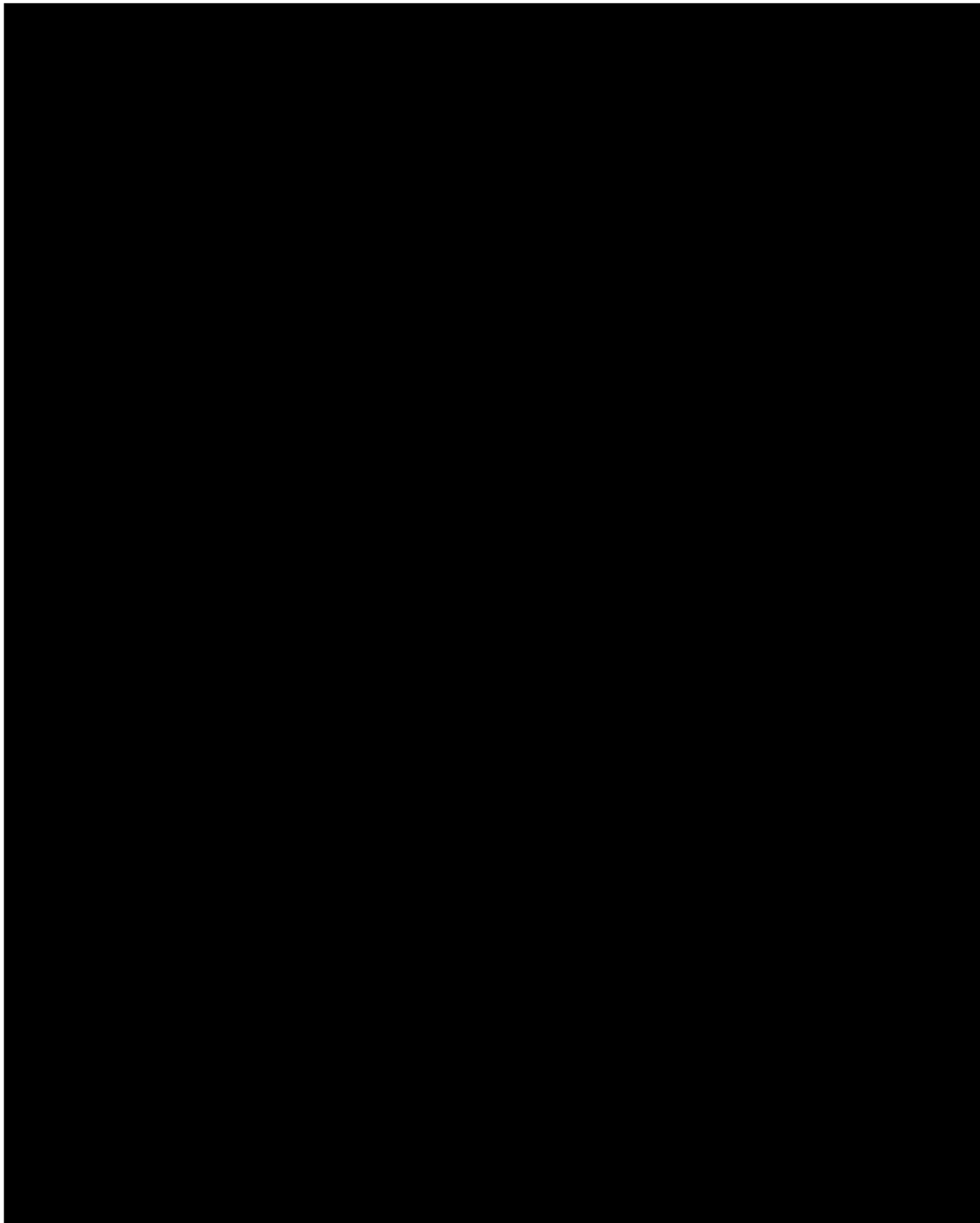
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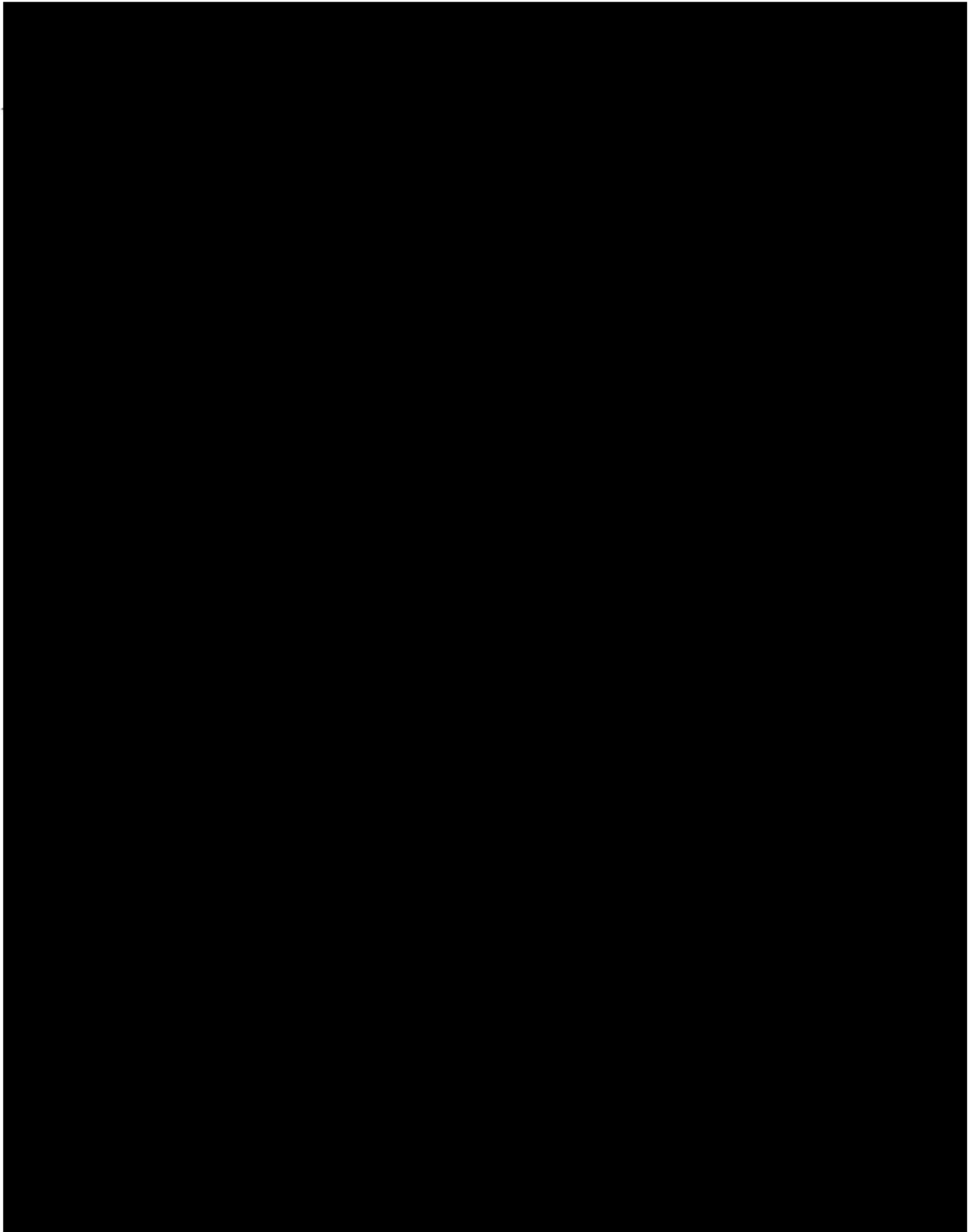
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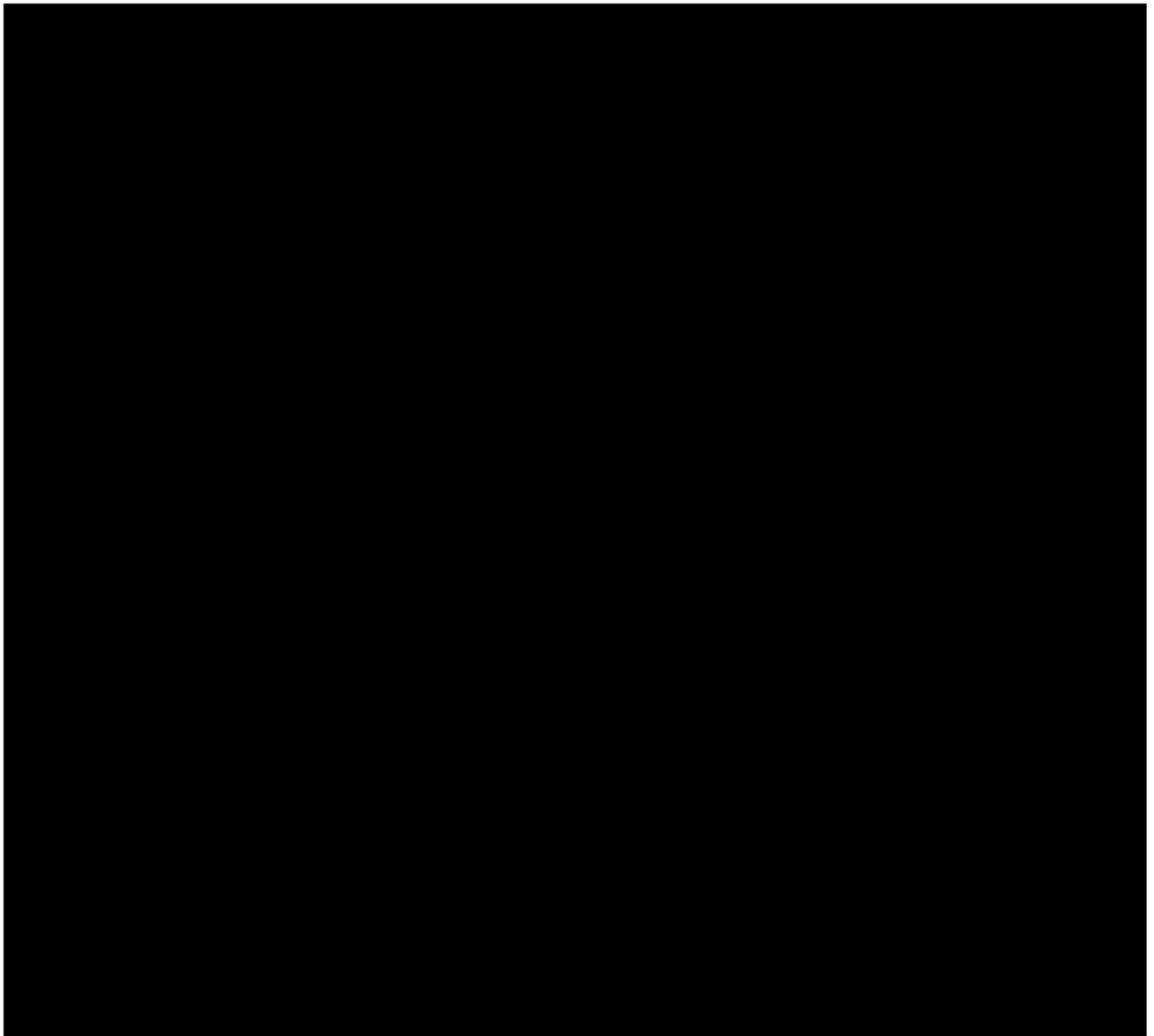


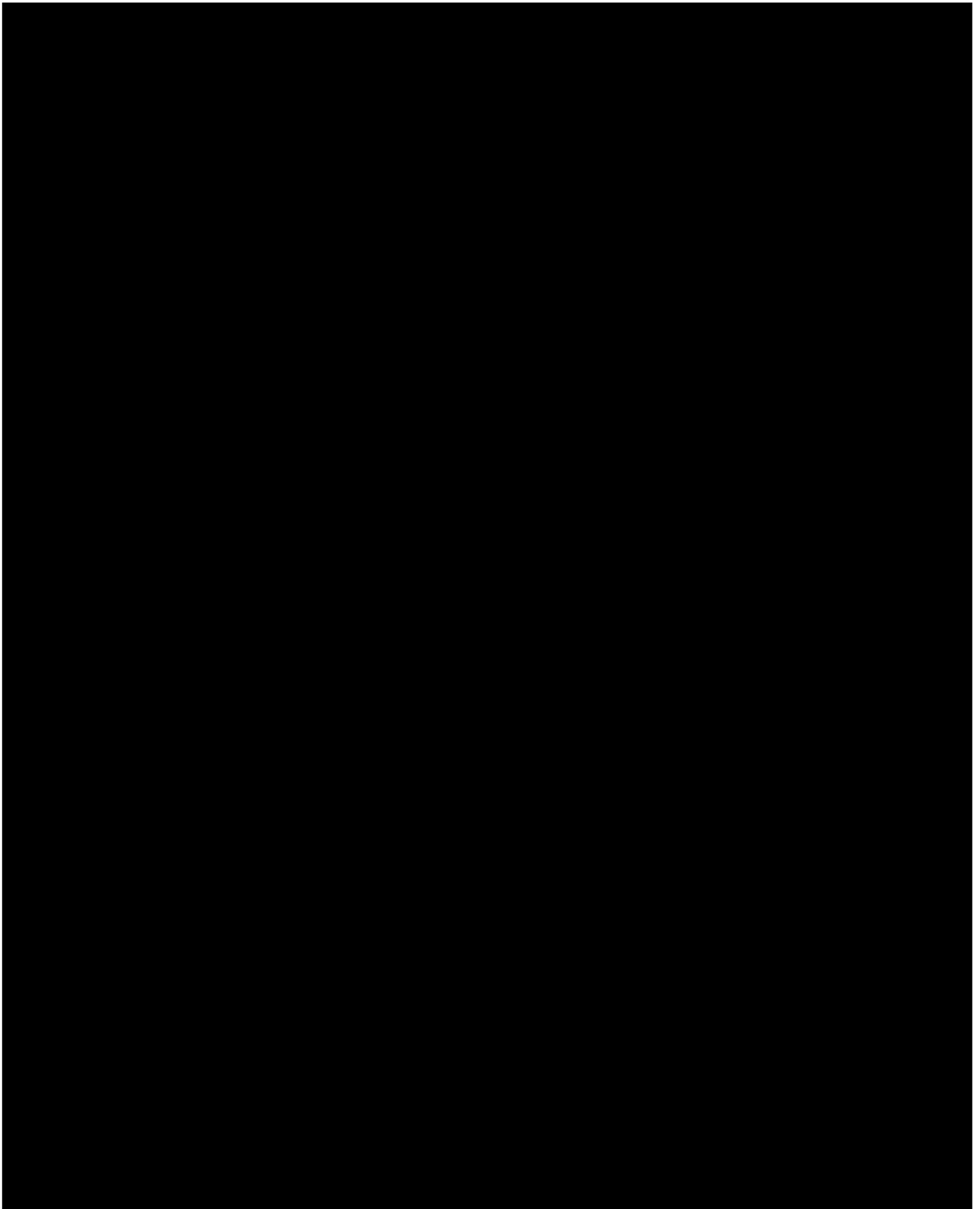


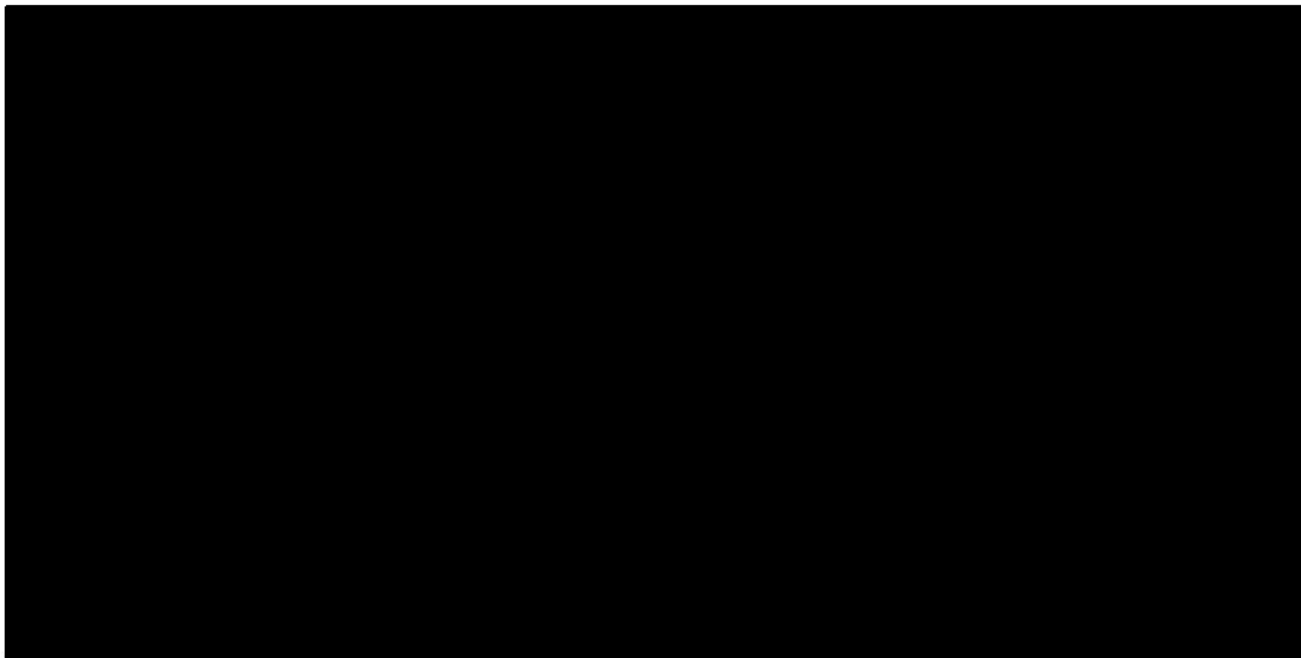


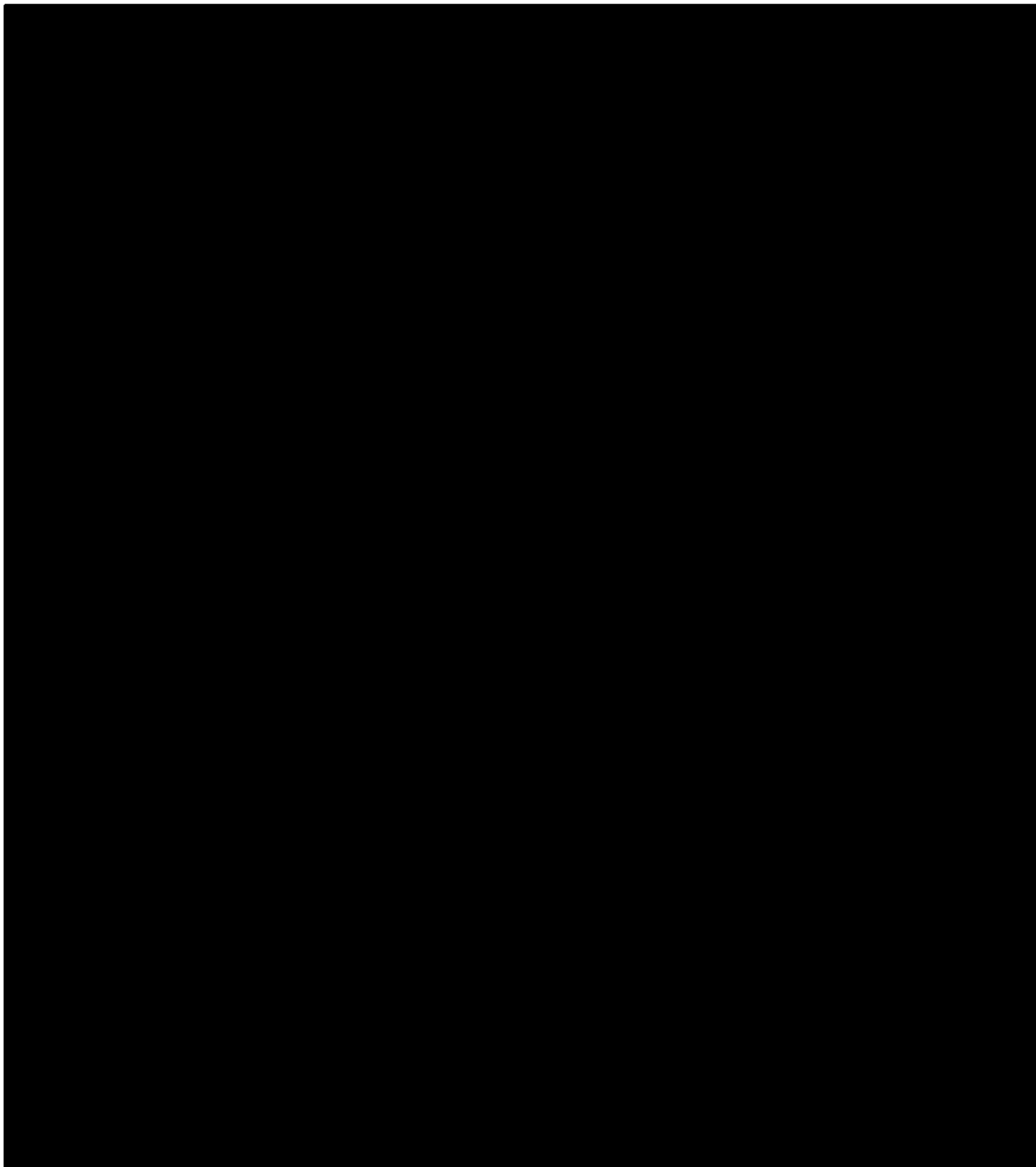


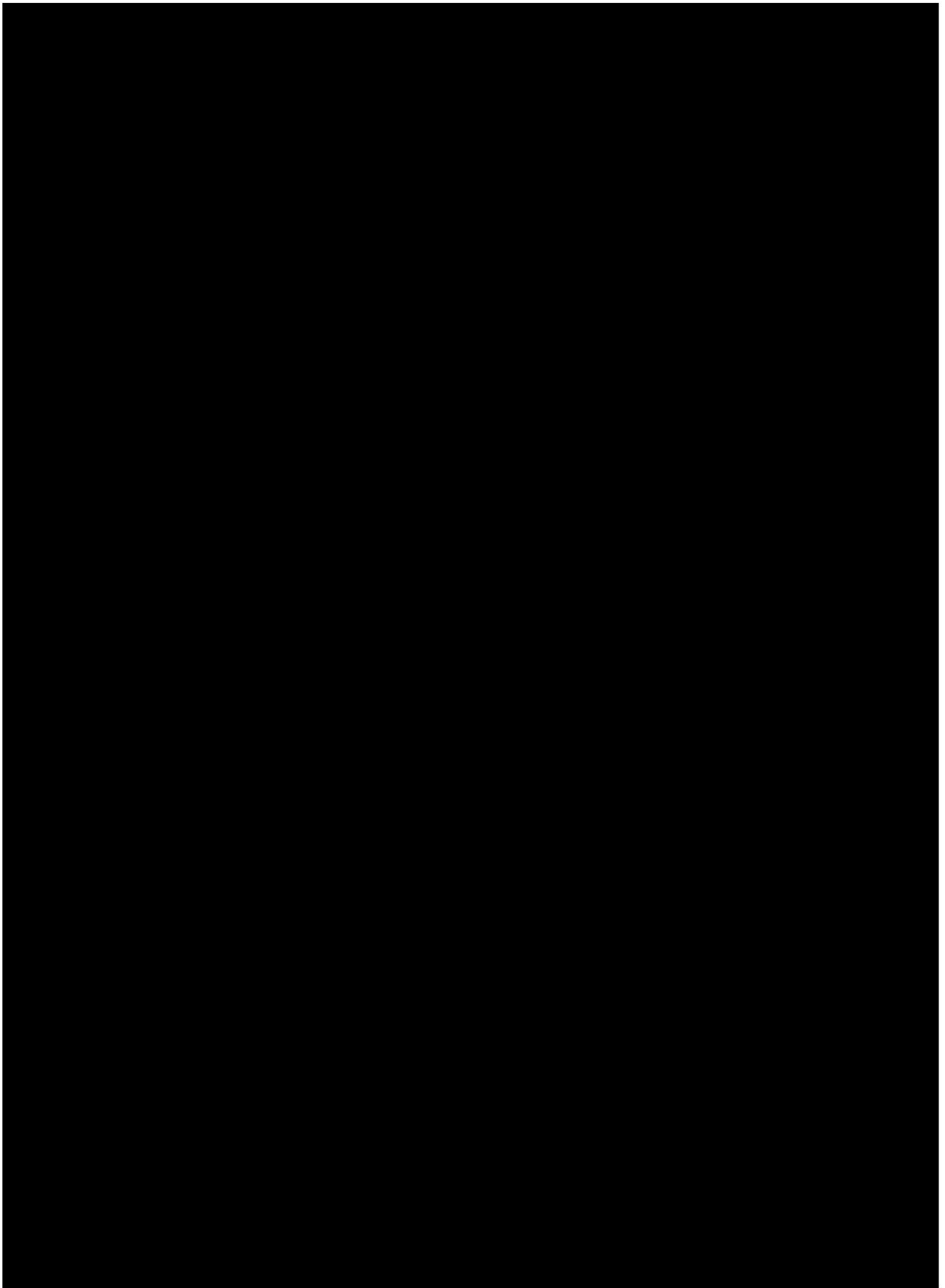


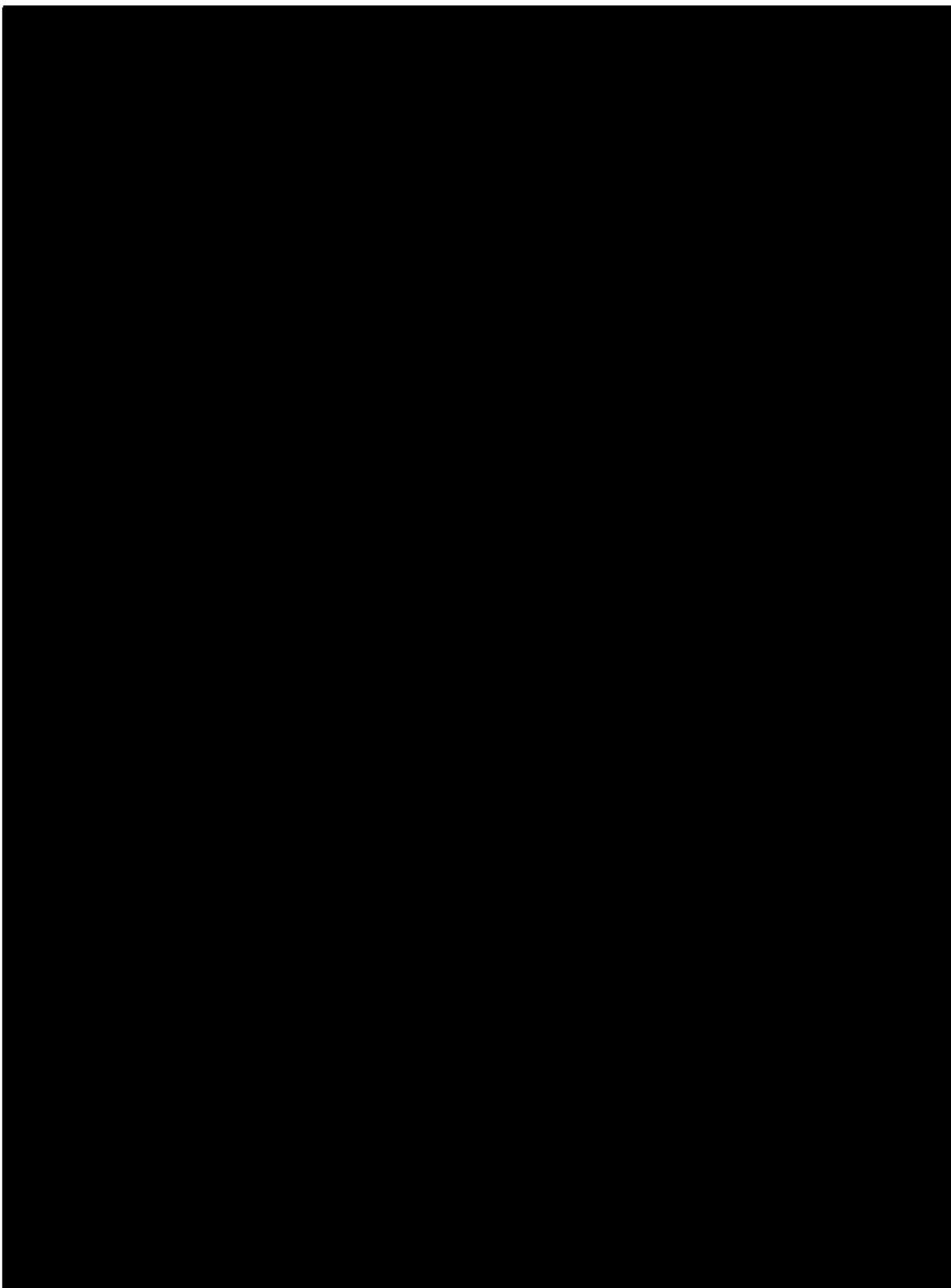


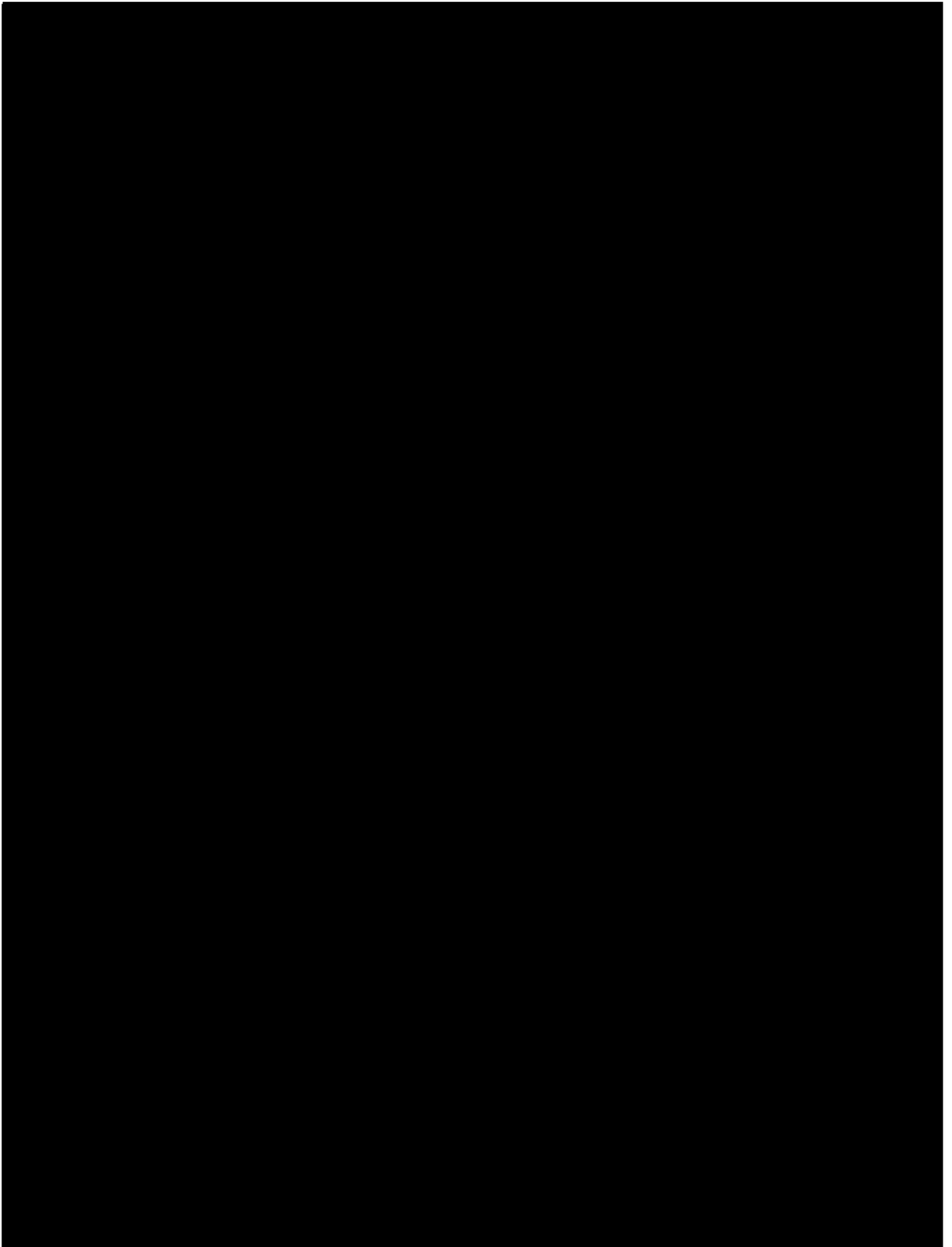


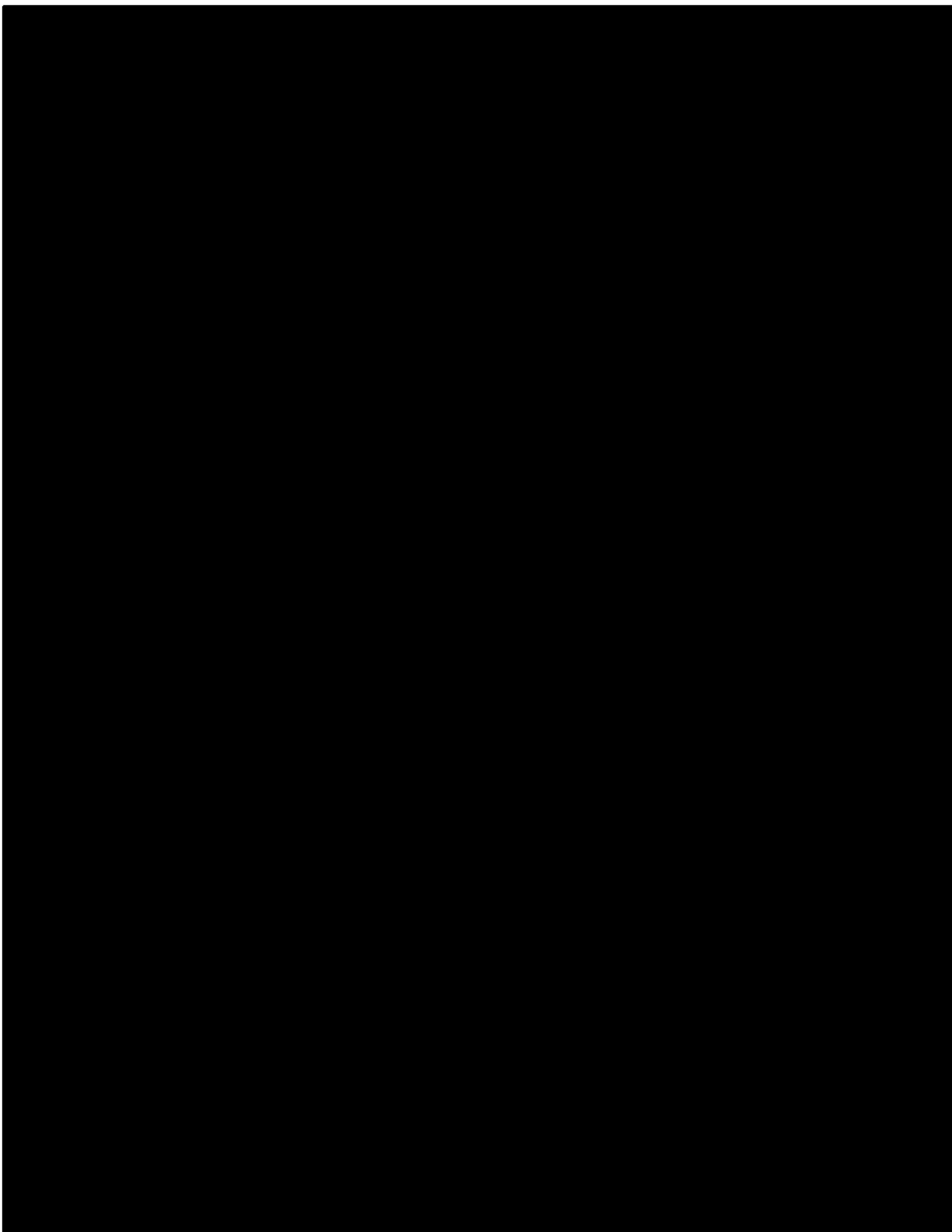


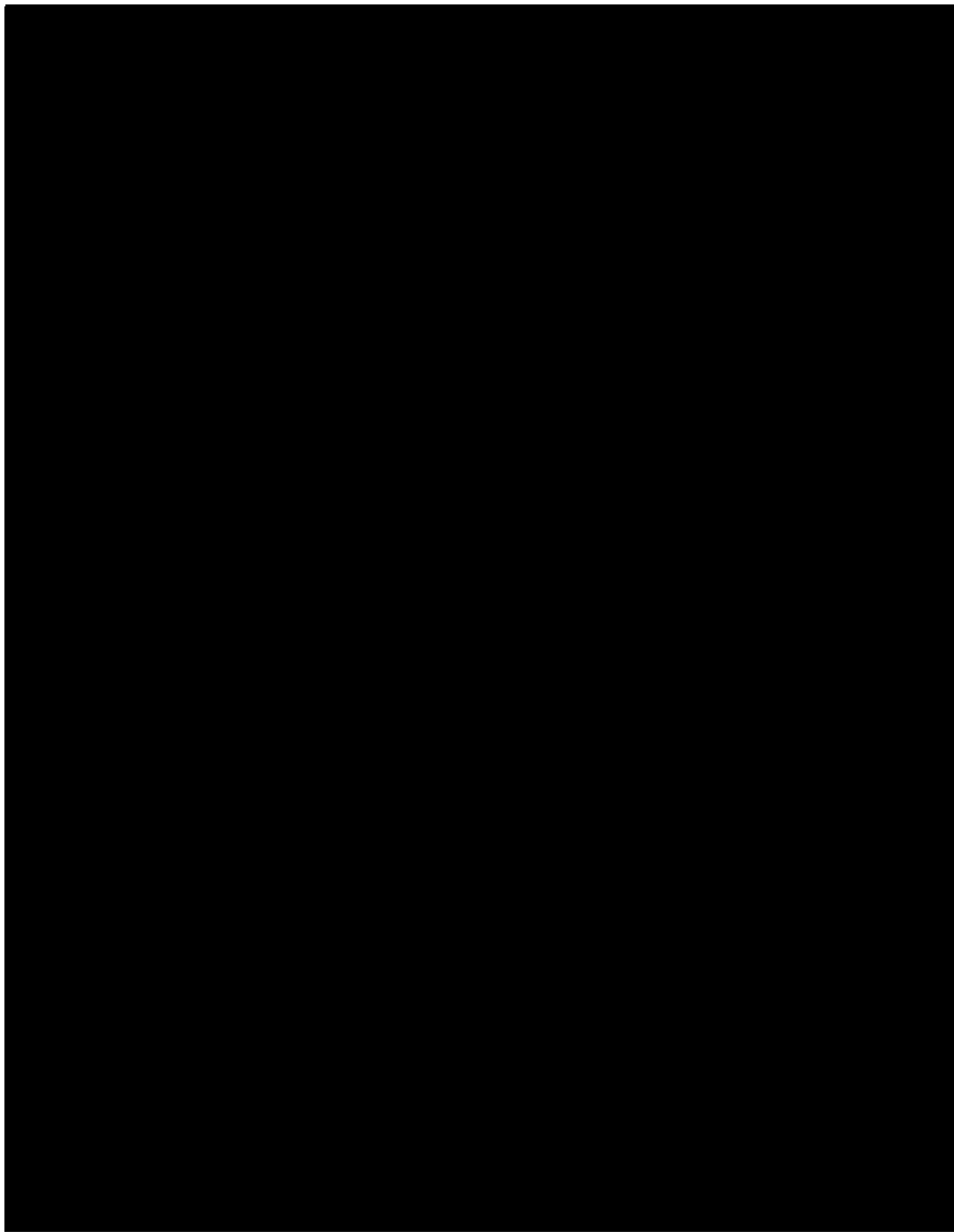


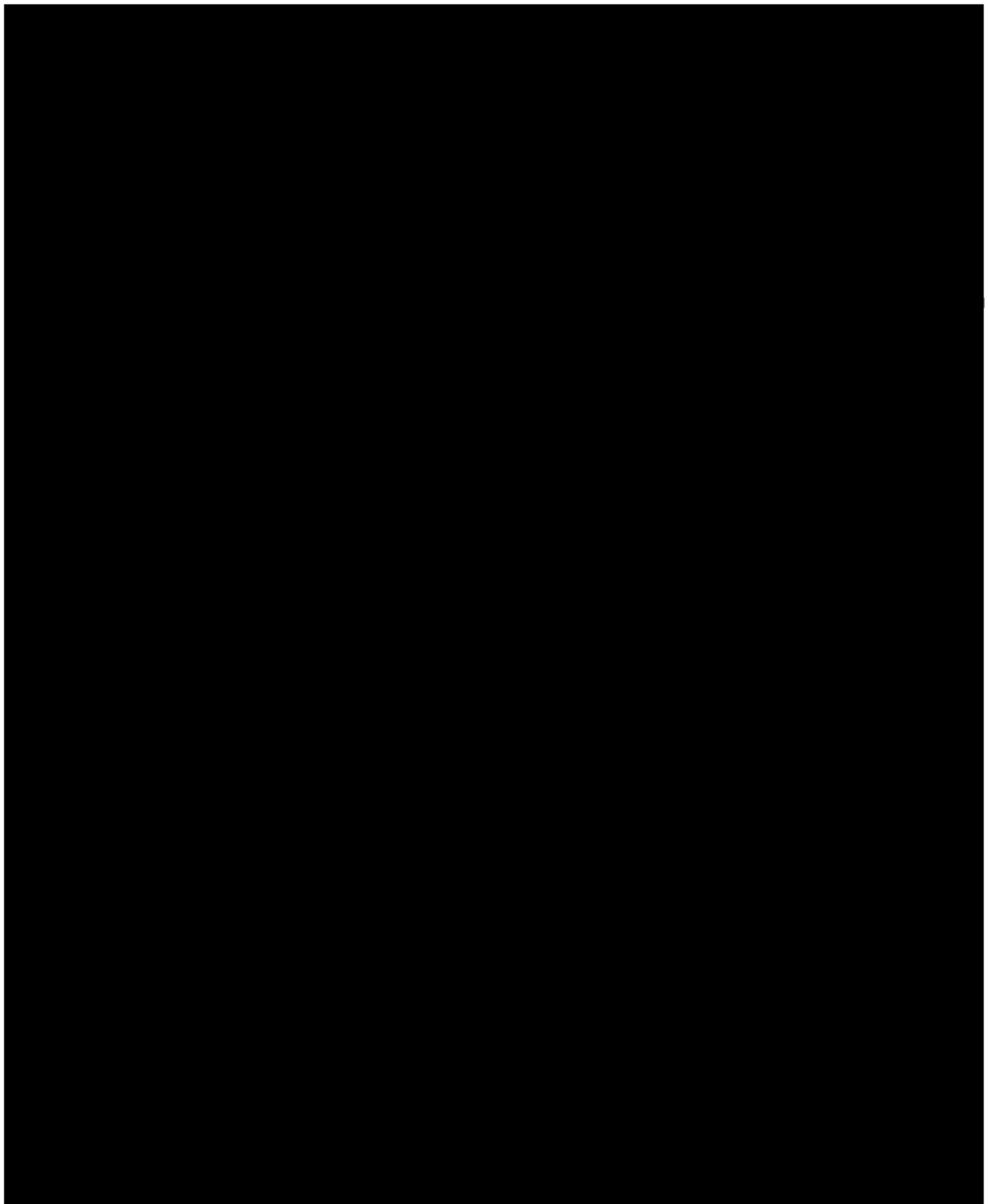


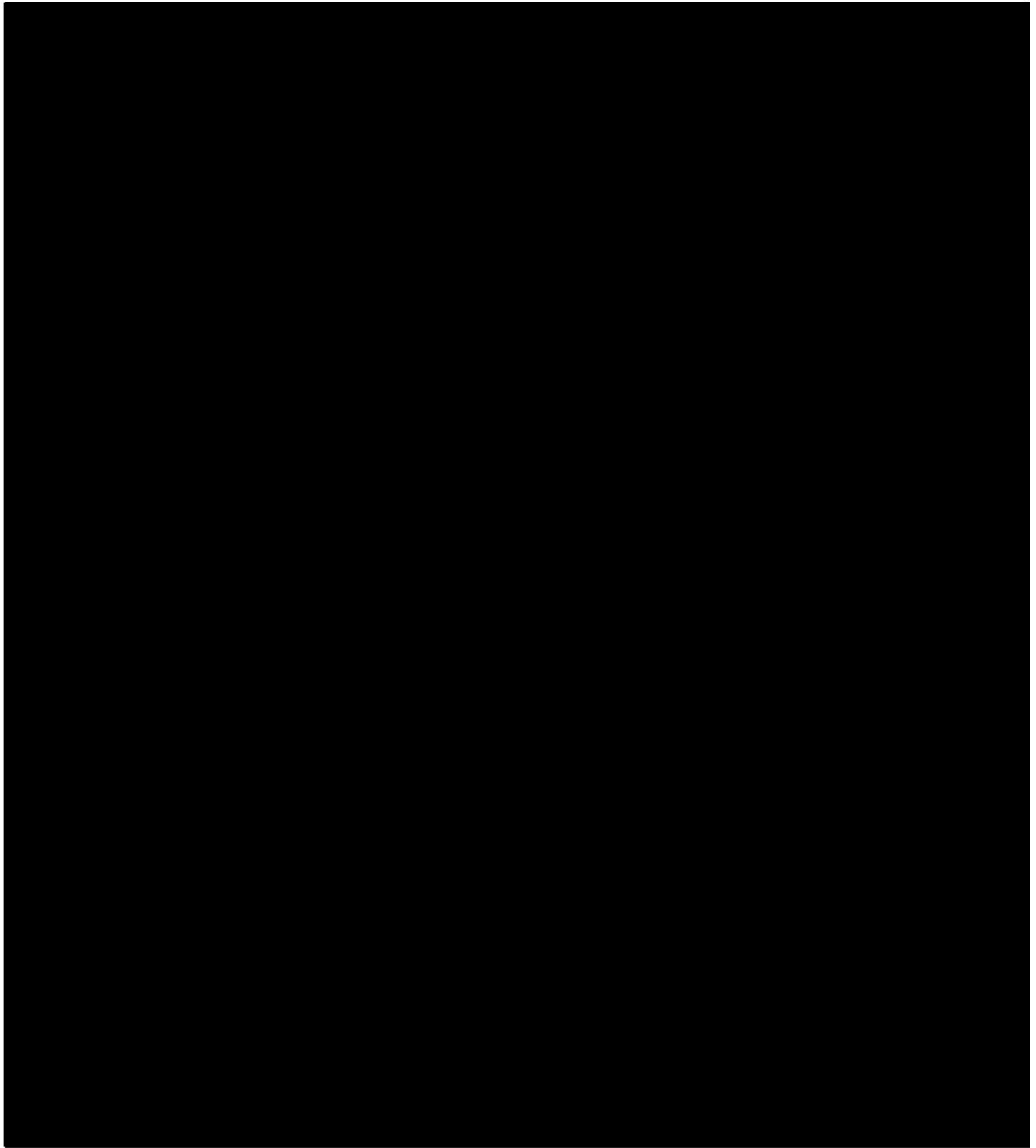






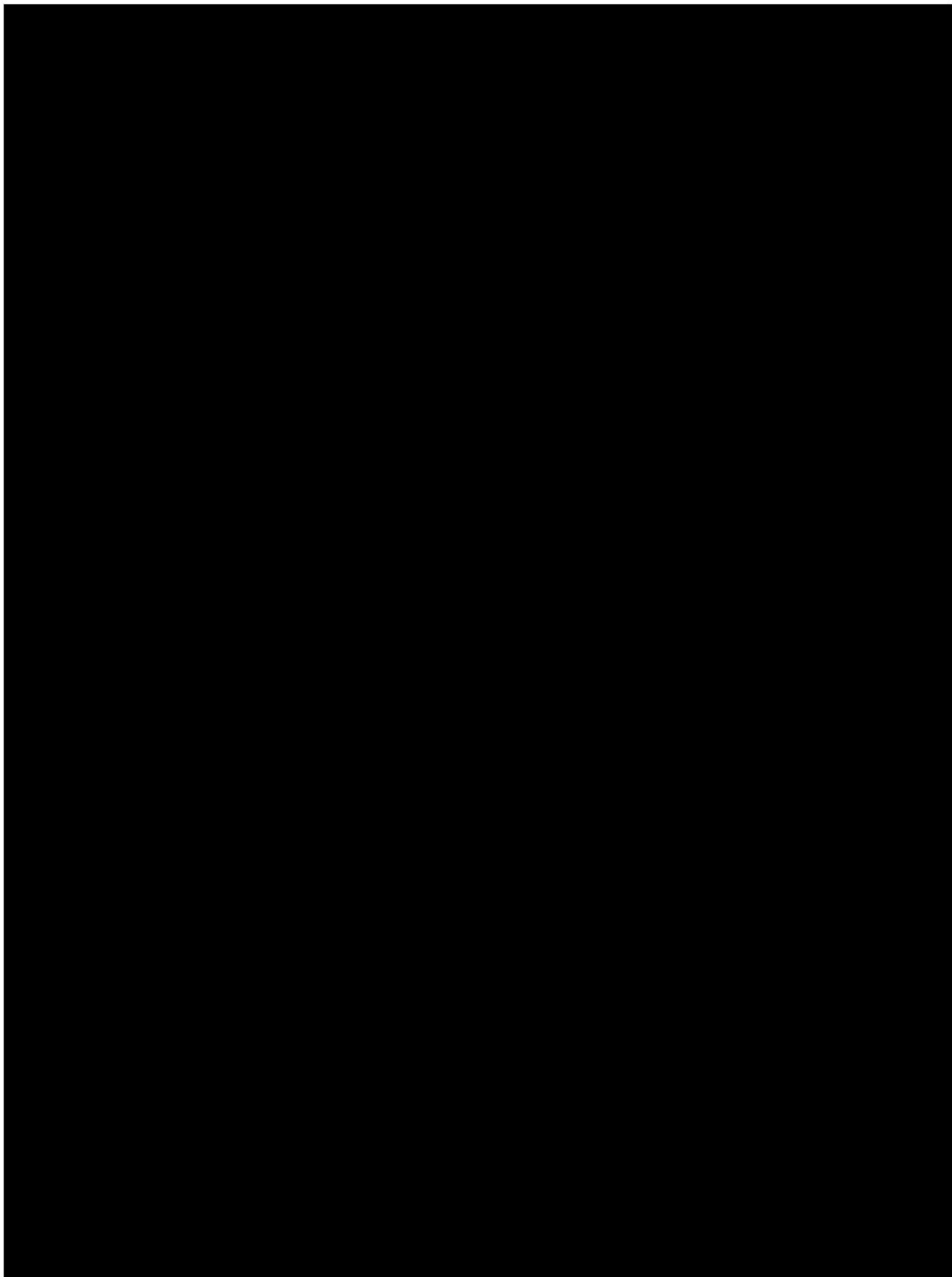


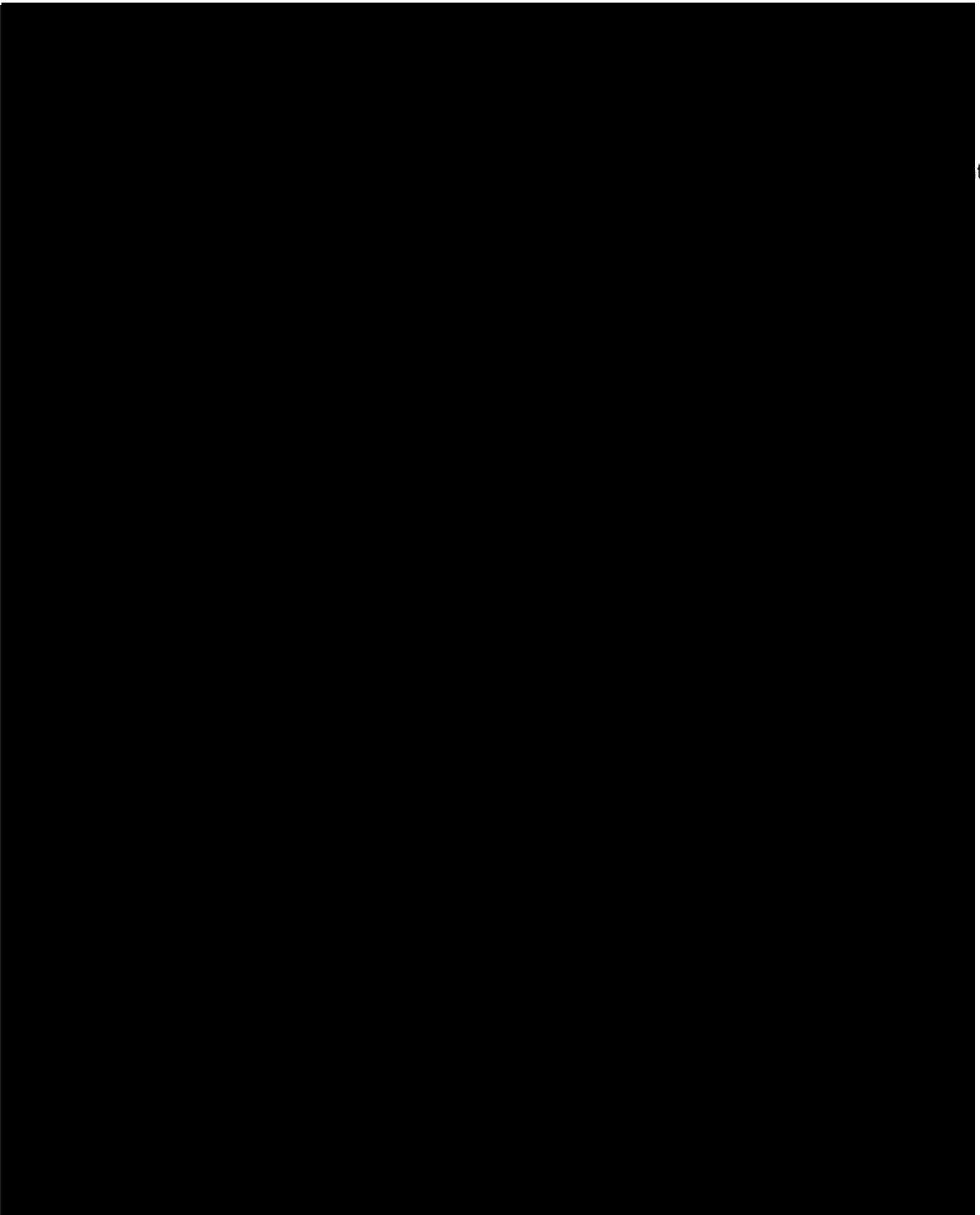




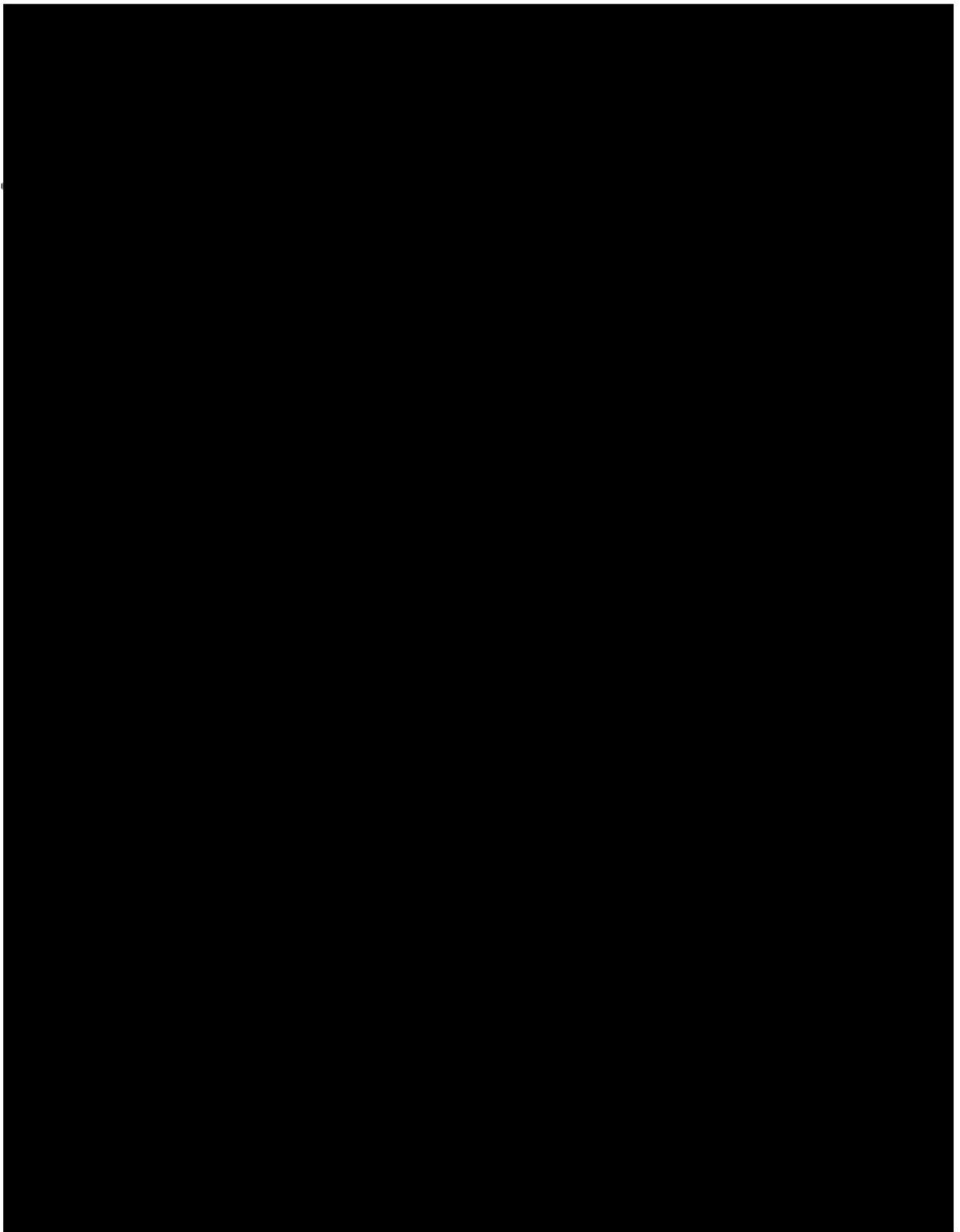
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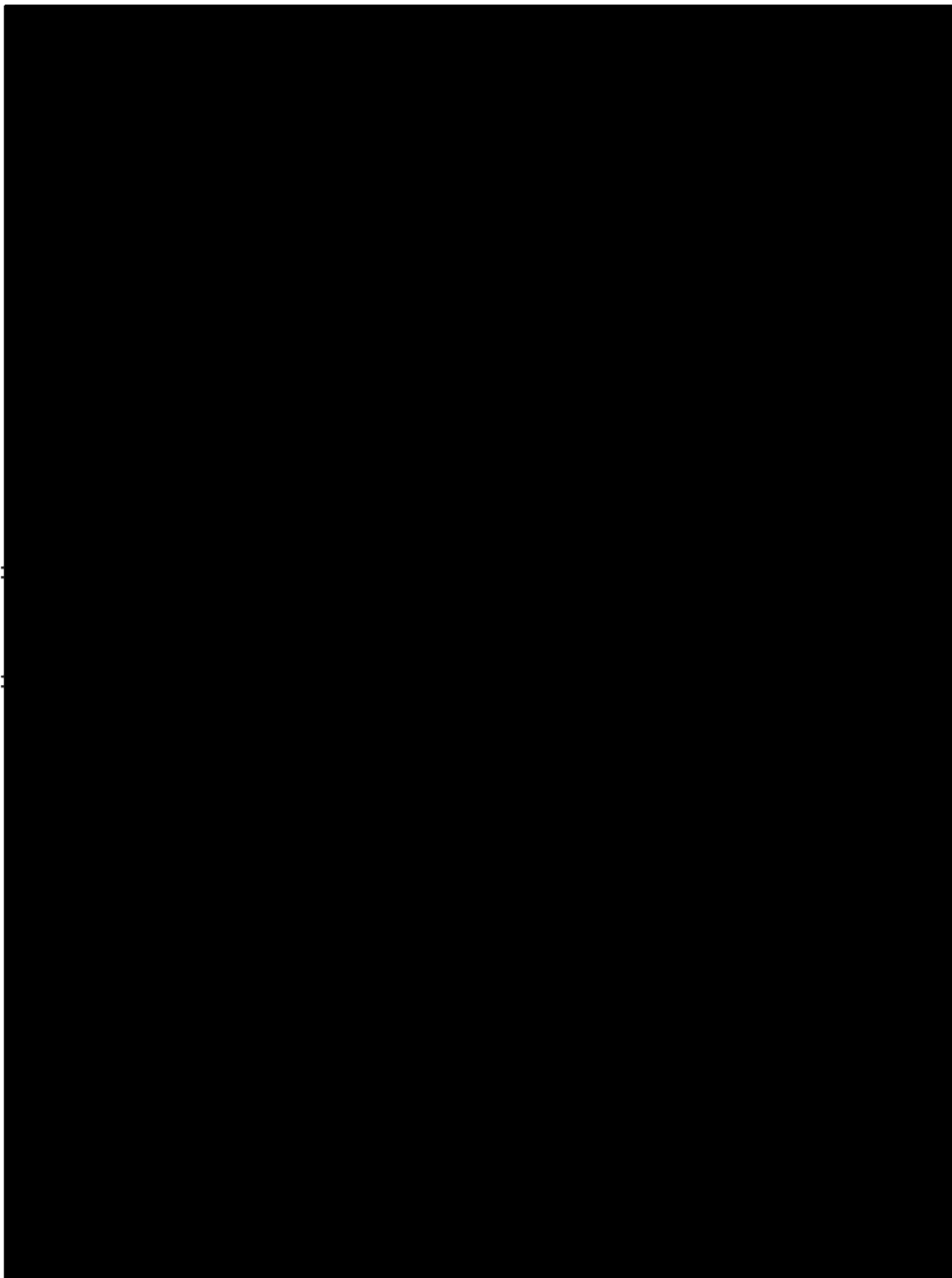
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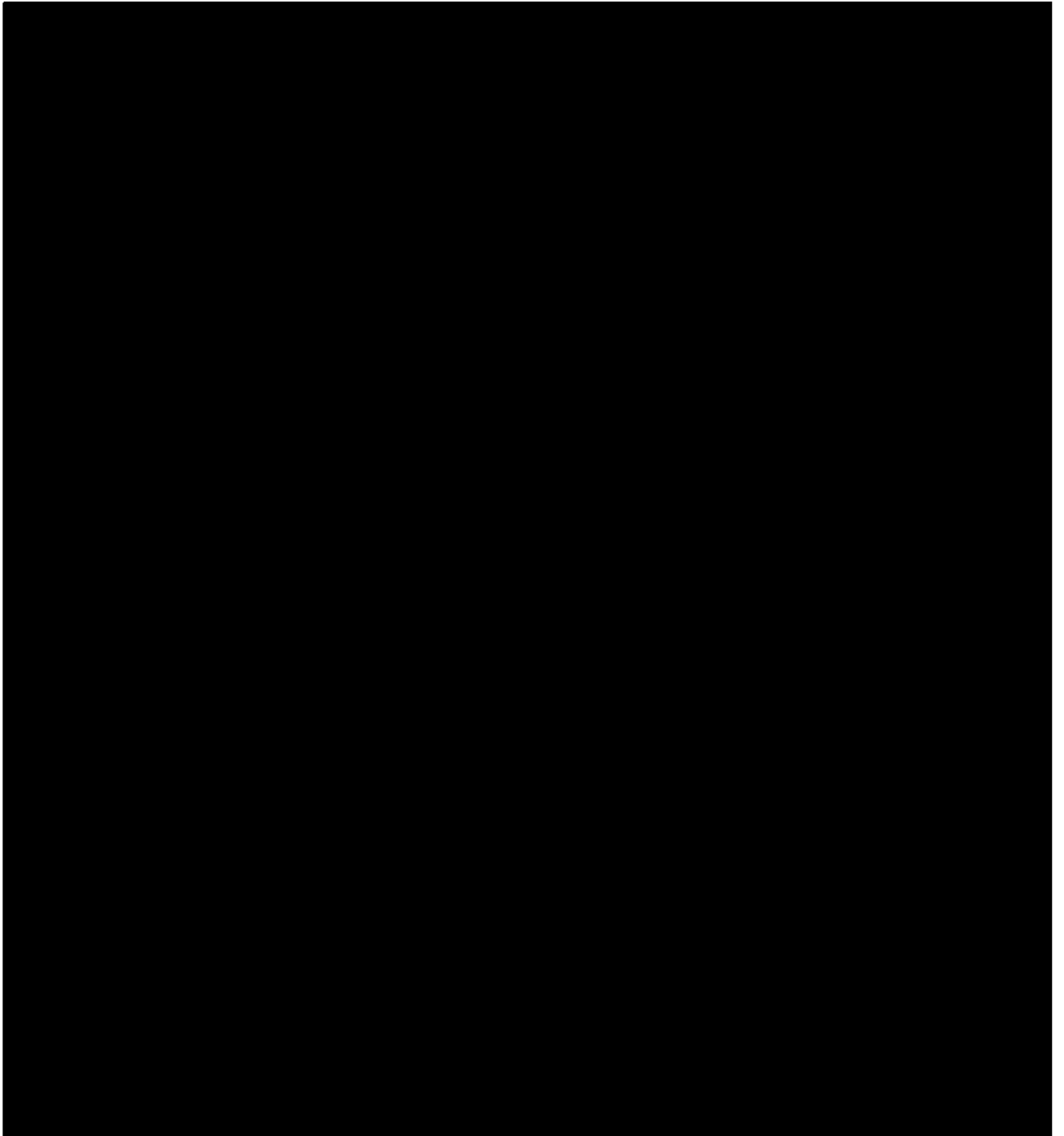


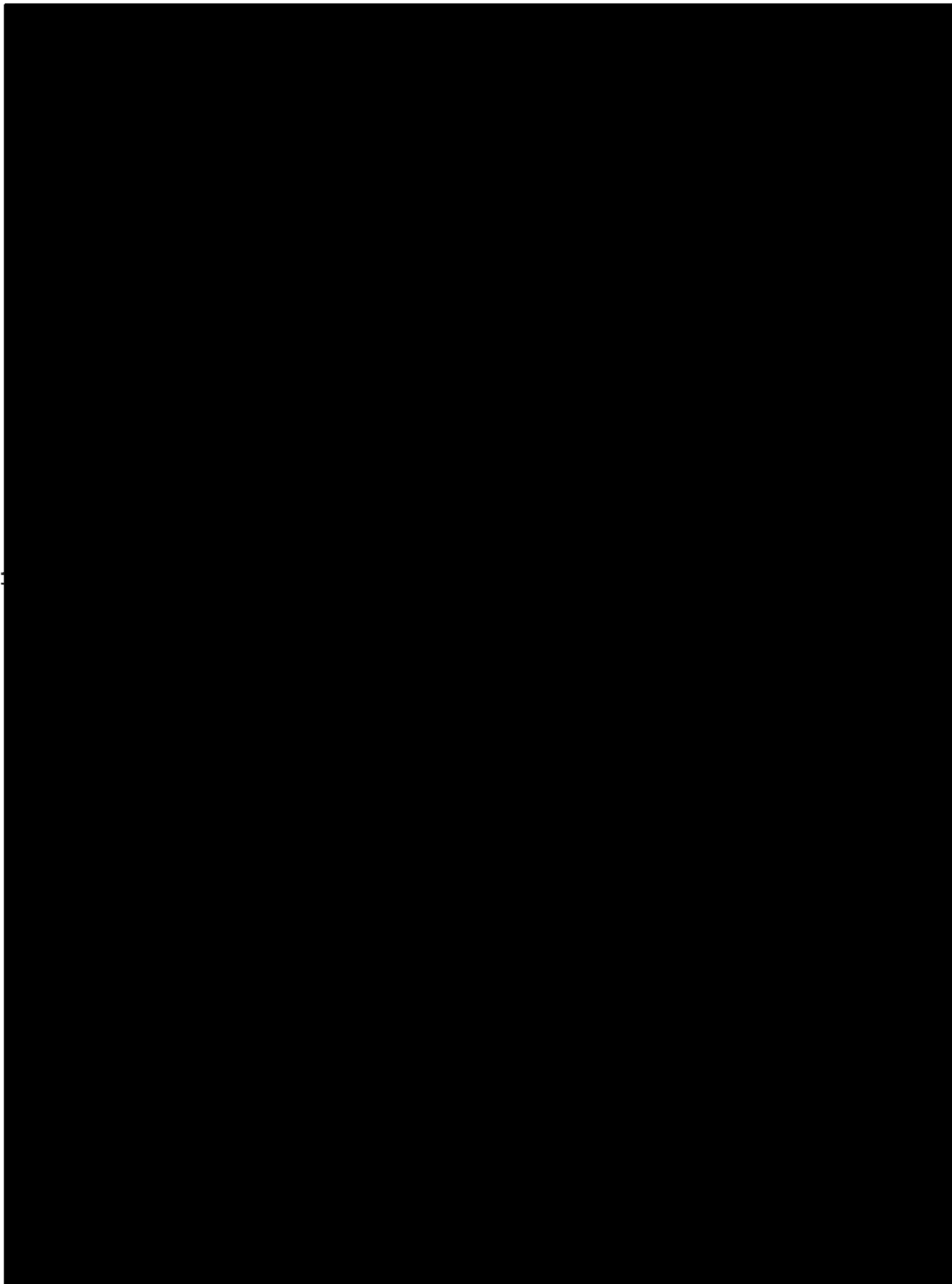


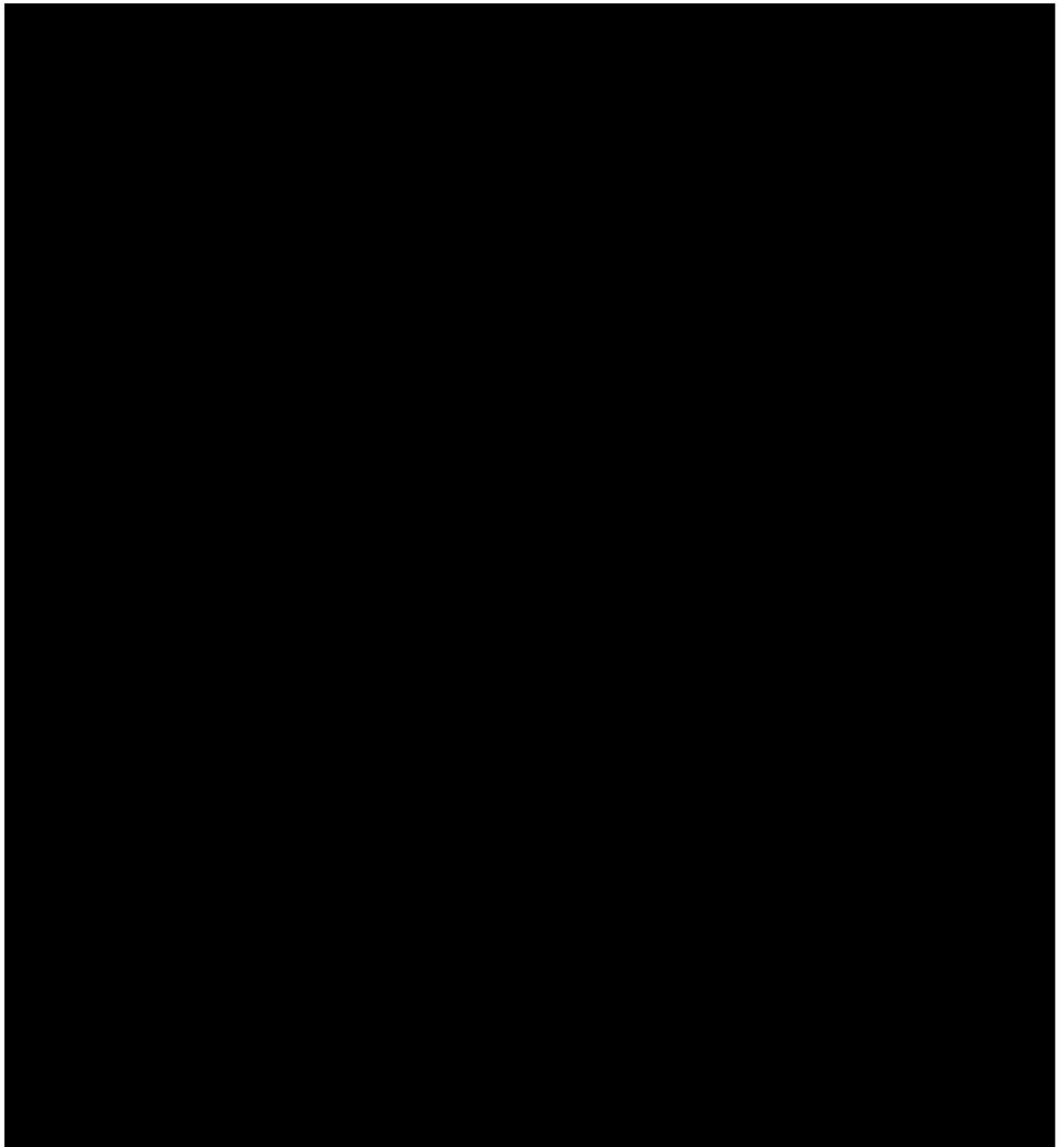
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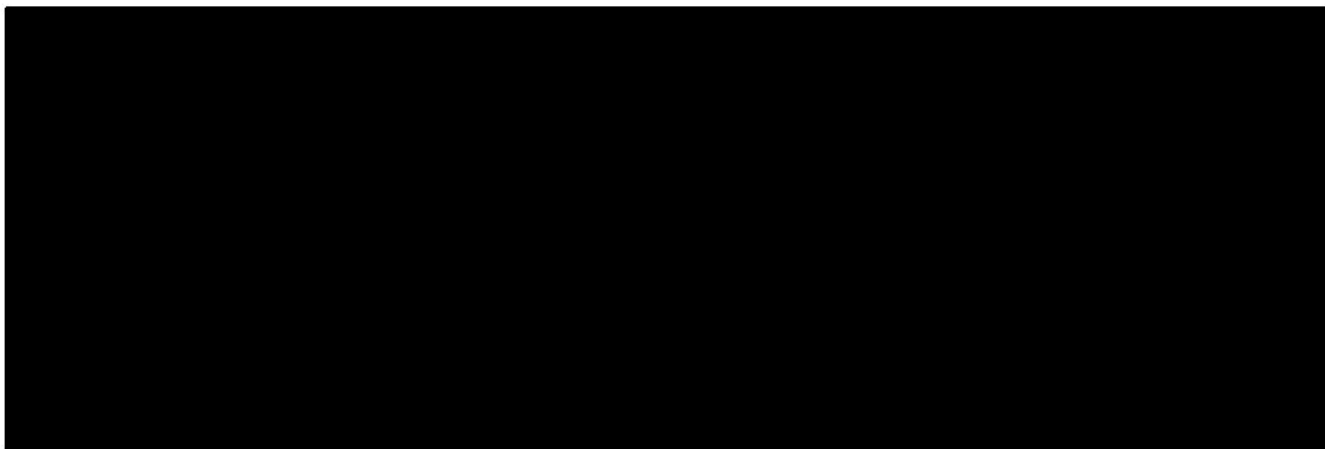


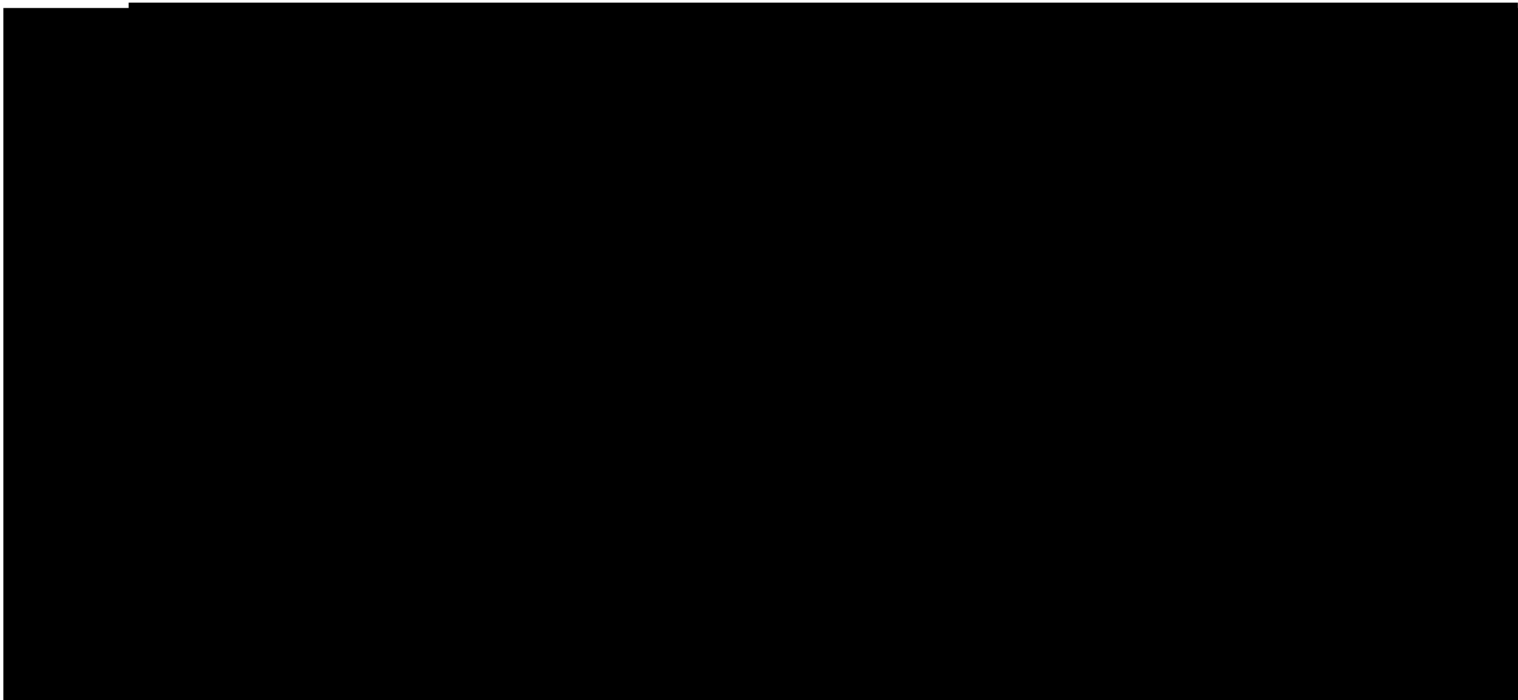












GTEL Holdings, Inc. and Subsidiaries

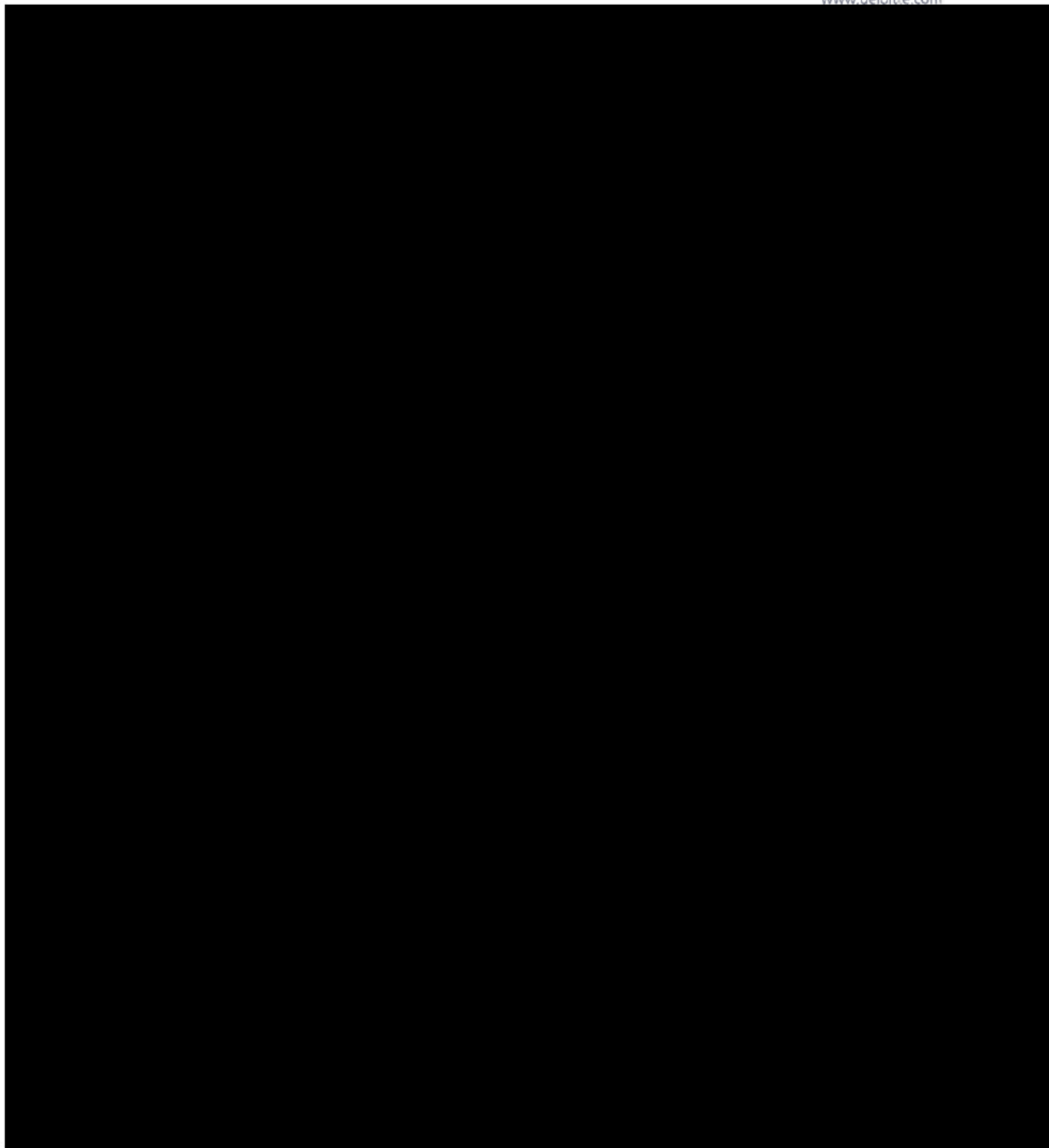
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Years Ended December 31, 2015 and 2014, and
Independent Auditors' Report**

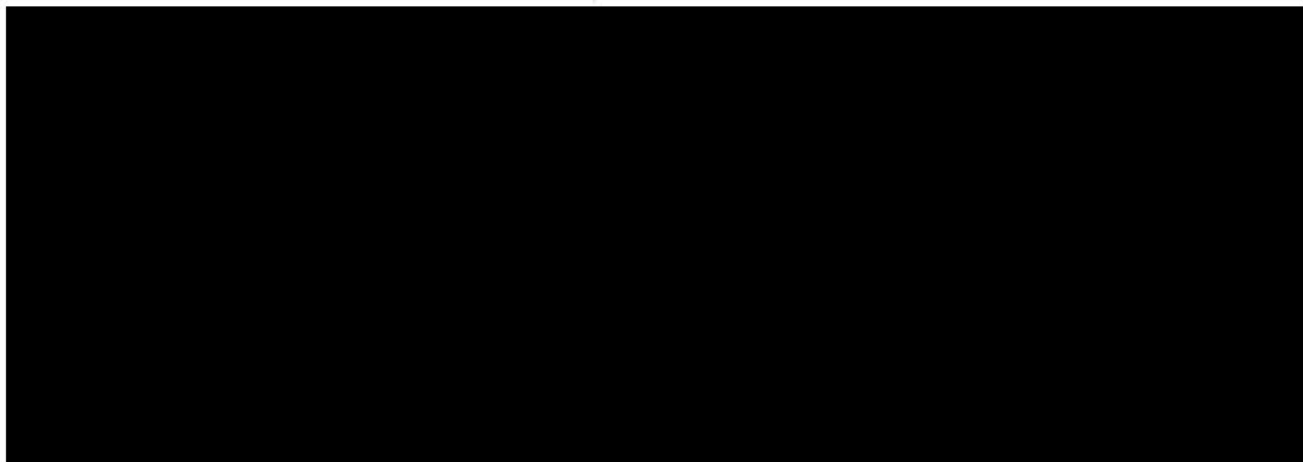
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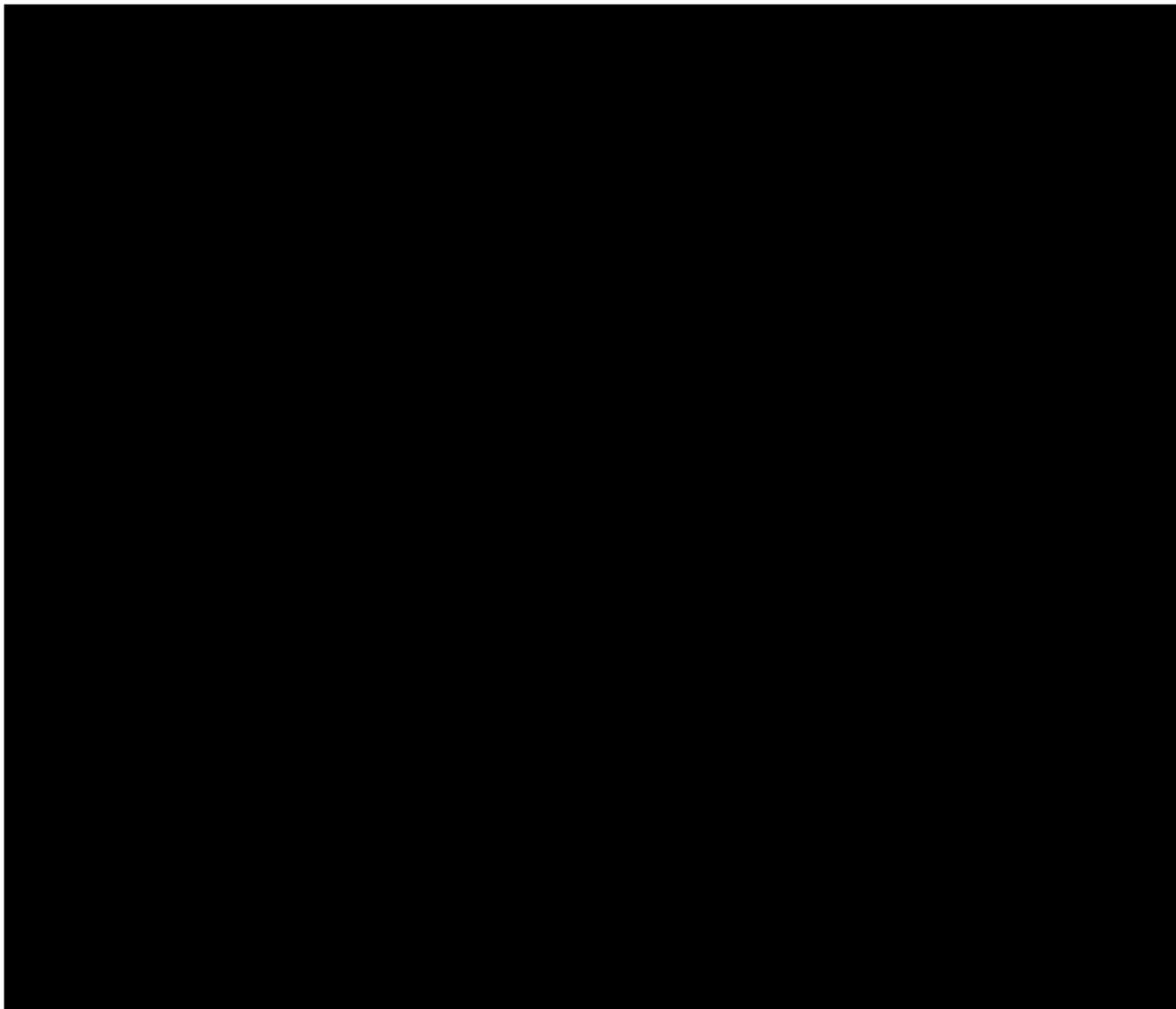


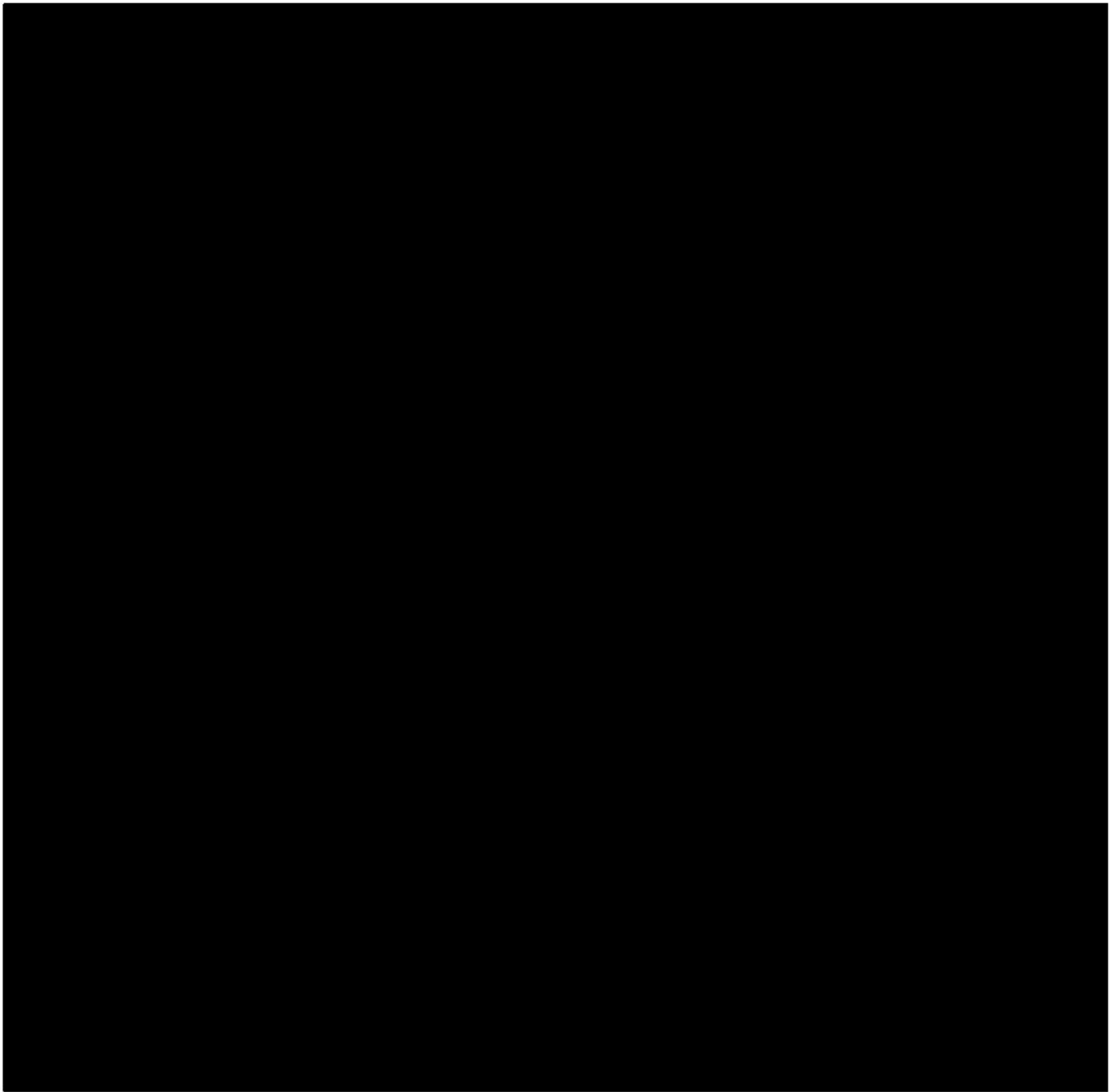
Deloitte & Touche LLP
420 20th Street North
Suite 2400
Birmingham, AL 35205
USA

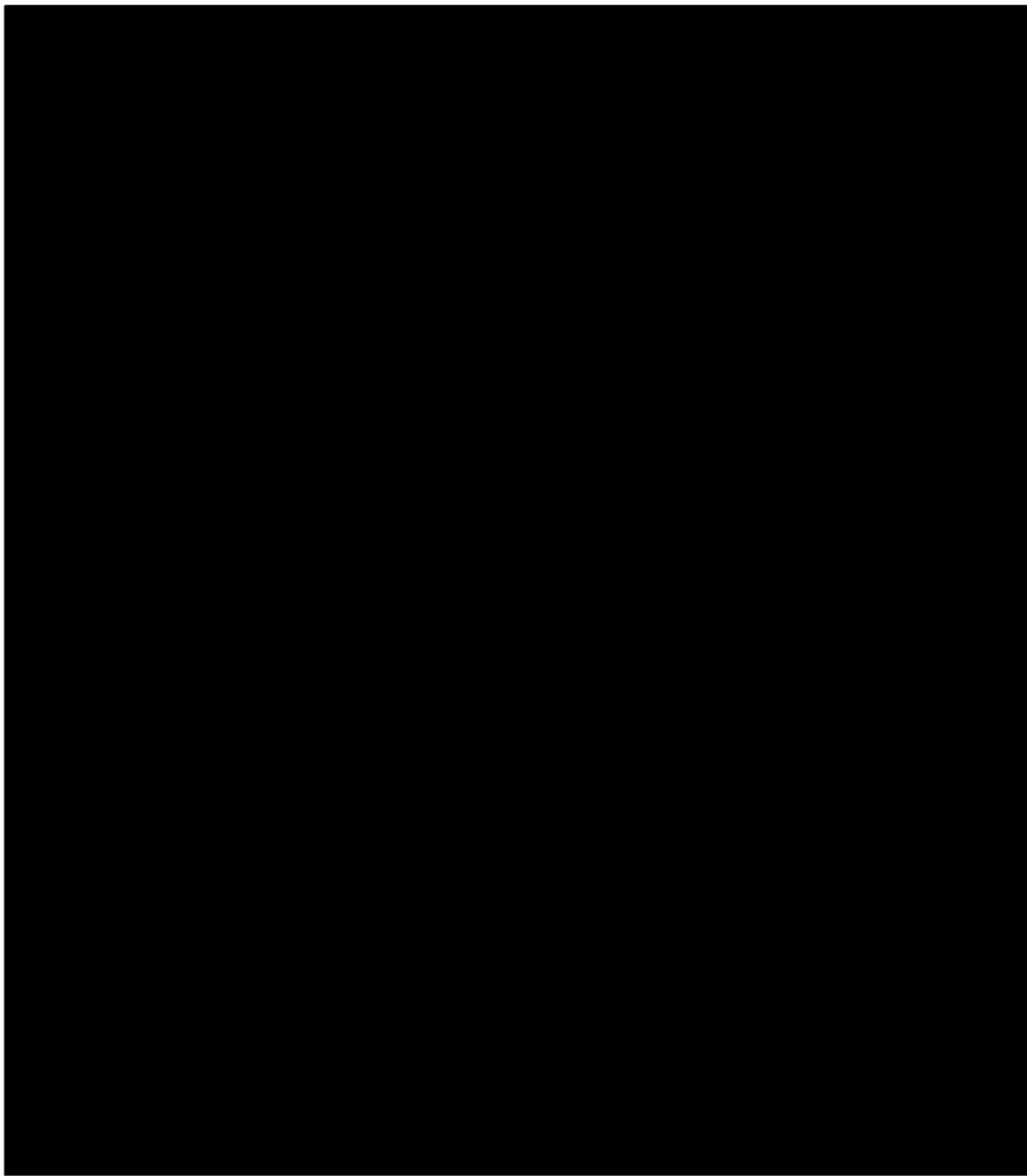
Tel: +1 205 321 6000
Fax: +1 205 322 2828
www.deloitte.com

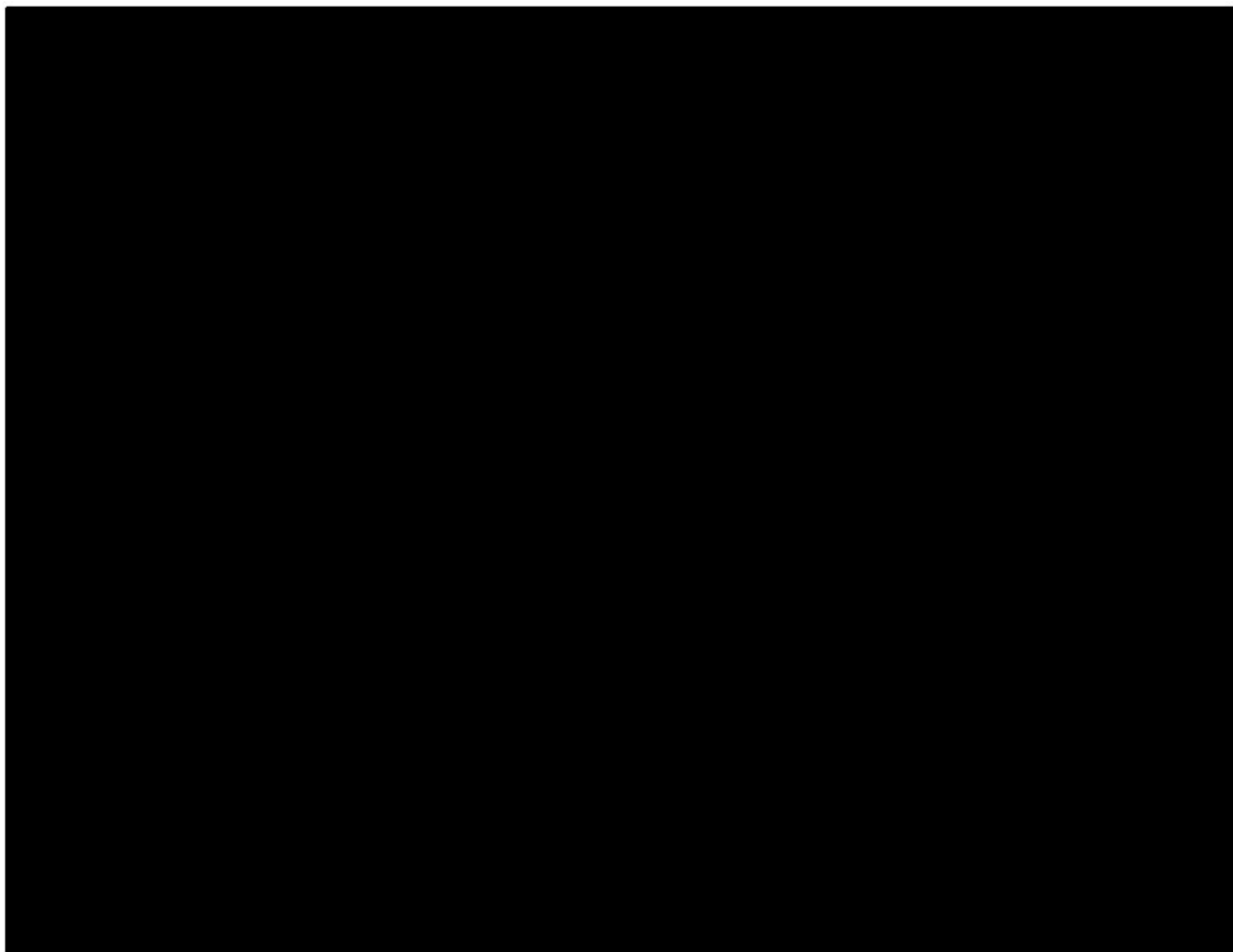


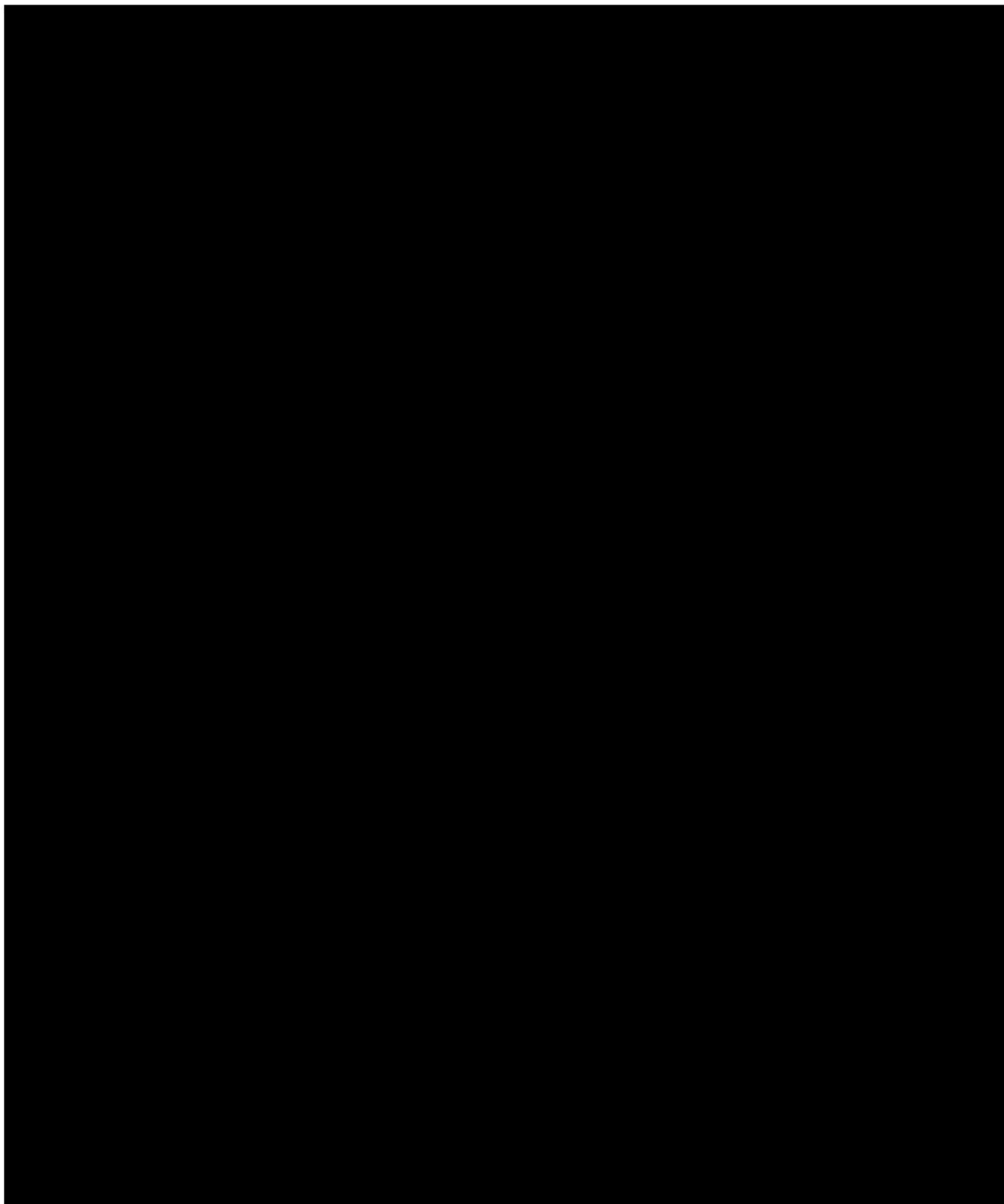


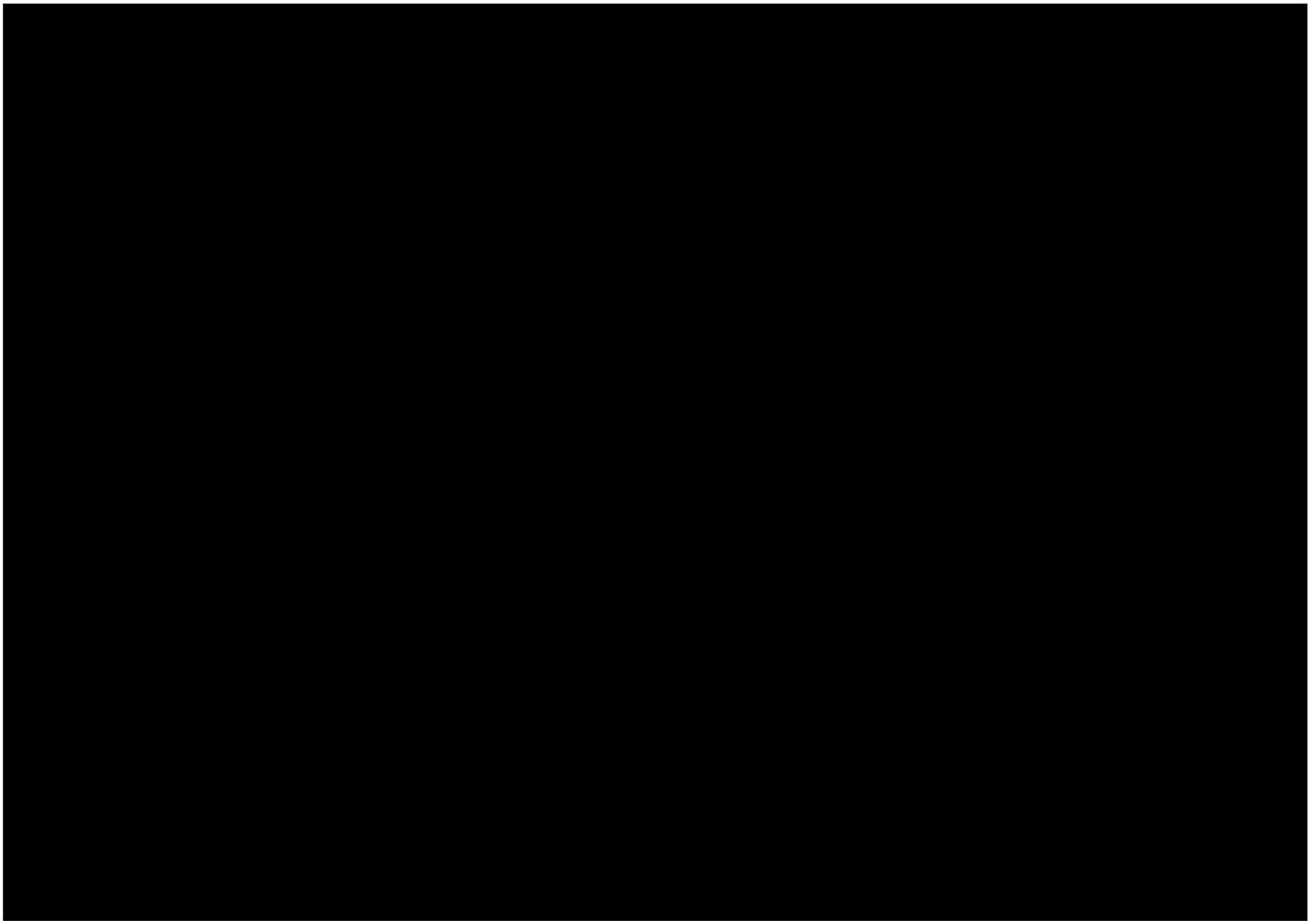


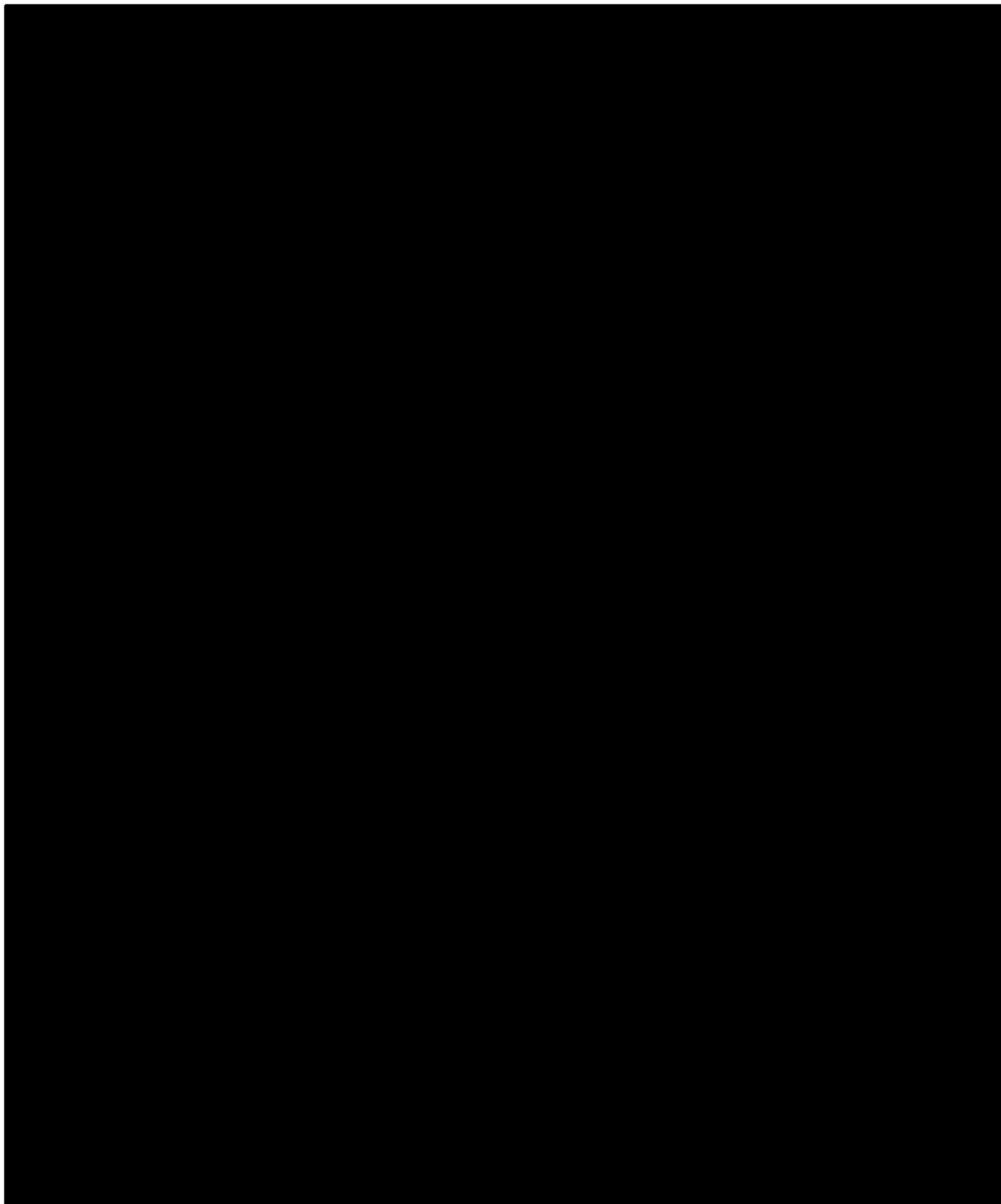


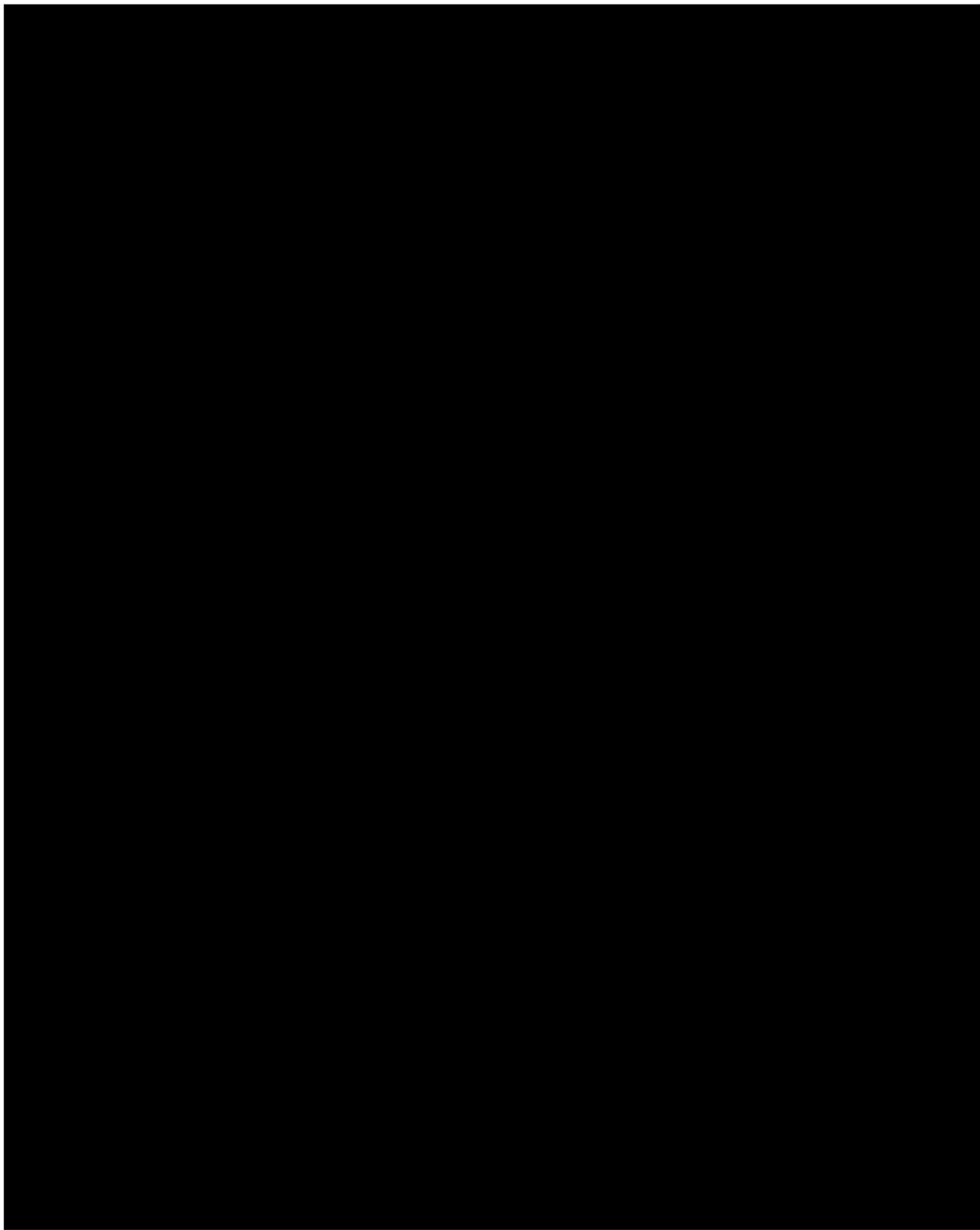


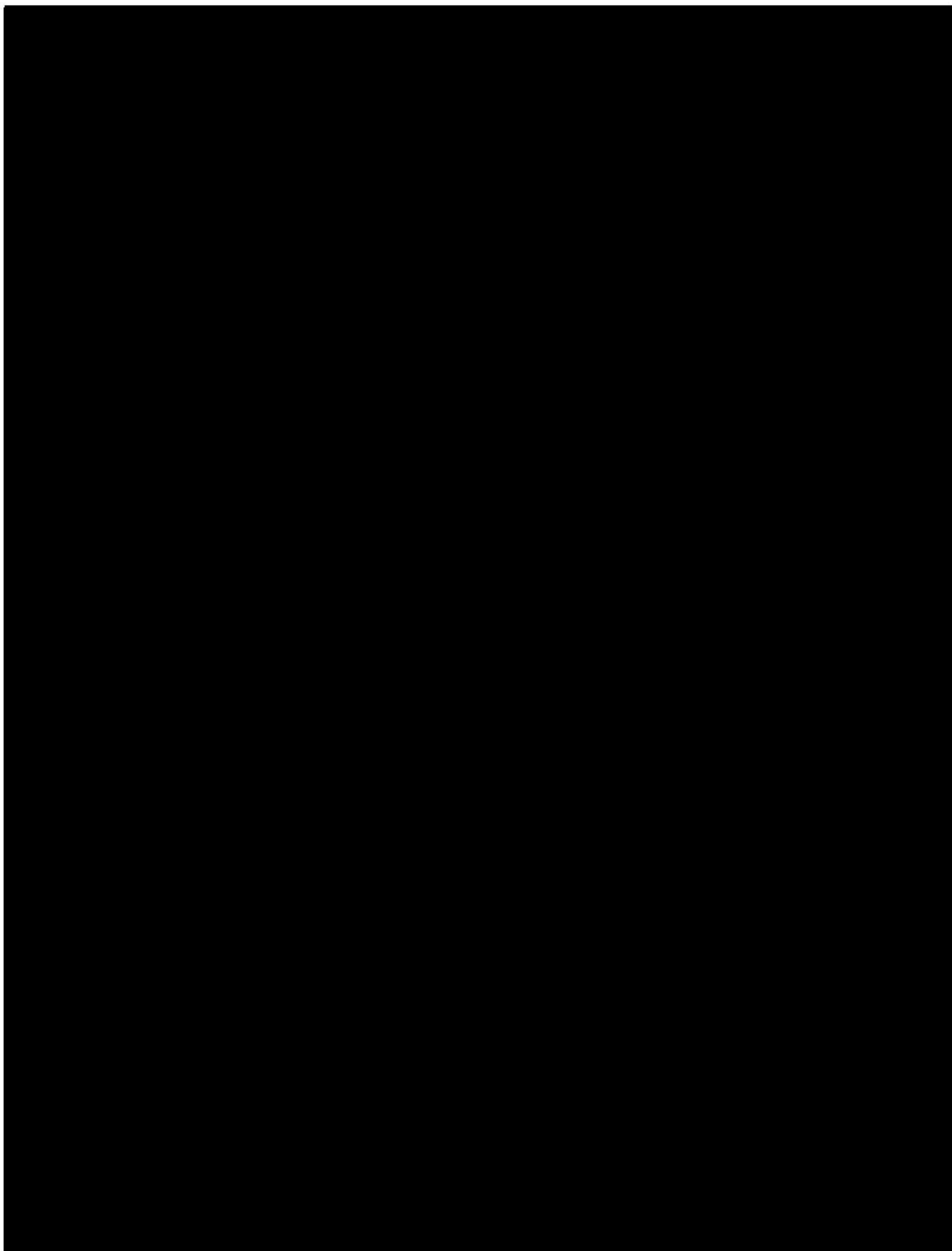


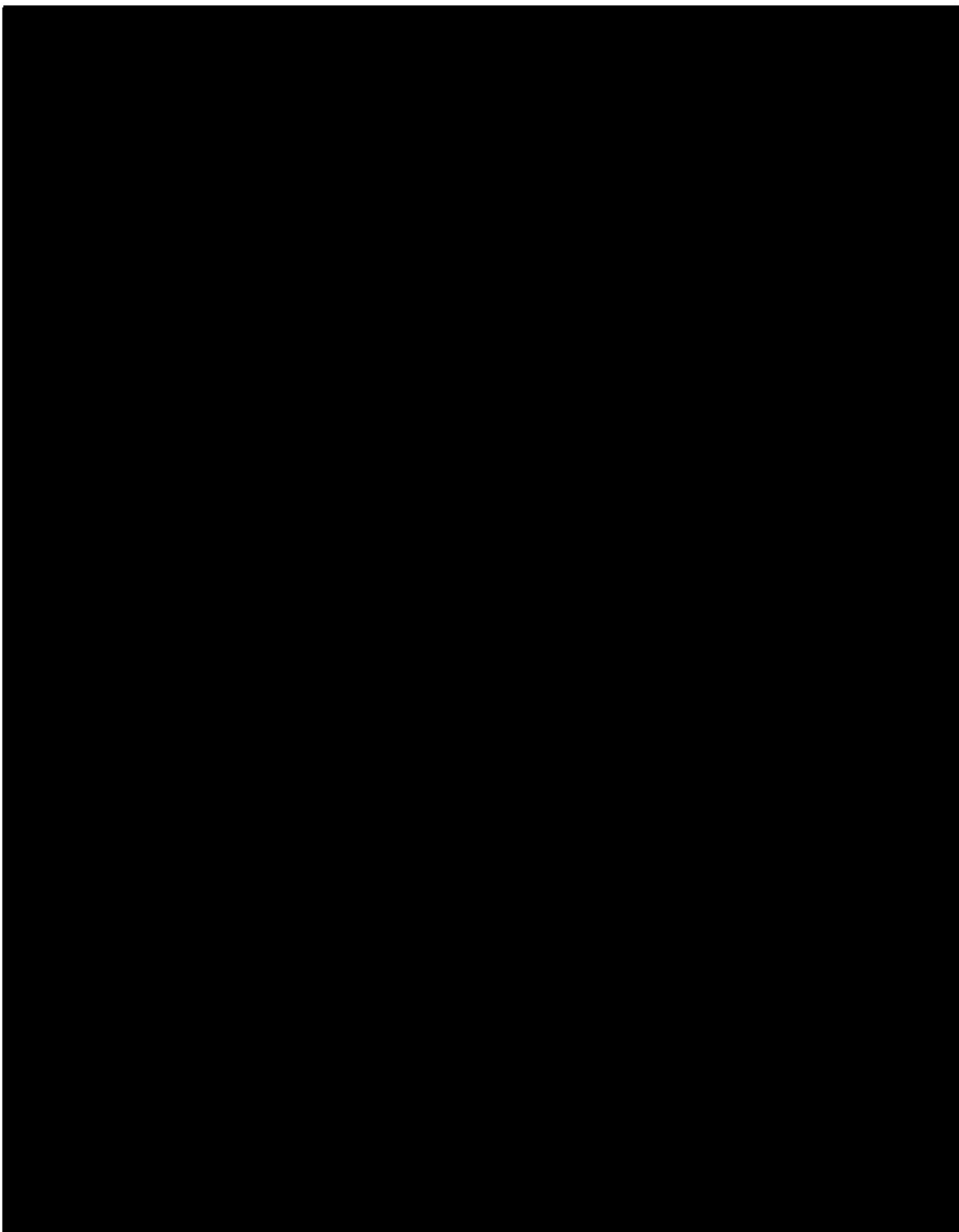


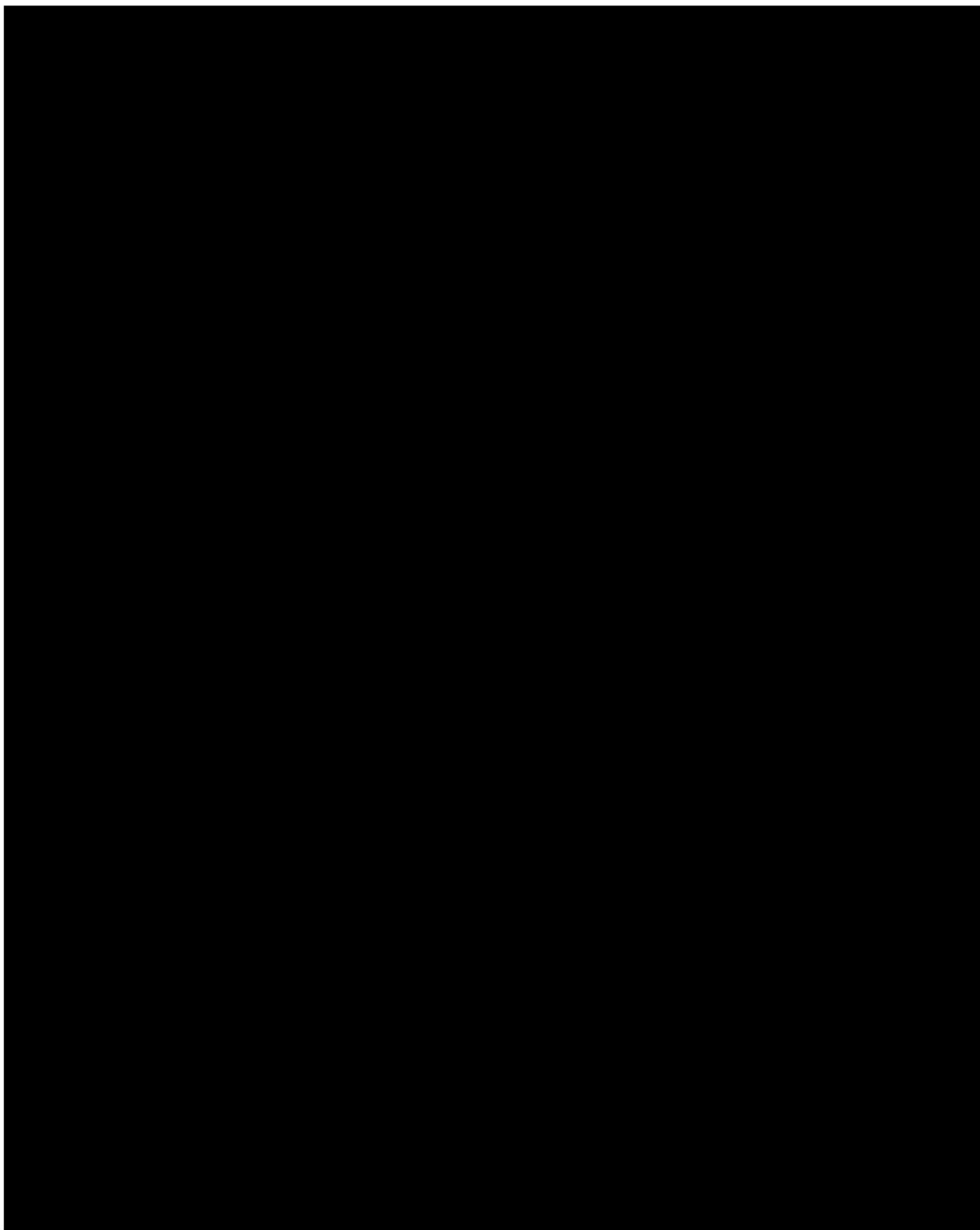


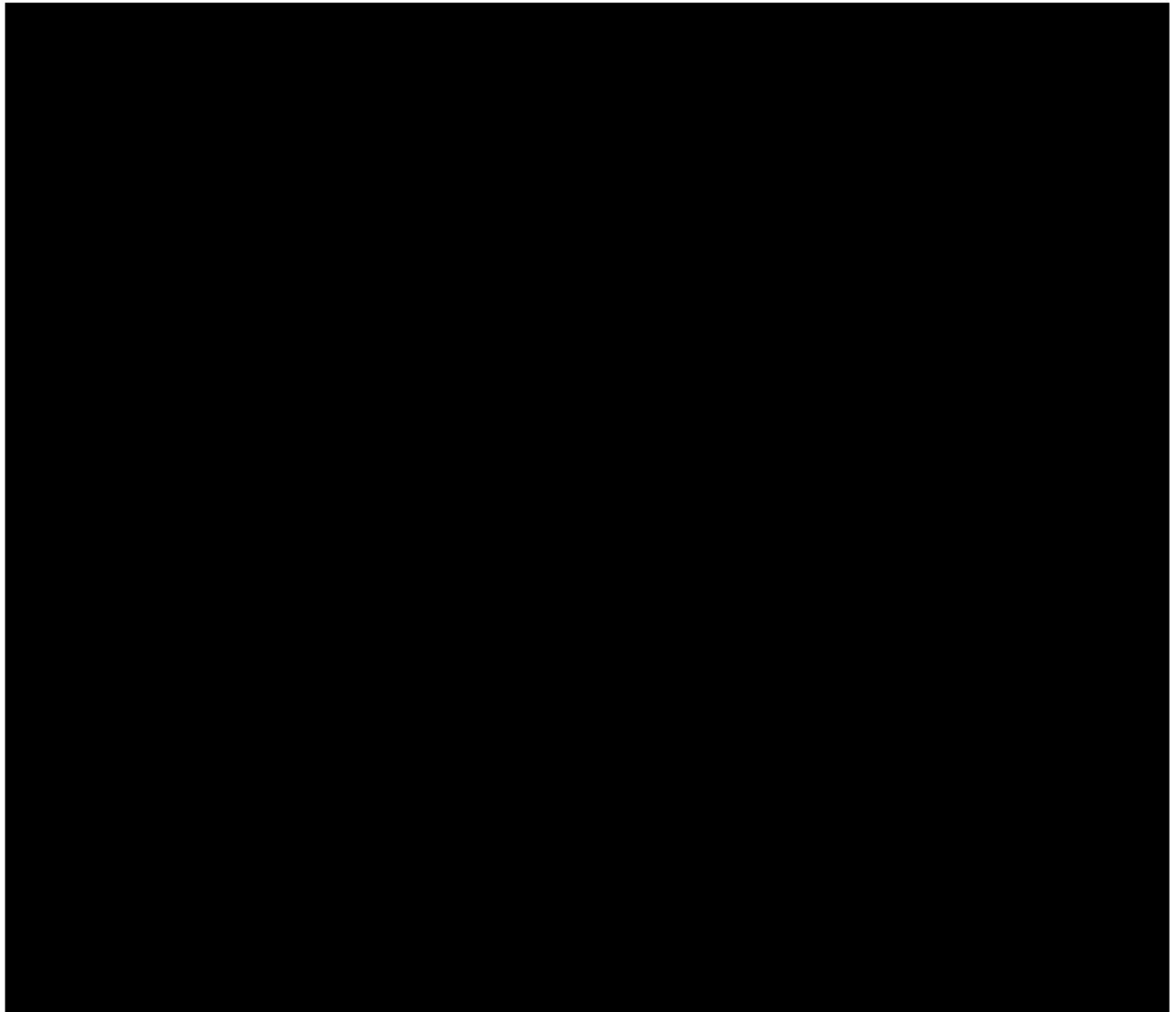


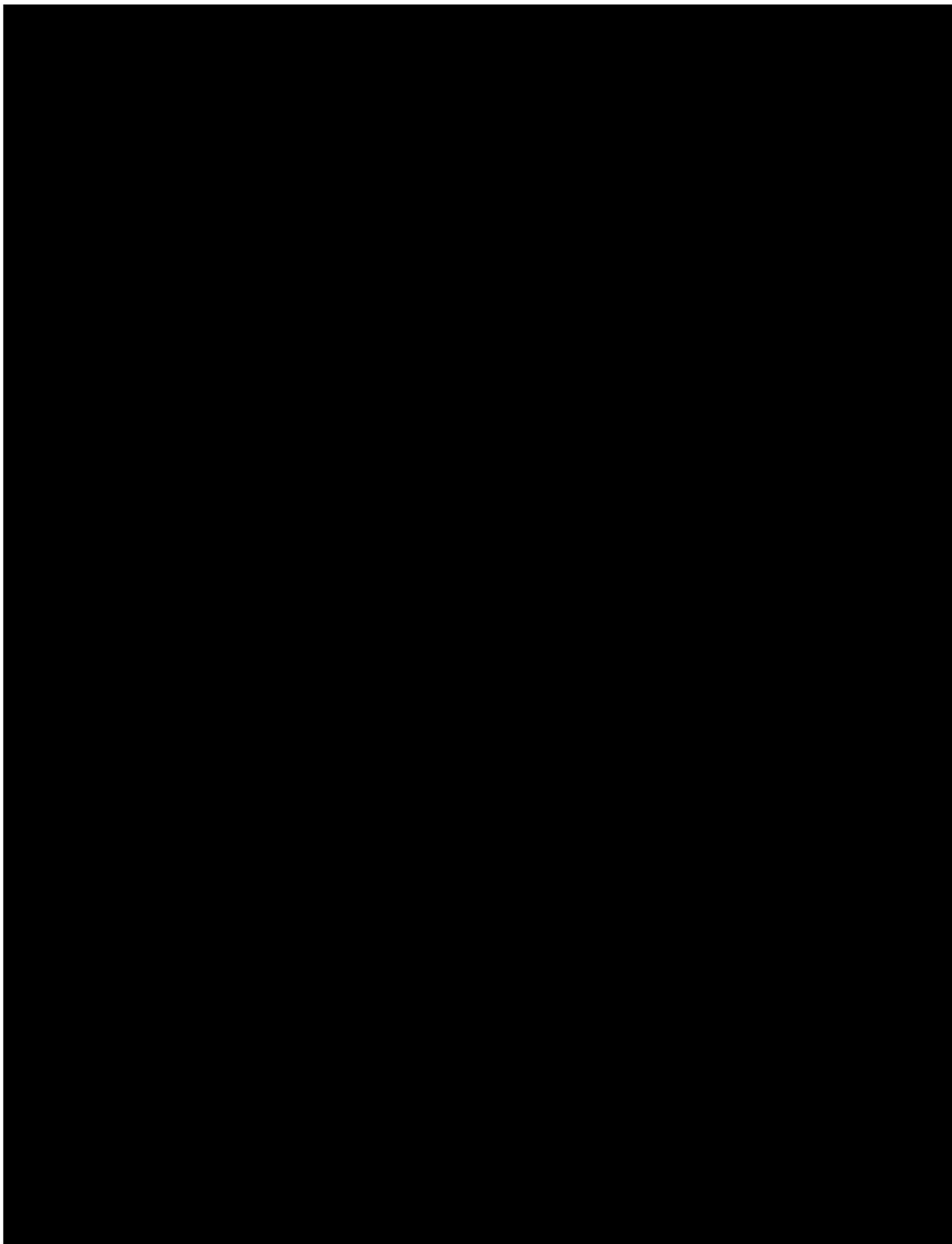


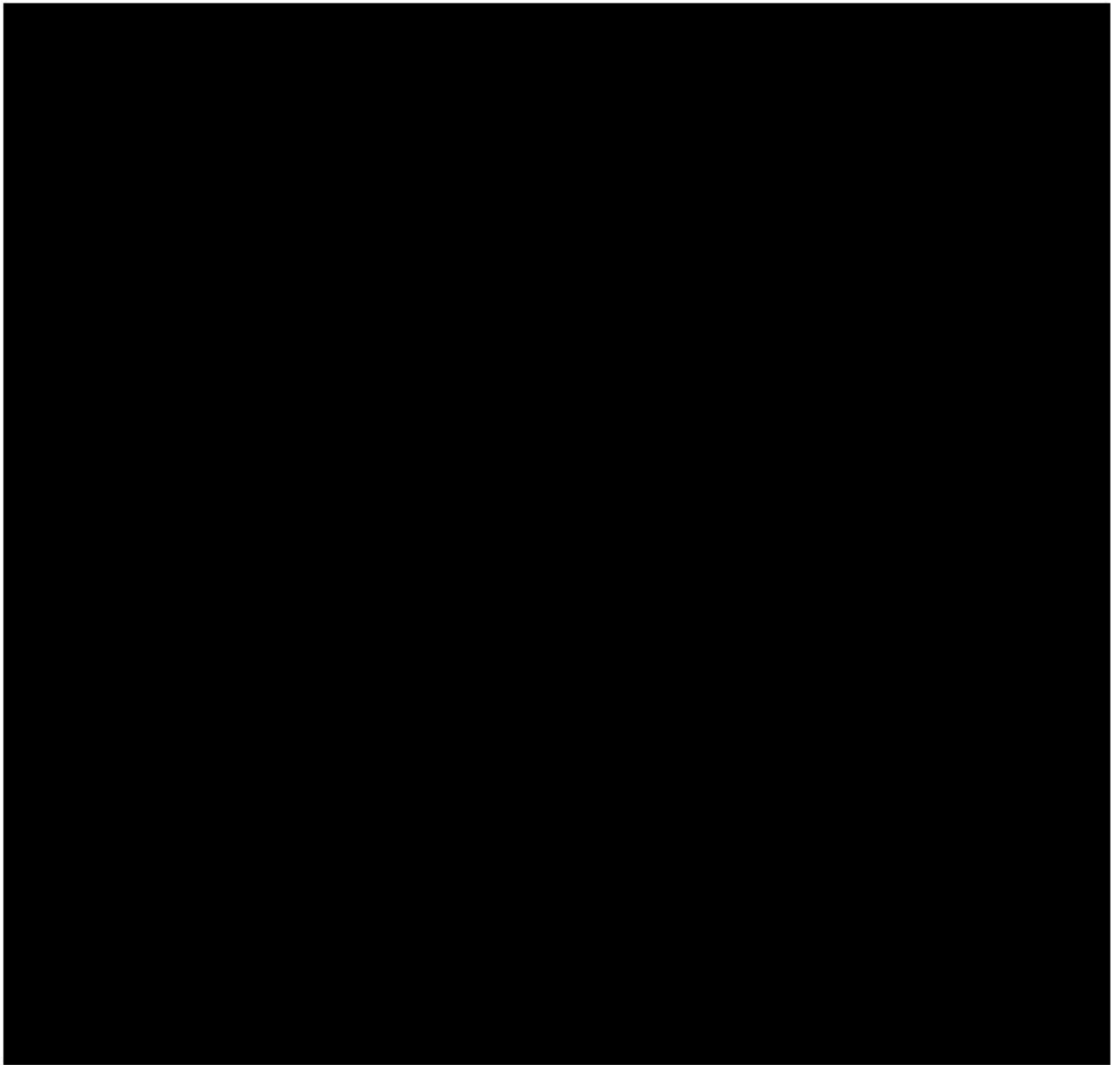


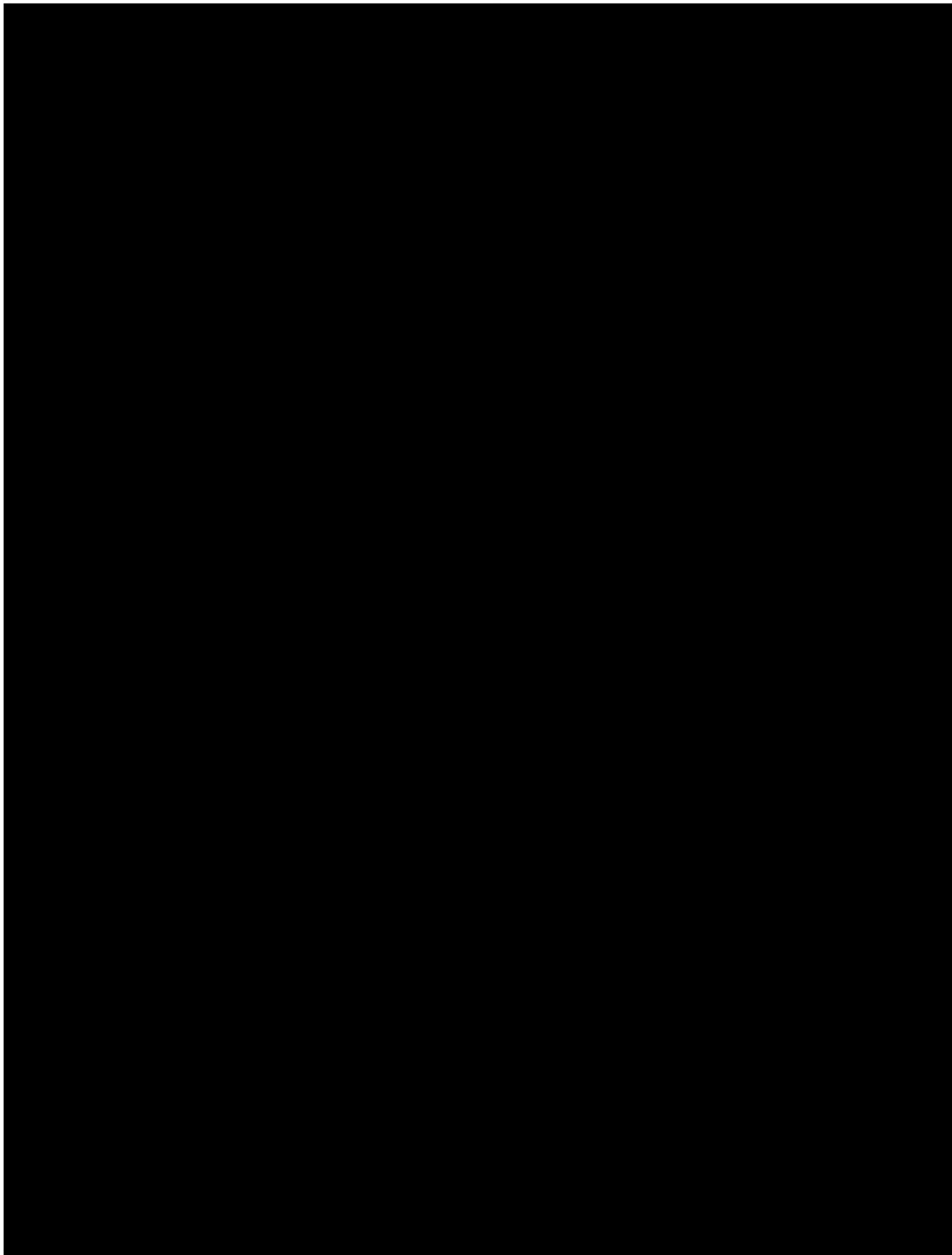


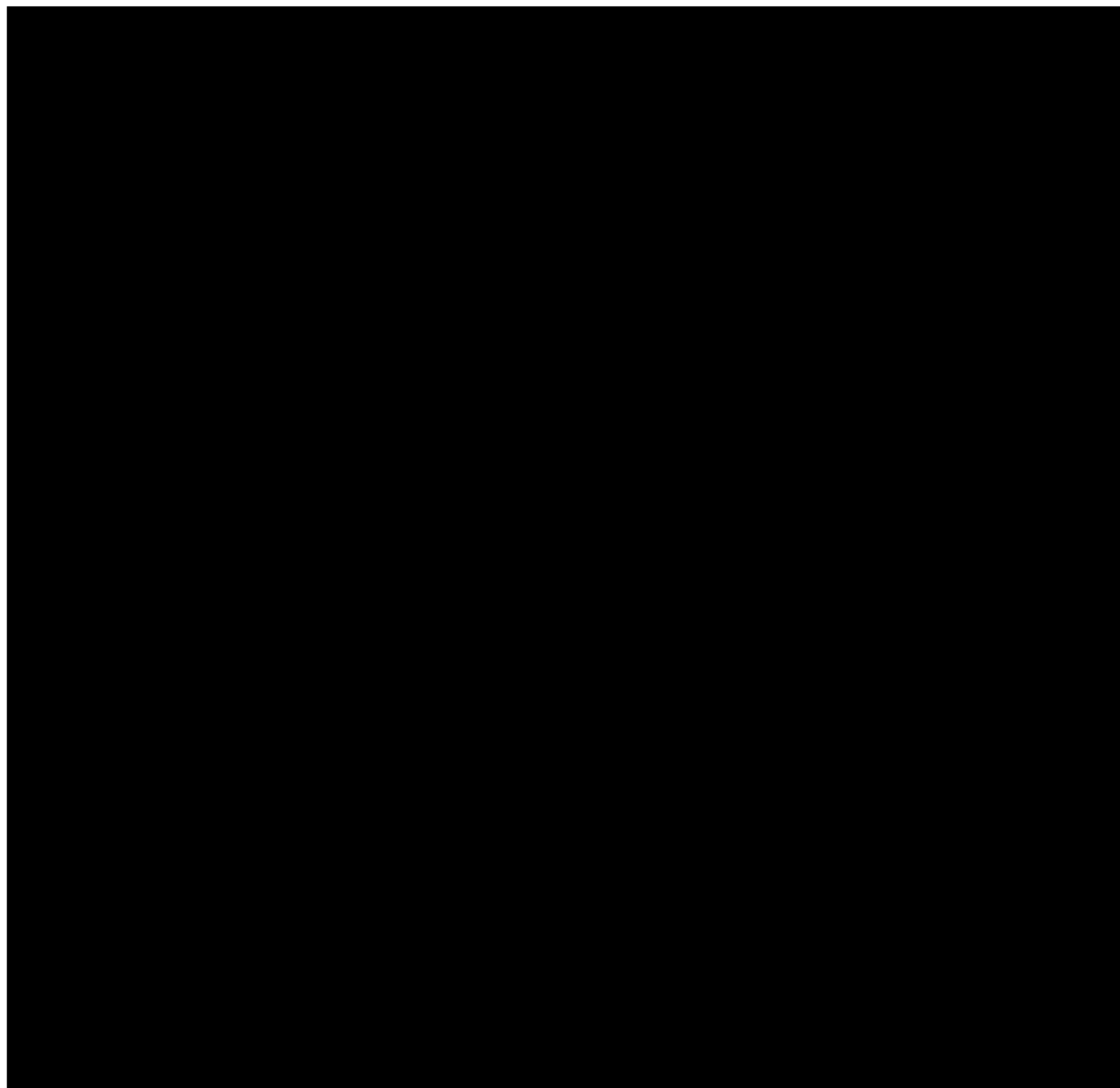


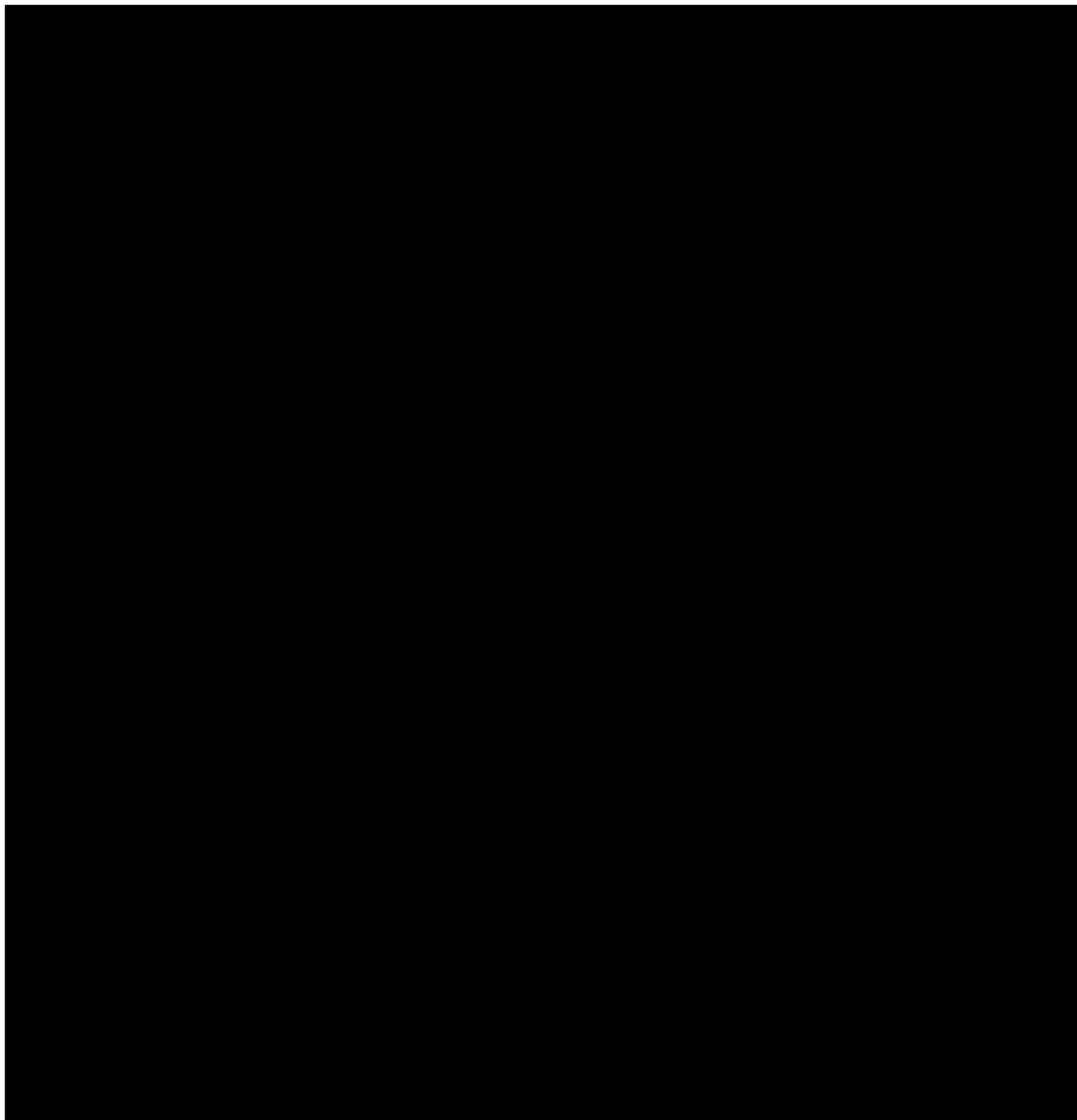


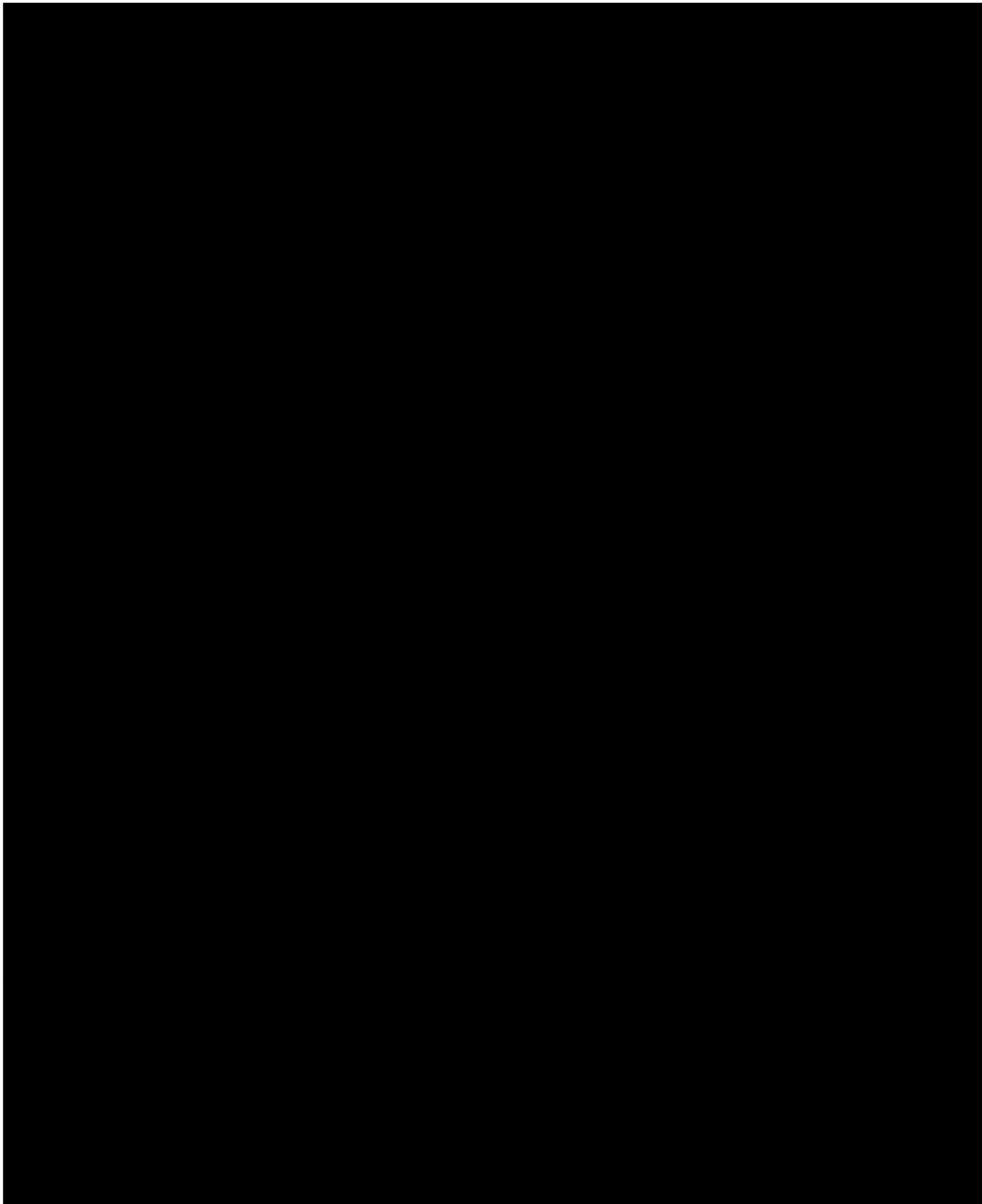


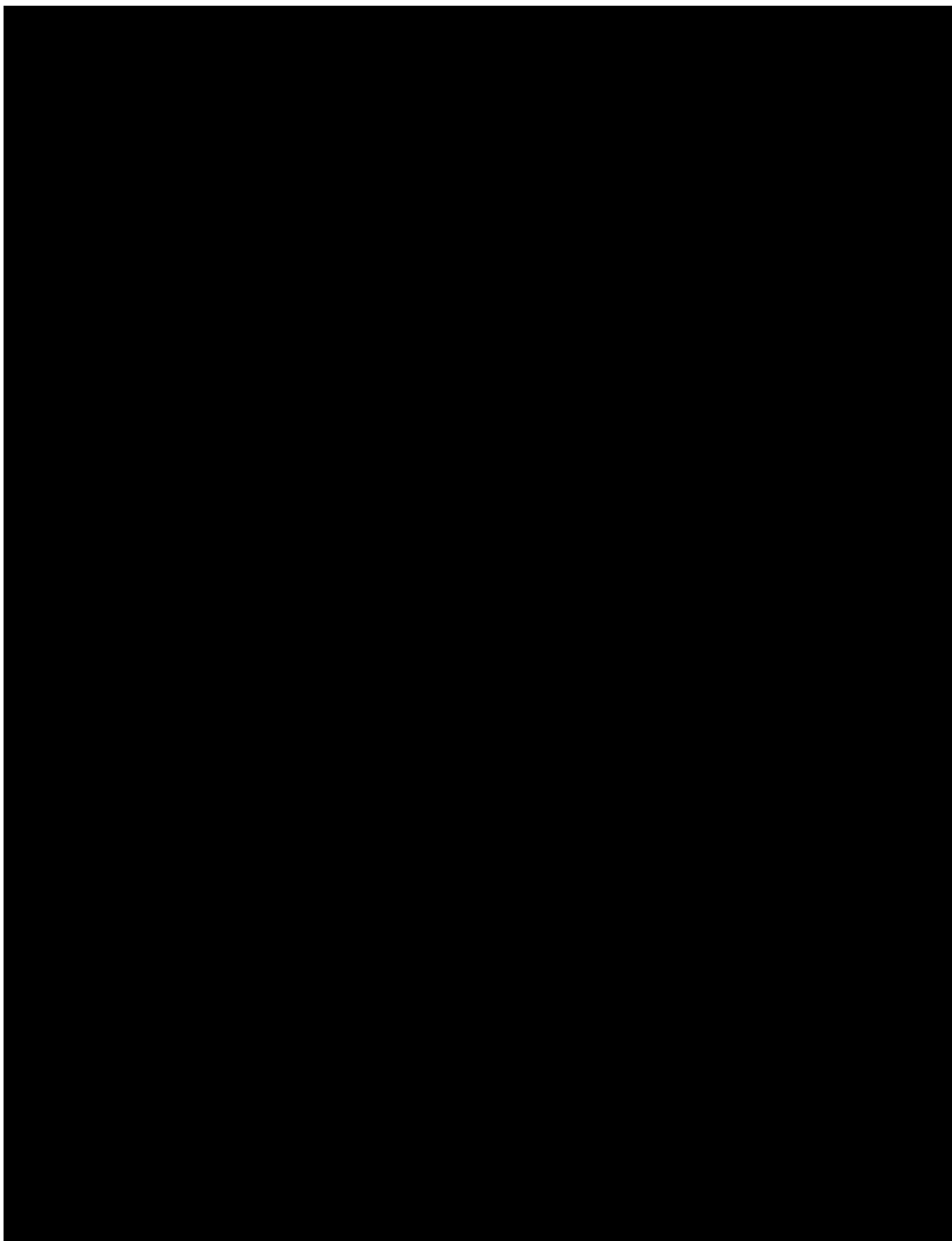


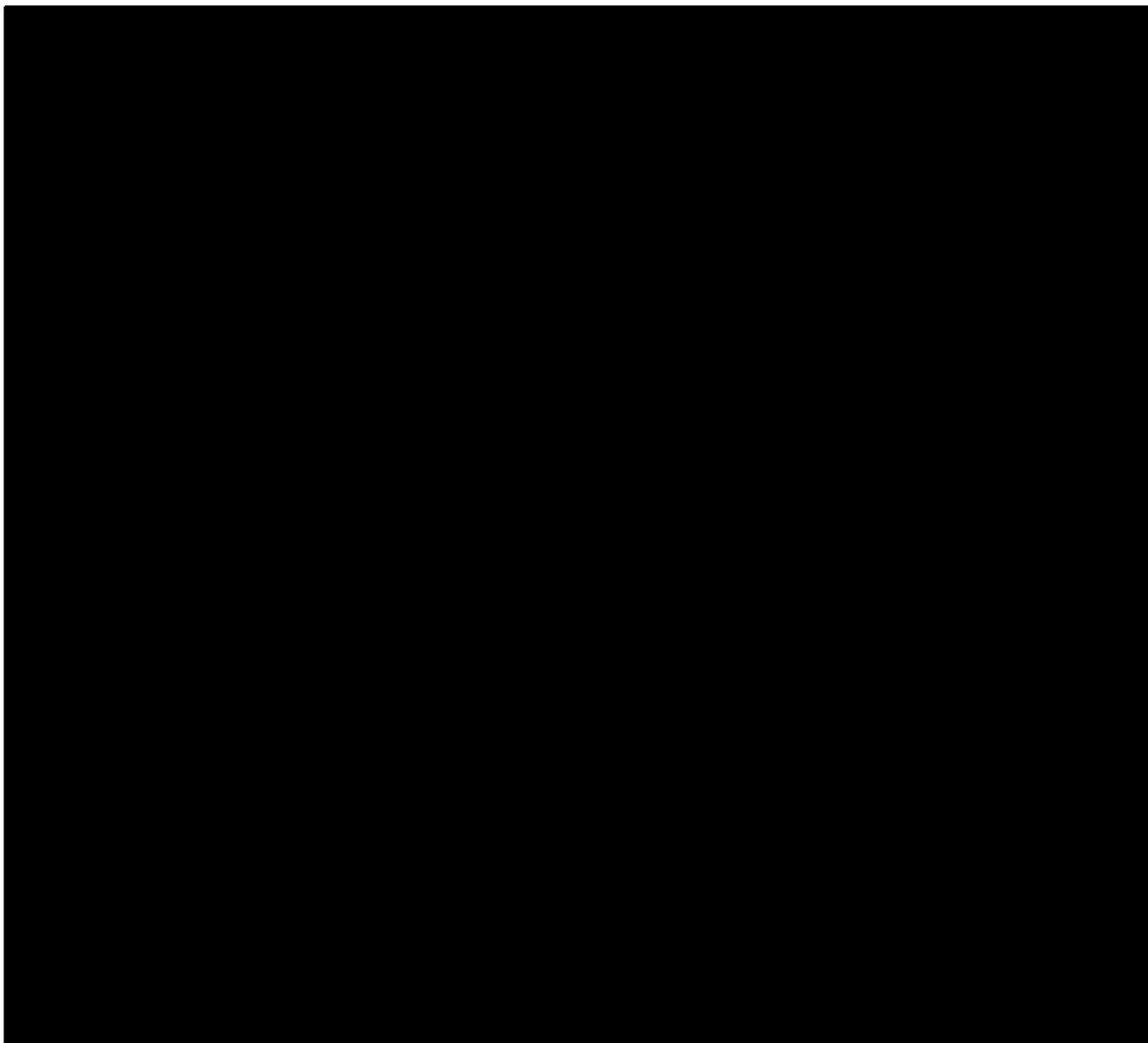




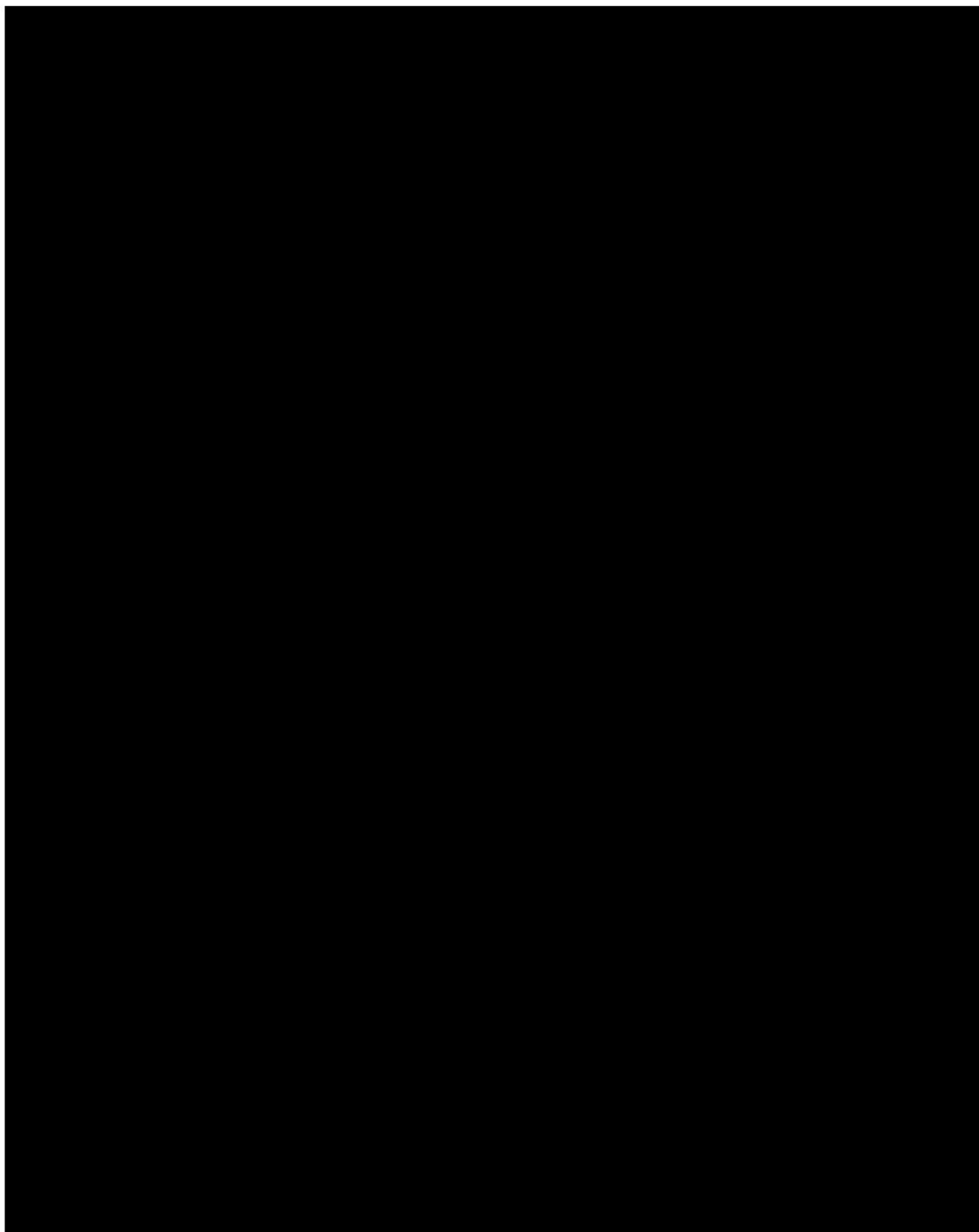


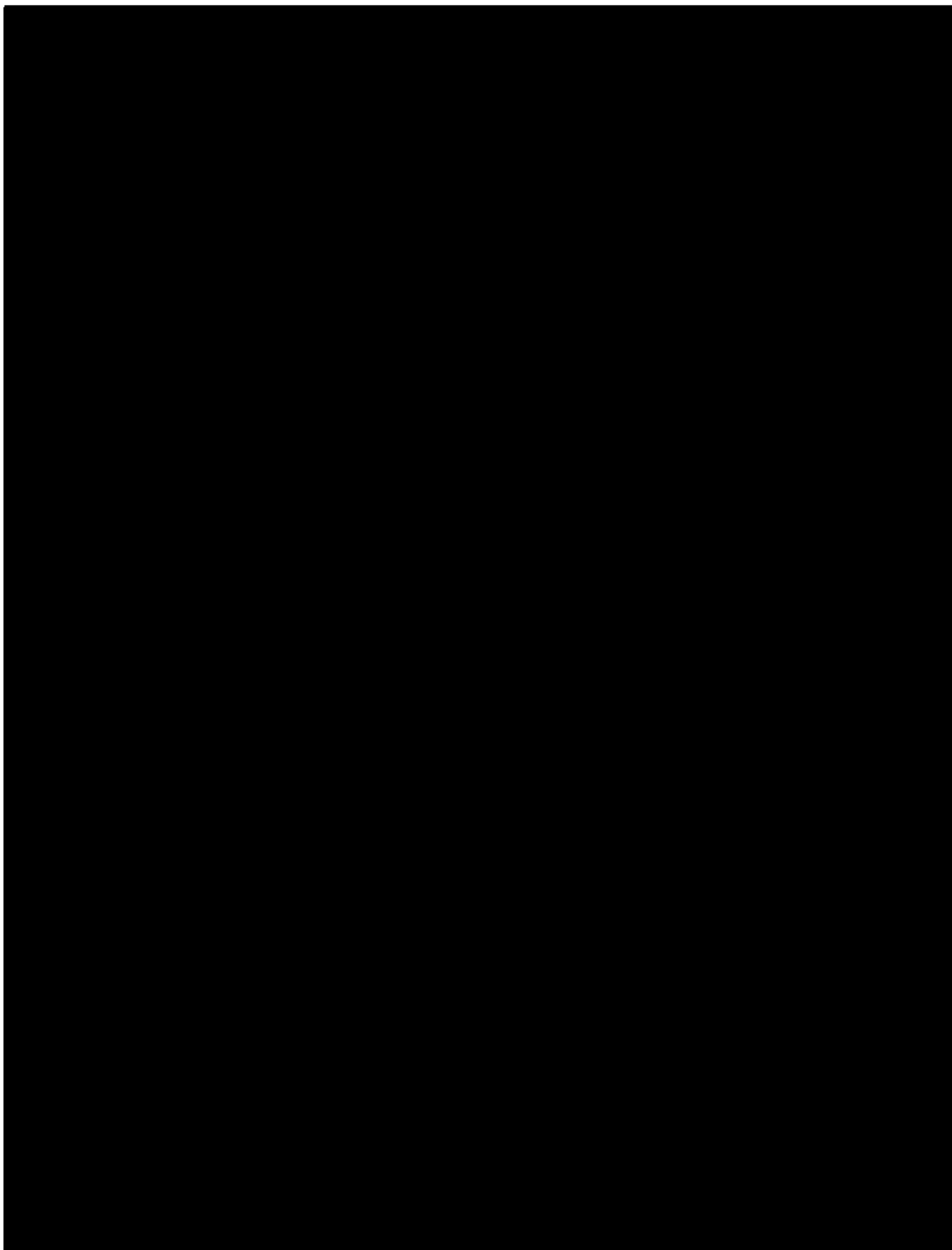


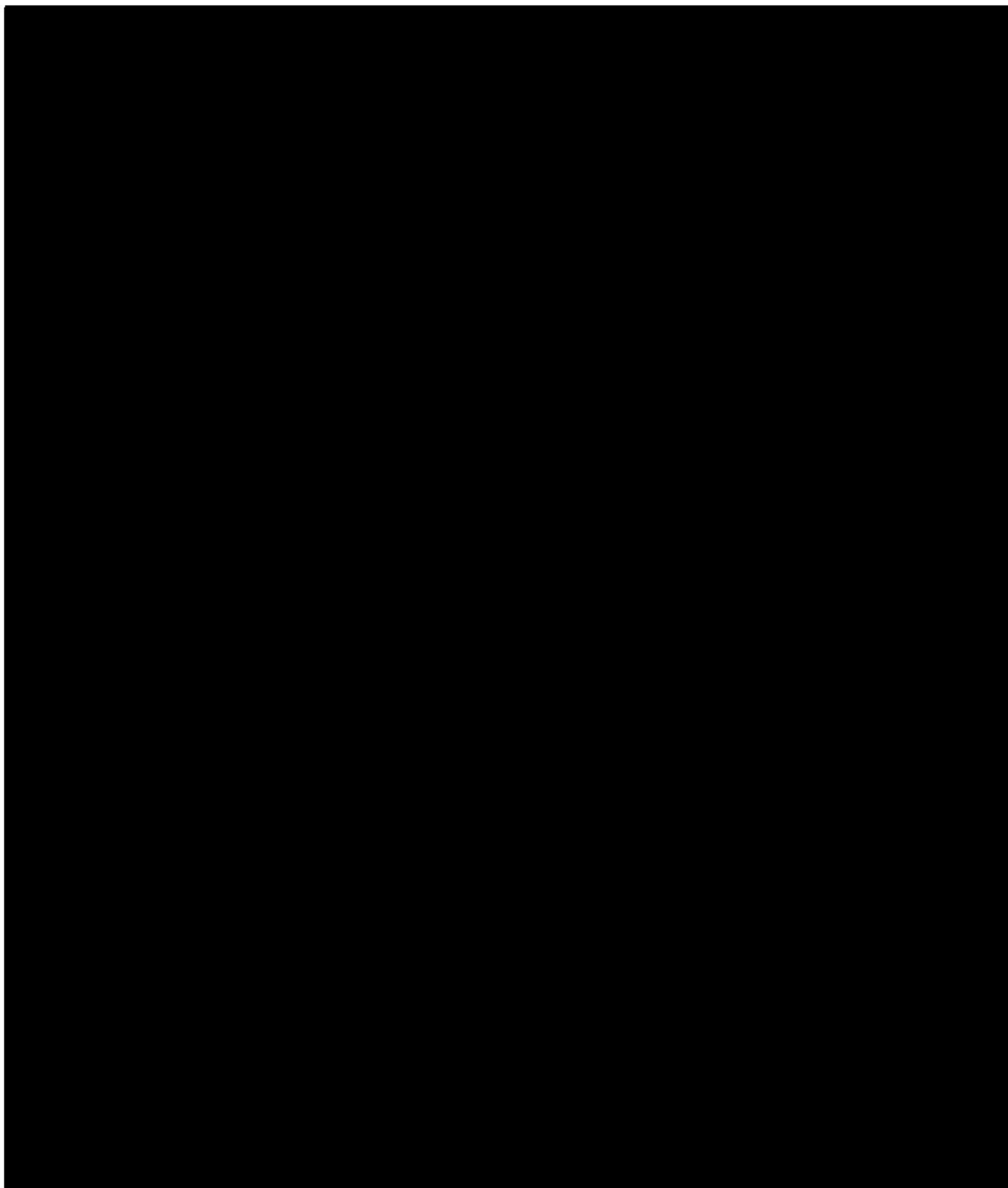


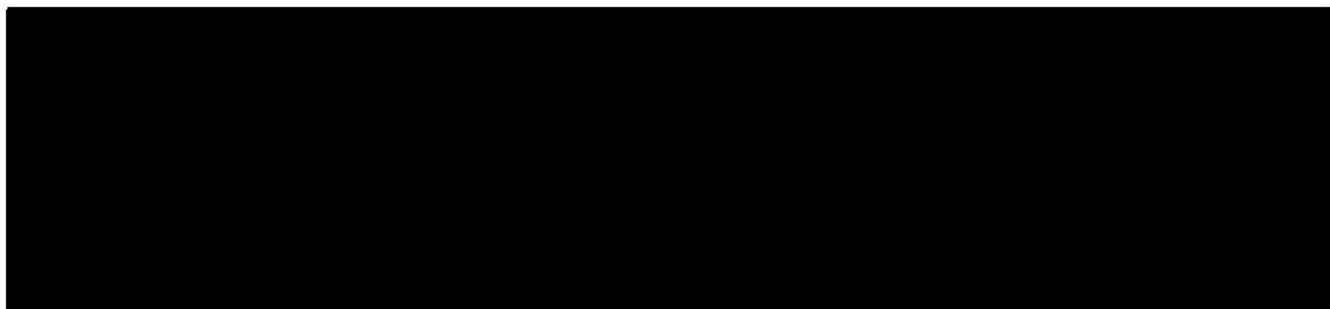












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| Qualifications – Required Information (c) Comparable Contracts and Contact Information

South Carolina Department of Corrections

PRIVILEGED AND CONFIDENTIAL



The Corrections Innovation Leader

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| Qualifications – Required Information (d): GTL Client List & G5 Tek Client List

South Carolina Department of Corrections

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The Corrections Innovation Leader

GTL 2018 SCDC ITS, Kiosk Tablet Systems RFP # 5400014683 Page 1

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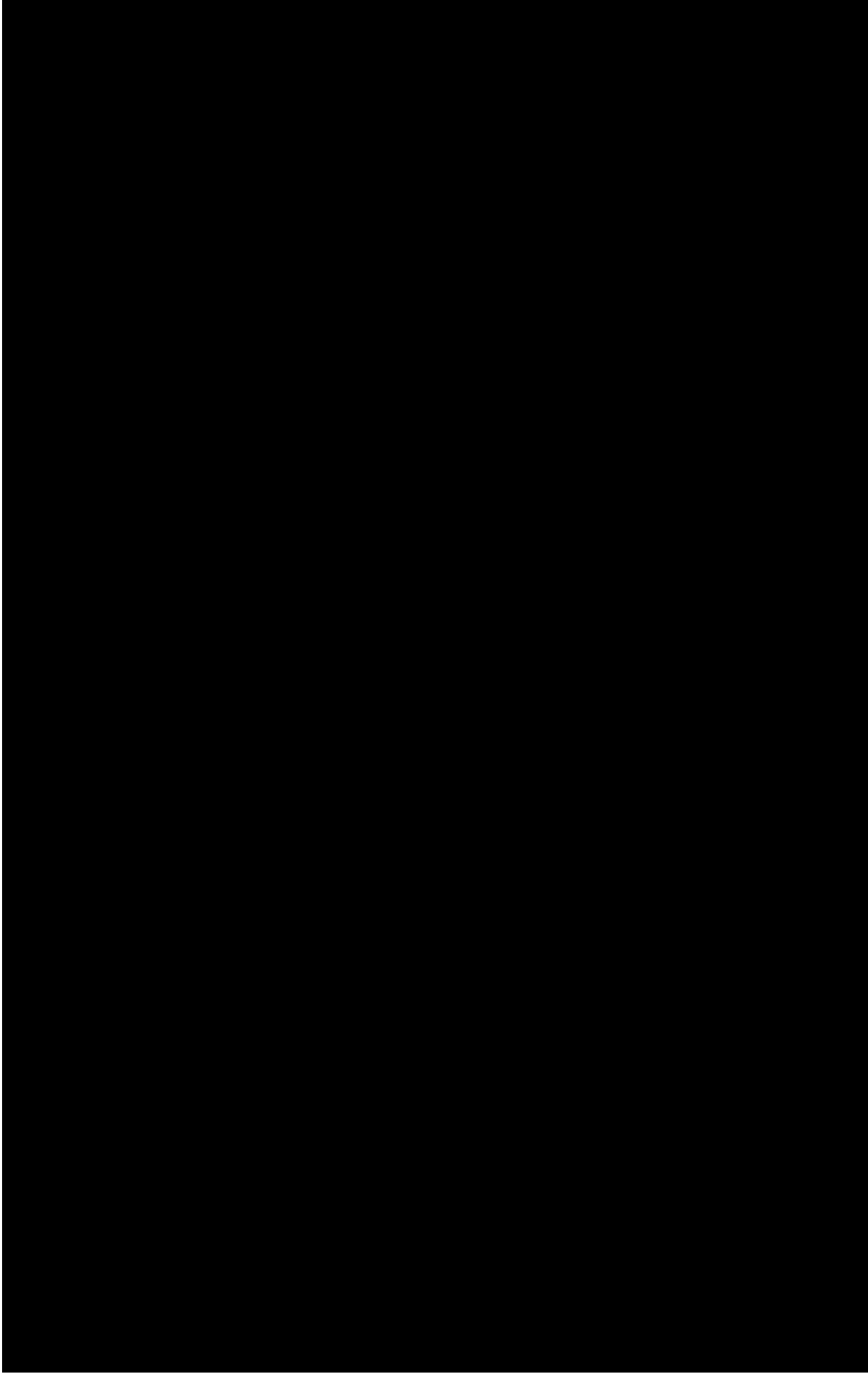
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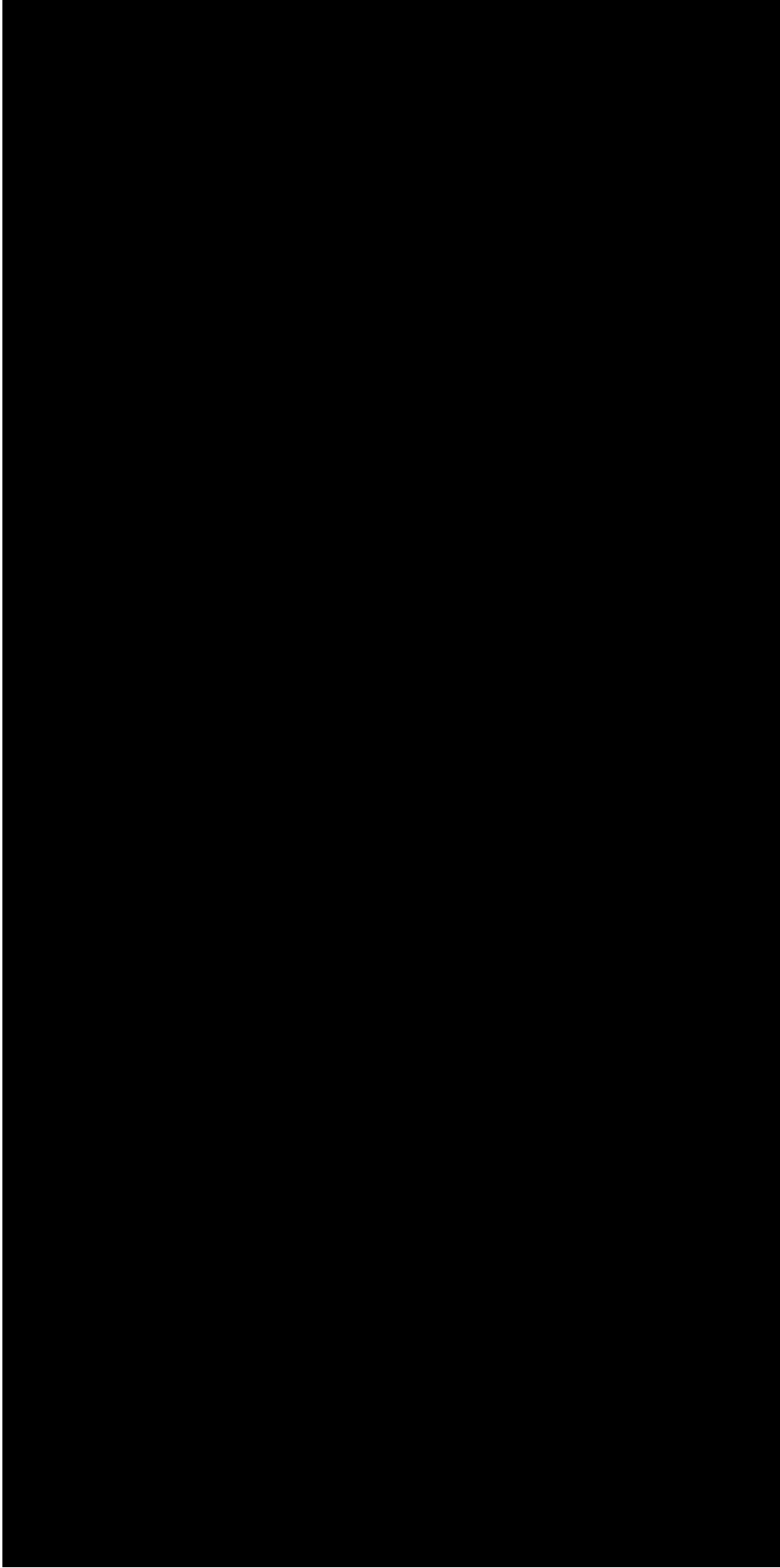
South Carolina Department of Corrections

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| 9. Documentation, Training & Reporting: Training Material

South Carolina Department of Corrections

TRADE SECRET



The Corrections Innovation Leader



GTL Genesis

Adding OMS User Accounts

Administrator User Guide

April 2017 v2.0

GTL Confidential

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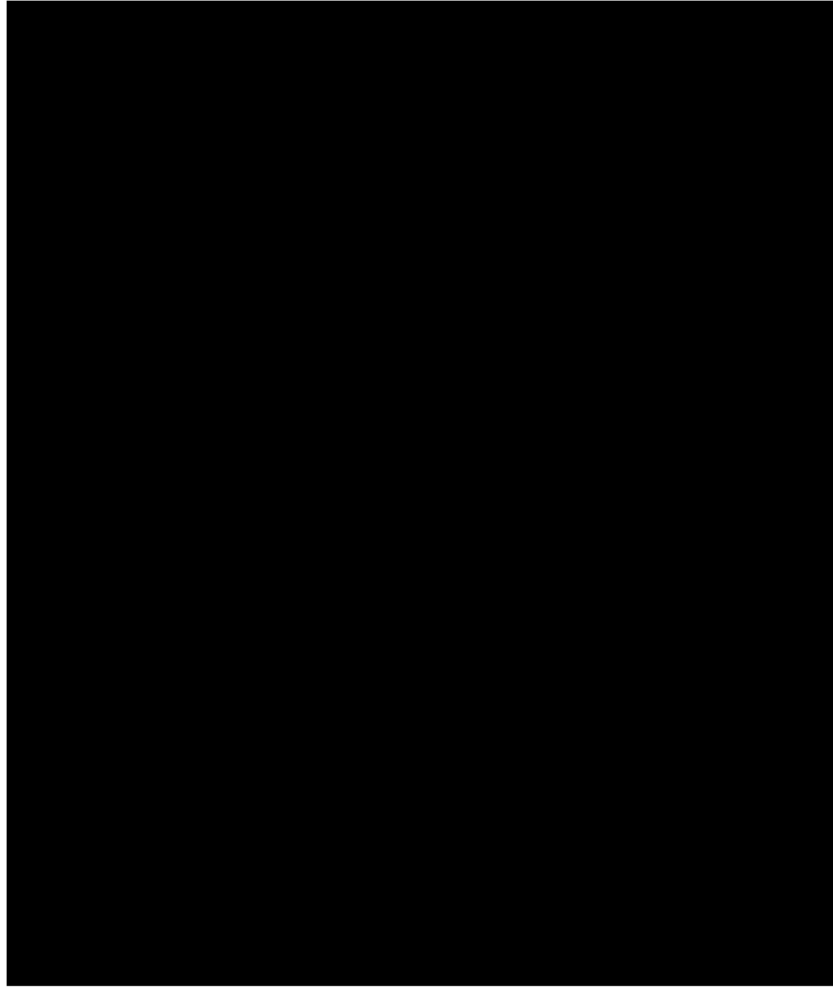


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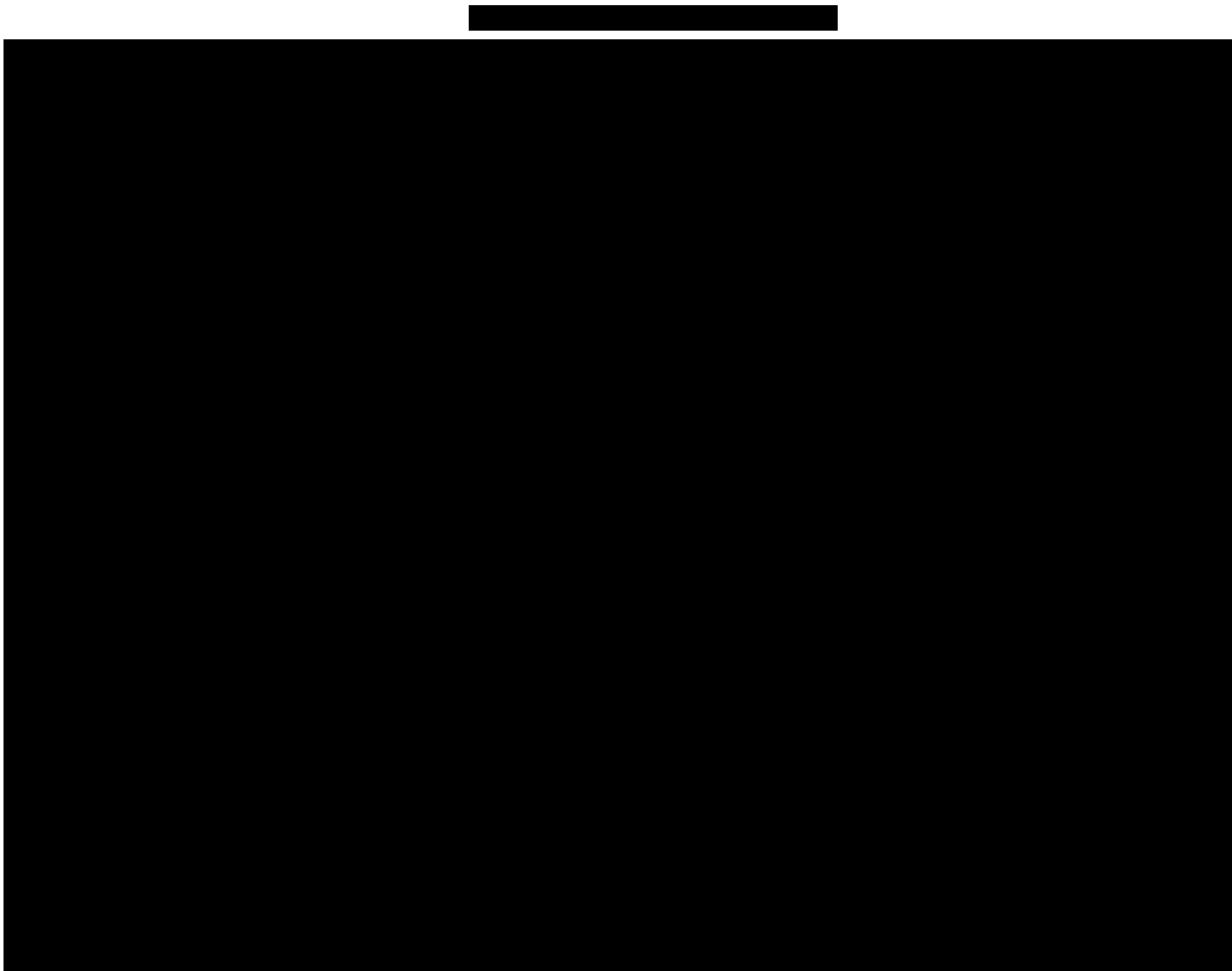
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Global Tel*Link

GTL Genesis Documentation

*SCDC Help Desk Training Guide for Adding
Messaging Staff to Platform Elite*

February 28, 2017 v.1.0

*Global Tel*Link Confidential*



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Global Tel*Link

GTL Genesis Documentation

*Staff Training for Platform Elite and Inmate
Messaging*

February 10, 2016, v.1.0

*Global Tel*Link Confidential*



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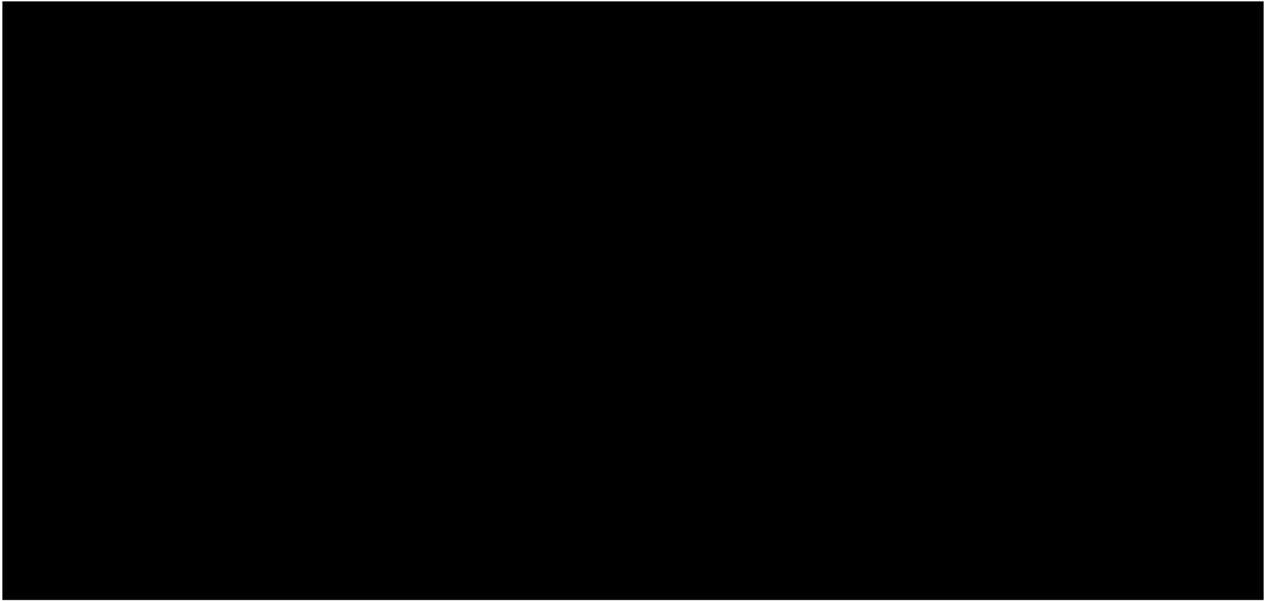
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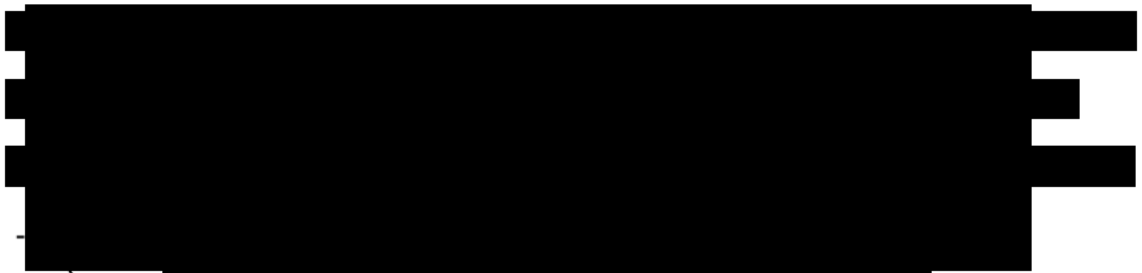
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STATE OF SOUTH CAROLINA
SFAA, DIV. OF PROCUREMENT SERVICES, ITMO
1201 MAIN STREET, SUITE 600
COLUMBIA SC 29201

Intent to Award

Posting Date: December 21, 2018

Solicitation:	5400014683
Description:	INMATE TELEPHONE, KIOSK & TABLET SYSTEMS
Agency:	Department of Corrections

The State intends to award contract(s) noted below. Unless otherwise suspended or canceled, this document becomes the final Statement of Award effective **January 01, 2019**. Unless otherwise provided in the solicitation, the final statement of award serves as acceptance of your offer.

Contractor should not perform work on or incur any costs associated with the contract prior to the effective date of the contract. Contractor should not perform any work prior to the receipt of a purchase order from the using governmental unit. The State assumes no liability for any expenses incurred prior to the effective date of the contract and issuance of a purchase order.

CERTIFICATES OF INSURANCE COVERAGE TO BE FURNISHED PRIOR TO COMMENCEMENT OF SERVICES UNDER CONTRACT.

Any actual bidder, offeror, contractor, or subcontractor who is aggrieved in connection with the intended award or award of a contract shall protest within ten days of the date notification of award is posted in accordance with this code. A protest shall be in writing, shall set forth the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided, and must be received by the appropriate Chief Procurement Officer within the time provided. [Section 11-35- 4210]

PROTEST - CPO ADDRESS - ITMO: Any protest must be addressed to the Chief Procurement Officer, Information Technology Management Office, and submitted in writing

- (a) by email to protest-itmo@itmo.sc.gov ,
- (b) by facsimile at 803-737-0102 , or
- (c) by post or delivery to 1201 Main Street, Suite 601, Columbia, SC 29201.

Contract Number:	4400020266
Awarded To:	GLOBAL TEL LINK CORPORATION (7000116416)
	3801 E PLANO PARKWAY - SUITE 100
	PLANO TX 75094

Maximum Contract Period:	January 01, 2019 through December 31, 2025
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This contract is a revenue contract for SC Department of Corrections.

Procurement Officer

JOHANNE M. SULLIVAN, CPPB



State of South Carolina

RECORD OF NEGOTIATIONS

Solicitation Number : 5400014683
Procurement Officer : JOHANNE M. SULLIVAN, CPPB
Phone : (803) 737-3416
E-Mail Address : jmsullivan@mms.sc.gov
Address : SFAA, Div. of Procurement Services,
ITMO
1201 Main Street, Suite 601
Columbia SC 29201

DESCRIPTION: Inmate Telephone, Kiosk & Tablet Systems

USING GOVERNMENTAL UNIT: Department of Corrections

OFFEROR'S NAME AND ADDRESS: Global Tel*Link Corporation

Attn: Todd Dennison

rfp@gtl.net

12021 Sunset Hills, Road, Suite 100

Reston, VA 20190

IMPORTANT NOTICE:

Offeror is required to sign this document and return 1 copies to the procurement officer named above by the following date: 12/14/2018.


DESCRIPTION OF NEGOTIATED CHANGES:

(attach additional pages if necessary)

1. Unless modified by this Record of Negotiations, Offeror reaffirms its agreement to be bound by the terms of the solicitation notwithstanding anything to the contrary in its offer. Except as provided herein, all terms and conditions of the Offer and the Solicitation remain unchanged and remain in full force and effect.
2. GTL shall provide inmate calls for a per minute price of \$.025.
3. GTL shall provide a monthly subscription to the unlimited streaming music program as described in the original response for \$10.
4. Provide a monthly subscription to the unlimited gold video / movie streaming service as described in the original response for \$10.
5. GTL shall provide a monthly subscription plan for all services (music, video, ebooks, and games) for \$25.
6. GTL shall provide online and phone inmate trust deposits for:
 - \$4 for an online deposit of up to \$50
 - \$6 for an online deposit of up to \$100
 - \$8 for an online deposit of up to \$200
 - \$10 for an online deposit of up to \$300
 - \$5 for a phone deposit of up to \$50
 - \$7 for a phone deposit of up to \$100
 - \$9 for a phone deposit of up to \$200
 - \$11 for a phone deposit of up to \$300
7. GTL shall deploy a pilot tablet program at an institution to be selected by SCDC within 90 days of contract award.
8. GTL shall immediately deploy a 90-day pilot program of two tablet deployment options, Option 1 – a tablet permanently assigned to each inmate and Option 2 - shared tablets available for inmate check-out. Regardless of deployment model, GTL shall provide tablets on a one tablet per inmate ratio. SCDC shall have the sole discretion to decide which model to deploy at the conclusion of the 90-day pilot program. While the pilot is underway, GTL shall begin installing the wireless networks that will provide coverage for both options, allowing for rapid deployment after SCDC informs GTL of their decision regarding deployment model.
9. GTL shall install kiosks in institutional law libraries and in RHUs where kiosks are not currently installed as directed by SCDC.

10. GTL shall provide Westlaw law library application licenses for 250 concurrent users statewide at no additional charge to SCDC. GTL shall provide additional concurrent licenses upon SCDC request at a rate not to exceed \$1,875 per month for each block of 50 additional concurrent licenses.
11. GTL shall provide the following additional investigate resources that can be used by SCDC when major incidents occur:
GTL's intelligence offering includes on-demand intelligence services designed to support facility needs during major incidents. Operating out of GTL's National Intelligence Center (NIC), these highly trained analysts leverage complex investigative tools and algorithms to analyze large amounts of raw data, generated by various disparate data systems. The analytical support, and resulting actionable intelligence, compliments facility investigative and intelligence staff allowing them to operate more effectively.
12. Delete 3.1.2.13 and replace with the following:
In the event an inmate(s) gains unauthorized access to one or more applications or networks (e.g., the internet), Contractor acknowledges that SCDC may suffer significant and material adverse impacts to its reputation and goodwill- including but not limited to its mission to protect the public, its employees, and inmates- as well as significant time and resources in addressing and remediating those adverse impacts on a continuing basis. Contractor further acknowledges that the amount of loss or damages the SCDC may incur as a result of unauthorized access is likely to be difficult to estimate precisely. Accordingly, in the event an inmate(s) gains unauthorized access to one or more applications or networks (e.g. the internet), Contractor shall incur liquidated damages, to be determined in the sole discretion of the SCDC, of up to \$400,000 per occurrence of unauthorized access to one or more applications or networks. The liquidated damages set out in this subsection are subject to a maximum contract aggregated amount of \$2,000,000. Excluded from this provision is an inmate's access to an application or website that SCDC has approved as a "whitelisted" application or website.
13. The following is added to CONTRACTOR'S LIABILITY INSURANCE – INFORMATION SECURITY AND PRIVACY (FEB 2015) clause, (b) (i) on page 60 of the solicitation: "security risks" and "tampering with or unauthorized use of a computer system" includes an inmate's access to unauthorized content including, but not limited to, internet sites, Facebook, Instagram, Twitter, dating sites and applications, any contact with or attempt to contact a victim, or sending pictures. This also includes an inmate's access to content that would be authorized had the inmate had money to add the contact (ex: additional music).

Except as provided herein, all terms and conditions of the Offer and the Solicitation remain unchanged and remain in full force and effect.

OFFEROR'S CERTIFICATE OF CURRENT COST OR PRICING DATA: The Offeror certifies that, to the best of its knowledge and belief, the cost or pricing data (as defined by 48 C.F.R. 2.101) submitted, either actually or by specific identification in writing, by the Offeror to the Procurement Officer in support of the proposed contract are accurate, complete, and current as of the date this record of negotiations is signed. [Procurement Officer must initial here  if Certificate inapplicable to this Record of Negotiations]

(See "Pricing Data – Audit – Inspection" provision.) (Reference § 11-35-1830 & R. 19-445.2120)

SIGNATURE OF PERSON AUTHORIZED TO SUBMIT
BINDING OFFER TO ENTER A CONTRACT ON BEHALF OF
OFFEROR:

By: 
(authorized signature)

Jonathan Walker
(printed name of person signing above)

Its: Executive Vice President, Business Development
(title of person signing above)

Date: December 14, 2018

SIGNATURE OF PERSON AUTHORIZED TO APPROVE
NEGOTIATED MODIFICATIONS ON BEHALF OF USING
GOVERNMENTAL UNIT:

By: 
(authorized signature)

Johanne M. Sullivan
(printed name of person signing above)

Its: Procurement Manager
(title of person signing above)

Date: 12/14/18