

Supplement 1

Requirements and Scope of Work

Ohio Department of Rehabilitation and Correction (DRC), and
Ohio Department of Youth Services (DYS)

Secure Communication, Education, and Entertainment Technology
Requirements and Scope of Work

Ohio Department of Rehabilitation & Correction
Office of Acquisition and Contract Compliance
and
Ohio Department of Youth Services

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I. INTRODUCTION

The Ohio Departments of Rehabilitation and Correction (DRC) and Youth Services (DYS), collectively known as “State Agencies,” are seeking a single Contractor to provide a turnkey solution featuring a broad set of requirements that wrap-around an integrated system of communication, education, entertainment and other services via electronic devices to incarcerated adults and youth under state jurisdiction. Additional services required include securely accepting funds for deposit; cell phone detection and interdiction; phone, email, and fund analytics; visitation scheduling; educational and entertainment content; managing print and copy requests; and digital forensic tools. The turnkey solution must interface with State Agencies' other systems. Training and support for initial deployment through the maturity of the Contract must be provided to the State Agencies.

The Proposals from any offeror, or groups of collaborating offerors, with knowledge, expertise, and currently available offerings on Contractor-provided or Contractor-recommended devices to meet the needs expressed in this document are strongly encouraged to participate. Collaboration or partnerships between entities to provide comprehensive, leading-edge, technological solutions to the requirements in this Request for Proposal (RFP) is welcome as the State is interested in optimizing its procurement process and obtaining best values.

II. BACKGROUND

State Agencies are collaborating to obtain leading edge communication, education, entertainment technology and other services available via telephones, tablets, or other electronic devices; to securely accept funds for deposit; and related services.

The Ohio Department of Rehabilitation and Correction is one of the largest agencies in the State of Ohio with operations throughout the State. There are twenty-five (25) state-administered and three (3) privately administered adult correctional institutions. The current DRC population is approximately 45,000 incarcerated adults, including approximately 5,000 in private prisons. The institutions vary in level of security and include reception centers, camps, pre-release centers, and facilities specializing in high-acuity medical or mental health needs. The Adult Parole Authority (APA) supervises approximately 32,000 individuals.

DRC presently has two tablets deployed for incarcerated adults. The first tablet is purchased by the incarcerated adult/family, and offers a variety of services such as email, music, games, educational and programming materials. The second tablet is provided at no charge to State Agencies or incarcerated adult/family, and which offers telephone services and streaming access to music and movies.

DRC is determined to be a progressive correctional agency, which includes the rehabilitation of individuals in its custody by offering connections to the outside world through modern technology for them to return to the community as productive citizens.

The Ohio Department of Youth Services is the juvenile justice agency for the State of Ohio and is statutorily mandated to confine felony offenders (“Youth”), ages 10 to 21, who have been adjudicated and committed by one of Ohio’s 88 county juvenile courts. The current DYS population is approximately 500 youths located in one of three (3) juvenile correctional facilities and four (4) alternative placement centers around the State. Each DYS facility operates a year-round school offering a general curriculum as well as vocational opportunities, and youth are engaged in programming designed to address their criminogenic and behavioral needs. There are two (2) DYS regional parole offices.

DYS uses tablets as an incentive to encourage positive behavior. At the beginning of each month, eligible youth are given a tablet and a set amount of funds with which to rent music, movies, games, and eBooks.

DYS seeks to habilitate youth, preparing them to enter society, with appropriate access to technology being an integral part of the process.

III. OBJECTIVES

This RFP has the following objectives:

1. Provide all required services on a single electronic device for incarcerated adults and youth.
2. Provide all required services on kiosks throughout the facilities.
3. Provide all services and communications on a Contractor installed / maintained secure network infrastructure independent from any State Agency network infrastructure.
4. Provide and maintain all kiosks, network infrastructure and electronic devices at no cost to State Agencies, incarcerated adults and youth.

IV. REQUIREMENTS

1. Minimum Mandatory Requirements for the Replacement System

- a. Services at no-cost basis to State Agencies, including initial deployment and ongoing replacement of tablets, kiosks, and a secure network.
- b. Single sign on log-in for end-user to gain access to multiple different integrated applications with signature capability.
- c. Provide eight free emails per month per incarcerated adult (may be used for inbound or outbound email, roll-over from month-to-month if not used, used before additional emails purchased).
- d. Provide 60 minutes of domestic phone calls free when first admitted.
- e. One monthly free 15-minute video visitation.
- f. Allow individual assignment or communal use of tablets at the discretion of facility leadership.
- g. DRC receives 1,000,000 minutes of free calls and 100,000 free emails per year to distribute as DRC deems appropriate, balance carries over from year to year. DYS receives 100,000 minutes of free calls per year to distribute as DYS deems appropriate, balance carries over from year to year.
- h. No connection fee for telephone calls and domestic rate of \$0.05 per minute or less
- i. Email price \$0.25 or less.
- j. 24/7 live, US-based customer service for State Agencies, incarcerated adults and youth, and family and friends.
- k. Self-serve printing option requiring minimal staff involvement; the incarcerated population must have the opportunity to print copies of emails, attachments, and documents from their tablets and kiosks; the system must integrate with DRC's trust fund accounting system to charge \$0.50/page for color or \$0.05 for black and white.
- l. One monthly free deposit for families and friend, no funding fees for deposits on phone accounts and set up new accounts.
- m. Must provide a low-cost (under \$2.00 fee) deposit option for amounts up to and including \$200.00.

- n. Free provision of noise reduction headphones initially with tablet.
- o. Contractor responsible for turnkey solution on separate network.
- p. Free opensource eBooks, educational content (such as Ted, Khan, etc.) and self-help (such as mindfulness, anger management, Thinking for Change, alcohol and other drug treatments).
- q. Religious texts (at minimum the Bible, Quran, and Torah).
- r. Demonstrate current required transmitter licenses, Payment Card Industry Data Security Standard compliance, and ability to legally accept funds from all 50 states.
- s. Contractor must have a method for accepting deposits from approved visitors outside the United States.
- t. Secure, recorded accessibility for disabled incarcerated adults and youth (sight, hearing, mobility).

Offeror Response: offerors must provide a statement in the box below indicating that the offeror has read, understands and agrees to ALL of the Minimum Mandatory Requirements for the Replacement System.

GTL has read, understands, and will comply with all minimum requirements for the replacement system.

ODRC and GTL have been partners since 2005 and we are the only vendor who has the knowledge and expertise to provide all the mandatory and desired requirements being requested in this RFP.

Because GTL is already installed and operating throughout ODRC facilities, many of the requests above are already in place today, eliminating the need to have another vendor come in and replace ODRC's current operations, which could cause months of interruptions in services and put facility staff, incarcerated adults and youth, as well as their friends and family at risk.

Throughout this 15-year partnership, ODRC and GTL have grown and worked together as a team to ensure safety, improve efficiencies, upgrade and update software and hardware as new technologies have been available, and foster a strong relationship. Upon award of this contract, GTL will continue to listen and work with you to provide the best solution in the marketplace.

With more than 1,000 employees across the United States, GTL is one of the largest incarcerated adult and youth technology providers in the industry—this is backed by 31 years of experience.

GTL will continue to commit our local, regional, and executive support to provide all the necessary requirements in this RFP and throughout the life of a resulting contract.

2. Telephone System Requirements

Currently, State Agencies use telephone systems (wall phones) and tablets to make calls that are monitored and recorded by the Contractor's telephone system. State Agencies do not collect a commission from incarcerated adult or youth phone use and do not seek one with this Contract.

Call recipients must opt-in to receive telephone calls, and the system must also provide call blocking, tracking, and security functionality. Must provide family, friends, and the general public the option to fund

personal phone accounts, collect call accounts, and a debit phone account for the incarcerated adult or youth to use to make telephone calls to vetted (call recipient-approved) numbers.

Tablets & Kiosks, must support the same applications, including the following:

1. Control tablet features (close out/activate) by user, group of users or all users (limit feature control to turn off required items incarcerated adults must be provided, e.g., mail, legal mail, law library).
 - a. Tablet must be Contractor provided.
 - b. Free provision of noise reduction headphones initially with device.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 1).

GTL has read, understands, and will comply.



Since 2005, GTL has provided ODRC with our industry leading communication systems. The systems include our state-of-the-art telephone system (ITS) which contains over 2,630 wall phones and now includes 45,000 wireless tablets.

Our installed system is complete with all the calling features mentioned above for both wall-mounted phones and tablet calling. In addition, our tablet solution includes calling on demand, a suite of entertainment options, Breaking Free from Substance Abuse program, Lexis Nexis Law Library and other communication features. All tablets and one initial pair of headphones are provided free of charge for every incarcerated adult and youth.

By remaining with GTL, ODRC staff will avoid having to learn a new system ; incarcerated adults and youth will not have to navigate a new phone or tablet platform and friends/family of your incarcerated persons will be able to fund accounts through one single company, as GTL can immediately move the content from your existing devices to the current GTL tablets at ODRC facilities. With GTL you can **completely avoid** transition issues within your facilities. Additionally, with GTL all call detail records, call recordings, and data will continue to be accessible from within GTL's proposed systems. Furthermore, all interfaces, call restrictions, hotlines, processes, and any functions currently in place will not need to be implemented.



GTL's approach and plan will guarantee that ODRC, friends and family will not experience any downtime or interruptions in services or functionality as we jointly transition from the existing contract to the new contract.

Tablets & Kiosks, must support the same applications, including the following:

- Control tablet features (close out/activate) by user, group of users or all users (limit feature control to turn off required items incarcerated adults must be provided, e.g., mail, legal mail, law library).



Our **Inspire® tablet** system is controlled by authorized ODRC staff using GTL Command—our latest, state-of-the-art, web-based user interface. From the interface, you can observe device status and real-time usage, detect non-compliance, enable or disable tablets by user, group of users or all users, and more. With the new User Interface, GTL Command, authorized users can access the application on any internet-enabled device using a standard web browser, including Internet Explorer, Firefox, Safari, and Chrome. This new interface is easy to use and SEAMLESS

when it comes to tablet control features so investigators and facility staff can easily control all aspects of the tablet with the click of a button.

In support of ODRC’s objective to, “**Provide all required services on a single electronic device**”, GTL will provide the required kiosk functionality on the **Inspire® tablet**. For services, such as video visitation, which may only be allowed from a fixed location, GTL will install wall mounted docking stations. These docking stations require no power and use GTL’s patented Near Field Communication (NFC) technology to communicate with the tablet. When the tablet is placed in the docking station, it recognizes the NFC chip and the tablet software activates the camera for video visits. As soon as the tablet is removed from the docking station, the software disables the camera and the video ends. The **benefits to a docked tablet** over a kiosk are as follows: less hardware in the housing unit that could be used as a weapon, less wall space consumed, no additional power required to provide the kiosk services, no CAT5 runs necessary to provide data to the docked tablets, and repair is as simple as swapping the docking station so less time required of technicians in the housing unit with tools.

GTL Command offers powerful improvements: GTL was informed in May that each ODRC facility needed to designate unique specific hours to use the Law Library application due to safety concerns (i.e. 6-8pm). GTL, along with our partner, Lexis Nexis, accomplished this request within 10 days. While this is a great accomplishment, with the new GTL Command, facility staff can do this quickly and without GTL intervention.

- a. Tablet must be Contractor provided.

GTL builds our wireless tablets from the ground up, blending our custom-built OS with durable hardware to ensure only GTL software functions on the hardware and vice versa. The secure operating system delivers superior security over products based on off-the-shelf components.

ODRC currently uses the GTL Inspire tablets at all facilities. Our latest tablet version from our new manufacturer will be available and deployed to facilities before the start of the new contract on 7/1/21.



- b. Free provision of noise reduction headphones initially with device.

GTL will continue to supply headphones (earbuds) for use with our Inspire tablets at no cost initially with the device. **GTL is currently upgrading ODRC facilities with the latest correctional-grade noise reduction earbuds.**

2. Secure Telephone System capabilities must include:

- a. Ability for incarcerated adults to access “whitelisted” numbers that are not recorded, such as for PREA, attorney calls, or investigations.
- b. Alert on voice change in a call.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 2).

GTL has read, understands, and will comply.

- 1) Ability for incarcerated adults to access “whitelisted” numbers that are not recorded, such as for PREA, attorney calls, or investigations.

Through GTL Command, authorized users can protect legal, attorney, PREA, and other approved whitelisted numbers from recording and monitoring by designating them as Private in the system’s number database. Authorized users can easily set these parameters for new numbers or existing numbers from the Number Management screen.

GTL specifically designed our system so that once a number is flagged in the database, **we never record calls to this number**. Unlike others where every call is recorded and then they try to separate those calls to a separate file, we never record the calls designated as Private. This provides the maximum protection to prevent recording of privileged calls. **GTL is currently working to develop an automated interface with DOTS to update approved whitelisted numbers daily.**

Authorized users may also search for, review, and or edit Private numbers entered in the database.



ODRC also meets the obligations of the Federal Prison Rape Elimination Act (PREA) with the GTL Grievance App right on the current tablets on day one of contract execution. Among other features, the Grievance App allows incarcerated adults to lodge prison rape complaints while maintaining anonymity. Once lodged, an audit trail begins. Submitted forms cannot be deleted or altered. GTL’s solution helps alleviate many of the administrative challenges, like paperwork and filing, because it is all digital. There is no longer a risk of lost forms. Building on our existing tablet technology, we’ve integrated PREA reporting into our paperless Grievance and Request solution to establish a chain of evidence for reported rape and sexual abuse.

2) Alert on voice change in a call.

GTL offers ODRC our Voice IQ® Continuous voice biometric feature. Voice IQ continuous voice verification is used in conjunction with Voice IQ initial Voice Verification, which is **currently deployed at ODRC facilities**. These biometric solutions validate the incarcerated person at the start of the call and **alert if there is a voice change during the call**.

After call completion, the Speaker Change Events collected during the call are stored in the Telephone System (ITS database). Speaker Change Events for all incarcerated person calls are stored collectively in the ITS database for further search and retrieval.

From the Call Detail Reporting Screen, a report will be generated with all Speaker Change events detected during the specified time frame. The search results will display any record flagged for speaker change activity where the selected PIN is flagged as a possible speaker on the call.

#	STATUS	BTN	PIN	DATE	TIME	DUR	RESULT	PHONE	CALL TYPE	CHARGE	DETECT	VIQ
1	V			10/26/2016	14:40	06:21	Inmate Hungup	Mod H-2	Debit	\$1.10		02:45
2	V			10/26/2016	14:28	05:24	CP-Hungup	Mod F-3	Prepaid	\$0.78		05:50
3	V			10/26/2016	14:24	04:22	Inmate Hungup	Mod B-2	Debit	\$0.78		02:35
4	V			10/26/2016	14:17	02:55	Inmate Hungup	Mod B-2	Debit			02:26
5	V			10/26/2016	14:10	04:34	CP-Hungup	Mod 1-2	Prepaid			02:56
6	V			10/26/2016	14:10	03:34	Inmate Hungup	Mod 17-1	Prepaid			02:39
7	V			10/26/2016	14:07	07:27	Inmate Hungup	Mod H-3	Debit	\$1.25		02:28
8	V			10/26/2016	14:05	06:04	Inmate Hungup	Max 2-2	Debit	\$1.10		04:59
9	V			10/26/2016	14:02	09:10	Inmate Hungup	Mod K-2	Prepaid	\$1.30		03:12
10	V			10/26/2016	13:59	13:22	Inmate Hungup	Mod 5-2	Debit	\$2.20		04:18
										Total Time:		
										01:03:13		
										Total Charge:		
										\$16.15		

3. Messaging Capabilities must include:

- a. Ability for staff mass communication to incarcerated adults with attachment capabilities
 - o Ability for staff to communicate directly to the incarcerated adult via tablet with permission level for direct messaging to individual incarcerated adult, unit or dorms of incarcerated adults, or whole prison (mass communication). Currently this is an all or nothing access level.
 - o Ability for staff to verify if the incarcerated adult has opened this message.
- b. Ability to Email to and from friends and family.
- c. Ability to photo messages to and from friends and family, either as a standalone or attachment to email.
- d. Ability to video messages to and from friends and family, either as a standalone or attachment to email receive and send.
- e. Ability for incarcerated adults to submit anonymous tips with investigators, free of charge.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 3).

GTL has read, understands, and will comply.

- a. Ability for staff mass communication to incarcerated adults with attachment capabilities
 - i. Ability for staff to communicate directly to the incarcerated adult via tablet with permission level for direct messaging to individual incarcerated adult, unit or dorms of incarcerated adults, or whole prison (mass communication). Currently this is an all or nothing access level.
 - ii. Ability for staff to verify if the incarcerated adult has opened this message.

GTL offers three methods by which ODRC staff can communicate with incarcerated adults. First, is a tracked login notice, where staff can post a message with an attachment for a specific or perpetual time period to be read at login of a tablet and can be directed to all, or a subset, of the incarcerated population. Second, staff can post an in-app notice (a message with an attachment) to the Notices App on the tablet for a specific or perpetual time period. Much like the login notices, this method can be targeted to all, or a subset of the incarcerated population. The third method is the Facility Messaging App, which allows a message with an optional attachment to be sent for all, or a subset, of the incarcerated population and read on the tablet with the Facility Messaging App.

Notices Application

ODRC facility staff can upload information through the Notices App to be read by the incarcerated adult and youth upon login on the GTL tablet. Such notices, read and acknowledged at incarcerated adult and youth login can be re-read and referenced in the Notice app. This is a NEW FEATURE for ODRC. In the past, GTL has uploaded several messages from staff on the tablet, including a CARES document from the IRS, a PPE video at the start of the pandemic, a video from Entertainer 'Common' and recently - Education PDFs as requested by NCCC. With the new Notices App, facility staff can do this SEAMLESSLY without GTL involvement and with a simple click of a button.

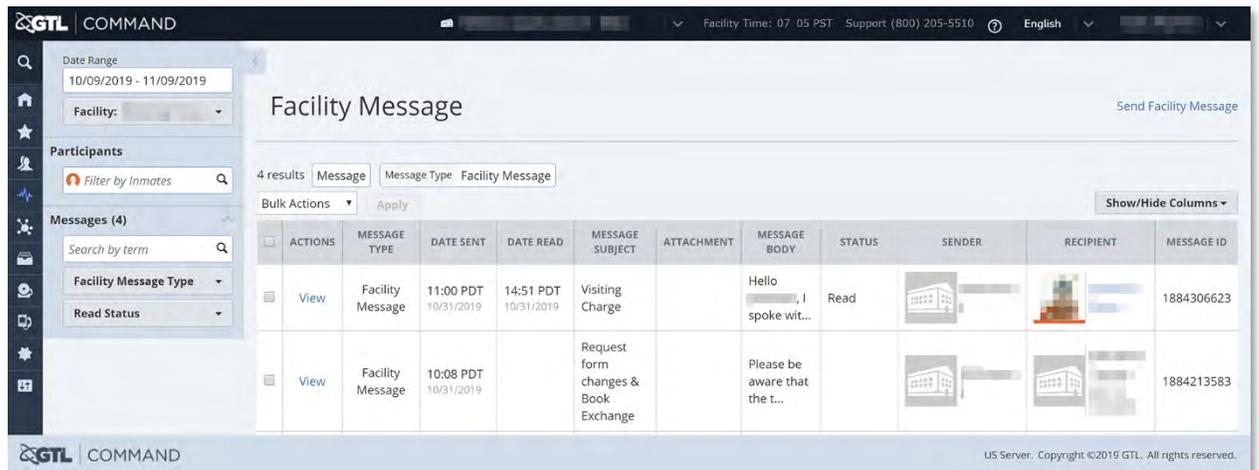
Notices in the application can be set to:

- Be seen once, or at every incarcerated adult and youth login
- Track notice viewing
- Display for a specific time, or perpetually
- Optionally take a photo acknowledgment.

Facility Messaging App

Using the Messaging App through our wireless tablet, authorized ODRC facility staff can send Facility Messages, login notices, and notices with a message and optional attachments to all incarcerated adult and youth, specific pods, and specific incarcerated adults and youth. The App can be used to distribute FAQs, ODRC facility information, and important announcements. Staff can see that a notice has been read for any facility message that is sent specifically to an individual.

Combined with the Notice App's publishing period facility staff can show information at login and in the Facility Messaging App for the applicable amount of time.

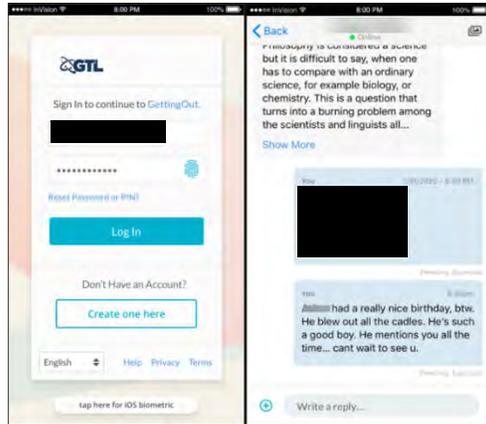


The screenshot displays the 'Facility Message' interface within the GTL COMMAND system. The interface includes a search bar for participants, a filter for 'Inmates', and a list of messages. The table below shows the details of two messages.

ACTIONS	MESSAGE TYPE	DATE SENT	DATE READ	MESSAGE SUBJECT	ATTACHMENT	MESSAGE BODY	STATUS	SENDER	RECIPIENT	MESSAGE ID
View	Facility Message	11:00 PDT 10/31/2019	14:51 PDT 10/31/2019	Visiting Charge		Hello [redacted], I spoke wit...	Read	[redacted]	[redacted]	1884306623
View	Facility Message	10:08 PDT 10/31/2019		Request form changes & Book Exchange		Please be aware that the t...		[redacted]	[redacted]	1884213583

b. Ability to Email to and from friends and family.

Incarcerated adults and youth can stay in touch with their friends and family through our secure Messaging (a type of closed-network email) and facility-approved photo sharing.



Incarcerated adults and youth initiate first contact with friends and family by sending an email invitation to someone on their contacts list on the Contacts App. These invitations can only be sent to email addresses which are known by the incarcerated adult and youth. There is no information sent by the incarcerated adult and youth other than their name and facility and the incarcerated adult and youth cannot include any comments. Friends and family cannot initiate communication through messaging but must accept the invitation and activate an account for messaging communication to occur.

Friends and family can message the incarcerated adults and youth through GTL's easy-to-use web portal from any standard personal computer or mobile device with web access. These services are complete with 24/7/365 bilingual (English and Spanish) U.S.-based customer support by email or phone.

Once the account is activated, all messaging communication goes through GTL's web site using the account and not through the friends and family's personal email. All messaging accounts are subject to review and/or suspension by ODRC. Electronic messages can only be communicated between an incarcerated adult and youth using the Messaging App on the tablet and the account holder's GTL messaging account. Messaging between incarcerated persons using the Messaging App is not allowed.

c. Ability to photo messages to and from friends and family, either as a standalone or attachment to email.

With our **Photo Gallery** App, friends and family can easily share photos with incarcerated adults and youth from any standard PC or mobile device with web access. All photos can be monitored for inappropriate/offensive content before posting.

- d. Ability to video messages to and from friends and family, either as a standalone or attachment to email receive and send.

With the GTL tablet solution friends and family can send video messages to ODRC incarcerated adults and youth from any PC or mobile device with web access. All video messages can be configured to be held for review by authorized staff if ODRC requires approval before being sent to an incarcerated adult or youth.

- e. Ability for incarcerated adults to submit anonymous tips with investigators, free of charge.



GTL offers two options for incarcerated individuals to submit anonymous tips with investigators, free of charge. The first is to use the **GTL tablets to send a written tip** filing a report similar to the PREA tool. The **second option is a speed dial** on the telephone system, which can be configured to go to an ODRC voicemail or a voicemail on the telephone system. The speed dial can be setup to be anonymous or to require the incarcerated individuals PIN. In the Call Detail Reporting section of the GTL ITS, properly authorized investigators select “MSG” in the Call Type field and enter the number associated with the crime tip line or complaint line for which messages are to be reviewed. Alternately, incarcerated adult and youth messages are accessible through the system’s Advanced Reports. Recorded messages will show up as normal calls for review, playback, and burning to portable media (CD, DVD, USB device). Whether accessed through Call Detail Reporting or Advanced Reports, the system’s Messaging Report allows authorized users to retrieve and listen to messages left by incarcerated adult and youths. **These anonymous tips are free of charge.**

4. Programming must include:

- a. Ability for incarcerated adults to see their case plan, re-entry plans and programs they have signed up for from DRC platform.
- b. System updates occur when the incarcerated adult completes programming. The system must update the program completion in Department Offenders Tracking System (DOTS) and Offenders Risk Assessment System (ORAS).
- c. Evidence-based substance abuse programming that is self-directed and free of charge.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 4).

GTL has read, understands, and will comply.

With the current pandemic situation affecting everyone in the United States, physical and mental health are of the utmost importance. There is an unfortunate stigma surrounding mental health issues that keeps many from seeking treatment and that needs to change. GTL offers programs designed to address these issues and provide resources to improve incarcerated adult and youth's health through case plans, re-entry plans, and programs.

Resources for Incarcerated Individuals and Returning Citizens

Within facilities, GTL makes several resources available on our wireless tablets, an especially timely delivery method with isolation making face-to-face treatment difficult or unavailable:



Breaking Free from Substance Abuse – This GTL exclusive partnership assists incarcerated individuals in achieving and maintaining recovery from dependence on over 70 different substances, including opioids, stimulants, prescribed medications, and alcohol. GTL brought this cutting-edge application at no cost to ODRC in 2020 and to date over 20,000 ODRC Incarcerated Persons have utilized Breaking Free. See below on bullet point “c” for more specific data relating to Breaking Free and ODRC.

Peace Education Program from The Prem Rawat Foundation – A program with 10 thought-provoking themes helps participants discover a renewed sense of purpose, including how to use their own inner resources and lead more fulfilling lives.

For those outside a facility's walls, there are many national organizations focused on getting help for individuals suffering from mental illness, ensuring their safety and well-being:

- **NAMI Stepping Up Initiative** – Brings together mental health organizations, substance abuse organizations, and law enforcement associations to divert people with mental illness from incarceration into treatment.
- **Substance Abuse and Mental Health Services Administration (SAMHSA)** – Provides a location-based list of substance abuse and mental health treatment.
- **Give an Hour** – Offers free and confidential mental health care to all populations through a network of professional volunteers.

While struggling with mental illness might feel lonely, there are dozens of national organizations that can pair people with resources, recommend treatment paths, and more. GTL works with many of these community partners to offer mental health resources for incarcerated adult and youths, and we plan to expand those partnerships.

- a. Ability for incarcerated adults to see their case plan, re-entry plans and programs they have signed up for from DRC platform.

GTL can supply the necessary assessment tool to accomplish the interface with ODRC's onsite case plans and re-entry plans to determine program direction. This will allow incarcerated adults to review their case plans, re-entry plans and programs they have signed up for.

- b. System updates occur when the incarcerated adult completes programming. The system must update the program completion in Department Offenders Tracking System (DOTS) and Offenders Risk Assessment System (ORAS).

Utilizing the assessment tool platform, the system can track and provide updates consistent with completion criteria. This allows those utilizing the ODRC's tracking and assessment system to make informed decisions about further programming and services prior to an individual's return to society.

GTL has worked as a partner with ODRC to develop the interfaces needed for functionality between the GTL and ODRC systems. During our partnership, GTL has proven its ability to interface with DOTS and other ODRC systems including ORAS through active Web Scripts or time sensitive file transfers (hourly, daily, weekly). We are currently providing multiple interfaces to update existing ODRC services.

Here are some examples of current interfaces GTL has implemented for ODRC over the past 10 years:

Phones/Tablets

- Incarcerated adult and youth PIN Roster file – Daily - DOTS
- Incarcerated adult and youth Block Numbers (DYS only) – Daily
- Incarcerated adult and youth PIN Debit Fund Transfers - CACTAS

Payment Deposit Processing

- Deposit Transactions – Daily - CACTAS
- Authorized Depositor – Daily - DOTS
- Credit Card Fraud Hold – Weekly – GTL Provided Report
- Incarcerated adult and youth Roster File – Daily - DOTS

Purchasing

- Purchase Report for Phone time - Daily – CACTAS
- Purchase Report for Tablet Subscriptions - Daily – CACTAS

Visitation

- Scheduling Roster File – Daily – DOTS

- c. Evidence-based substance abuse programming that is self-directed and free of charge.

GTL has been a long-time partner with ODRC for helping incarcerated persons break the cycle of substance abuse behavior and empower them to proactively overcome the problem. GTL's exclusive partnership with the Breaking Free program assists incarcerated adult and youths in achieving and maintaining recovery from dependence on over 70 different substances, including opioids, stimulants,

prescribed medications, and alcohol. This effective program is tailored specifically to the incarcerated persons and includes strategies to help them prepare for their release from incarceration and reduce the risk of overdose and recidivism.

Breaking Free from Substance Abuse is an evidence-based and highly credentialed digital behavior change intervention for Substance Use Disorders (SUD) that is tailored to secure correctional environments.



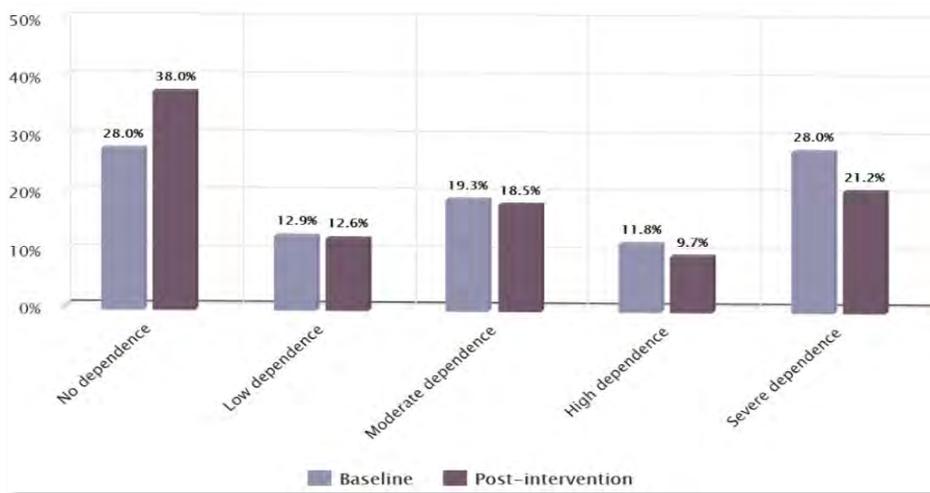
BREAKING FREE™

Developed in close consultation with the UK Ministry of Justice, the prison-specific version of Breaking Free includes strategies to help incarcerated adults and youth prepare for their release and take proactive steps to minimize the risk of overdose and reoffending.

As well as reducing demand for drugs and the violence and disruption caused by substance misuse within prisons, Breaking Free from Substance Abuse provides essential continuity of care for substance-involved incarcerated adults and youth beyond the prison walls as they can continue using it to support their recovery after they have re-entered the community.

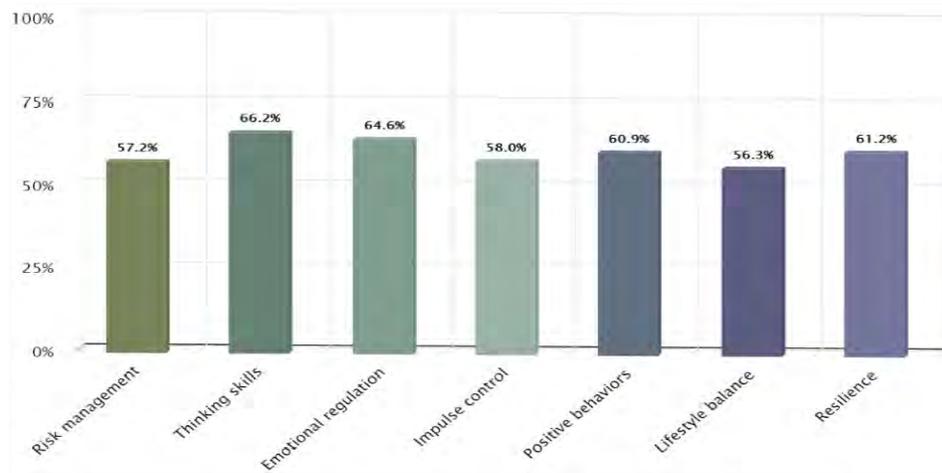
For this project GTL will continue to offer the Breaking Free from Substance Abuse education program for ODRC at no cost. Breaking Free is a clinically proven digital behavior change intervention that directly addresses dependence on over 50 different substances, while also targeting mental health and desistance. It provides confidential solutions in a scalable way and allows administrators and staff to monitor its reach and clinical impact in real time via an online dashboard.

Since launching this past May 2020 at ODRC facilities, the Breaking Free from Substance Abuse program has **supported almost 20,000 incarcerated adults and youth with drug and/or alcohol dependence** across the (28) ODRC facilities. So far, the percentage of incarcerated adults and youth with severe substance dependence has decreased significantly from 28% at baseline to 21% after using Breaking Free. Furthermore, the percentage of incarcerated adults and youth with NO substance dependence has increased significantly from 28% at baseline to 38% after using the program. **In a short amount of time, the Breaking Free program has already been an incredible success for ODRC incarcerated adults and youth.**



To date, 56% of the incarcerated adults and youth using Breaking Free at ODRC have shown improvement in their level of substance dependence.

Among the incarcerated adults and youth at ODRC, Breaking Free is producing demonstrable gains in relation to seven key protective factors against reoffending, including risk management, thinking skills, emotional regulation, impulse control and resilience. The percentage of incarcerated adults and youth showing improvement on these factors ranges from 56% to 66%, highlighting the program's ability to strengthen rehabilitation and prepare incarcerated adults and youth for re-entry.



Prior to launch, the Breaking Free Group and GTL built an API to facilitate Single Sign On. This streamlined the onboarding process by ensuring incarcerated adults and youth could tap the Breaking Free icon on the tablet interface to gain instant access to the program, removing any need to create a separate account.

Since deployment of Breaking Free in 2020, **there is no charge, and this GTL exclusive application will remain free of charge for ODRC and all incarcerated adults and youth throughout the new contract.**

5. Education capabilities must include:
 - a. Ability for central office or institutional education staff to add and view digital content.
 - b. Ability to tailor a comprehensive education program to meet State Agencies unique educational need.
 - c. Ability to access to Learning Management System with free educational content.
 - d. Ability to access to eTextbooks, educational PDFs, and videos.
 - e. Instructor-led one-way remote teaching.
 - f. Ability to access educational materials for self-paced learning.
 - g. Ability to incorporate current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Computer Skills, etc that may be provided by State Agencies.

- h. Ability to access comprehensive employment readiness resource with job search tools from the US Department of Labor.
- i. Ability to access general library content (eNewspapers, eBooks, publications, periodicals, etc).
- j. Ability to access LexisNexis and other online law library content, including saving or printing from Lexis Nexis.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 5).

GTL has read, understands, and will comply.

- a. Ability for central office or institutional education staff to add and view digital content.

The GTL Learning Management System (LMS) allows ODRC central office or education staff to build their own coursework into the system including digital media such as video, audio and PDFs. In addition, GTL offers Khan Academy content to ODRC incarcerated learners which provides access to instructional videos.

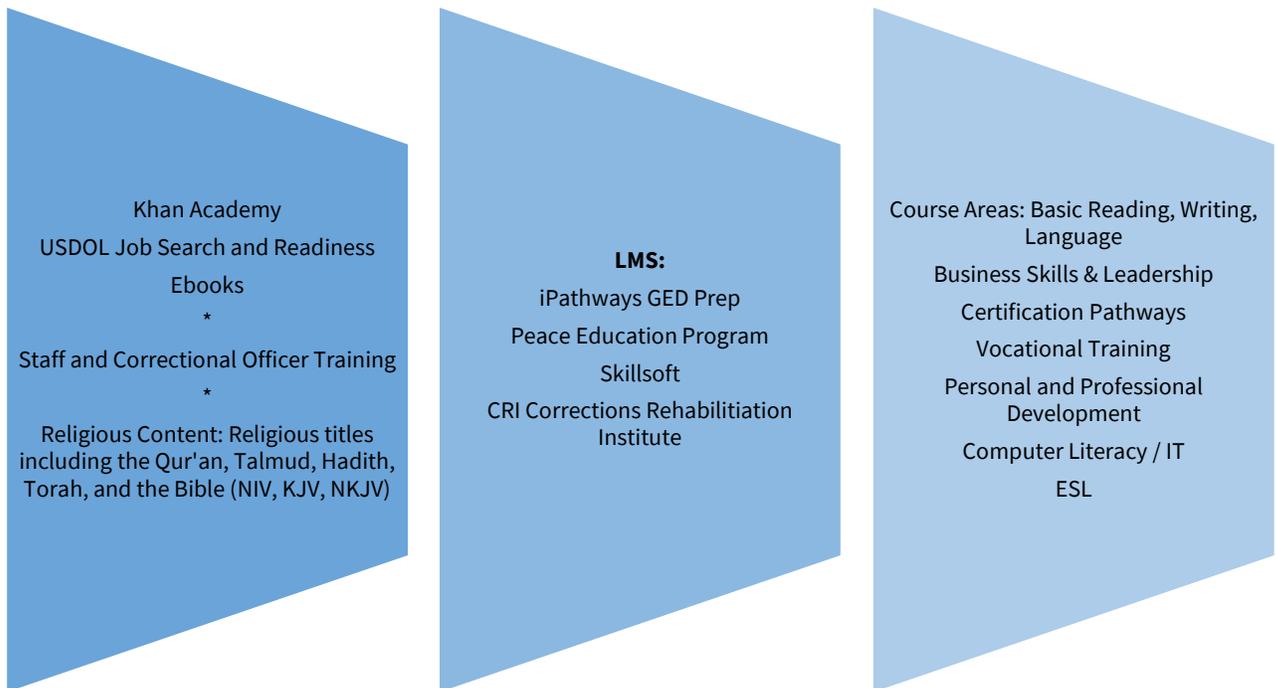
To provide continuous training and improvement opportunities for facility staff, GTL offers the most modern techniques for Professional Education through our Corrections Education Management program. GTL has had several meetings with ODRC staff in 2019 and 2020 on our extensive Education capabilities; our dedicated Educational product line is headed up by former Mississippi DOC Commissioner Pelicia Hall.

GTL can digitize existing courseware for ODRC staff or build customized training plans to reduce turnover, increase communication, and encourage career advancement.

- b. Ability to tailor a comprehensive education program to meet State Agencies unique educational need.

The GTL Education solution provides the incarcerated learner the ability to select an expanded variety of educational materials required and approved by ODRC. Our professional education tools are designed by professional educators. We can create custom coursework while collaborating with program and educational staff who may already be on ODRC’s staff. This process allows us to develop and recommend **re-entry focused programs** to improve positive outcomes and engagement of the incarcerated population. All the programs offered or designed through GTL’s learning platform are done so to provide the best possibility of success for returning citizens and to reduce recidivism. GTL’s system partners with educational leaders to tailor a comprehensive program to meet ODRC’s unique educational needs. Our Education offerings also include complimentary access to Khan Academy’s resources along with our exclusive job search and readiness resources through the USDOL’s CareerOneStop content. The GTL LMS can incorporate and compliment your current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Religion, Computer Skills and more.

Illinois Department of Corrections reported that during FY16 they had 362 students attempt all 4 subject tests, and 96% successfully passed their tests. The i-Pathways curriculum is the only test prep curriculum used within the IL-DOC.



Khan Academy Content

Through GTL, Khan Academy offers practice exercises, instructional videos, and a personalized learning dashboard that empower learners to study at their own pace in and outside of the classroom. We tackle

math, science, computer programming, history, art history, economics, and more. Our math missions guide learners from kindergarten to calculus using state-of-the-art, adaptive technology that identifies strengths and learning gaps. We've also partnered with institutions like NASA, Museum of Modern Art, California Academy of Sciences, and MIT to offer specialized content.

USDOL Job Search and Readiness

CareerOneStop content, sponsored by the US Department of Labor, is included with our education solution. CareerOneStop offers an online, secure version of all CareerOneStop website content and tools, with all external links and maps disabled, via a secure website at ReEntry.CareerOneStop.org. CareerOneStop provides a full range of career, training, and job search resources. At the request of facility NCCC, GTL provided CareerOneStop to the wireless tablet at no charge.

To date, **GTL is the first and only corrections communication company to work with the US Department of Labor's Education and Training Administration (ETA)**. Our shared goal is to bring educational and employment opportunities to incarcerated persons, build their hard and soft job skill sets, and reduce recidivism. Aside from training opportunities, the ETA performs career assessments and matches, offers resume writing assistance, informs incarcerated learners of a position's average salary, and provides information about job matches in their area, and more. Additional resources can be easily printed for ODRC's program/reentry staff and are available in PDF formats.

Skillsoft Life Skills / Self-Improvement Courses



Incarcerated learners can access 25 self-improvement courses in areas of study such as anger management, decision making, and personal and professional development as part of GTL's Basic LMS Package on the Inspire Tablet. The course list currently includes the following titles:

List of 25 Skillsoft Courses

- Receiving Feedback
- Become a Great Listener
- Reaching Sound Conclusions
- Building Your Presentation
- Interacting with Customers
- The Art of Staying Focused
- Understanding Unconscious Bias
- Developing Your Business Ethics
- Planning an Effective Presentation
- The Essentials for Anger Management
- Choosing and Using the Best Solution
- Establishing Self-confidence for Life
- Make the Time You Need: Get Organized
- Self-improvement for Lifelong Success
- Overcoming Your Own Unconscious Biases
- Making and Carrying Out Tough Decisions
- Cultivating Relationships with Your Peers
- Ensuring Successful Presentation Delivery
- Take a Deep Breath and Manage Your Stress
- Overcoming Unconscious Bias in the Workplace
- Uncovering and Utilizing Your Talents and Skills
- Solving Problems: Generating and Evaluating Alternatives
- Managing Pressure and Stress to Optimize Your Performance
- Interpersonal Communication: Communicating with Confidence
- Difficult People: Why They Act That Way and How to Deal with Them

Corrections Rehabilitation Institute

With the always-expanding course catalog, incarcerated learners can select from the following courses:

- Anger Management
- Expectations and Outcomes
- Job Readiness Training
- Substance Abuse Education
- Contemporary Tech Skills
- Communication & Conflict
- Resolution
- Career Resources
- Financial Literacy
- Basic Education
- Behavior Change
- Health Education
- Entrepreneurship
- Skill-Based Education
- Healthy Coping Skills
- Identification Package
- Family and Community
- Presentation Skills
- Time Management
- Exercising
- MYSWOT (Strengths, Weaknesses, Opportunities, and Threats)



iPathways 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
- Math
- Science
- Social Studies
- Basic Writing

The GED Prep Program provides incarcerated learners with the opportunity to prepare for all portions of the High School Equivalency Exam (GED). The iPathways program is also certified for HiSET, TASC, and other equivalency test preparation. Each content area includes multiple lessons, activities, and learning checks to assess student skills. The i-Pathways program is widely used in corrections education and provides the best opportunity for achieving passing results for the incarcerated learner.

The Peace Education Program Content

The Peace Education Program (PEP) is a curriculum of 10 multimedia workshops based on themes designed to explore the incarcerated person's inner resources. These customized workshops are non-religious and non-sectarian.



The program was developed by The Prem Rawat Foundation (TPRF), and the content of each theme is based on excerpts from the international talks of the TPRF founder Prem Rawat. The themes are: Peace, Appreciation, Inner Strength, Self-Awareness, Clarity, Understanding, Dignity, Choice, Hope, and Contentment.

Staff and Correctional Officer Training



In addition to education programs offered to incarcerated persons, ODRC's staff will have a variety of Smart Classroom tools at their disposal:

- Integrated LMS
- Interactive lesson plans
- Self-paced learning
- Scheduling (facilitators, rooms, and equipment) and Training records
- Course registration & rosters
- Certifications & expirations
- Higher education tracking

Providing staff with the necessary professional and educational tools is essential to transforming the correctional environment.

Learning Management System

The GTL LMS has been deployed at over 77 facilities across the country. Since 2014, we have securely provided education services to over 51,000 incarcerated persons. Our system offers incarcerated persons the ability to engage in K12, ABE, Post-Secondary, religion, life skills, financial literacy, behavior modification content, and vocational skills. We have delivered over 165,000 pieces of content through our fully customizable LMS. The basic system gives incarcerated persons access to more than 7,000 videos and 20,000 interactive exercises on subjects such as English, mathematics, history, and science. GTL also supports the U.S. Department of Education's Second Chance Pell Pilot Program.

- c. Ability to access to Learning Management System with free educational content.

GTL's customizable learning management system (LMS) is a scalable, cloud-based solution that allows instructors to monitor progress, administer testing, and even award certificates of completion. **These LMS features are included at absolutely NO COST to the incarcerated adults and youth as well as ODRC.**

Learning Management System

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To provide continuous training and improvement opportunities for facility staff, GTL offers the most modern techniques for Professional Education through our **Corrections Education Management program**. GTL's platform allows for digitizing existing courseware or building customized training plans

to reduce turnover, increase communication, and encourage career advancement to create a sustainable workforce. We are contracted to provide training and continuing education to over 6,000 correctional staff members.



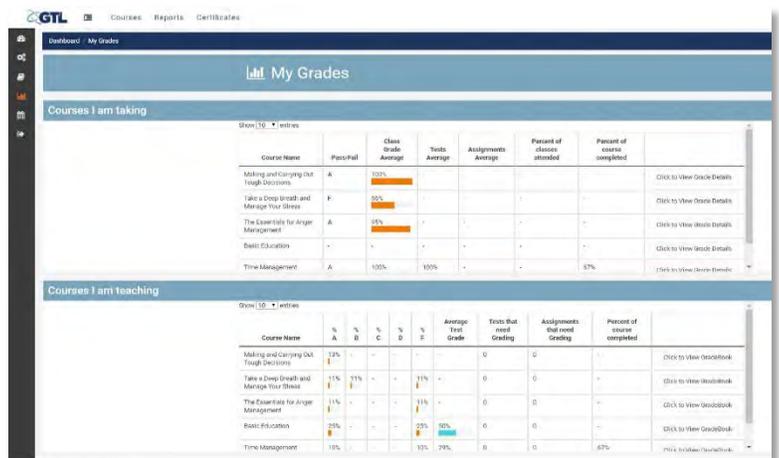
Through our exclusive relationship with Dr. Christian Conte, we can deliver this continuing education and staff training in a unique, dynamic, and efficacious manner focusing on supporting and building a staff with compassion and

conscious education. Dr. Conte is a licensed counselor and psychotherapist with over 21 years of experience working in the corrections industry, and fully understands the importance of staff development and training.

GTL’s Learning Management System improves ODRC’s ability to deliver a comprehensive curriculum with streamlined tools designed to improve operational efficiency, drive down cost and reduce staff workload.

LMS Reporting and Data Points

GTL’s LMS further includes an Administrative Panel that allows corrections facility staff to access student data and make other changes without needing to know how to code and without needing formal database management experience and expertise. Via the LMS, educational content may be added and/or changed in a timely manner. This means that the needs of both students and teachers will be served. Tutorials and help screens will assist students (and staff) in navigating the LMS. It is not enough to provide the tools; the documentation and supporting instruction must be available.



Reporting and analytic tools are an essential part of the education process. Listed below are tools educators can use to monitor and assess the courses and incarcerated person participation.

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

	<ul style="list-style-type: none"> • 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

d. Ability to access to eTextbooks, educational PDFs, and videos.

GTL Learning Management System (LMS) comes replete with capability and opportunity to access learning material in differing formats to include eTextbooks, Educational PDFs, and multimedia. GTL recognizes that in order for distance learning to be effective in the correctional setting, it has to be delivered in a way that provides for the best user experience for the incarcerated learner and your educational staff, as well as provide the best opportunity to relate to and comprehend the material at the highest level to achieve the desired positive outcome. Because of this level of understanding of the needs of corrections, most programs and content that GTL offer are available in multiple instructional formats. Further, should the ODRC have programs that they want to continue to utilize on the GTL platform, the LMS platform is expandable and configurable to allow for easy course integration and course building to meet the needs of your education and reentry initiatives.

GTL also offers ODRC our eBooks app, the GTL Library, and OpenStax program to allow access to eTextbooks, Educational PDFs, and multimedia.



GTL's E-Books Service is a library-like service that provides incarcerated persons access to our growing catalog of fiction and non-fiction eBooks. incarcerated persons can search categories such as science fiction, drama, mystery, action, adventure, and much more!

GTL can provide ODRC incarcerated persons with access to the **GTL Digital Library**. The GTL Library is a repository through which incarcerated adults and youth can borrow and enjoy materials including audiobooks, e-books, and magazines. GTL works with OverDrive to curate a library of over two million media files from over 5,000 different publishers available. All GTL Library materials are accessible through the GTL wireless tablet. GTL currently provides Audio Books at all level 4 ODRC facilities and is ready to expand to all ODRC facilities.

Library materials can be searched by title, author, format (e-book, audio book, song), genre (comedy, drama, fiction), and subject (business, food, science, relationships). With the GTL Library app, incarcerated adults and youth can enjoy reading and listening to materials on the wireless tablet just as if they were at the local library.



GTL can also offer ODRC access to the OpenStax program. OpenStax (formerly OpenStax College) is a nonprofit educational technology initiative based at Rice University. Since 2012, OpenStax has created peer-reviewed, open-licensed e-textbooks, which are available in free digital formats.

This comprehensive digital e-textbook repository provides materials in math, science, history, and other subjects. The textbooks are written by university professors and designed for revision and self-paced learning. Appropriate for adult and secondary learners.

OpenStax is an education resource provided through Kolibri—a specially designed to provide access to an educational content library. Available in dozens of languages, the libraries are designed to support a well-rounded curriculum, including both formal educational materials--such as lessons and assessments--and exploratory materials, such as books, games, and simulations.

e. Instructor-led one-way remote teaching.

Amid Covid-19, GTL clearly understands the importance of remote learning, and can provide the necessary framework to achieve the needs of the ODRC staff in this instance. We will work directly with your staff to create an environment conducive to effective instruction while also providing a secure platform to ensure the incarcerated student does not manipulate the learning portal for nefarious reasons.

f. Ability to access educational materials for self-paced learning.

GTL's LMS allows incarcerated adults and youth to access a full suite of education materials for self-paced learning. The LMS platform can provide digital educational content to meet the most basic needs such as GED preparation courses, but it can also provide access to content to address the criminogenic and reentry needs of ODRC's population. GTL has innovative digital programming that is shown to have an overall positive impact on behavior management and recidivism reduction.

The Educational/Reentry services can be offered in packages or bundles according to ODRC's needs. GTL is in tune to the issues facing the correctional industry and strives to tailor its services to address those issues. Some common issues noted are staffing concerns, increase in the need for substance abuse/misuse and mental health programs, and reentry preparedness. All the programs offered are designed to stand-alone or work in conjunction with existing programming at ODRC with the added benefit of expanding the services to the entirety of your population without the need for increased staffing. Below is a listing/sampling of the content offerings:

The Learning Management System offers a Basic Education Package that includes:

i-Pathways (GED Prep.), Skillsoft (Life Skills), CRI (Cognitive Behavioral Therapy/Life Skills), Peace Education Program (Rehabilitative, Recovery & Cognitive Behavioral Videos). To compliment these

offerings, GTL also offers access to the Khan Academy Application (Basic Education to Collegiate Education) and Department of Labor's Career OneStop (Job Search/Job Readiness) provided through a secure whitelisting.

Additional Content is available for the following areas:

VirtualiaNet (Virtual Job/Career Training/Entrepreneurship); TOPUCU-The Only Person You Cheat Is You (Faith-Based Cognitive Behavioral Training); Reentry Strategies (Reentry Readiness & Transitional Videos); Right Thinking Foundation (Financial Literacy); Breaking Free from Substance Abuse (Substance Abuse/Mental Health Treatment/Intervention) Pelshaw Group Content (Reentry/Business Acumen); Returning Citizens Magazine (Reentry Resource); Hayes Art Therapy (Mental Health Treatment); and Starter U Program (Entrepreneurship).

GTL continues to expand its offerings to incorporate additional content in the areas of English as Second Language (ESL); Parenting Skills, Meditation and Anxiety Treatment, Community Supervision Readiness, Juvenile Tailored Content, Personal Development Courses, Industry Specific Vocational Training, and Women-Based Programming. GTL is also committed to working with community partners and reentry-focused organizations to deliver **meaningful reentry services**. Earlier this year, GTL established an exclusive partnership with the Edwins Leadership and Restaurant Institute, based in Cleveland, Ohio, to support their workforce development and reentry fellowship program and to also incorporate their culinary arts curriculum on GTL tablets. Partnerships such as this are essential to supporting successful reentry, and GTL recognizes that any meaningful educational/reentry program should not fit into a "one size fits all" category. As such, we will work with the ODRC staff to tailor programming to meet the continuing needs of the agency.

- g. Ability to incorporate current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Computer Skills, etc that may be provided by State Agencies.

GTL's education program is capable of incorporating your current curriculum with available content through our Learning Management System in the areas of GED Prep, K-12, Cognitive Behavioral Therapy, Substance Abuse Treatment, Financial Literacy, Post-Secondary Education, Vocational, Certifications, Life Skills, Financial Literacy, Faith Based Content, Reentry Readiness and Transitional Skills, Computer Skills, and more.

GTL Learning Management System (LMS) is a **customizable, scalable**, cloud-based solution that allows ODRC instructors to monitor progress, administer testing, and even award certificates of completion. GTL's LMS improves ODRC's ability to deliver current curriculum with streamlined tools—designed to drive down both cost and staff workload. The GTL LMS allows ODRC education staff to build their own coursework into the system including media such as video, audio and PDFs. **GTL also has the ability, in collaboration with ODRC staff, to issue phone and messaging credits upon completion of course work and certifications.**

- deployed at over 77 facilities
- provided education services to over 51,688 incarcerated adults and youth
- delivered over 165,000 pieces of content
- provided training and continuing education to over 6,000 correctional staff

- h. Ability to access comprehensive employment readiness resource with job search tools from the US Department of Labor.

CareerOneStop content, sponsored by the US Department of Labor, is included with our No Cost Basic Education Package. CareerOneStop offers an online, secure version of all CareerOneStop website content and tools, with all external links and maps disabled, via a secure website at ReEntry.CareerOneStop.org. CareerOneStop provides a full range of **career, training, and job search resources**. GTL recently deployed CareerOneStop at NCCC upon request.

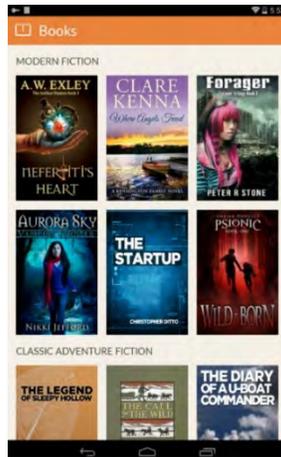


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- i. Ability to access general library content (eNewspapers, eBooks, publications, periodicals, etc).

Incarcerated persons can access library reading materials including e-books, publications, periodicals and news articles with the Inspire tablet via our eBooks and GTL Library apps as well as access to other whitelisted RSS feeds to news, sports, health and wellness, religious, and entertainment publications. GTL, at the request of ODRC researched eNewspapers and sourced eight (8) Ohio based newspapers that can be uploaded to the tablet, including the Cincinnati Enquirer and Akron Beacon Journal.

E-Books Service



GTL’s E-Books Service is a library-like service that provides incarcerated persons access to our growing catalog of fiction and non-fiction eBooks. incarcerated persons can search categories such as science fiction, drama, mystery, action, adventure, and much more! With the GTL usage model, incarcerated persons are not owed any eBooks upon their release. GTL currently provides Audio Books at all level 4 ODRC facilities and is ready to expand to all ODRC facilities. For additional security, GTL’s E-Books App is a designed specifically for the corrections market without any external links or ads. There are no backdoor routes to tablet settings or profile setting fields that could be used to pass unsecure messages to other incarcerated persons. GTL will continue to update and improve the app experience based upon feedback.

GTL Library – Access to Digital Library

In addition to our tablet E-Books Service, GTL can provide ODRC incarcerated persons with access to the GTL Library. The GTL Library is a library repository through which incarcerated persons can borrow and enjoy materials including audiobooks, e-books, videos, music, newspapers, magazines, and movies. GTL works with OverDrive to curate a library of over two million media files from over 5,000 different publishers available. All GTL Library materials are accessible through the GTL wireless tablet..

All GTL Library materials are accessible through the GTL wireless tablet. The content available to inmates can be pre-approved by ODRC to assure they meet applicable and appropriate reading material guidelines within your institution(s).

Like traditional libraries, the GTL Library only lends content (files) for a certain length of time. Books or files that incarcerated adults and youth borrow will automatically delete or deactivate themselves when the lending period is up. If the incarcerated adult or youth was not done with the book, they only need to borrow it again.



Library materials can be searched by; title, author, format (e-book, audio book, song), genre (comedy, drama, fiction), and subject (business, food, science, relationships). With the GTL Library, incarcerated persons can enjoy reading and listening materials on the Inspire tablet just as if they were at the local library.

- j. Ability to access LexisNexis and other online law library content, including saving or printing from Lexis Nexis.



GTL has provided LexisNexis Law Library at no cost to ODRC since March 2020. GTL worked with LexisNexis and ODRC to overcome an operational challenge and customize a program where the application was only available at certain hours for individual facilities. This customized approach was the first in the industry.

Through the GTL tablet, ODRC delivers access to State and Federal law information via high-resolution touch screen inputs.

The LexisNexis Law Library provides requested law library information including but not limited to; cases, codes, statutes, jury instructions, analytical materials, and Shepard's Citations directly to incarcerated adults and youth via the Inspire tablet touch screen inputs. Moreover, direct digital access to an incarcerated adult and youth law library greatly reduces staff involvement and time requirements.

Using the new GTL Command Print Requests, incarcerated adults can print approved Law Library documents **directly from the wireless tablet**. After the incarcerated adult logs on to the device using their security PIN (personal access code) they can use the Law Library App to access the desired material to print. In the app there is shown a PRINT button the incarcerated adult can simply press to send it to the printer.

- 6. Process features must include access to the following:
 - i. Law library (LexisNexis).
 - ii. Grievance application:
 - a. Ability to have grievance forms in other languages such as Spanish or Arabic.
 - b. ADA compliance to include voice to text and the ability to change font size for our visually impaired incarcerated adult population.
 - c. Dynamic reporting system to include but not limited to annual reporting.
 - d. Grievance system must be provided in a manner in accordance with the Ohio Administrative Code, 5120-9-31, the Inmate Grievance Procedure.
 - iii. Kites system (informal concerns).
 - iv. Commissary ordering without cost to State Agencies.
 - v. Medical application (interface with DRC's Health Records System, Fusion) must provide:

- a. Sick call scheduling.
- b. Appointment reminders.
- c. Medication refills.
- d. Medical records and consults (reports from last visit, lab results, etc.).

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 6).

GTL has read, understands, and will comply.

- a. Law library (LexisNexis).



Through the GTL tablet, ODRC delivers access to State and Federal law information via high-resolution touch screen inputs. This access to LexisNexis is restricted to certain times at each facility as determined by the individual institution. The change from unrestricted access to controlled access was made in May in collaboration with ODRC.

The LexisNexis Law Library provides requested law library information including but not limited to: cases, codes, statutes, jury instructions, analytical materials, and Shepard's Citations directly to incarcerated adults and youth via the Inspire tablet touch screen inputs. Moreover, direct digital access to an incarcerated adult and youth law library greatly reduces staff involvement and time requirements.

- b. Grievance application:
 - i. Ability to have grievance forms in other languages such as Spanish or Arabic.

English language grievances forms can be **translated on-demand** and then responded to using **14 languages** including Spanish and Arabic. This enables the incarcerated person to send and receive the grievance messages in their native language. Upon receiving a grievance form, ODRC facility staff can read the grievance form submission in the native language of the incarcerated person and translate to read it in English. When replying to a grievance form, ODRC staff can correspond in the non-English language or optionally write in English and the response will be automatically translated to the language of the incarcerated person. When the incarcerated person receives a grievance response, they can read the English response or translated in their language. This functionality allows both staff and incarcerated adult and youth to read and reply in their native language.

- ii. ADA compliance to include voice to text and the ability to change font size for our visually impaired incarcerated adult population.

GTL assures ODRC that our new Inspire tablet and kiosk solution **meets the guidelines for ADA compliance**. GTL's tablet includes the ability to add the Android Accessibility Suite to our tablets to meet ADA requirements. The following is a description of the tablet features that meet the requirement.

Screen Reader

Visually impaired incarcerated persons can interact with the GTL wireless tablet device using touch and spoken feedback with the TalkBack screen reader (text-to-speech). TalkBack describes the user's actions and audibly voices alerts, notifications, field and icon names, and narrates the user interaction.

Voice-to-Text

Sight impaired users can use the Live Transcribe feature to speak into the tablet microphone and have the speech transcribed (speech-to-text) to be used for textual-based communication on the tablet. Users can speak to easily fill out Grievance or Request App forms or send messages in the Messaging App on the tablet or apply text by speaking on other apps where text is required as a method of communication. To confirm what was written the user can use the Talkback feature to read the message or form back to them before final submission.

Hearing impaired users can read spoken language in textual form with the Live Transcribe speech (voice)-to-text feature. Voice communication can easily and quickly be transcribed into text which the hearing-impaired person can read on the tablet touchscreen.

Change the Display

The font size on the screen can be changed and the font size can be adjusted. The Magnification Gesture feature can be used to temporarily zoom or magnify the screen. Contrast and color options allow contrast or color adjustment using high-contrast text, dark theme, color inversion, and color-blindness correction.

The user can triple-tap on the screen to zoom in on a section, and then two-finger scroll or pinch two or more fingers to adjust zoom (pinch-to-zoom). Likewise, the user can triple-tap again to zoom out.

Audio Control & On-screen Text

Caption Preferences allow the tablet user to see captions which allow for language, text, and style on the tablet device. With the Sound Amplifier feature, sounds in the tablet environment can be filtered, augmented, and amplified using the wired headphones.

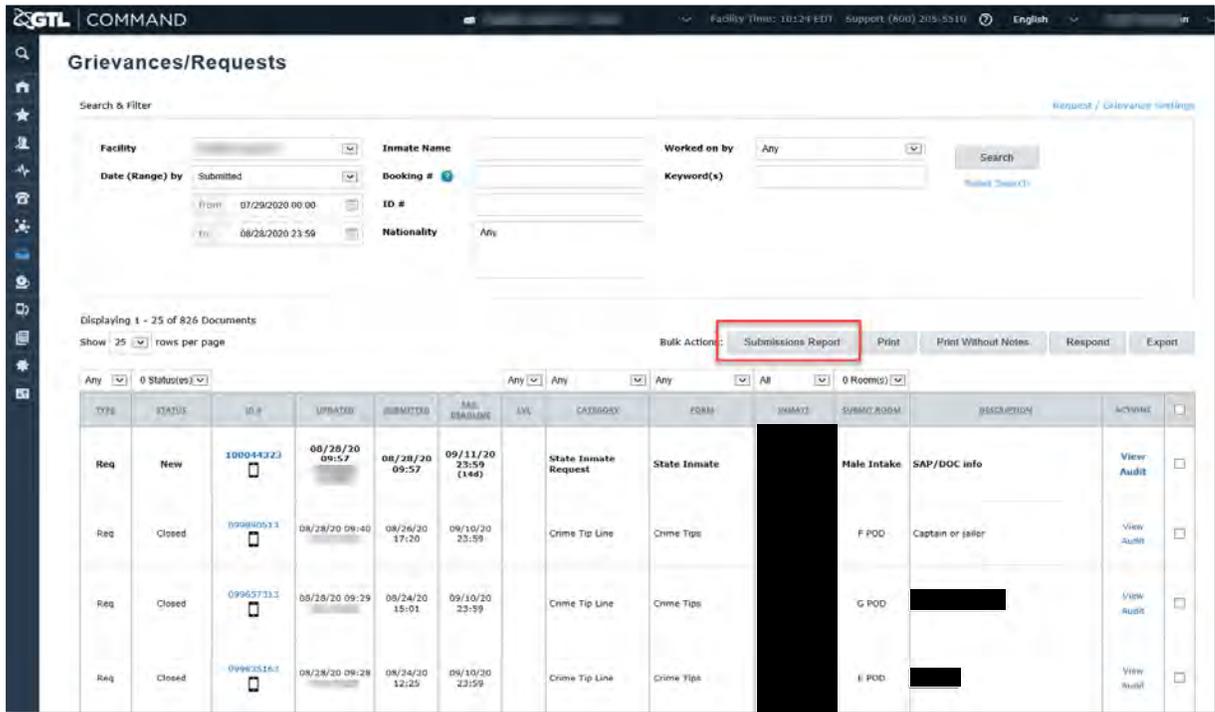
Closed Captioning for Tablet Video

In July 2020, GTL began the process of providing Closed Captioning for hearing impaired incarcerated adults and youth for movies on the tablets. This is was done at the request of the ODRC Chief

Inspector's Office. In November 2020, GTL completed Video Captioning project for ODRC and DYS. Closed Captioned movies are now deployed.

iii. Dynamic reporting system to include but not limited to annual reporting.

All grievance activity, like all other activity on the GTL tablet environment, is easily searchable using the Activities query window in GTL Command. The electronic grievance system creates a digital record of every transaction with timestamps. The GTL Command user interface archives all the exchanges between ODRC and the incarcerated adult. Your staff can search grievances and can generated reports based upon type or grievance, time of the grievance, and the grievance status.



Staff can read and investigate incarcerated adult grievances from any web-enabled device. Grievance data can also be forwarded by email to outside personnel such as attorneys. The Grievance application allows for PDF attachment files to be included in the record of the grievance. In addition, the Grievance app includes an Export button to export results to file. Grievance data is exported to a .csv format file.

Bulk Actions: Submissions Report Print Print Without Notes Respond Export										
Any Any Any All 0 Room(s) 0 Tag(s)										
UPDATED	SUBMITTED	FAC DEADLINE	LVL	CATEGORY	FORM	INMATE	SUBMIT ROOM	DESCRIPTION	TAG	ACTIONS
11/27/19 08:49	11/27/19 08:49	12/11/19 23:59 (14d)		Inmate Requests	Inmate Clerical Information		T Pod	Regarding Hold		View Audit
11/27/19 08:46	11/23/19 21:22	12/07/19 23:59		Inmate Requests	Inmate Clerical Information		E Pod	Next court date please an charges an if possibl...		View Audit

iv. Grievance system must be provided in a manner in accordance with the Ohio Administrative Code, 5120-9-31, the Inmate Grievance Procedure.



Our **Grievance App** offers a fully integrated and comprehensive paperless electronic grievance system which automates and simplifies this task for facility staff. The GTL grievance system conforms with Ohio Administrative Code 5120-9-31.

The wireless tablets have a built-in tracking and monitoring capability which allows for better management. The electronic request and response system creates a digital record of every transaction with timestamps and an audit trail designed for judicial review. Our system archives all exchanges. Searches and reports can be created based on type, time, and status. Staff can read and investigate incarcerated adult and youth requests from any web-enabled device.

The GTL Grievance App replaces pen and paper forms with secure digital forms such as:

- Correspondence
- Grievances
- Sick call slips
- Crime tip & PREA reporting



Grievances can be sorted and searched by severity level, and access by ODRC staff to the different severity levels is determined by role permissions. Up to eight severity levels are supported by GTL. The Grievance application supports escalation of grievances to higher levels. In addition, administrators can track and audit the response times, as well as report on closures and resolutions, all through the GTL Command interface.

c. Kites system (informal concerns).



Our **Request App** offers a fully integrated and automated electronic system which simplifies incarcerated adult and youth requests for facility staff (kites).

The Request App provides ODRC with a new level of operational efficiency by digitizing clerical processes – allowing staff to remain focused on safety and security.

The Request Application software allows for authorized staff to define an unlimited variety of form types using the GTL Command user interface. Any form that you have can be replicated in electronic format on the Requests application. Examples are requests for materials, legal forms, complaints, problem reports, repair requests, and commissary requests. GTL can review your existing forms, convert them to paperless digital forms, ensure they meet or exceed your forms, and configure for routing them to the correct staff.

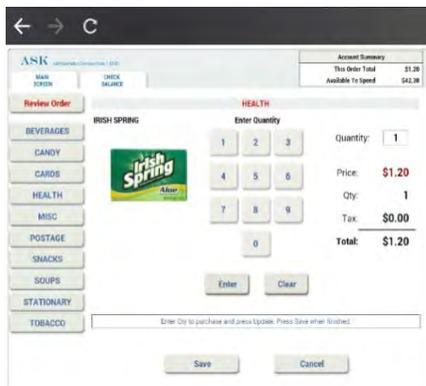


Because we provide universal access to all incarcerated adults and youth, the Requests App is free to use. Regardless of their financial standing, indigent incarcerated adults and youth will always be able to access free services and administrative resources on our tablets. If only a partial population of incarcerated adults and youth have access to the tablets, a comprehensive administrative solution may not be possible; which is why we developed our universal access model.

d. Commissary ordering without cost to State Agencies.



The **Commissary App** will provide an interface with the ODRC facility commissary services and Cashless System's CACTAS software system. This interface will allow for incarcerated adults and youth to select and order items to be filled directly by the ODRC facility commissary services. GTL can work with each ODRC facility to establish the ordering process and policies unique to that facility.



GTL currently provides integration with Cashless System's CACTAS software system for PIN Debit account fund transfer at ODRC facilities. There is no cost to ODRC for this feature.

Rules for Incarcerated adult and youth access to the commissary application can be applied individually by incarcerated adult and youth and by incarcerated adult and youth group. GTL has successfully integrated with over a dozen different commissary companies, including Aramark, Keefe, and Trinity as well as in-house commissary services.

- e. Medical application (interface with DRC's Health Records System, Fusion) must provide:
 - i. Sick call scheduling.
 - ii. Appointment reminders.
 - iii. Medication refills.
 - iv. Medical records and consults (reports from last visit, lab results, etc.).

As the long-time communication and feature integration partner for ODRC, GTL has continually provided the technology necessary for incarcerated persons to access the required communication services and functions at ODRC facilities.

Using both our industry experience and our time-proven partnership with ODRC, GTL will collaborate with ODRC to develop an interface to ODRC's Health Records System/Fusion web portal at no cost to ODRC. Using the GTL/ODRC Health Records System interface, incarcerated adults and youth can use a Medical App on the GTL wireless tablet for sick call scheduling, appointment reminders, medication refills, and medical records and reports/lab results. The Medical tablet app will authenticate the incarcerated adult or youth and then wrap the incarcerated adult/youth facing Fusion portal into the app so that all the functionality is available to the incarcerated adult or youth. Authorized ODRC staff can continue to use their EHR to manage the appointment reminders for the incarcerated adults and youth.

No medical information is stored on the kiosk, tablet, or on the GTL command platform and staff can **continue to use their EHR** to manage the needs of the incarcerated adults and youth.

- 7. Printing capabilities must include:
 - a. Ability for incarcerated adults to print with minimal staff intervention.
 - b. Ability for incarcerated adults to initiate printing from a tablet or kiosk using a personal access code.
 - c. Ability for incarcerated adults to pick up copies from designated printer area.
 - d. Ability to Interface with DRC's trust fund accounting system to debit for printing.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 7).

GTL has read, understands, and will comply.

- a. Ability for incarcerated adults to print with minimal staff intervention.

To allow printing directly from the tablet device, GTL offers ODRC our **Print Requests** feature. With this feature, ODRC incarcerated adults can request to print color and black/white approved photos, messages and facility documents directly from the GTL handheld or docked tablet device. The print

requests can be sent to a remote printer located at a designated area of the ODRC facility. This process requires very little ODRC staff attention. Each physical print out has the specific incarcerated adult and housing location on top of the page. If ODRC requires prints to be reviewed, all requests for printing will be shown in a print review queue in the GTL Command user interface where staff can optionally review, approve, deny and print. Current and previous print requests can be queried by housing area, incarcerated adult and youth requesting, date requested and approval status.

b. Ability for incarcerated adults to initiate printing from a tablet or kiosk using a personal access code.

Using the GTL Command Print Requests, incarcerated adults can print approved photos, messages and facility documents directly from the wireless tablet. After the incarcerated adult logs on to the tablet device using their security PIN (personal access code) they can use the Messaging, Photo or Document Info App to access the desired material to print. In each of the apps there is a PRINT button the incarcerated adult can simply press to send items to the printer.

c. Ability for incarcerated adults to pick up copies from designated printer area.

With the GTL Command Print Requests feature, print requests can be sent to a remote printer located at a designated printer area of the ODRC facility. If ODRC requires more security, prints can be sent to a printer in a specified area where staff can pull the prints out and hand to the individual who requested the print. Staff can filter prints for their housing area and each physical print has the specific incarcerated adult **name and housing location on top of the page**. GTL will work with each individual facility to determine the best placement of printers. We understand the unique needs of each of ODRC's facilities and we will collaborate to meet the needs of each Warden.

d. Ability to Interface with DRC's trust fund accounting system to debit for printing.

Using both our industry experience and our long-standing partnership with ODRC, GTL and ODRC will collaborate to develop an interface CACTUS at no cost to ODRC. GTL currently has an interface with Cashless System's CACTAS software for PIN Debit fund transfers from the trust accounts. With GTL, incarcerated adults can print messages, photos, and facility documents directly from the kiosk or wireless tablet and the funds to pay for the print will be deducted directly from the incarcerated adult's trust account. Facility Administration can set unique pricing for photos, message, and documents as well as unique pricing for black/white and color.

8. Visitation capabilities must include:
 - a. Online visitation scheduling, including a customer service phone line, for in-person and online visitation.
 - b. Online visitation registration portal, including all forms, for family and friends to be reviewed/approved prior to in-person visiting.
 - c. Video – tablet-based video visiting and face recognition that must terminate the visit if a face is not on the screen for a period of time.
 - d. Private/privileged visits (not recorded).
 - e. Funeral, death-bed visitation.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 2. 8).

GTL has read, understands, and will comply.

Covid-19 has presented the corrections industry with some unique issues regarding visitation products, policies, and procedures. Face-to-face visits are not always possible at the ODRC facility due to safety concerns. For this project GTL offers to provide ODRC facilities a solution with our tablet-based Video Visitation System (VVS). As your current partner, we strive to offer the latest technology in corrections communication and investigation.

GTL is pleased to present a full overview of our Local and Remote Video Visitation solution delivered over both kiosks and tablets. Additional details for each of the above requirements follows.

Video Visitation

GTL's **tablet-based video visitation system** (VVS) runs on our unique platform and independent network and utilizes the full features and functionality on that platform. Our VVS allows users the ability to schedule visits, respond/reject requests, suggest visit times, and more without directly communicating with the incarcerated adult or youth.

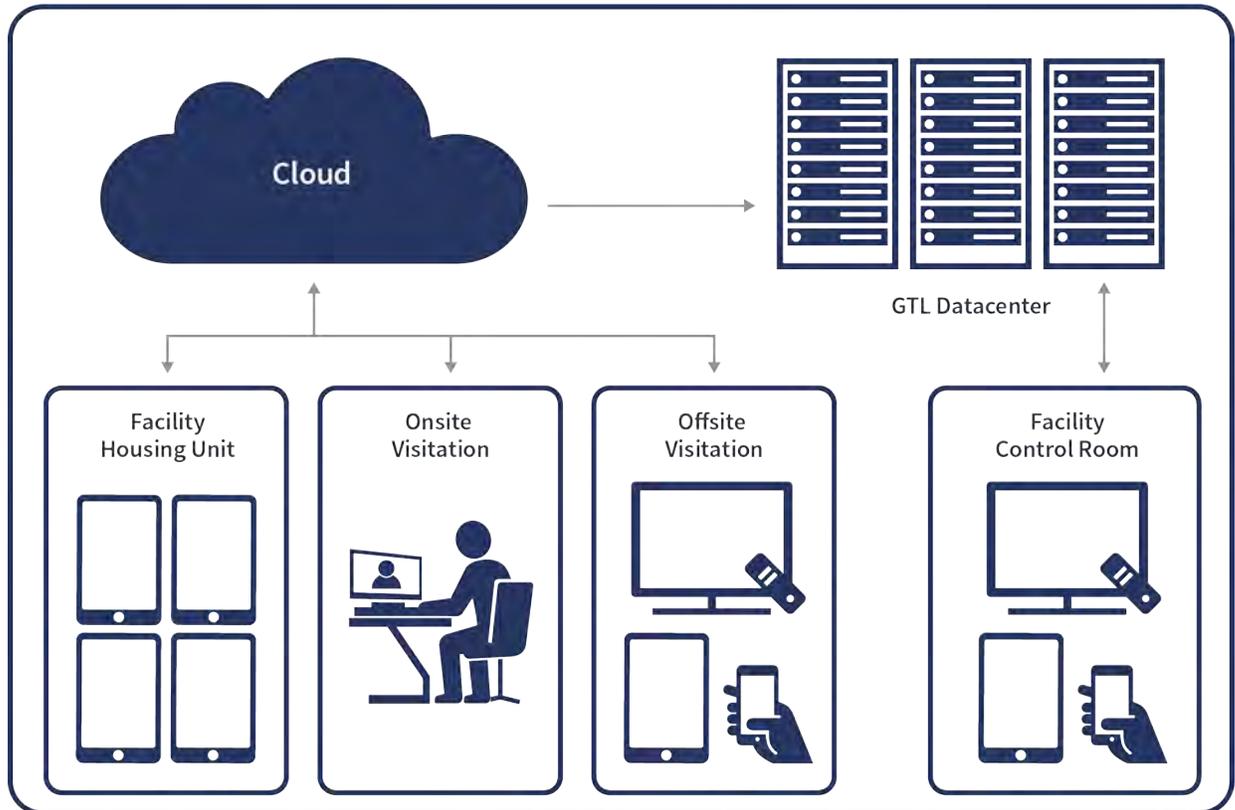
Our VVS solution allows incarcerated persons to use GTL wireless tablets for video visitation sessions. The GTL wireless tablets use technology developed specifically to prevent incarcerated persons from panning their environment with the camera built into the tablet. With our VVS technology solution, the tablet camera only functions during the video visitation session when the tablet is placed in the docking station.



The VVS will automatically record and store all recorded video visitations on-line, just as we do with incarcerated person phone calls. Our VVS includes detail of video control option capabilities, and

investigators can easily retrieve audio and video recordings of video visitation conversations on-line from the video records search screen via the VVS user interface. A visit can be located by incarcerated person name, visitor name, station, and date and time of visit, and reports can be run based on these criteria. Playing selected incarcerated person video session recordings is done by clicking on the video button. Hovering over the video button displays the visit ID number for quick visit verification.

VVS Hardware Architecture



VVS User Applications and Administration

GTL's VVS will show real time activity. Our web-based user interface allows administrative functions in connection with the VVS, including:

- Set user ID
- Set password
- Set classification roles and associated tasks
- Capture the user's first, middle and last name
- Allow for remotely managing, adjusting and diagnosing hardware settings and connections using audio, video and LAN settings
- Allow for live monitoring of all visits simultaneously (excluding attorney visits)
- Manually terminate sessions
- Report status of all video visitation stations (whether idle or offline)
- Configure the type of video visitation station to which an incarcerated person has access

Track Incarcerated Person and Video Visitor Data

The GTL VVS will allow ODRC facility staff to initiate, control, record, retrieve, pause and monitor video visitation sessions. Our VVS provides specific information for tracking incarcerated person and visitor activities and patterns including the following criteria:

- Incarcerated person ID number
- Incarcerated person name
- Visitor name
- Date and time of visit
- Incarcerated person video visitation station
- Daily, weekly and monthly visit statistics

Query Video Visitor Data

GTL's VVS can capture, store and query information regarding the visitor/public to include:

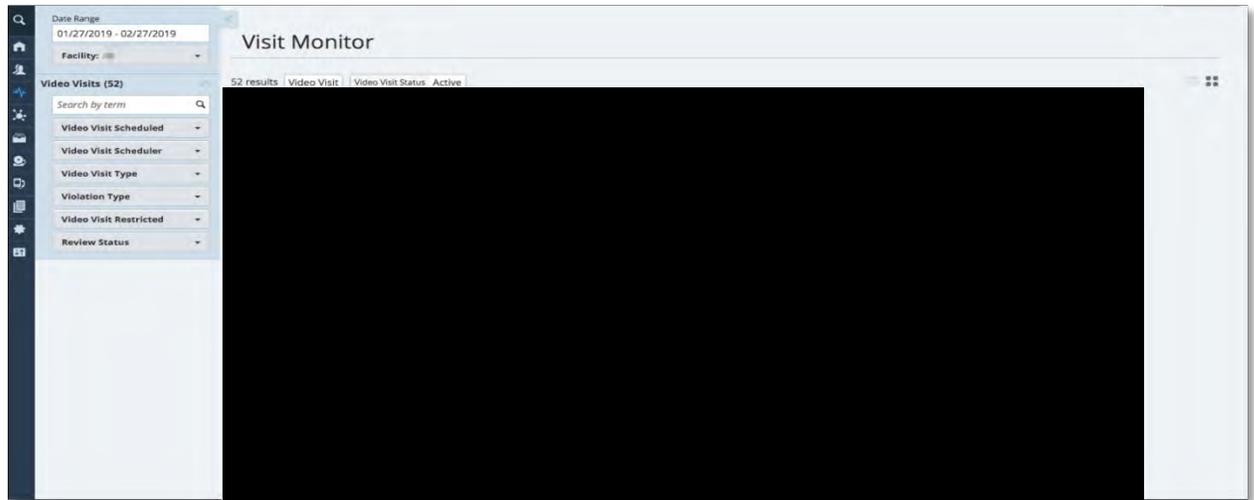
- Identification number
- Name
- Date of birth
- Last four digits of Social Security number
- Gender
- Ethnicity
- Driver's license number
- Incarcerated person visited
- Relationship to incarcerated person
- Date of last visit
- Home address (physical address)
- Telephone number

VVS Real Time Monitoring

Video visitations can be monitored in real-time and terminated immediately when necessary via GTL's active video screen feature. Our all-digital video visitation platform means that video visit monitoring is completely silent and there are zero indications to incarcerated persons or called parties that a video visitation is being monitored. All video data and recordings are stored off-site at our central Data Centers on dedicated RAID-5 servers (multiple hard drives with built-in redundancy) with backup RAID-5 servers at each Data Center providing further redundancy, ensuring the reliability of long-term storage and accessibility.

A feature of our VVS monitoring is face detection. With the VVS face detection, if a visitor leaves the screen and their face is no longer being monitored, the video visit will be terminated after a facility configured amount of time. For additional security, the background of the visit screen is deliberately blurred by the VVS system so that the visitor cannot see a clear view of the immediate area of the facility behind the incarcerated adult and youth during the video visit.

The VWS solution provides in real-time a display of live video visits occurring at your facility. The feature is called our Video Wall.



Authorized ODRC facility staff can click on a live video visit to monitor it in real-time. All recorded visits are available to review once they are completed. Reviewing completed video visits is simple with our web-based user interface. Reports can be generated from the user interface at the user level and at the terminal, group, pod, or facility level to determine terminal usage, incarcerated person usage, and overall facility usage.

Real Time Video Visit Monitoring via Any Web-Enabled Device

Alarms/Alerts can be set up so specific incarcerated persons or destination numbers can be immediately patched in to authorized investigators via their PIN and they can monitor a live video visitation via their smartphone. They can even terminate the video visitation via their smart phone. The VWS alert is completely silent and will not be detected by the incarcerated person or visitor

VWS Recording Capability

Every visit (unless it is a privileged visit - these are not recorded) is recorded simultaneously with other visits. Each recording is timestamped and given a unique identification number by our VWS software. There is no risk of losing or accidental deletion of a visit.

By default, GTL retains recordings of video visitation sessions online for ninety (90) days. However, in keeping with the requirements for ODRC, VWS data will be stored for the duration of the contract. In addition, ODRC can download and archive sessions daily if desired to portable media. VWS records are kept for the life of the contract or as long as you need them. Archiving is performed in compliance with contract requirements and can be adjusted as your needs change.

All video recordings and data will be made available online, accessible immediately 24 hours a day, 7 days a week.

GTL's VWS comprehensively records and stores all audio and video visitation sessions. Authorized users can playback a recorded session through the easy-to-use GTL Command administrative interface. The

audio player control in the top left allows users to easily pause, play, fast forward and rewind video recordings. GTL's VVS platform captures, stores and allows users to query information regarding the visitor/general public. We glean this information to support the best investigator tools in the industry.

The VVS network uses cloud-based architecture with multiple Data Centers. Our Data Centers perform off-line storage of data backups on a nightly basis. We perform data archiving to move data that is older, per set policies and contract or regulatory compliance in order to preserve that data for later retrieval.

VVS Scheduling Software

VVS sessions can be scheduled remotely at GTL's website with a PC or mobile device using a standard web browser. The visitation scheduler will automatically notify the user via email when a visit is scheduled or canceled. ODRC can define the length of visitation sessions, with a standard minimum visitation session length of (15) minutes. Maximum session length can be programmable facility-wide, by housing unit, individual station or group of stations, or by incarcerated person. All configurations can be overridden by authorized personnel. Video visitation sessions display the remaining time for a visit on the screen.

VVS/JMS Integration and Synchronization

The VVS will interface with DOTS, your facility's JMS, at no cost to ODRC. In addition, GTL's VVS will synchronize with the DOTS JMS and be updated with all incarcerated person housing assignments, movements, releases, restrictions, etc. necessary to validate the incarcerated person's status and facilitate the scheduling process.

- a. Online visitation scheduling, including a customer service phone line, for in-person and online visitation.

Tablet-Based Online Video Visitation



GTL's tablet-based Video Visitation system (VVS) is a powerful, industry-leading communications platform for correctional facilities providing real-time video visitation to connect incarcerated adults/youth with their friends and family. Using our VVS, incarcerated adults and youth conduct visits directly from the Inspire wireless tablet or kiosk. Friends and family can schedule video visits to take place from their home computer, tablet or smartphone or locally at the facility using portable lobby kiosk stations.

Friends and family can schedule remote video visits in advance online using the GTL web site or using the GTL mobile app for Android and iPhones. Our VVS web portal includes all the available time slots for scheduling video visits for either on-site or remote (internet) visits. With GTL's VVS solution, ODRC will have complete control over the permitted schedule times. ODRC facility staff can preview and cancel any pending visit for any reason at any time.

On-Site Face-to-Face Visitation Scheduling

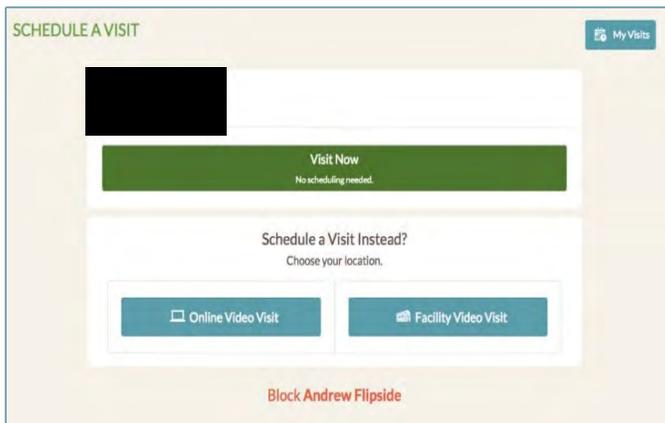


Providing scheduling management for face-to-face on-site visits for ODRC facilities is nothing new for GTL. Through our existing partnership our Visitation Scheduling Management Software has already been deployed at most ODRC facilities to allow friends and family to schedule visits at the ODRC facility through our convenient web-based scheduling portal. From the scheduling portal, visitors can also access the GTL customer service number and a convenient FAQ page.

The GTL web-based scheduling software functionality allows visitors to access their “own” visitation home page. Visitors can schedule upcoming visits, see visit history, make changes to their profile, add visitors or even register initially. The scheduling application allows a visitor the ability to schedule a visit from any device that has internet access. This includes but is not limited to a desktop PC, laptop, tablet or smart phone.

The scheduling software automatically takes into consideration visitation quotas, restrictions, housing schedules/visitation hours, and any mandatory wait time from initial booking to when incarcerated adults and youth are allowed to have visits. When scheduling a visit, only the time slots that are available on the selected day are displayed to the visitor.

OPTIONAL FEATURE: Visit Now – Unscheduled Visits: GTL’s Visit Now feature can provide the ability for friends and family to video visit an incarcerated person at their convenience with no scheduling necessary. The friend or family member simply selects the Visit Now button on the GTL web portal or visitation app on mobile devices and their video visit will be initiated. Visit Now will alert tablets that are enabled for incoming visits in the applicable living unit. If the incarcerated person is available then he/she can place the tablet on an eligible stand, log in, and the visit will begin.



If they are unavailable, then the friend or family member can use the standard scheduling features to schedule a visit for later. Visit Now is especially useful for remote visits. Family and friends can trigger an immediate visit with an incarcerated person by a click of a button from their phone using the GTL mobile app. They must first log in with their verified email or through a verified phone to initiate a Visit Now.

Multilingual Toll-Free Phone Support: Our customer service staff is available to assist visitors 24 hours a day, 365 days a year. All customer service representatives are bilingual and empowered to make decisions to best serve you.

- b. Online visitation registration portal, including all forms, for family and friends to be reviewed/approved prior to in-person visiting.

In-Person Visitation Registration/Scheduling

Friends and family can register in advance for face-to-face in-person visits using the GTL web site or using the GTL mobile app. ODRC already makes use of the stringent checks on visitor identity using GTL's Visitation Management Scheduling System. These checks can occur during the visitation registration and at visitor check-in. All prospective visitors must have an approved registration before they can schedule a visit. This registration information includes name, address, email address, phone number, and some form of approved State-issued ID (e.g. driver license number). A valid credit/debit card identification is required to conduct remote visits.



The screenshot shows the GTL VisitMe registration interface. At the top, there is a logo for GTL and the text "Welcome to GTL VisitMe™". In the top right corner, there is a language selection option: "Language Español Haitian". Below the header, there are navigation links for "LOG ON", "CONTACT", and "FAQ". A blue banner with an information icon states: "Please fill in the following fields. Items marked with * are required to be filled in." The main form contains the following fields:

- * First Name (text input)
- Middle Name (text input)
- * Last Name (text input)
- Suffix (text input)
- Other/Maiden Name (text input)
- * Birthday (Month: January, Day: 1, Year: [dropdown])
- Address 1 (text input)
- Address 2 (text input)
- City (text input)
- State / Province (dropdown: PA, Pennsylvania)
- ZIP / Postal Code (text input)
- Country (dropdown: US United States)
- Phone Number (text input with dashes)

At the bottom of the form are "Back" and "Next" buttons. On the right side, there is a "REGISTRATION STEPS" sidebar with the following items:

- Log On Information
- Personal Information**
- Personal Identification
- Professional visitor request
- Search for inmate
- Confirmation

Tablet Based Video Visitation Registration/Scheduling

Our VVS provides visitor review and approval support for visitor accounts on the GTL Command platform. This feature is configurable and enables ODRC facility staff to approve/deny the VVS contacts of any or all incarcerated persons. Approved contacts will be able to perform scheduled and on-demand video visits. Contacts that have not been approved will be denied access to schedule video visits. Visitors performing on-site video visits can be validated at check-in by the visitation staff.

c. Video – tablet-based video visiting and face recognition that must terminate the visit if a face is not on the screen for a period of time.

For remote and on-site (if ODRC chooses) video visitation, GTL offers our secure, state-of-the-art Tablet Based Video Visitation System (VVS). GTL's experience as a provider of video visitation platforms allows GTL to offer a secure, robust solution with the latest technology in both hardware and software capabilities. GTL is already providing scheduling for in-person facility visits today. Our VVS solution includes but is not limited to visitor registration, scheduling, system management user interface, visit tracking and auditing, network, and hardware. Additionally, GTL offers ODRC our VVS technology which allows **face detection that will terminate the visit** if a face is not on the screen for a facility configured amount of time. Furthermore, our VVS allows the background of the visit screen to be deliberately blurred by the VVS system. No other vendor has GTL's skills and expertise in the video visitation market.



d. Private/privileged visits (not recorded).

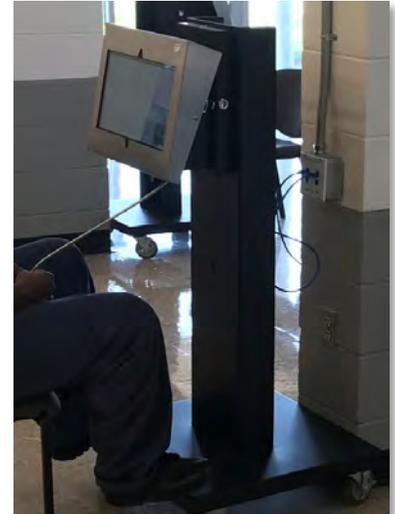
GTL offers non-recorded video visitation for attorneys, clergy, and medical staff. We will link to the attorney privileged non-recorded list in ODRC's DOTS system provided under the Telephone System automatically setting these visits to Private and not record the visit. Other non-recorded personnel can be added to the database as needed. When monitoring video visitation, blank screens designate a private or privileged video conversation is in progress.

e. Funeral, death-bed visitation.

GTL offers the greatest number of visitation alternatives to meet the needs of both the ODRC correctional facilities and the friends and family members of ODRC incarcerated adults and youth. When the need arises for an important life changing event as critical as a funeral or death-bed visit, GTL offers the ability for both friends and family to be there for a death-bed video visit at one of the ODRC Hospice facilities and the incarcerated adult or youth to be there for a friend or family member with a funeral video visit.

GTL will provide our 15" VVS kiosk on a mobile cart at the ODRC Hospice facilities for death-bed video visits for incarcerated adults with friends and family. Through our tablet-based video visitation system, friends and family can use any mobile device, tablet or smartphone, to conduct the visit directly with the VVS kiosk at the ODRC facility.

In addition, an incarcerated adult or youth can have a video visit using the GTL wireless tablet with a friend or family member to attend a funeral. The friend or family member can conduct the funeral video visit directly using their tablet or smartphone mobile device.



3. Tablets and Devices

- a. State Agencies require RFID tagging, or similar technology, of all Contractor provided devices to assist with theft detection.
- b. The Contractor must provide sufficient "safety stock" at each institution for replacements.
- c. All system and device upgrades, including patches, are to be done remotely over the air (OTA), preferably during night hours to avoid downtime.
- d. The visitation scheduling software must be designed to allow each facility to configure the system with its own specific policies and procedures.
- e. The Contractor must provide access to a command/control-type portal that is accessible from a State Agency staff computer or tablet to offer designated State Agency staff the ability to monitor any individual's activities as well as perform close out or activate individual applications by incarcerated adult and youth or across multiple users.
- f. Designated State Agency staff must have the ability to deactivate all tablet functions by user, group of users or all users under his or her control - all in real time.
- g. Designated staff must have the ability to detect tablet misuse and view all communications and financial transactions.

- h. For areas where incarcerated adults or youth do not have access to AC power, the Contractor must provide adequate bulk charging stations or carts to allow incarcerated adults and youth to charge their tablets while not in use.
- i. The Contractor must provide chargers to those incarcerated adults and youth that have access to AC power. Replacement chargers must be available for purchase in the commissary.
- j. Preference is given for a tablet that does not have a USB port.
- k. The Contractor must provide charging stations for special areas such as in restricted housing where AC power is not readily available in cells.
- l. Tablet content to include minimally FM radio, TV audio, podcasts, newsfeeds, audio books, etc.
- m. The Contractor's tablet program features must include phone calls, video visitation, video grams, video messaging, and messaging.
- n. Tablets must have incarcerated adult self-service applications such as multi-layer grievances, sending and receiving kites and requests to staff, and offers incarcerated adults and youth the ability to look up personal information.
- o. Incarcerated adults and youth must have ability to submit a troubleshooting ticket to Contractor, describing the issue they have with the tablet.
- p. Previously legally purchased music must be made available as part of the transition to each incarcerated adult and youth.
- q. Incarcerated adults must have access to Department Offenders Tracking System (DOTS) portal forms like appeals (Security Review, Rules Infraction Board (RIB)) and other reentry and case planning forms through their tablets or kiosks.
- r. The wireless tablets must be provided with technology specifically developed to prevent incarcerated adults from panning their environment with the camera built into the tablet.
- s. The Contractor must provide State Agencies with a solution for managing the camera functionality on tablets and kiosks.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 3. including:

Describe in detail the offeror product to include RFID tagging, discuss safety stock, how updates are performed, visitation scheduling. Describe the command and control-type portal, ability for State Agency staff to deactivate tablet functions by user, group of users, or all users all in real time.

Describe in detail the offeror product to detect tablet misuse and view all communications, financial transactions and tablet recharging for those who do not have access to A/C power.

Describe the tablet available content (minimally FM radio, TV audio, podcasts, newsfeeds, audio books, etc.), tablet program features to include phone calls, video visitation, video grams, video messaging etc. Include self-service applications such as multi-layer grievances, sending and receiving kites and the ability to look up personal information.

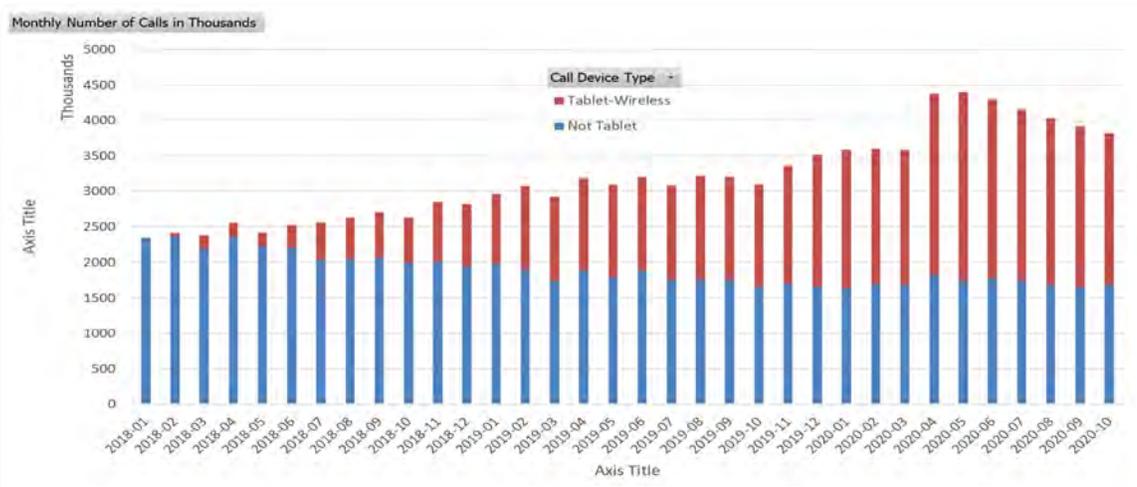
Describe the process for submitting troubleshooting ticket to Contractor for tablet issue.

Describe in detail the offeror proposed product and how it will distribute Department Offenders Tracking System (DOTS) portal forms like appeals (Security Review, Rules Infraction Board (RIB)) and other reentry and case planning forms. Describe the proposed solution for managing the camera functionality on tablets and kiosks including a restriction for camera panning feature.

GTL has read, understands, and will comply.

In December 2019, in partnership with ODRC and DYS, GTL completed the 45,000+ tablet deployment to all eligible incarcerated adults and youth at all ODRC/DYS facilities. This is the largest tablet deployment in Corrections to date and it delivered many positive results for ODRC staff, friends and family and incarcerated adults and youth. Specific results include:

- A tremendous increase in the amount of contact between incarcerated adult and youths with their loved ones. In 2018, before tablets were universally deployed, ODRC & DYS phone calls were just over 2.3M monthly. As of October 2020, they were over 3.8M monthly, or a percentage increase of over 65%. ODRC experienced a well-managed 23% jump in call volume from March to April in 2020 amid Covid-19.



- New applications to engage incarcerated adults and youth such as Breaking Free, Lexis Nexis Law Library, and Video and PDF uploads are particularly important during Covid-19 restrictions.
- Additional applications such as Streaming Music, Movies, E-Books and other entertainment applications are already provided by GTL through the current contract.

By the start of the new contract, 7/1/21, GTL will have deployed a NEW manufacturer of our tablet device for ODRC. This new tablet will address the ear-bud jack issue and dramatically reduce tablet breakage.

In Q2 2020, GTL in conjunction with ODRC Leadership identified eight (8) sites where we will be upgrading Wireless Access points to the latest technology. These were sites initially installed several

years ago, but as the technology has changed, GTL is proactively beginning the upgrades. As of this RFP response, Lebanon's wireless is currently being enhanced with Grafton, Warren, and Mansfield with Trumbull, Southern, Toledo, and Ohio Reformatory for Women to follow.

- a. State Agencies require RFID tagging, or similar technology, of all Contractor provided devices to assist with theft detection.

With GTL's migration to a new tablet to be completed before the start of the new contract, 7/1/21, all new tablets will have an RFID chip to aid in locating a missing device. An RFID tag in the wireless tablet allows the ODRC facility staff to locate a tablet within 5 meters using a unique tablet ID. GTL EXCEEDS this requirement by being able to locate the device even when it is off. Staff can also identify the location of the last wireless access point connected to that specific tablet. Most importantly, the new tablet will seamlessly connect to the existing wireless infrastructure. There are no interruptions to health and safety restrictions or to incarcerated population services.

- b. The Contractor must provide sufficient "safety stock" at each institution for replacements.

As the needs of ODRC change, GTL will continually improve and update current processes. For the new contract and our new tablets, GTL Tablet Administrators will work with each facility to establish the safety stock metrics based on tablet usage and repair rate for that facility. Spare stock is then replenished in accordance with the standard Return Material Authorization (RMA) process.

- c. All system and device upgrades, including patches, are to be done remotely over the air (OTA), preferably during night hours to avoid downtime.

This is standard practice for GTL and currently employed within ODRC. Software upgrades are done securely and remotely OTA (over the air), usually during night hours to avoid downtime. There is no staff involvement during this process.

- d. The visitation scheduling software must be designed to allow each facility to configure the system with its own specific policies and procedures.

ODRC administrators and staff are already benefitting from the GTL visitation scheduling software currently implemented at select ODRC facilities. During the Q4 of 2020, GTL has been working with the ODRC Internal Re-Entry Administrator, to prioritize the deployment of the visitation scheduling software at ODRC facilities.

Our Visitation Scheduling Management Software goes beyond managing quotas and facility policies and procedures. It allows the public to schedule visits from online or a smart phone automating all aspects of visitation scheduling and public communication. GTL’s visitation scheduling solution allows authorized staff to administer policy and procedure management through an easy-to-use web-based interface. Once configured, the system automatically controls and coordinates all visitation scheduling and operations based on the facility policies.

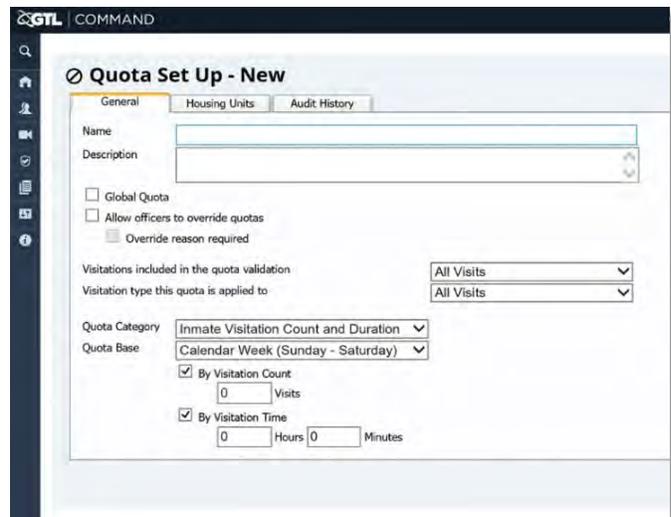
Visitation Policy Configuration

Setup	Time Blocks	Quotas	Restrictions
<ul style="list-style-type: none"> • Global Visitation Policies • Policies for Minors 	<ul style="list-style-type: none"> • Start/End Times by Visit Type • Block Groups 	<ul style="list-style-type: none"> • Inmate Quotas • Visitor Quotas 	<ul style="list-style-type: none"> • Allow/Prohibit Overrides • Allow/Prohibit Restriction Types

Rules may be set up globally or applied only to certain housing units (visitation quotas, restrictions, approved visitor lists, etc.).

GTL’s visitation scheduling software allows each facility to configure their own specific policies and procedures for the duration of this contract. No two facilities must have the same policies.

Our visitation management system is designed to continuously receive updated incarcerated adult and youth information from the ODRC facility’s Jail Management System through a *one-way* data transfer (Flat file, Database View, or XML). This allows the visitation system to know which incarcerated adults and youth are in custody at the facility, their name, booking number, status, housing unit, restrictions, scheduled events, and any changes to this information—all without the need for tedious, redundant, error-prone manual data entry.



After policies are set up and the visitation system is integrated with ODRC’s Jail Management System, the GTL system management software proves itself to be a time saving, easy to use tool for staff and visitors alike.

e. The Contractor must provide access to a command/control-type portal that is accessible from a State Agency staff computer or tablet to offer designated State Agency staff the ability to monitor any individual's activities as well as perform close out or activate individual applications by incarcerated adult and youth or across multiple users.

GTL's Inspire wireless tablet solution, installed today, already has a web-based interface that is accessible from any State Agency staff PC or tablet or any mobile device (smartphone or tablet device) with Internet connection. This feature will not change as we jointly transition to a new contract, only it will be enhanced with GTL Command.

With this enhancement, staff will be able to more easily navigate the portal for command and control. After connecting to the website, a person will log into the system with a valid username and password. Each user's password is linked to an assigned role defined by ODRC which dictates exactly which features and functionality will be available to that person after log-in.

With any internet-enabled device, authorized facility staff can access GTL Command using a standard web browser, including Internet Explorer, Firefox, Safari, and Chrome. ODRC will have complete and easy control and oversight without the need for special equipment or software. From GTL Command, you can observe device status, real-time monitoring and tracking, enable or disable tablets, view all financial transactions and purchases, and more, all with the easy-to-use portal.

Inspire Tablet Monitoring & Tracking

ODRC will have comprehensive tools specifically designed for **monitoring, controlling, and auditing** GTL's incarcerated adult and youth tablet solution. The powerful web-based application delivers password protected access 24/7 to a comprehensive suite of configuration, management, and investigative tools for authorized staff. From the interface, you can observe device status and real-time usage, detect non-compliance, and more. Authorized users can access the GTL Command application on any internet-enabled device using a standard web browser, including Internet Explorer, Firefox, Safari, and Chrome.

GTL Command collects data for each tablet and the incarcerated adult or youth using it, ranging from non-privileged communication to usage history, for real-time or future investigations. Authorized staff can easily review and search data for use in audits, analysis, and criminal investigations.

If the facility needs to restrict an individual's access for disciplinary reasons, tablet privileges can be suspended with an automated end date for individual incarcerated adults and youth, groups, or entire housing units in just a few clicks from the GTL Command portal. Authorized users can lock/unlock an individual tablet or ALL tablets. Should ODRC staff need to suspend a friend or family member's privileges, they can do so easily via any web browser. Authorized users can terminate tablet phone calls as well as tablet visitation sessions from the live monitoring screen.

All authorized facility staff will have **instant access to audit data** that includes all non-privileged incarcerated adult and youth communications, detail records, recordings, tablet-usage history, and tablet content that can be reviewed and customized to meet facility needs.

ACTIVITY DATE	FACILITY	TABLET	CATEGORY	SUBJECT	ACTION	RETAIL	SESSION ID	RESIDENT NAME	PHOTO
10/11/2019 06:22:57	Honolulu County Sub 014	CCB8A8AF56	app	net.gt.player.musicchannels,Music Channels,2.99.0-27	start		889ebdc7-46c6-4a85-bbc2-cecaf49d5f68		
10/11/2019 06:22:55	Honolulu County Sub 014	CCB8A8AF56	app	net.gt.player.musicchannels,Music Channels,2.99.0-27	stop		889ebdc7-46c6-4a85-bbc2-cecaf49d5f68		
10/11/2019 06:08:30	Honolulu County Sub 014	CCB8A8AF56	app	net.gt.player.musicchannels,Music Channels,2.99.0-27	start		889ebdc7-46c6-4a85-bbc2-cecaf49d5f68		
10/11/2019 06:08:26	Honolulu County Sub 014	CCB8A8AF56	app	com.telmate.messages,Messages,9.7.0-409	stop		889ebdc7-46c6-4a85-bbc2-cecaf49d5f68		

ODRC staff permissions are controlled by user roles, allowing a variety of permission sets. Authorized users can establish tablet usage policies such as days/times when tablets function.

f. Designated State Agency staff must have the ability to deactivate all tablet functions by user, group of users or all users under his or her control - all in real time.

With GTL Command, authorized staff have full control over the tablet capabilities, meaning they can deactivate all tablet functions by user, group of users or all users **in real-time** by the click of a button. The GTL Analyst Team can also assist State Agency staff at any time to also achieve this function.

g. Designated staff must have the ability to detect tablet misuse and view all communications and financial transactions.

From GTL Command, you can observe device status and real-time usage, **detect misuse**, enable or disable tablets, **view all communications**, **review financial transactions**, and more. Using any internet-enabled device, authorized facility staff can access the application using a standard web browser, including Edge, Firefox, and Chrome. ODRC has complete control and oversight. **No special equipment or software is necessary.** Agency Staff can also rely on the embedded GTL Analyst Team to assist in viewing all communications and financial transactions as this is their responsibility today.

h. For areas where incarcerated adults or youth do not have access to AC power, the Contractor must provide adequate bulk charging stations or carts to allow incarcerated adults and youth to charge their tablets while not in use.

Providing charging solutions is vital to the success of our wireless tablet deployments. GTL offers multiple charging options which are custom designed for the corrections market. Providing a secure

and convenient way to keep the devices powered maximizes the time an incarcerated person spends using services and eases the burden of managing devices for facility staff. Both charging options provided by GTL use a **magnetic charging** method. With magnetic charging, there are no ports required for the cable to attach to the tablet creating a more convenient and secure method of charging and **reduce unintentional breakage**.

Charging Cabinet Enclosure – 9 & 15 Port

GTL can provide ODRC with lockable cabinet enclosures which will provide both **charging and storage** of the Inspire tablets. Tablet charging cabinets are secured to walls and incarcerated persons cannot remove them. The magnetic charging cabinet has two optional capacities, nine and fifteen tablets. The compact design minimizes the space required to keep devices charged and running.

Charging Mobile Carts

Another method of magnetic charging for the GTL wireless tablet is our mobile charging cart. Currently, GTL is providing charging carts for the incarcerated adult and youth population at ODRC facilities. The mobile carts provide a safe and efficient method of charging and storing tablets while adding the convenience of easily moving them to different areas of the facility. The enclosures are custom designed for the corrections market – reducing hard edges, eliminating exposed hinges, and increasing strength of the steel.



- i. The Contractor must provide chargers to those incarcerated adults and youth that have access to AC power. Replacement chargers must be available for purchase in the commissary.

If wall AC power outlets are available, GTL wireless tablet devices for ODRC will also include wall charging cables for incarcerated persons to use in their cells for the tablet in their possession. For future tablet deployments of the GTL wireless tablets, we propose an alternative charging cable method – magnetic charging. With magnetic charging, there are no ports required for the cable to attach to the tablet creating a more convenient and secure method of charging and prolongs the tablet charging lifespan. When the cable end is connected to the tablet it passes the magnetic current to the tablet where the energy is converted to electrical energy, which is used to charge the battery. Additionally, magnetic charging cables helps to reduce the potential for repair issues over the standard “plug-in” charging methods that have ports which can become clogged or broken.



j. Preference is given for a tablet that does not have a USB port.

The GTL wireless tablet has a USB-C port which is blocked by a magnetic dongle as part of a port cover.

k. The Contractor must provide charging stations for special areas such as in restricted housing where AC power is not readily available in cells.

GTL can provide ODRC with lockable cabinets which will provide both charging and storage of the Inspire tablets. Tablet charging cabinets are securely wall-mounted and incarcerated persons cannot remove them. The tablet charging cabinets are available in two capacities, nine and fifteen. The compact design minimizes the space required to keep devices charged and running.

The mobile carts provide a **safe and efficient** method of charging and storing tablets while adding the convenience of easily moving them to different areas of the facility. The enclosures are **custom designed for the corrections market** with fewer hard edges, eliminated exposed hinges, and increased steel strength.

Both charging options provided by GTL use a **magnetic charging** method.

l. Tablet content to include minimally FM radio, TV audio, podcasts, newsfeeds, audio books, etc.

GTL currently provides the following services to ODRC:

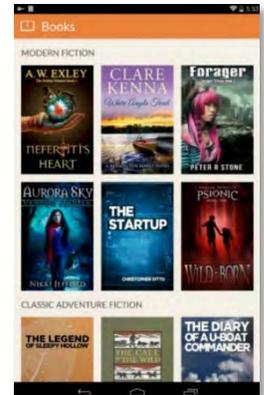
- **FM Radio** (Access to local radio stations)
- **GTL E-Books Service** (Access to authorized digital books including religious and self-help)
- **GTL Podcasts** (A library of approved episodic audio files)
- **GTL Movies/Video On-Demand** (Access to watch movies and video features)
- **Streaming Music** (Provides access to a world of music and radio)
- **TV Audio** (Allows incarcerated adults and youth to listen to broadcast TV audio)
- **Newsfeed** (Access to articles from approved news providers)
- **GTL Audiobooks** (A library of approved audiobooks)
- **Law Library Access** (Access to LexisNexis Law Library)
- **Breaking Free** (Substance abuse interdiction)



GTL’s **FM Radio App** is a custom-built and easy-to-use app that provides incarcerated adults and youth access to local FM news, talk, and music radio stations. Coupled with GTL’s Inspire tablet, which comes equipped with an FM radio chip, incarcerated adults and youth can scan the local FM radio dial and save stations for easy channel surfing and listening. Preferred stations can also be saved to a “Favorites” list.



GTL’s **E-Books Service** is a library-like streaming service that provides incarcerated adults and youth access to our growing library of fiction and non-fiction eBooks. Incarcerated adults and youth can search a variety of categories such as science fiction, drama, mystery, action, adventure, and much more! With our GTL usage model, incarcerated adults and youth are not owed any eBooks upon their release.



GTL’s e-reader app is designed specifically for the corrections market. As it relates to security, the app has no external links or ads. There are no backdoor routes to tablet settings or profile setting fields that can be used to pass unsecure messages to other incarcerated adults and youth. GTL continues to update and improve the app experience based upon incarcerated adult and youth and facility feedback.



GTL’s **Podcast App** is a custom-built and easy-to-use app that provides incarcerated adults and youth access to NPR’s Podcast network. Incarcerated adults and youth can search for Podcasts based on genre such as Music, Business, Technology, Film and many more. Preferred Podcasts can also be saved to a “Favorites” list.



GTL’s **Movies/Video On-Demand App** is a custom application designed specifically for the corrections market. The app delivers secure incarcerated adult and youth access to movies and television shows with over 200 approved titles. The app is designed with security as a top priority. While incarcerated adults and youth can watch movies and television shows, the app is locked down—preventing incarcerated adults and youth from navigating to unwanted websites. Features include:

- 200+ popular commercial-free titles
- Over 500 movie subtitle tracks are available in English, Spanish, French, Chinese and Korean
- Select titles with Spanish-language audio
- Netflix-like user experience
- No commercials
- R-Rated content is edited to be “Airplane appropriate”
- Content stored locally to eliminate external bandwidth concerns
- Catalog is refreshed regularly (partial library rotation occurs every 90-120 days)



Incarcerated adults and youth can access a **Streaming Music Service**. GTL’s Streaming Music Service offers more than 20 million tracks to ODRC incarcerated adult and youths from music labels across the industry. All tracks are filtered based upon industry and an enhanced

“keyword” filter to remove inappropriate content. The streaming music service operates by allowing incarcerated adult and youths to select the specific track, artist, or album they wish to listen to and can replay as many times as they would like.



GTL’s **TV Audio App** allows correctional facilities to broadcast real-time TV audio directly to the incarcerated adult and youth tablets. Incarcerated adults and youth can then open the “TV Audio” app and listen to the TV audio from the convenience of their tablets. The TV Audio application allows correctional facilities to keep a quieter, calmer, and more controlled environment. In addition, the application allows incarcerated adults and youth that otherwise could not hear the TV audio to listen to the TV audio with headphones.

GTL provides a small device that connects to the TV’s external audio port (3.5mm, RCA, and Optical ports are available). The device can be powered via the TV’s USB port or plugged into a wall outlet. Once connected to the TV and power, the device automatically syncs to GTL’s wireless network.



On the tablet, the “TV Audio” application automatically recognizes the new TV device and adds a new “channel” thus making it available to the incarcerated adults and youth. Incarcerated adults and youth can then listen to any TV on the network with the device installed on it.

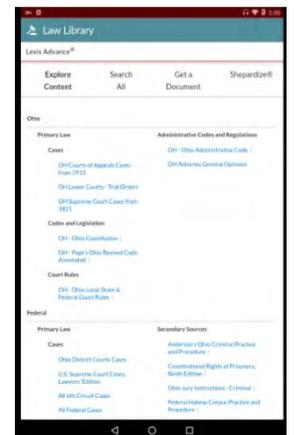


GTL’s **Newsfeed App** is a daily news service app for use with our Inspire tablet. The Newsfeed app allows incarcerated adults and youth to review articles from a variety of secure, popular news site providers from the world of sports and news including ABC News and CNN.



Through the GTL tablet, ODRC delivers access to State and Federal law information via high-resolution touch screen inputs. What sets GTL apart from many competitors is the LexisNexis law library is **already installed** and successfully working on GTL hardware in ODRC facilities. Additionally, ODRC has already been using the LexisNexis incarcerated adult and youth law library solution in its correctional facilities for many years.

The LexisNexis Incarcerated adult and youth **Law Library** provides requested law library information including but not limited to; cases, codes, statutes, jury instructions, analytical materials, and Shepard’s Citations directly to incarcerated adults and youth via the Inspire tablet (handheld or docked) touch screen inputs. Moreover, direct digital access to an incarcerated adult and youth law library greatly reduces staff involvement and time requirements.



Tablet Upgrade Apps

If GTL becomes the sole contract provider for ODRC, GTL will deploy additional apps to the new wireless tablets which include:

- **Games Center** (Access to authorized games)

- **News & Sports Content** (Secure access to a selection of entertainment RSS feeds)
- **Commissary App** (Commissary Ordering)

GTL's **Game Center** Service is offered specifically to keep incarcerated adults and youth entertained and occupied. All games are non-violent and are thoroughly tested to ensure that they are not only appropriate for incarcerated adults and youth and fun to play, but they adhere to GTL's strict security policies regarding app development. Incarcerated adults and youth have access to more than 100 games.

GTL's Games are specifically chosen for the corrections market. With security in mind, the games are provided without external links.



GTL provides **News & Sports** content access for incarcerated adults and youth to a variety of informational, self-improvement, and entertainment RSS feeds. However, incarcerated adults and youth do not have direct access to these feeds the way the public does; incarcerated adults and youth have no direct access to the internet. Our network architecture routes all communication through a GTL Gateway server appliance, which is both a firewall (to limit connections to a designated and controlled devices and destination URLs) and a proxy server (to ensure no direct connection to the internet). This allows us to disable all commenting and search functions. **ODRC has complete control** over which RSS feeds are accessible by incarcerated adults and youth.

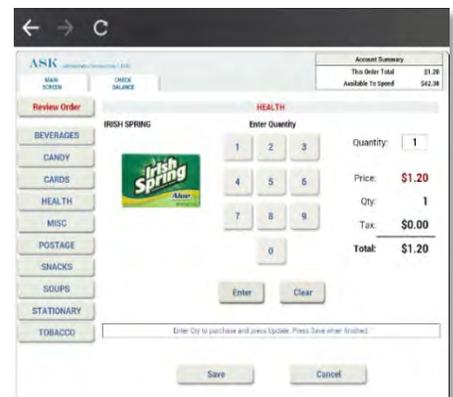
GTL provides access in several categories:

- **Health & Wellness** – Valuable health information and tools for supporting self-improvement and fostering personal development such as Men's Health, Yoga Journal, and Headspace.
- **Religion & Spiritual** – Faith-based options for education, examination
- **Sports** – News, analysis, and commentary about favorite sports, teams, and leagues such from ESPN, FIFA, Fox Sports, and more.
- **Entertainment** – A wide selection of popular and current entertainment content.



The **Commissary App** will provide an interface with the ODRC facility commissary services and Cashless System's CACTAS software system. This interface will allow for incarcerated adults and youth to select and order items to be filled directly by the ODRC facility commissary services. GTL can work with each ODRC facility to establish the ordering process and policies unique to that facility.

GTL currently provides integration with Cashless System's CACTAS software system for PIN Debit account fund transfer at ODRC facilities. There is no cost to ODRC for this feature.



Rules for Incarcerated adult and youth access to the commissary application can be applied individually by incarcerated adult and youth and by incarcerated adult and youth group. GTL has successfully integrated with over a dozen different commissary companies, including Aramark, Keefe, and Trinity as well as in-house commissary services.

m. The Contractor's tablet program features must include phone calls, video visitation, video grams, video messaging, and messaging.

Incarcerated adults and youth can have access to the following communication features:

- **Phone Calling** (Using the GTL telephone platform)
- **Video Visitation** (Remote scheduled video visitation directly from the tablet)
- **Visit Now Video Visitation** (On-demand video visitation directly from the tablet)
- **Messaging** (Secure incarcerated adult and youth electronic messaging)
- **Photo Gallery App** (Allows incarcerated adults and youth store photographs)
- **Video Messaging** (Friends and Family can send video messages)



GTL is currently providing our GTL **Calling App** at ODRC facilities on the wireless tablet for incarcerated Adults and Youth. With GTL kiosk and tablet calling, incarcerated adults and youth can place calls to friends and family using the touch screen inputs. The calling app is fully integrated to the GTL ITS system. ODRC incarcerated adults and youth are already familiar with using our phone dialer app to place phone calls. Additional investigative opportunities are created—with more calls available to analyze—with incarcerated adults and youth speaking to associates from their living quarters. All security features of our traditional incarcerated adult and youth telephones are available as part of GTL's solution.



The tablets are securely connected to the GTL ITS and utilize the same call parameters and functions, including live monitoring. All investigative and analytical tools will be the same for calls placed on tablets or standard incarcerated adult and youth phones.

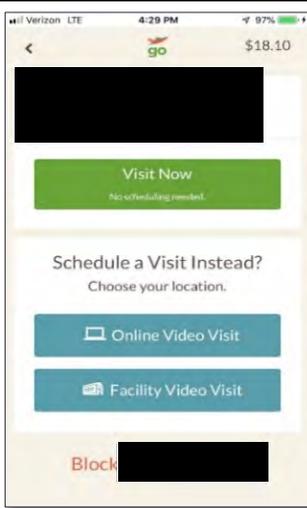
GTL is the industry leader in providing incarcerated adult and youth phone calling using tablet devices!

Calls made using the app on the wireless tablet create the same call detail record (CDR) within the ITS. Reporting can be done on all the same criteria as calls placed from a standard phone. The Location ID of the calling phone will be the ID of the device used.



GTL's **Video Visitation System (VVS)** runs on our unique platform and independent network and utilizes the full features and functionality on that platform. Our VVS allows users the ability to schedule visits, respond/reject requests, suggest visit times, and more without directly communicating with the incarcerated adult and youth. Tablet-based visitation alongside phone calling is exclusive to GTL.





The VVS will automatically record and store all recorded video visitations on-line, just as we do with incarcerated adult and youth phone calls. Our VS includes detail of video control option capabilities, and investigators can easily retrieve audio and video recordings of video visitation conversations on-line from the video records search screen via the VVS user interface. A visit can be located by incarcerated adult and youth name, visitor name and date/time of visit. Reports can easily be run based on these criteria.

The Inspire tablets use technology developed specifically to prevent incarcerated adults and youth from panning their environment with the built-in camera. The tablet's camera only functions when the tablet is set in the wall-mounted docking station.

Optional Feature - Visit Now—Visitation Made Easy

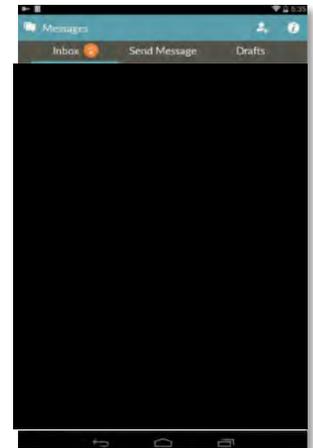
GTL's latest Visit Now video visitation feature allows friends, family, and professionals to see if an incarcerated adult and youth is available. They can initiate an **immediate, on-demand video visit** or schedule one for later. Facility staff are not required for initiating a visit. Visitation restrictions and allowed day/time schedules are still configured by ODRC staff.



Our **Messaging App** is more than just a secure e-messaging application. Messages to and from approved contacts allow incarcerated adults and youth a simple, affordable communication method—and your investigators a whole new channel of evidence. A wide range of facility review and approval options are included.

Friends and family can message their incarcerated adults and youth from any standard personal computer or handheld device with web access.

Alarms and Alerts are available based on keywords or per incarcerated adult and youth/contact.



Staff-to-incarcerated adult and youth communication – GTL allows direct communication to individual incarcerated adults and youth or groups by staff using the Facility Messaging App.



With our **Photo Gallery App** friends and family can easily share photos with incarcerated adults and youth from any standard PC or mobile device with web access. All photos can be monitored for inappropriate/offensive content before posting.



With the **Video Messaging App**, friends and family of ODRC incarcerated adults and youth can send 15-second recorded video messages through our wireless tablet solution and choose an incarcerated adult or youth to share the video with. Visitors record messages on a smartphone or video camera enabled device. Messages are recorded and can be reviewed by ODRC facility staff with a playback and snapshots. Staff can also tag a video as inappropriate as needed or can deny or approve and forward to the incarcerated adult or youth.

n. Tablets must have incarcerated adult self-service applications such as multi-layer grievances, sending and receiving kites and requests to staff, and offers incarcerated adults and youth the ability to look up personal information.

GTL will provide ODRC incarcerated adults with access to the following applications:

- **Documents & Facility Info** (Incarcerated adult and youth & facility information documents, incl. PDF, w/ photo acknowledgement feature)
- **Grievance App** (Incarcerated adult complaints & concerns)
- **Request App** (Incarcerated adult information and program requests)



The **Document App** provides ODRC a way to organize and digitally distribute facility documents to incarcerated adults and youth.

ODRC facility staff can easily upload an unlimited number of PDF documents to the Document App. Your facility can display rules and regulations, handbooks, PREA material, general instructions, or notification, as well as educational information (such as PDF books) through our easy to use interface. Files can be organized using naming conventions and a choice of numerous icons to help guide the incarcerated adult and youth in finding what they need.

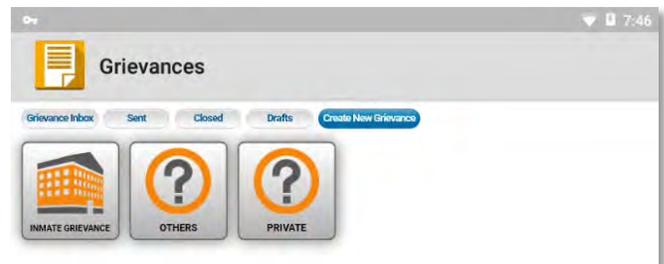


Our **Grievance App** offers a fully integrated and comprehensive paperless electronic grievance system which automates and simplifies this task for facility staff. The GTL grievance system conforms with Ohio Administrative Code 5120-9-31.

The wireless tablets have a built-in tracking and monitoring capability which allows for better management. The electronic request and response system creates a digital record of every transaction with timestamps and an audit trail designed for judicial review. Our system archives all exchanges. Searches and reports can be created based on type, time, and status. Staff can read and investigate incarcerated adult and youth requests from any web-enabled device.

The GTL Grievance App replaces pen and paper forms with secure digital forms such as:

- Correspondence
- Grievances
- Sick call slips
- Crime tip & PREA reporting



Grievances can be sorted and searched by severity level, and access by ODRC staff to the different severity levels is determined by role permissions. Up to eight severity levels are supported by GTL. The Grievance application supports escalation of grievances to higher levels. In addition, administrators can track and audit the response times, as well as report on closures and resolutions, all through the GTL Command interface.

Grievance Levels

Grievances can be assigned different levels of authority. Based on their level, authorized staff can access, respond, and act. A typical grievance follows these steps:

1. Incarcerated adult creates and submits a grievance.
2. Level 1 facility staff member responds and closes grievance.
3. Incarcerated adult appeals (and reopens) grievance, if necessary.
4. Level 2 facility staff member responds and closes grievance.
5. Incarcerated adult appeals (and reopens) grievance, if necessary.
6. Level 3 facility staff member responds and closes grievance.
7. Grievance appeal process is exhausted. The incarcerated adult can no longer appeal the grievance.



Our **Request App** offers a fully integrated and automated electronic system which simplifies incarcerated adult and youth requests for facility staff (kites). The Request App provides ODRC with a new level of operational efficiency by digitizing clerical processes – allowing staff to remain focused on safety and security.

The Request Application software allows for authorized staff to define an unlimited variety of form types using the GTL Command user interface. Any form that you have can be replicated in electronic format on the Requests application. Examples are requests for materials, legal forms, complaints, problem reports, repair requests, and commissary requests. GTL can review your existing forms, convert them to paperless digital forms, ensure they meet or exceed your forms, and configure for routing them to the correct staff.

The GTL Request App is ideal for facilities looking to migrate their incarcerated adult and youth request and other administrative processes to a new platform. Because we provide universal access to all incarcerated adults and youth, the Requests App is free to use. Regardless of their financial standing, indigent incarcerated adults and youth will always be able to access free services and administrative resources on our tablets. If only a partial population of incarcerated adults and youth have access to the tablets, a comprehensive administrative solution may not be possible; which is why we developed our universal access model.



Additional Tablet Apps

GTL will deploy additional apps to the new wireless tablets which include:

- **Documents & Facility Info Upgrade** (Additions to the existing Documents App)
 5. **Acknowledgements:** ODRC can create login notices where incarcerated adults and youth can be required to acknowledge with a photo signature
 6. **Video Documents:** GTL can upload video files, which include facility training and PREA videos, for ODRC through our facility Document App.

7. **Translation Support:** Incarcerated adults and youth can auto translate English grievance requests into their native language, can respond in their own language.
8. **Facility Messages/Login Notices:** ODRC can send communication with attachments that can be read by the incarcerated adult and youth in our messaging app or at login.
 - **Account Info** (Incarcerated adult and youth trust account balance & recent activity access)
 - **Contacts** (Incarcerated adult and youth's contacts who have accepted an invitation for communication)
 - **GTL Help** (A collection of Help and FAQ materials)
 - **Dictionary** (Merriam-Webster or Oxford Spanish-English translator)
 - **Calculator** (Basic function calculator)
 - **Calm** (Meditation and relaxation)
 - **PTSD Coach** (PTSD recognition and self-help)



The **Document App** provides ODRC a way to organize and digitally distribute facility documents to incarcerated adults and youth. ODRC facility staff can easily upload an unlimited number of PDF documents to the Document App. With our latest tablet ODRC can upload video files for facility training and information.

Notices Application

ODRC facility staff can upload information through the **Notices App** to be read by the incarcerated adult and youth upon login. Such notices, read and acknowledged at incarcerated adult and youth login can be re-read and referenced in the Notice app. GTL has uploaded several messages from staff on the tablet, including a CARES document from the IRS, a PPE video at the start of the pandemic and recently an Education PDF as requested by NCCC.

Notices in the application can be set to:

- Be seen once, or at every incarcerated adult and youth login
- Track notice viewing
- Display for a specific time, or perpetually
- Optionally take a photo acknowledgment.

Facility Messaging Application

Using the **Messaging App** through our wireless tablet, authorized ODRC facility staff can send Facility Messages, login notices, and notices with a message and optional attachments to all incarcerated adult and youths, specific pods, and specific incarcerated adults and youth. The app can be used to distribute FAQs, ODRC facility information, and important announcements.

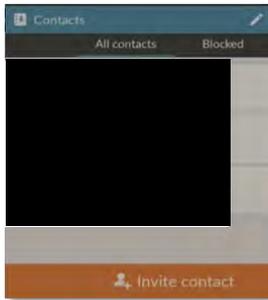
Combined with the Notice App's publishing period facility staff can show information at login and in the Facility Messaging app for the applicable desired amount of time.



GTL supports an interface between the wireless tablet and Cashless System’s CACTAS incarcerated adult and youth account management system which allows ODRC incarcerated adults and youth to check banking information.

With our **Account Info App** incarcerated adults and youth have access to their trust account information regarding fund balances.

- Incarcerated adults and youth can check their account usage on the tablet
- Incarcerated adults and youth (and facility staff) can view deposits into accounts
- If Trust Accounting Integration is active, incarcerated adults and youth can transfer funds from trust account to their incarcerated adult and youth account.



ODRC incarcerated adults and youth will use the **Contacts App** to see the list of approved contacts who have accepted an invitation to communicate via message, phone, or video visit. An incarcerated adult and youth can choose to block a contact from communicating with them. Friends and Family can also choose to block communications from a specific incarcerated adult and youth.



GTL provides select apps for free across all profiles. As with our other tablet apps, these are self-contained with no access to anything beyond their stated purpose.

- **GTL Help** – A collection of Help and FAQ materials.
- **Dictionary** – Users will have access to either the Merriam-Webster or Oxford Spanish-English translator applications.
- **Calculator** – A basic function calculator app.



Calm is a leading app for meditation and sleep. Calm lowers stress, lessens anxiety, and gives more restful sleep through guided meditations, Sleep Stories, breathing programs, masterclasses, and relaxing music. The app is recommended by top psychologists, therapists, and mental health experts.

Guided meditation sessions are available in lengths of 3, 5, 10, 15, 20 or 25 minutes. Topics include:

- Body Scan
- Breaking Habits
- Calming Anxiety
- Deep Sleep
- Forgiveness
- Gratitude
- Happiness
- Loving-Kindness
- Focus and Concentration
- Managing Stress
- Non-judgement
- Relationships
- Self-Esteem



PTSD Coach was designed for Veterans and military Servicemembers who have, or may have, Posttraumatic Stress Disorder (PTSD). This app provides veteran incarcerated adults and youth with education about PTSD, information about professional care, a self-assessment for PTSD, opportunities to find support, and tools that can help users manage the stresses of daily life with PTSD. Tools range from relaxation skills and positive self-talk to anger management and other common self-help strategies. Users can customize tools based on their preferences. This app can be used by people who are in treatment as well as those who are not. PTSD Coach was created by the US Department of Veteran's Affairs.

- o. Incarcerated adults and youth must have ability to submit a troubleshooting ticket to Contractor, describing the issue they have with the tablet.

Incarcerated persons can contact customer support regarding application, hardware or other issues with the Inspire tablet using the **Request App with a customized Feedback Form**. These requests are responded to by one of the 27 dedicated GTL Field Service Technicians, Tablet Administrators or Site Administrators. In addition, ODRC incarcerated persons can contact GTL regarding a tablet, phone or docking station issue using a hotline speed dial from any phone including the Phone Dialer App on the GTL tablet by dialing #1995.

- p. Previously legally purchased music must be made available as part of the transition to each incarcerated adult and youth.

GTL will make previously legally purchased music available on the GTL tablets as part of the transition pursuant to the statements made by JPay in the letter sent to the State on 12/11/20. In that letter, JPay confirmed they will make the ODRC incarcerated individuals' music available to the winning bidder and will assist with the transfer of such media to the new contractor.

GTL will build a server-based cloud solution to which each incarcerated individuals' purchased content will be sync'd and made available for download to the GTL Tablet. Once the content has been uploaded to our servers, it will be erased from the JPay device.

- q. Incarcerated adults must have access to Department Offenders Tracking System (DOTS) portal forms like appeals (Security Review, Rules Infraction Board (RIB)) and other reentry and case planning forms through their tablets or kiosks.

GTL has previously offered this feature to ODRC in the past and we can easily offer this on the current and/or new tablets for the new contract.

Our Request and Grievance Apps offer a fully integrated and fully automated electronic request system using forms. New forms are easily created from scratch or built from existing DOTS facility forms. The Request App can be accessed by incarcerated adults and youth on the GTL tablet device whether handheld or docked to a wall-mounted station.

Authorized staff can set a limit on the number of forms that can be submitted by an incarcerated adult or youth on any given day to reduce the amount of forms and requests coming into facility staff. The Request App has a built-in tracking and monitoring portal which allows for better management of request forms. The electronic request and response system creates a digital record of every transaction with timestamps and a digital audit trail that is designed for judicial review. This system archives all the exchanges between incarcerated adults and youth and facility staff. They can be searched by the parameters listed, and reports can be created based on type, time, and status. Staff can read and investigate incarcerated adult and youth communication from any web-enabled device.

This is a digital and customizable solution with which we can create custom forms designed specifically for ODRC facilities. The forms can be kept for the life of the contract. We can review your existing DOTS forms and convert them to paperless digital forms, making them available on the tablets and/or kiosks ensuring they are routed to the correct facility staff.

Forms can be sorted by severity level, and access by ODRC facility staff to the different severity levels can be set accordingly. Request and Grievance form submission limits can be established per facility.

r. The wireless tablets must be provided with technology specifically developed to prevent incarcerated adults from panning their environment with the camera built into the tablet.



The GTL inspire tablet uses the integrated camera for use with our video-based applications. GTL offers ODRC state-of-the-art technology, allowing ODRC to stay ahead of the curve when providing incarcerated adults products and services in communication while maintaining safety and security of both staff and incarcerated adults.

The Inspire tablets use technology developed specifically to prevent incarcerated adults from panning their environment with the tablet's built-in camera. The camera only functions when the tablet is set in the wall-mounted docking station. This allows incarcerated adults to hold and use the tablet for all purposes except filming.

s. The Contractor must provide State Agencies with a solution for managing the camera functionality on tablets and kiosks.



The GTL inspire tablet uses Near Field Communication (NFC) for incarcerated adult and youth technology which creates a link between the tablet and the wall mounted tablet station. The NFC link allows for the incarcerated adult and youth to conduct Video Visitation sessions at ODRC facilities. With the tablet NFC, Incarcerated adults and youth must place the GTL tablet in the wall mounted docking station for the video visitation session to be enabled.

One of the great advantages of GTLs camera technology is that it is multifunctional. If ODRC requires, the camera function can be disabled for video visits but will still operate as an incarcerated adult and youth facial detection identifier during incarcerated adult and youth login to the tablet device.

4. Customer Service Plan

Offerors must provide a detailed customer service plan, including levels of support and escalation, for the below-listed categories:

- a. 24/7 live support, US-based, bilingual (English and Spanish).
- b. Friends, family and general public.
- c. Incarcerated adults.
- d. Youths.
- e. State Agencies.
- f. Complaint Resolution.
- g. Technical Support.

Offerors Response: offerors must provide a detailed Customer Service Plan as tab 21 of their Proposal.

GTL has read, understands, and will comply.

Over the last 15 years GTL has developed tremendous regular communication channels with ODRC at all levels. An example of this would be our weekly call between the GTL Account Team and ODRC to review open items and service needs for the upcoming week. Additionally, GTL conducts a Quarterly Service Review meeting with ODRC leadership, which includes the Chief Inspector's Office. Our goal is to remain in continuous contact with the ODRC to always be abreast of any concerns and latest information regarding the facilities. We will continue to foster a strong partnership based on open communication and remain proactive in our service approach.

With ODRC being by far the largest tablet deployment in the country, both GTL and ODRC have lessons learned from the last year which should be reviewed and implemented as best practices going forward. Looking toward the new contract, GTL recommends a Monthly Facility Service Review meeting to include the Deputy Wardens at each facility. This would be an open dialogue to discuss any service concerns, especially related to tablets. We can discuss collaboratively the structure of the meeting, but GTL recommends memorializing this in the new contract.

a. 24/7 live support, US-based, bilingual (English and Spanish).

GTL will **continue** to provide 24/7 dedicated and toll-free customer support numbers with live domestic bilingual Customer Service Representatives.

GTL provides live, 24/7 toll-free telephone support for friends and family to our knowledgeable Customer Service staff plus a toll-free IVR and Internet web site. In addition to the toll-free numbers, GTL's Customer Service is accessible by mail, email, website, fax, and TTY. The addresses and telephone numbers for each of these communication methods will be published on all billings, customer solicitations, public portal, and customer correspondence. Our service representatives are well versed in the GTL communication system functions and skilled at handling billing disputes and adjustments and issues related to blocked calls. GTL Customer Service representatives have access to up-to-date account information that includes current account status, call records, and billing and payment histories. In addition, GTL has 27 Field Service Personnel dedicated for ODRC, several of which interface daily with friends and family on escalations, either via email or over the phone. With GTL's high level of customer service, ODRC staff will have minimal contact with friends and family as it relates questions or any concerns with GTL services.

b. Friends, family and general public.

GTL provides live, 24/7 toll-free telephone support for friends and family to our knowledgeable Customer Service staff plus a Toll Free IVR and Internet Web Site that that can be accessed 24-hours a day/seven days a week. In addition to the toll-free numbers, GTL's Customer Service will be accessible by mail, email, website, fax, and TTY. The addresses and telephone numbers for each of these communication methods will be published on all billings, customer solicitations, public portal, and customer correspondence. Our service representatives are well versed in the GTL communication system functions and adept at handling billing disputes and adjustments and issues related to blocked calls. GTL Customer Service representatives have access to up-to-date account information that includes current account status, call records, and billing and payment histories. The goal is to always minimize any interaction between Friends & Family and ODRC staff on GTL related matters.

c. **Incarcerated adults.**

Incarcerated adults can contact customer support regarding application, hardware or other issues with the Inspire tablet using the Request App with a customized Feedback Form.

Currently, incarcerated adults use a paper-based processes and with the new GTL Command, this process will be automated, removing a substantial workload from ODRC staff. GTL recommends ODRC take further advantage of the Grievance and Request feature on the Inspire tablets. This feature automates and simplifies numerous time-consuming tasks for staff, including sending customer support requests *directly* to GTL for efficient review and resolution.

d. **Youths.**

Incarcerated youth can contact customer support regarding application, hardware or other issues with the Inspire tablet using the Request App with a customized Feedback Form. These requests are responded to by either an on-site GTL technician or the GTL customer support center. In addition, ODRC incarcerated persons can contact GTL regarding a tablet, phone or kiosk issue using a hotline speed dial from any phone including the Phone Dialer App on the GTL tablet.

e. **State Agencies.**

GTL has had an embedded Account Team in place for over fifteen (15) years for ODRC. Executive support for ODRC is provided by Account Manager Warren Hall, VP of Business Development Tom Meriam, Field Services Director Ted Meekins, Field Services Manager Adam Long, and Install Manager Chris Gickler. Furthermore, the GTL and ODRC partnership now includes weekly, monthly, and Quarterly Operational Service Reviews to assess GTL's performance related to service repair, examine new tablet features, or explore new technologies such as our enhanced wireless infrastructure.

Recently we deployed 25,000 tablets in Q4 of 2019 which brought our total tablet deployment for ODRC to over 45,000. In 2020, GTL transitioned from a tablet deployment phase to an operational and maintenance phase. At this time, GTL recognized the need for additional personnel resources to manage tablet distribution, perform minor repairs, and to document tablet return rates and reasons. Under the leadership of Ted Meekins, GTL hired an additional five Field Service Technicians/Tablet Administrators in March 2020, bringing the total to twelve. However, with 45,000 tablets in the field, GTL and our ODRC partner determined there was still not enough coverage. In August 2020, GTL began hiring an additional eight Tablet Administrators through our MBE partner ShawnTech, bringing to total to 27 personnel in the field by year's end, including Field Service Management and Site Administrators. GTL is prepared to hire additional resources in 2021 if necessary to meet the service requirements of the facilities.

GTL provides facility support 24 hours a day, 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 dedicated ODRC technical service number 877-388-3055 is always answered by a live GTL representative.

f. Complaint Resolution.

GTL and ODRC leadership teams participate in a weekly Operations Service Review. This forum focuses on reported service impairments documented and tracked in Service Now, a cloud-based workflow platform used by GTL enterprise-wide. GTL provides detailed reports to ODRC leadership on all open and closed cases by correctional facility. Cases are opened based on service impact and a priority is assigned. Personnel from our Technical Service Center and Field Services collaborate to resolve the impairments.

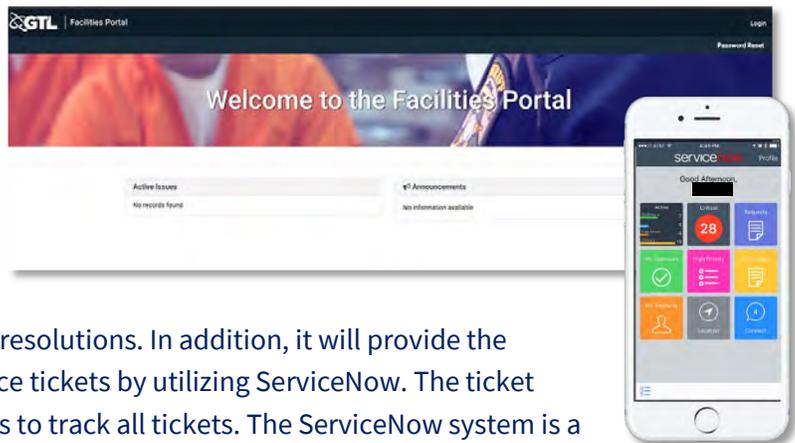
g. Technical Support.

Most technical Support will come from our 27 embedded Field Service Personnel and from the Account Team. GTL also offers support access 24 hours a day, 365 days a year by phone. 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. In the case of Data IQ, or COIN, this exclusive support will come from the embedded GTL Analyst team.

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 ODRC facility will be dispatched to the site.

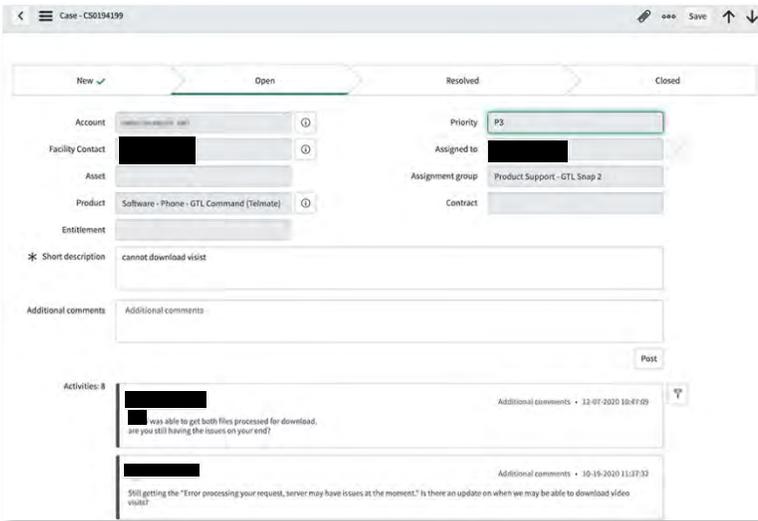
Trouble Tickets

GTL understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and incarcerated persons. 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 ticket system will meet ODRC requirements to track all tickets. The ServiceNow system is a personalized portal that will allow our customers to open a ticket and monitor the progress to resolution. The system utilizes adaptive technology to display on all screen sizes.



ServiceNow will meet and exceed ODRC requirements:

- Ability to resolve issues without contacting customer support
- Automate requests
- Access to online ticket history
- support representative
- Complete visibility of request and establish real-time updates
- Real-time view of tickets submitted by the facility



From ServiceNow user can open a ticket online or contact Technical Support for real-time ticket updates.

The system provides access to ticket history.

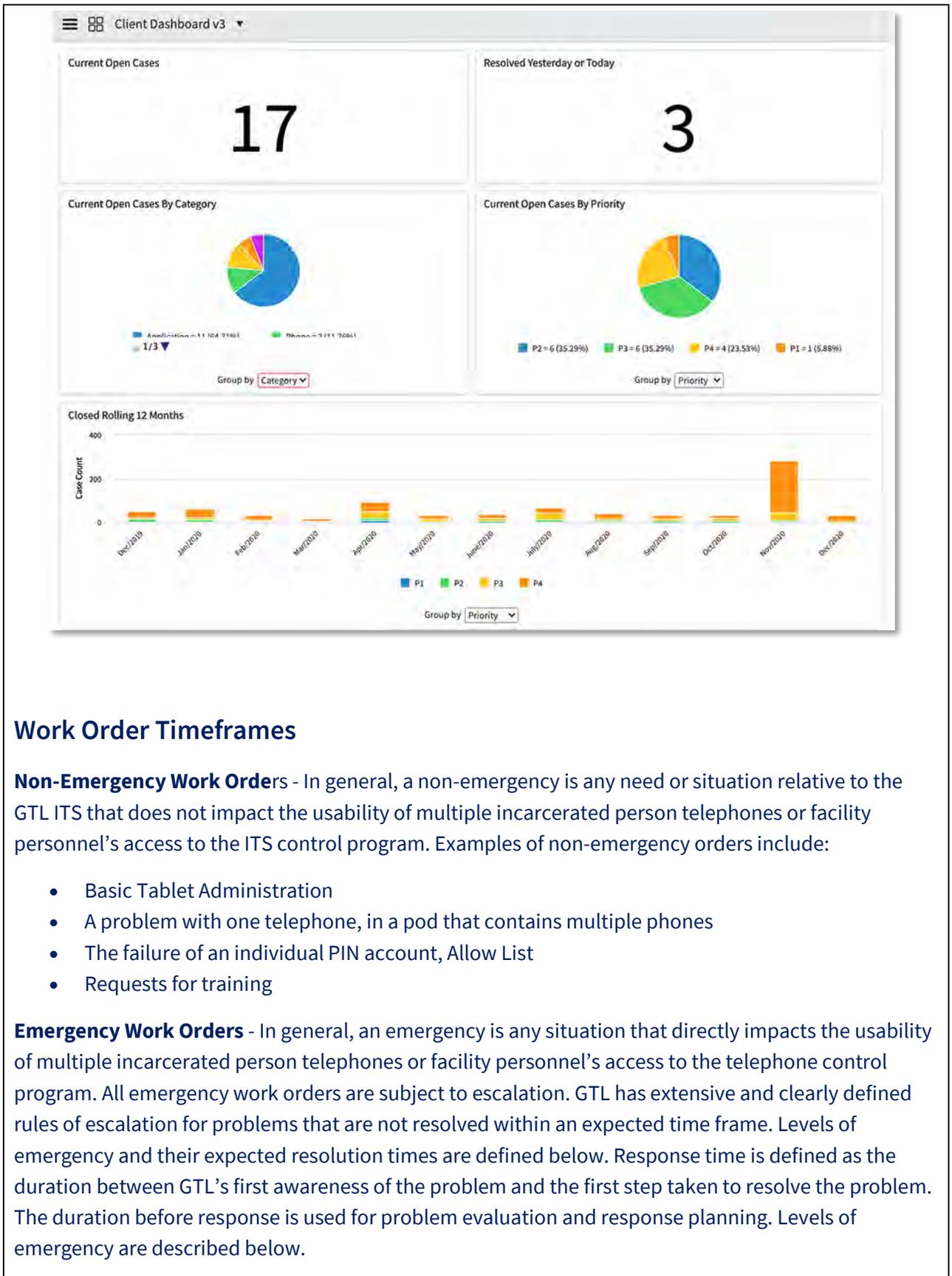
My Issues

Keyword Search

All > Case type = Facilities > Active = true

Number	Short description	Product	Facility Contact	Account	Priority	State	Updated
CS0229552	Exit Card Intermittently working			ID-County Jail	P4	Open	12-03-2020 17:51:27
CS0230271	Inate unable to use kiosk	Software - Phone - GTL Command (Telmate)	Officer	ID-County Jail	P4	Open	12-07-2020 06:21:49
CS0227443	Kiosk down			ID-County Jail	P4	Resolved	12-07-2020 11:15:31
CS0220503	Tablet Issues	Tablet - Inspire (1.0 - 1.5 - 2.0)		ID Jail	P3	Open	12-01-2020 16:54:53
CS0228417	system down			ID Jail	P3	Open	12-01-2020 15:16:56
CS0226962	Application needed			ID-County Jail	P3	Resolved	12-02-2020 19:34:26
CS0224644	tablets not allowing inmates to log in with they pin and is not showing in the system mac id: 09f8ceff	Tablet - Nexus		ID-County Jail	P2	Open	11-22-2020 10:59:51
CS0227418	-County Jail -not able to play audio on calls			ID-County Jail	P2	Open	11-30-2020 14:49:19

The real-time dashboards will provide ODRC with a visual view of the system operations with the ability to drill down to reports for each.



Work Order Timeframes

Non-Emergency Work Orders - In general, a non-emergency is any need or situation relative to the GTL ITS that does not impact the usability of multiple incarcerated person telephones or facility personnel’s access to the ITS control program. Examples of non-emergency orders include:

- Basic Tablet Administration
- A problem with one telephone, in a pod that contains multiple phones
- The failure of an individual PIN account, Allow List
- Requests for training

Emergency Work Orders - In general, an emergency is any situation that directly impacts the usability of multiple incarcerated person telephones or facility personnel’s access to the telephone control program. All emergency work orders are subject to escalation. GTL has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is defined as the duration between GTL’s first awareness of the problem and the first step taken to resolve the problem. The duration before response is used for problem evaluation and response planning. Levels of emergency open cases are described below.

Work Order Updates - For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table below. Upon ODRC request, progress notifications can be provided with greater or lesser frequency.

Severity	Work Order Update
P-1	Every 2 hours
P-2	Every 4 hours
P-3	Every 6 hours
P-4	Every 8 hours
N/A	As Needed

Service Priority Levels and Response Times

Priority 1

50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.

- Response time is less than thirty (30) minutes.
- Resolution time is less than three (3) hours without site visit.
- Resolution time is less than five (5) hours with a site visit.

Priority 2

25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the sites ability to conduct normal business

- Response time is less than one (1) hour.
- Resolution time is less than four (4) hours without site visit.
- Resolution time is less than eight (8) hours with a site visit.

Priority 3

0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business

- Response time is less than one (1) hour.
- Resolution time is less than eight (8) hours without a site visit.
- Resolution time is less than twelve (12) hours with a site visit.

Priority 4

Items that are on a software fix list or related to administrative issues that are informational or non-service affecting conditions or not business critical.

- Response time is less than four (4) business hours.
- Resolution time is less than twelve (12) business hours' w/o site visit.
- Resolution time is less than twenty-four (24) business hours with site visit.

Trouble Escalation Path

Escalation Level	Escalation Personnel
Level 1	Adam Long Field Services Manager
Level 2	Warren Hall Business Development Director
Level 3	Ted Meekins Field Services Director
Level 4	Tom Meriam Regional Vice President, Business Development
Level 5	Darren Wallace Executive Vice President, Operations, Installations, and Facility Services
Level 6	Deb Alderson Chief Executive Officer

5. Banking / Fund Transfers

Offerors must provide a secure Banking / Fund Transfer environment meeting the following requirements:

- a. State Agencies require a secure payment management system be established at an FDIC insured institution.
- b. Depositors who are not approved can still fund incarcerated adult accounts for purchases of content available through the Contractor's proposed payment management system, once the depositor's identification is validated.
- c. When incarcerated adults or youth are released, DRC/DYS gives the balance in their trust account in cash, by check, or on a MasterCard or Visa branded debit card. DRC/DYS seeks to continue offering a release debit card, which the incarcerated adult or youth can reload and have their name added. The debit card must have at least one option to withdraw funds without costs.
- d. The Contractor must provide a single file with information for all deposits received in a day, regardless of method of deposit (e.g., website, phone, smart phone app, lock box, etc.).
- e. Every payment must be guaranteed protecting State Agencies against fraud and liability.
- f. Describe in the narrative below how the Contractor will handle deposits.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 5. including:

Describe in detail the offeror solution for a secure payment management system, including depositors who are not approved to still fund accounts for purchases of available content.

Describe in detail the offeror solution for offering a release debit card, which the incarcerated adult can reload and have their name added. The debit card must have at least one option to withdraw funds without costs.

Describe the offeror's capability to provide a single file with information for all deposits received in a day, regardless of method of deposit (e.g., website, phone, smart phone app, lock box, etc.).

Describe in detail how the Contractor will handle deposits.

Confirm in writing that every payment is guaranteed protecting State Agencies against fraud and liability.

GTL has read, understands, and will comply.

GTL holds a Money Transmitter's License which provides assurance to ODRC that we are performing business operations in accordance to strict state banking guidelines and procedures. GTL has policies in place for the Office of Foreign Assets Control (OFAC) and is Anti-Money Laundering (AML) and Bank Secrecy Act (BSA) compliant.

GTL Experience in Correctional Payment Services

As a leader in the corrections industry GTL provides reliable and secure automated payment transactions. GTL has provided Payment Services to ODRC since 2011 and regionally we provide Payment Services to border states for MI DOC, IN DOC and WV DOC. GTL processed nearly 35.9 million automated payment transactions for our customers nationwide in 2019. As further evidence of leadership in the industry, GTL was 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, generating over \$30 million in automated payment transactions in one year. In addition, in 2017/2018 ODRC asked GTL to remove lobby kiosks due to – operational concerns, GTL promptly developed a "Walk-In Retail" program for ODRC, so Friends and Family who are reliant on cash transactions can visit Wal Mart or Kroger to make Trust deposits.

GTL provides a variety of services to incarcerated adults and youth and their friends and family members, which involve extensive, expedient, and secure electronic fund transfers each day. GTL Electronic Funds Transmission services will increase accuracy and timeliness of deposits and provide electronic trust fund balances to incarcerated adults and youth. Our proposal reduces the time required to manually receive, calculate, and post money orders and checks. Consumer confidence with GTL is evidenced through fund transfers, web-based portals, payment kiosks, and telephone IVRs. Each day consumers use these channels to transfer funds to GTL. Additionally, GTL receives funds from friends and family members for incarcerated adult and youth debit phone and commissary accounts. As the custodian of these funds, GTL securely transfers these funds to the incarcerated adult and youth's trust account. Consumers can avail themselves of Walk-In-Retail, web-based portals and telephone IVRs to place trust fund deposits on behalf of their loved ones.

GTL's work within our contracts has provided us with beneficial tools to incarcerated adults and youth, their families, and ODRC. Some of these include:

1. GTL, in conjunction with Out Pay, MasterCard®, and PayPerks, is proud to have created the Prisoner Reentry Initiative for Financial Enablement ("PRIFE") for ex-incarcerated adult and youths. Together, all the appropriate tools work in conjunction to make a substantial impact on recidivism reduction by increasing financial enablement of the formerly incarcerated
2. GTL was one of the first providers in the incarcerated adult and youth telephone market to meet and exceed the control objectives of the Payment Card Industry Data Security Standard (PCI DSS)
3. GTL was 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
4. GTL at the request of ODRC leadership created a Walk-In-Retail option for Friends & Family at local Wal Marts and Kroger

In support of our clients, we offer a full suite of automated payment solutions, which are identical to the services desired by this RFP. As a pioneer in the industry, GTL is the first company to deploy a fully integrated and automated payment channel including kiosks, IVR, Walk-In-Retail. Phone App and Web for a state DOC. And as stated before, GTL has provided Payment Services for ODRC friends and family since 2011.

- a. State Agencies require a secure payment management system be established at an FDIC insured institution.

GTL has provided Payment Services to ODRC since 2011. All GTL's banking is conducted through FDIC insured banks.

- b. Depositors who are not approved can still fund incarcerated adult accounts for purchases of content available through the Contractor's proposed payment management system, once the depositor's identification is validated.

Friends and family members of incarcerated adults and youth can fund their own pre-paid accounts or fund the incarcerated adult and youth's account once the required information is provided.

GTL has numerous ways for friends and family to make deposits. These services are detailed below, but to summarize friends and family can deposit via the Web, Phone App, IVR and Money Orders (presently provided by JPAY). In addition, ODRC requested the removal of GTL kiosks in prison lobbies due to

operational concerns in 2018; GTL promptly developed for ODRC a Walk-In-Retail program available at Wal Mart and Kroger for cash paying customers.

c. When incarcerated adults or youth are released, DRC/DYS gives the balance in their trust account in cash, by check, or on a MasterCard or Visa branded debit card. DRC/DYS seeks to continue offering a release debit card, which the incarcerated adult or youth can reload and have their name added. The debit card must have at least one option to withdraw funds without costs.



GTL partners with Numi Financial to provide release cards meeting all ODRC's requirements for reimbursing remaining account balances to discharged incarcerated persons. These cards are available at NO COST to ODRC and are the most comprehensive release solution in Corrections. The required hardware and software provide an easy-to-use and convenient release process, complete with unprecedented security in the transfer of funds.

The release card is loaded by the facility using the GTL proprietary countertop terminal. The discharge officer follows the prompts on the touchscreen of the terminal to input the amount available and a unique initial Personal Identification Number (PIN) that will enable the cardholder to access the funds. The cardholder can change his/her PIN to their own desired PIN at any time using the website or toll-free customer support number. Once the MasterCard is activated, the PIN number ensures that the released incarcerated adult or youth has secure access to their funds on an active card. **In addition, the released person can make one free withdrawal at any time during the life of the release card.**

If ODRC needs to make an additional reload to a blank debit release card for an incarcerated adult or youth after release, they can. The blank cards provided by Numi can be loaded/reloaded by staff up to five total times for the life of the card in order to securely and accurately make the individual whole.

Card Usage After Release: Reloading and Adding the User's Name

Blank cards can be upgraded by the released individual to add the individual's name and allow reloading outside of the facility. To upgrade, the released individual completes an application using their smart phone, the web, or by calling Numi customer service. Applications are free of charge but require US citizenship and agreement to the terms and conditions of Numi. The card will arrive in the mail to the address provided, within 2-4 weeks of the application being completed. The remaining funds from the blank card, initially issued by the facility, can be transferred to the upgraded card. The upgraded card can be configured to provide one free ATM withdrawal.

When a released individual with an upgraded card gets a job, the employer can deposit the paycheck onto the card, allowing the individual to use the card as a bank card.

Benefits of the Release Card

General Cardholder Benefits (See Card Terms & Conditions for specific program features and pricing)	Facility/Agency Benefits
<ul style="list-style-type: none"> • The released person can immediately use the Card to access their funds 24 hours a day and check balances • Use cards everywhere Mastercard is accepted • 24/7 ATM access everywhere the card is accepted • Surcharge-free ATM access (applies to select programs) • Get cash back at participating Mastercard retailers • Can withdraw the card balance at participating banks • FREE card balance transfer to bank account • FREE online account management • FREE program “opt out” via paper check request • FREE 24/7 live phone support 	<ul style="list-style-type: none"> • Increase efficiency • Reduce incarcerated adult and youth release processing time • Reduce accounting dept costs and resources • Eliminating checks and cash at release • Reconcile bank accounts immediately • Conduct simple and clean account audits • No more unclaimed property reporting • Eliminate customer service duties • Automated daily reports • Free educational collateral materials • 24/7 dedicated facility support

Since 2010, Numi Financial has been providing innovative financial solutions to correctional agencies to support incarcerated adult and youth rehabilitation and promote operational efficiencies for correctional agencies and municipal governments. Numi was founded on the principle that those who return to their communities with financial tools at their disposal are not only better prepared to successfully re-enter society but also less likely to recidivate. It’s for this reason that Numi disbursement and funds management solutions are purpose-built for reintegration, whether it is a former incarcerated adult and youth being released into the community or a current incarcerated adult and youth participating in a work release program.

Numi’s fully integrated solution allows facilities to go completely cashless and eliminates the tremendous burden of managing money inside the facility and disbursing checks upon release. More importantly, the offering supports incarcerated adults and youth upon their release from a facility by giving them a secure, universally accepted, financial tool to help improve their lives upon re-entry.

d. The Contractor must provide a single file with information for all deposits received in a day, regardless of method of deposit (e.g., website, phone, smart phone app, lock box, etc.).

To support ODRC’s reconciliation of accounts, GTL’s payment systems will send an automated email daily that states the total amount of money ACH’d and a listing of the individual transactions as listed above. The email can be formatted to present the information as desired by ODRC, 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.

e. Every payment must be guaranteed protecting State Agencies against fraud and liability.

GTL will guarantee funds to ODRC once the transaction is accepted and the State will not incur any credit or debit card chargebacks. As a standard business practice, we provide our clients with a **100% funding guarantee** for all accepted payments processed. GTL is Payment Card Industry (PCI) compliant and licensed as a Money Transmitter in the State of Ohio.

GTL meets this commitment through a stringent control system and adherence to a strict account oversight. Our system provides us with the means to recoup fraudulent transactions and collect bad debts. GTL has dedicated revenue assurance staff to identify and report any potential fraud. Our staff stays current on all applicable rules and best practices.

Currently, GTL blocks all fraud payments at ODRC and sends a weekly report of this activity to ODRC Management for review. This service will not change under a new contract with GTL.

f. Describe in the narrative below how the Contractor will handle deposits.

GTL fully guarantees every transaction, protecting ODRC from fraud and liability. GTL has been providing Deposit Services for ODRC since 2011 via Web, Phone App, IVR and Walk-In Retail. Please see below for details.

GTL's Payment Options

GTL currently provides ODRC and DYS friends and family a variety of payment options to called parties including having incarcerated adult and youth collect calls added to their monthly Local Exchange Carrier (LEC) bills. For customers who do not subscribe to services through the LEC, we offer several options, including being billed through GTL Direct Billing. In addition to traditional collect calling, GTL provides pre-pay calling options for the friends and families of incarcerated adults and youth through our AdvancePay Program.

AdvancePay Program - Funded by Family or Friend: Friends and families of incarcerated adult and youth may call GTL's toll-free Billing Support number at any time to setup prepaid accounts. Additionally, to help maximize communication between incarcerated adults and youth and their friends and families, when an incarcerated adult and youth attempts to dial a number that cannot receive collect calls, the Incarcerated adult and youth Telephone System will place the incarcerated adult and youth on hold while the option is given to the called party to set up an AdvancePay account.

GTL can accept:

- Visa, MasterCard, and Discover
- Check (both certified and personal)
- Money Order
- Retail Money Transfer (Walk-In Retail)

GTL provides easy-to-use ways for friends and families to establish prepaid accounts to fund incarcerated adult and youth calls. These include (1) a toll-free number connection to one of our service representatives, (2) a convenient, automated IVR system, and (3) a secure Internet website. Additionally, payments can be made via check or money order through US Mail, by use of a credit or debit card, or through Western Union.

Walk-in Retail Payment Solution—Convenience for Friends and Family

Walk-In Retail enables friends and family to deposit funds into a trust account from locally convenient retail establishments. By expanding payment methods and offering options to pay at home, on the go, or at a nearby retail location, friends and family find it simpler to make deposits. This helps you increase collections while eliminating the expense and burden of manual payment processing.

Walk-In Retail’s network includes familiar and easy-to-reach neighborhood stores, regional chains, and **every Walmart and Kmart in the U.S.** In most cases, customers will pay the same small service fee with Walk-in Retail as they pay when they use cash at a lobby kiosk.

How It Works



*NOTE: **Due to** Money Transmittal Regulations, an additional Walk-In Payment Receipt Agreement will be required.*

GTL’s Web and IVR Payment Services

ODRC friends and family are very familiar with GTL’s payment options as they have been in place since 2011. In 2019 alone, GTL processed 2,027,257 transactions, totaling \$70,192,606 at ODRC facilities.

For a summary of deposit methods, please see below for our Web and IVR Payments Services:

Using GTL's web site, incarcerated adult and youth friends and family members can deposit money into an incarcerated adult and youth's debit or trust account. Using our 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 incarcerated adult and youth's account quickly, efficiently, and accurately.

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

In real-time: Funds are deposited via an automated IVR phone deposit system, GTL mobile app or the website.

In real-time: Credit card transactions are processed through GTL credit card processing services and deposited into GTL merchant account.

Daily: Funds are transferred via ACH from GTL bank accounts to customer's bank account.

In real-time: Transactional detail is sent from payment the application to the GTL data center.

In near real-time: GTL data center transmits transactional data to our customer's accounting software.

Electronic deposits using credit or debit cards can also be made via telephone using GTL's **interactive voice response (IVR) system**. After an account is established, funds may be added to an AdvancePay or designated incarcerated adult and youth 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 incarcerated adult and youth phone calls. With more AdvancePay prepaid phone calls being completed, commissions are maximized, and incarcerated adult and youth and friend/family complaints are minimized.

Key features of the AdvancePay program are:

AdvancePay Card Storage

GTL allows frequent depositors to securely “store” their credit/debit card numbers, to expedite their AdvancePay deposit transactions. This is a particularly helpful function when customers are using a mobile phone to complete the transaction. Storing the credit/debit card eliminates the onerous task of pressing in a 16-digit card number, plus a 5-digit zip code, plus a 3-digit security code which may be difficult to do without error. Over 40% of deposit transactions are now completed using a previously stored card.



AdvancePay AutoReload

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

On the IVR friends and family members can sign up for a \$25 Auto-Reload which stays in effect for 3 months. On the website, they may choose either \$25 or \$50 and a period of up to 12 months before Auto-Reload expires.

Android and Apple iOS Mobile Payment Apps

The GTL mobile app provides quick access to our most popular services. The app is specifically designed for Android and Apple iOS mobile phones. This added functionality provides our customers with improved real-time capabilities to

- Create and Manage an Account
- Create and Deposit to AdvancePay Accounts
- Deposit to Incarcerated adult and youth Debit or Trust Accounts
- Store and Manage Credit Card/Debit Card #
- Low Balance Alert
- View Recent Transaction History
- Android and Apple iOS Mobile Payment Apps

manage their account with GTL when using their mobile phones. Using the app, you ODRC friends and family create a ConnectNetwork account, manage your account information, make deposits into various accounts, send messages, photos and videos to your loved ones. GTL's mobile app is available in both English and Spanish.

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

Browser, links in text message and emails also enable access to mobile web functionality

GTL's mobile app enables quick access to important functionality

Login Page

After Login

Make a deposit

GTL's Friends and Family Website - Additionally, our website is enhanced for consumers who view the site from their mobile phone and/or tablet device. With similar functionality as our new mobile phone app, consumers can manage their account without the need to download the app.

Daily Reporting

GTL currently reports all deposits made to incarcerated adult and youth trust accounts daily. To support ODRC's reconciliation of accounts, GTL's payment systems are configured to send an automated daily email that states the total amount of money ACH'd for incarcerated adult and youth accounts and a listing of the individual transactions. The emailed information is already formatted to best suit ODRC's purposes. The email provides transactions in HTML format and includes an Excel attachment to allow easy importing of the transaction records into other software applications

The offeror must confirm in writing that every transaction is guaranteed protecting State Agencies against fraud and liability.

As a standard business practice, GTL provides all clients with a **100% funding guarantee** for all accepted payments processed.

6. Mail Scanning / Electronic Mail

Offerors must provide a secure Mail Scanning / Electronic Mail environment meeting the following requirements:

- a. The Contractor must provide a secure solution for high-resolution color scanning of all incarcerated adult and youth mail, to include legal mail.
- b. Each electronically scanned piece of mail can be reviewed by authorized staff and, if approved, sent to the incarcerated adult as a message attachment to view on a tablet or kiosk.

- c. For mail that is rejected, the reason for the rejection may be shared with the incarcerated adult or youth.
- d. The system must permit designated staff to access, view and approve digitized incarcerated adult and youth mail.
- e. Designated staff must have ability to search and view all attachments. Staff can review the front and back of each piece of mail as a high-resolution PDF document with searchable text (subject to the legibility of the original document).
- f. Facilities must have the option to automatically pass mail to incarcerated adults' or youth without review.
- g. In the case where contraband material is either suspected or discovered, the material must immediately be flagged and sequestered to a secure area of the scanning facility and establish a chain of custody.
- h. State Agencies may either process mail themselves or require the Contractor to process the mail.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 6. including:

Describe in detail the offeror's solution for high-resolution color scanning of all incarcerated adult mail, to include legal mail. Include information detailing a Contractor Managed solution.

Describe in detail the offeror solution so that electronically scanned piece of mail can be reviewed by authorized staff and, if approved, sent to the incarcerated adult as a message attachment to view on a tablet or kiosk, and attachments that are rejected, the reason for the rejection can be shared with the incarcerated adult.

Describe the capability of the offeror's system to permit designated staff to access, view and approve digitized incarcerated adult mail. Staff must have ability to search and view all attachments. Staff can review the front and back of each piece of mail as a high-resolution PDF document with searchable text.

Describe and confirm that in the case where contraband is either suspected or discovered, the material must immediately be flagged and sequestered to a secure area of the scanning facility and establish a chain of custody.

GTL has read, understands, and will comply.

a. The Contractor must provide a secure solution for high-resolution color scanning of all incarcerated adult and youth mail, to include legal mail.

Per the State's response in the Q&A regarding Mail Scanning, GTL offers ODRC an on-site Mail Scanning and Digitization solution at no cost from GTL to implement or operate. GTL will supply ODRC facilities with digital scanners and PC workstations with Internet Browser access. ODRC facility staff will scan the incoming physical mail and digitally deliver it to the incarcerated adult or youth using GTL's Facility Messaging app on the Inspire wireless tablets or wall-mounted kiosks.

GTL will provide professional support on the scanning equipment specifications and initial set up. In addition, GTL will provide advanced training for ODRC staff to utilize the GTL Command user interface portal regarding the digital delivery of mail via our Facility Messaging feature.

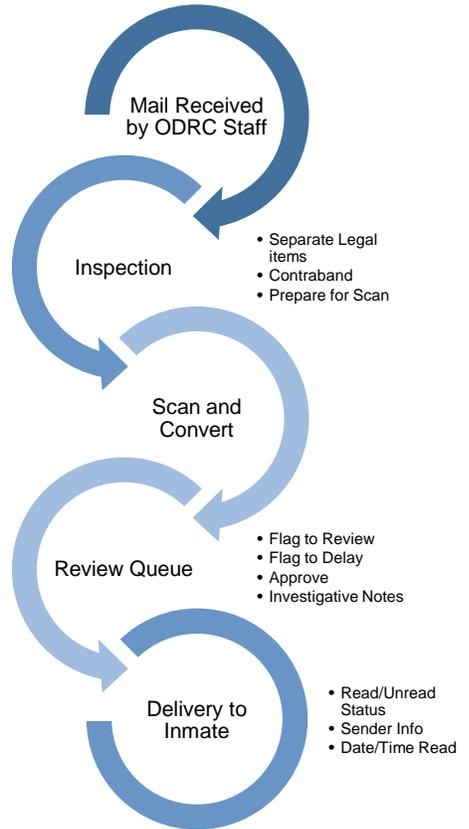
Once scanned, each piece of mail can be reviewed by authorized staff and, if approved, sent to the incarcerated adult and youth as a message attachment to view.

Scanned mail, delivered to the incarcerated adults and youth on the GTL tablet, provides a safeguard to your facilities against illegal drugs and contraband entering your facility through physical mail. In addition, digital mail becomes another source of actionable intelligence for investigators.

The on-site digital mail delivery solution can be operated and managed by the same staff who handle the incoming physical mail today. This allows the ODRC staff to review and approve the content, prior to delivery. Should the facility wish, mail can also be automatically passed to the incarcerated adult and youth without review.

b. Each electronically scanned piece of mail can be reviewed by authorized staff and, if approved, sent to the incarcerated adult as a message attachment to view on a tablet or kiosk.

Each electronically scanned piece of mail can be reviewed by authorized staff and, if approved, sent to the incarcerated adult and youth as a message attachment to view on the Inspire tablet using the Messaging App. Led by Adam Long, Field Services Director, GTL will schedule in-person meetings at facilities to discuss policies and procedures for the deployment of this new service.



c. For mail that is rejected, the reason for the rejection may be shared with the incarcerated adult or youth.

Each electronically scanned piece of mail can be reviewed by authorized staff and if the mail is not approved and therefore is rejected, the reason can be identified and sent as a message to the incarcerated adult and youth.

d. The system must permit designated staff to access, view and approve digitized incarcerated adult and youth mail.

Authorized ODRC facility staff can access the Messaging review screen of the GTL Command user interface and view the digitally scanned mail attachment and approve or deny the scanned mail attachment. Any questionable piece of scanned mail can be sent to the GTL Analyst assigned to the Intelligence Services Unit for potential actionable intelligence.

e. Designated staff must have ability to search and view all attachments. Staff can review the front and back of each piece of mail as a high-resolution PDF document with searchable text (subject to the legibility of the original document).

Staff can search and view all attachments via the GTL Command user interface. Through the user interface, authorized staff can examine the front and back of all mail contents as a high-resolution PDF. The text of the PDF can be searched but is subject to the legibility of the original document.

f. Facilities must have the option to automatically pass mail to incarcerated adults' or youth without review.

Should the ODRC facility wish, mail can be automatically passed to the incarcerated adult and youth as a PDF message to be read on the tablet without review. Through the GTL tablet, all mail is archived, and staff can review after the fact if necessary.

g. In the case where contraband material is either suspected or discovered, the material must immediately be flagged and sequestered to a secure area of the scanning facility and establish a chain of custody.

When contraband material is suspected or discovered, the material can be flagged and sequestered to a secure area of the scanning facility and establish a chain of custody. GTL analysts are also available to assist with investigations related to the contraband material.

h. State Agencies may either process mail themselves or require the Contractor to process the mail.

Per the Q&A posted on 12/03/2020, ODRC desires an on-site mail scanning solution for facility staff to scan mail. GTL is offering ODRC an on-site Mail Scanning and Digitization solution for staff to easily scan and process mail. GTL will supply ODRC facilities with digital scanners and PC workstations with Internet Browser access. ODRC facility staff will scan the incoming physical mail and digitally deliver it to the incarcerated adult or youth using GTL's Facility Messaging app on the Inspire wireless tablets or wall-mounted kiosks.

All scanners will be backed up with spares in the warehouse to ensure if there is ever a problem and a scanner needs to be replaced, this can be done quickly and efficiently by on-site technicians to avoid any backlogging of mail.

As an additional value-added feature, GTL has added the option to outsource mail to an off-site location to be processed and scanned.

7. Security / Investigation / Infrastructure

Offerors must provide a Security / Investigation / Infrastructure environment meeting the following requirements:

- a. The Contractor must have access to full service investigative, forensic, analytical support.
- b. The Contractor must provide a single unified, secure, online portal for staff to review the status of the network, kiosks, services, and devices; manage services provided to the incarcerated population; utilize the grievance and informal complaints modules; and utilize the investigative modules. If any system is Web accessible. Geo blocking or white listing must be an option to restrict access.
- c. For requested investigations, the Contractor must have ability to turn off the Tablet within 10 minutes, but not shut down the entire phone system.
- d. For infrastructure, State Agencies require an independent secure encrypted wireless network with the highest levels of data security both for user access of data and storage of that data to protect agency information.

- e. State Agencies require an on-site digital forensic lab, digital forensic tools and capabilities to conduct forensic investigations, intelligence collection and examinations of digital devices for tracking and extracting information, located at State Agencies' offices or another location elected by State Agencies.
- f. State Agencies desire incarcerated adult phone call analytics technologies such as artificial intelligence (AI) or machine learning to mass monitor millions of incarcerated adult phone calls.
- g. State Agencies desire speech or voice to text and transcription or translation services to assist with intelligence collection and investigations.
- h. The Contractor must provide a call monitoring service to listen and review an agreed upon percentage of calls for tips and intelligence leads.
- i. The Contractor must provide subject matter experts in the areas of cellphone extraction and computer forensics. Other than "privileged" communications (e.g., approved attorneys, PREA reporting, etc.), video/calls must be recorded and decoded for intelligence collection.
- j. The Contractor must provide a minimum of 22 dedicated intelligence analyst staff and supervisors who are experienced in logical and physical extraction techniques.
- k. Intelligence support staff must be required to attend training, maintain certifications and testify in proceedings.
- l. The Contractor must provide cell phone interdiction.
- m. The Contractor must provide call monitoring, call control, privilege control.
- n. The Contractor must provide voice biometric identification.
- o. The Contractor must provide keyword identification.
- p. The Contractor must provide incarcerated adult-to-incarcerated adult communications detection.
- q. The Contractor must provide secure, recorded Video Relay Services (VRS) for hearing-impaired users.
- r. State Agencies require the storage and availability of incarcerated adult and youth communications, data storage, banking transactions for the duration of the Contract.
- s. DRC requires a case and intelligence management solution. Selected Contractor must be required to provide a case and intelligence management solution and integration with current legacy data and records.
- t. Describe in detail, in the narrative, the solution for detecting and identifying security vulnerabilities.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 7. including:

Describe in detail the offeror's solution for full service investigative, forensic, analytical support, including a single unified, secure, online portal for staff to review the status of the network, kiosks, services, and devices; manage services provided. The Contractor must have ability to turn off the tablet, but not shut down the entire phone system.

Describe the offeror's infrastructure, for which State Agencies require an independent secure wireless network with the highest levels of data security both for user access of data and storage of that data, detail the offeror plan for on-site digital forensic lab, digital forensic tools and capabilities to conduct forensic investigations, intelligence collection and examinations of digital devices for tracking and extracting information.

Describe in detail the offeror's ability to incorporate the provision of SMEs, cell phone interdiction, call monitoring, call control, privilege control, Voice biometric identification and secure recorded Video Relay Services (VRS) for hearing-impaired users.

Describe in detail the offeror's solution for detecting and identifying security vulnerabilities

Describe how the offeror's case and intelligence management solution will integrate with current legacy data and records; (data storage, banking transactions).

GTL has read, understands, and will comply.

- a. The Contractor must have access to full service investigative, forensic, analytical support.



GTL FUSION is the industry leading correctional “intelligence as a service” solution and is actively providing tactical and operational intelligence services to over ten state Department of Corrections agencies, including ODRC, for the past five years. The foundation of GTL’s service stems from a qualitative focus on Intelligence-Led-Corrections philosophies which center on developing actionable intelligence for the agency, rather than the effort simply put forth. In other words, we hold ourselves accountable to the value of the service we provide rather than the mere effort by the team. The result is that GTL FUSION’s quality and value, and ultimate stamp of approval, is second to none.

GTL’s full-service support is a strategic blend of (1) data, (2) technology, and (3) analysts/subject matter experts. These ingredients are used to form three service pillars: Intelligence Services, Forensic Services, and Consultation/Training. The first two pillars are represented by FUSION’s National Intelligence Center (NIC), and the National Computer Forensic Lab (NCFL).

In 2015 GTL, in collaboration with the ODRC Chief Inspector's Office, GTL deployed the NIC services by hiring four Analysts dedicated and embedded within ODRC. Over the past 5 years, this group has more than doubled in size to include a dedicated on-site manager. To date, GTL employs nearly 80 professional Analysts deployed nationwide at various DOCs, including ODRC neighboring Indiana DOC and Michigan DOC. It's our highest growth segment at GTL.



In addition to the pioneering the intelligence services, GTL deployed for ODRC the first "Chip Off" program to extract data from Cell Phones. In conjunction with the ODRC, GTL secured space at the Central Office to do cell phone data

extractions. GTL sent several Analysts to Cellebrite Headquarters to receive exclusive training to extract sensitive cell phone data while adhering to strict safety protocols to ensure no exterior contamination from illicit substances harbored in cell phones, such as Fentanyl. The advanced training is critical to the safety of GTL and ODRC employees at 4545 Fisher Road.

GTL at the request of ODRC, secured a GTL exclusive Investigative Case Management Software System, called COIN. This software developed by Investigators nationwide allows ODRC Investigators and GTL Analysts to track cases and activity in real time. This software is fully customizable, and we have had multiple meetings (in person) with the North and South Investigative Divisions at various locations to discuss updates and enhancements since 2018.

Led by Brian Santiago, Mark Edwards, and Mitch Volkart, the GTL Analyst Division's future is without limits. GTL will be expanding the footprint of the Analyst program to 22 embedded Analysts in the next contract and ODRC, and we also recently worked with the Inspector's Office to include Computer Forensics to meet the Inspector's office goal of examining potentially questionable behavior on State issued devices. GTL is heavily embedded within ODRC facilities. We understand the day-to-day operational needs and our Analysts are constantly finding new ways to expand investigation options.

GTL's currently embedded program includes exclusive employees, with the necessary recruiting infrastructure in place at institutions such as Ohio State University with their Criminal Justice Program. GTL's quality in both the individual's hired and training provided is reflected by agency's who seek to recruit from GTL to include: the CIA, Ohio State Police, US Military and other State of Ohio investigative agencies. The program has been a collaborative success between ODRC and GTL.

GTL Data IQ – Actionable Investigative Data Analysis

GTL provides a portfolio of solutions readily available to be digested within GTL Data IQ, providing ODRC with a state-of-the-art safety and security intelligence solution. GTL Data IQ contains all the power of integrating with the GTL data sources provided to ODRC, which include phones, VRS, visitation, messaging, and tablets, plus the ability to integrate with all ODRC provided data sources that originate outside of GTL. In other words, this feature will allow ODRC authorized investigators to gather information from whatever source they wish to integrate with.

GTL Data IQ is offered exclusively by GTL—no other provider can offer this to ODRC. GTL Analysts are fully trained on Data IQ and work in collaboration with ODRC Investigators to provide Actionable Intelligence, there have been numerous success stories between GTL and ODRC using Data IQ to yield a positive outcome to an investigation.

GTL has worked successfully with ODRC as an investigative partner to provide Analyst and investigative software support. By using GTL Data IQ for data analysis ODRC has been able to analyze millions of records to include:

- 120M+ Call Detail Records
- 24M+ Incarcerated adult and youth Messages
- 10M+ Deposit Transactions
- 2M+ Cellular Extraction Records
- 150k+ Incarcerated adult and youths (past and present)
- 20k+ Staff Records

With new technologies comes a greater amount of raw investigative data, resulting in higher demand for data mining and link analysis/visualization solutions. For this project GTL will continue to assist ODRC investigators and staff with GTL Fusion Analyst support and GTL Data IQ®, our state-of-the-art analytic software at no cost to ODRC.

GTL’s Data IQ is the industry leading solution designed to provide an intuitive user experience and faster delivery of actionable intelligence. GTL Data IQ is currently utilized by over 20 state Department of Corrections agencies, which includes ODRC’s DFT, who rely on GTL Data IQ to process and analyze over 120 million records spread across 14 otherwise disparate data sources.

GTL Data IQ contains all the power of integrating with the GTL data sources offered to ODRC, which include phones, video calling, VRS, tablets, and kiosks. Additionally, unlike solutions on the market that come with an “after development” caveat, **GTL Data IQ can ingest ANY data** point without software development. For ODRC, this means that when new data sources are identified or added, GTL Data IQ is ready to ingest them with only a simple adjustment to the data model.

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

Reactive Analysis - From a reactive approach, GTL Data IQ allows investigators to condense what has historically taken hours or days of critical intelligence gathering and link analysis into a matter of seconds or minutes. With a few clicks of a mouse investigators quickly have a 360° view of an incarcerated adult and youth 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.**

Proactive Analysis - GTL Data IQ provides both investigators and administrators with the tools necessary to proactively deter or halt activity that would otherwise put your facilities' security at risk, and the safety staff and incarcerated adult and youths on the line.

Permission Levels - GTL Data IQ provides Access Control List (ACL) controls to each individual model, allowing facilities to establish different models for different groups within their facility(s). These access controls are strictly controlled by the ODRC Inspectors office.

Ease of Use - GTL Data IQ provides a user-friendly configurable GUI interface. 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.

Proactive Analysis in Action

At the direction of the Chief Inspector's Office, the Analyst team used Data IQ to assist in reviewing job applicants. The Analysts imported the applicants' phone numbers into Data IQ to determine if they had truthfully answered the question of knowing anyone incarcerated at an ODRC facility. Approximately 40 Applicants did **not** answer truthfully and were no longer considered for employment.

The **Data IQ** analysis of phone number tracing made a direct impact on the security of the ODRC facilities

The benefits ODRC may realize through implementation of the proposed GTL Data IQ solution include:

- Generate actionable intelligence from vast amounts of raw data from any data source
- Reduce valuable time spent investigating suspicious activities
- Discover and disrupt incarcerated adult and youth-based criminal ventures
- Identify richer corrections intelligence information to inform internal and external investigations
- Assimilate valuable information to support successful incarcerated adult and youth re-entry
- Expose virtually any type of pattern or connection

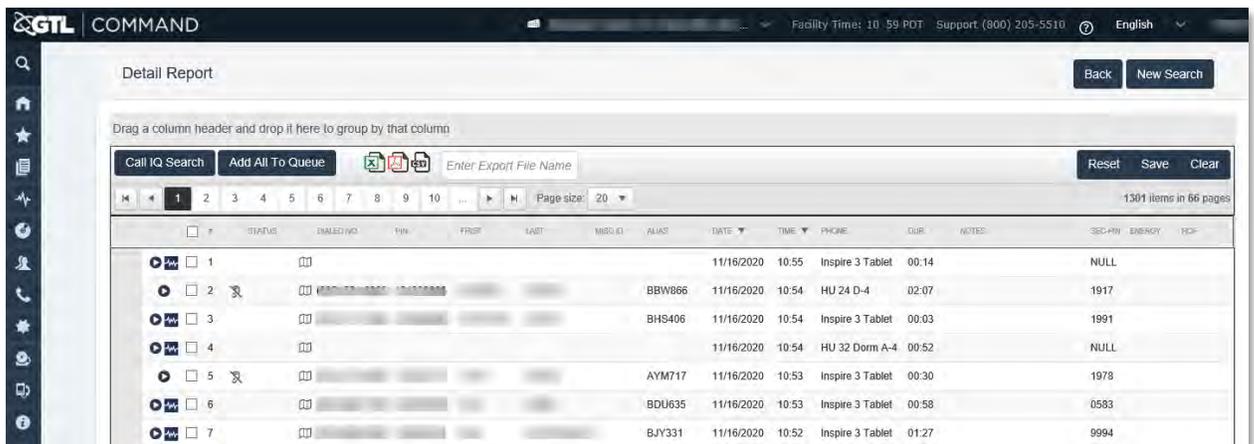
b. The Contractor must provide a single unified, secure, online portal for staff to review the status of the network, kiosks, services, and devices; manage services provided to the incarcerated population; utilize the grievance and informal complaints modules; and utilize the investigative modules. If any system is Web accessible. Geo blocking or white listing must be an option to restrict access.

Our communication system offered to ODRC is the latest, state-of-the-art version of our web-based system featuring GTL Command, our flagship user interface for ODRC. GTL Command allows ODRC end users to access the framework of integrated applications with a single unified, secure, online portal providing an avenue to all your GTL services and features: phones, tablets, video visitation, payment services, investigative data, system configuration, grievance/request modules, user management, and more. In addition, GTL Command provides staff with a review of physical components of the system, to include network status and devices.



Properly authorized users may access the system from an onsite system workstation, ODRC's on-site PCs, any off-site PC (desktop or laptop) or mobile device with internet connection. After connecting to the GTL Command website, a person must log into ODRC's system with a valid username and password. In addition, a user can be blocked or whitelisted from system user interface access by IP address.

We expect the combined functionality of this new interface to increase the efficiency of your staff, ease the efforts of your investigators, and help you achieve your mission critical goals.



At GTL, we believe technology should help all people at ODRC facilities overcome the obstacles they face by connecting them to the people and resources they need. All GTL systems connect staff to information and intelligence for efficient and secure facility operations. GTL is committed to building our partnership with ODRC and creating an intuitive user experience with our technology and products. The connections we provide empower everyone involved and strengthen their ability to succeed.

c. For requested investigations, the Contractor must have ability to turn off the Tablet within 10 minutes, but not shut down the entire phone system.

Via the user interface, authorized staff can easily shut down tablets immediately in real-time. The ITS platform will not be affected by shutting down a tablet or all tablets. The GTL Analysts are well versed on how to do tablet shutdowns.

d. For infrastructure, State Agencies require an independent secure encrypted wireless network with the highest levels of data security both for user access of data and storage of that data to protect agency information.

GTL has been the Incarcerated adult and youth Communication Provider with ODRC since 2005. GTL understands that ODRC corrections facilities demand the highest levels of data security for personal privacy, user access of data and storage of that data. At GTL, we are dedicated to the protection and reliability of ODRC's data using the latest technology and industry best practices. It is the "peace of mind" that comes with knowing that GTL can exceed the data security needs of ODRC.

The GTL Security Architecture is designed to maximize the security of customer data against unauthorized access, unauthorized disclosure or hacking. The architecture uses a **layered approach** with encryption, beginning at the end-user device and extending to the GTL data center. This architecture and our supporting information security Policies and Procedures were developed using the National Institute of Standards and Procedures (**NIST**) **800-53** controls and industry best practices. Monthly internal and quarterly external **vulnerability scanning, and quarterly penetration testing** is performed by the GTL IT Security department and a PCI-DSS Approved Vendor.

GTL's network security model begins with the acquisition of private circuits delivered to the facility to ensure that our data is "**air-gapped**" from **ODRC infrastructure**. We use industry leading IDS/IPS appliances for detection and prevention services for networks and if appropriate will deploy the same technology to meet ODRC requirements if services require passing data to and from ODRC.

GTL installs and maintains an entirely independent network infrastructure at no cost. The network is protected by routers/firewalls that utilize a "default deny" approach to access controls utilizing whitelisted services / ports for our products and services. The GTL external network communication employs encrypted IPSEC VPN tunnels connected to the datacenters. All outbound communication



routes through a Gateway server appliance, which is both a firewall (to limit connections to a strict whitelist of allowed devices and allowed destination URLs) and a proxy server (to ensure no direct connection to the

Internet). The Gateway further prevents any incarcerated adult and youth-to incarcerated adult and youth communication via the tablets. The tablet infrastructure uses a point to point VPN between the

tablet and the tablet server to provide protected data transfer. GTL's network design ensures that in the event of any component failure, there will be no escalation of privileges.

The software, hardware and wireless security controls have all been tested by GTL's Security Department as well as third-party security experts. GTL has been proven to be the most secure corrections-grade network in the industry. We engaged a third-party penetration-testing company to perform a technical security assessment on the tablet android device. The assessment included attempting both hardware and software-based attacks from an incarcerated adult and youth or external collaborator.

Data Storage Security

All GTL communication data for ODRC is stored in real time at our off-site data centers. GTL employs a scalable, high availability enterprise class All Flash data storage to redundantly store and encrypt all communication data for the duration of the contract.

The GTL Security Architecture is designed to maximize the security of ODRC data stored in GTL data centers. This architecture uses a layered approach, beginning at the customer level to the data center. GTL currently maintains both Payment Card Industry (PCI) Merchant Level 1 and Systems and Organization Controls (SOC) 2 Type II compliance certifications. This architecture and our corresponding information security Policies and Procedures were developed using the National Institute of Standards and Procedures (NIST) 800-53 and industry best practices as the foundation.

GTL meets or exceeds all state published policies and standards for data management, technology management, accessibility and data security including both static (saved/stored) and dynamic (transmitted) data.

Data Access Security

The GTL Facility Management System Solution tracks and logs all access to the incarcerated adult and youth communication systems, media storage system, and WAN. The firewall that protects the WAN will log all sessions coming through our server and the networking software will log any user sessions at the application level. An **Audit Log Report** is used by GTL to track and investigate user access and all system changes and activities that take place while users are logged into the system. A robust centralized log monitoring solution monitored 24/7 by GTL's outsourced Security Operations Center alerts the Information Security Department based on pre-defined and internally developed alarm rules for traffic across VPNs to our data center. All external connectivity is monitored through SIEM tools to detect activities or events indicative of inappropriate use or attempted exploit of GTL assets.

GTL Command provides **Anywhere Anytime Access** to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system workstation, ODRC's on-site PCs, any off-site PC (desktop or laptop) or mobile device with internet connection. Remote access to the system is through a Transport Layer Security (TLS) 1.1 exchange. After connecting to the GTL Command website, a person must log into ODRC's system with a valid username and password. **Each user's password is linked to an assigned Role defined by ODRC** which dictates exactly which features and functionality will be available to that person after log-in.

System users are subject to security level assignment. **All data is accessed on a “need to know” basis.** For example, the ITS database management tools would be available only to those with permission to perform system administrative functions.

e. State Agencies require an on-site digital forensic lab, digital forensic tools and capabilities to conduct forensic investigations, intelligence collection and examinations of digital devices for tracking and extracting information, located at State Agencies’ offices or another location elected by State Agencies.

One of the three core services of **GTL FUSION** is the operation of the National Computer Forensic Lab (NCFL). The NCFL is a nationally operated service which provides both cellular and computer-based forensic data extraction services for several state and local agencies, to include ODRC. GTL has been providing forensic services to ODRC for several years now and our deployment includes an ODRC-based NCFL satellite lab. The lab is capable of logical and physical data extractions, advanced techniques including chip-off from cellular and other computer-based devices and is equipped with the latest digital forensic software and tools. In addition, it is being operated by individuals with logical, physical and chip-off knowledge and certifications.

“The combination of skilled analysts with GTL’s intelligence suite has been a recipe for success for ODRC. In the last two years alone, the actionable intelligence developed from our analysis, forensic cellphone services, and overnight tactical operations has proven invaluable to facility safety and security.”

- Brian Santiago, Intelligence Services Supervisor

f. State Agencies desire incarcerated adult phone call analytics technologies such as artificial intelligence (AI) or machine learning to mass monitor millions of incarcerated adult phone calls.

For this project GTL will provide ODRC facilities and investigative staff with our Artificial Intelligence/Machine Learning (AI/ML) Call IQ® investigative, automatic keyword search and transcription feature for use with phone call analytics to mass monitor 100% of incarcerated adult phone calls.

Our fully ***Integrated and Intelligent Keyword Search*** application allows the recorded conversations of incarcerated adult and youth 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 ODRC investigators to tap into the massive amounts of recorded audio communications at the fastest speeds, highest accuracy and with the most flexible deployment options. GTL’s fully Integrated Call IQ search can instantly search any spoken word, enabling the timely identification of relevant threats and trends, and empowering agencies to immediately respond with preventative, protective action. The patented phonetic search technology enables searches on proper names, inexact spellings, industry terms, jargons, slang and colloquialisms—all without extensive training, large

dictionaries or vocabulary updates. Extensive language capabilities leverage the linguist by delivering highly accurate results regardless of the speaker's gender, age, dialect or accent or speaking style.

g. State Agencies desire speech or voice to text and transcription or translation services to assist with intelligence collection and investigations.

GTL proposes to offer ODRC facility staff and investigators with our unique phone calling investigative Call IQ® feature. ODRC facility staff and investigators will quickly become familiar with our fully integrated keyword search and transcription solution. This unique application elevates to a whole new level the automatic searching of recordings for investigative intelligence. Call IQ has multiple alert capabilities with the ability to detect and identify words or a sequence of words spoken by the incarcerated person and called party. Accessing Call IQ adds a level of convenience by being fully integrated with our ITS user interface.

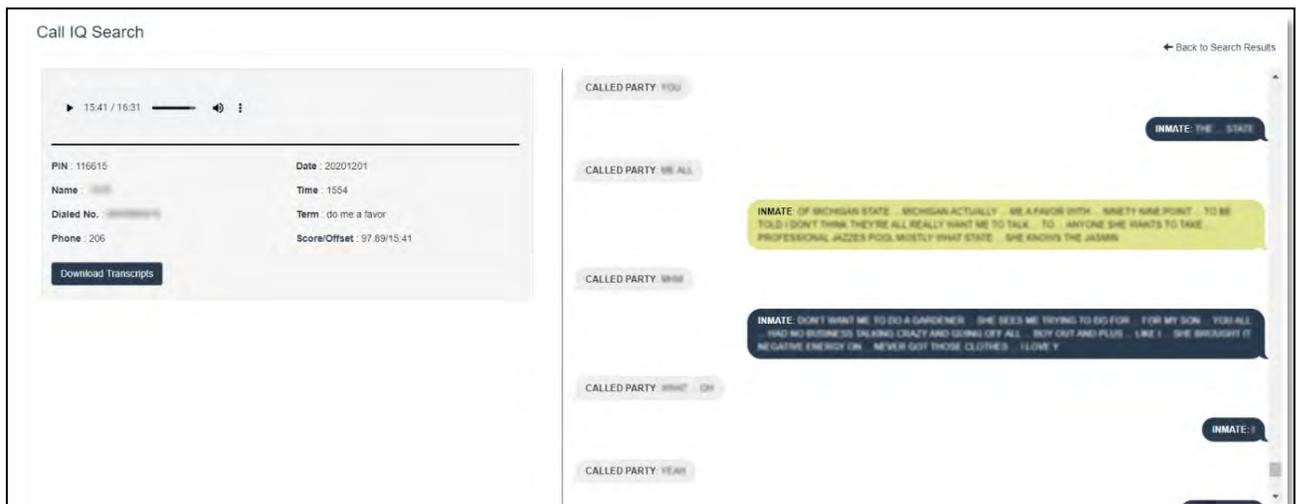
Investigators will be able to transcribe call recordings of specific incarcerated person conversations of interest using the speech-to-text transcription capabilities of our Call IQ. Our fully integrated speech-to-text transcription technology automatically transcribes calls using our industry leading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

The screenshot shows the 'Call IQ Search' interface within the 'GTL COMMAND' system. The interface includes a search bar with a 'Search' button and a 'Back' button. Below the search bar, there are options for 'Search Type' (Phonetic and Transcriptions), 'Threshold' (set to 90), and 'Max Results' (set to 10). A 'Languages' dropdown is set to 'English', and the search input field contains the text 'do me a favor'. Below the search controls is a table titled 'Call IQ Advance' with the following columns: Dialed No., PIN, Phone, Date, Time, First, Last, Offset (MM:SS), Score, and Term. The table contains seven rows of search results.

Dialed No.	PIN	Phone	Date	Time	First	Last	Offset (MM:SS)	Score	Term
[REDACTED]	116753	278 4C-2	20201201	2048		[REDACTED]	03:59	97.92	do me a favor
[REDACTED]	116615	206	20201201	1554		[REDACTED]	15:41	97.89	do me a favor
[REDACTED]	115491	186	20201201	1818	David	[REDACTED]	03:16	97.7	do me a favor
[REDACTED]	116699	283 4C-7	20201201	1108		[REDACTED]	04:04	97.48	do me a favor
[REDACTED]	116701	F2 #998	20201201	1555		[REDACTED]	04:38	95.55	do me a favor
[REDACTED]	116590	245 4A-1	20201201	2025		[REDACTED]	02:31	94.88	do me a favor
[REDACTED]	116398	147	20201201	0933	Robert	[REDACTED]	01:35	94.72	do me a favor



When the investigator selects the play icon, they can automatically see the transcript of the incarcerated person and called party conversation.



Phonetic Advantage

GTL's proposed Call IQ blends together the latest phonetic technology for keyword and phrase searching, and voice-to-text technology for transcription. Unlike solutions that are simply textually based, Call IQ allows users to leverage the more accurate phonetic technology to retrieve calls based on the way the word/phrase sounds phonetically. This helps to mitigate issues surrounding textual based technologies that are relying on transcriptions which are less than 100% accurate.

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.

How Phonetic Search works

Call IQ search 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, flexibly, and more accurately than with any other technology.

GTL's Call IQ has an extensive list of language packs available to ODRC which allows each call to be processed by the chosen language pack and as a result, generate a transcript of the call that can be translated to be shown in the incarcerated person and called party's chosen language during the call setup.

h. The Contractor must provide a call monitoring service to listen and review an agreed upon percentage of calls for tips and intelligence leads.

With our AI/ML based Call IQ® offering to ODRC, all calls made by incarcerated persons, unless it is a privileged call and therefore not monitored, are 100% automatically monitored. Our Call IQ solution is fully integrated with our phone calling platform. In addition, our on-site Analyst Team has a long history of listening to phone calls. The generated leads from the call monitoring are retrieved by our Analyst Team who collate, analyze, and disseminate the intelligence accordingly. Additionally, GTL Analysts leverage other Fusion members to identify trends and illicit calling activity that may be occurring at ODRC facilities. This practice has traditionally yielded actionable intelligence for successful investigations. With the GTL Analyst Team, we can provide ODRC with a higher quality of actionable intelligence regarding incarcerated person calling rather than focusing on a high quantity or percentage of calls monitored which may not necessarily result in useful intelligence. GTL has a long-standing accountability focus to gathering actionable intelligence for our customers and how that intelligence is applied in a real environment and will continue to bring this service to ODRC.

i. The Contractor must provide subject matter experts in the areas of cellphone extraction and computer forensics. Other than “privileged” communications (e.g., approved attorneys, PREA reporting, etc.), video/calls must be recorded and decoded for intelligence collection.

GTL FUSION is the industry leading correctional “intelligence as a service” solution and is actively providing tactical and operational intelligence services to over ten state Department of Corrections agencies, including ODRC for the past five years. The foundation of GTL’s service stems from a qualitative focus on Intelligence-Led-Corrections philosophies which center on developing actionable intelligence for the agency, rather than the effort simply put forth. In other words, we hold ourselves accountable to the value of the service we provide rather than the mere effort by the team. The result is that GTL FUSION’s quality and value, and ultimate stamp of approval, is second to none.

Two of FUSION’s primary pillars are general analytics, represented by FUSION’s National Intelligence Center (NIC), and forensic services represented by FUSION’s National Computer Forensic Lab (NCFL). ODRC is a current beneficiary of both services today. GTL’s Forensic Analyst Team is trained and/or certified in both logical and physical cellphone extraction techniques and have several years of experience performing forensic extractions.

j. The Contractor must provide a minimum of 22 dedicated intelligence analyst staff and supervisors who are experienced in logical and physical extraction techniques.

In 2015 GTL hired the first four Investigative Analysts in company history for ODRC. In hiring these Analysts, we worked closely with the ODRC Inspector’s Office and collaboratively wrote a detailed job

description and jointly interviewed multiple candidates, a practice that continues to this day. What began as something simply designed for ODRC, has now turned into a nationwide service led by VP of Intelligence Services, Mitch Volkart.

Hiring and managing Analysts is complex. It is important you hire the right candidate who is going to fit into a team environment, and you also have to make sure you have a balanced skillset: a balance of finding people adept to social media skills, versus someone who will listen to calls all day, versus someone who is skilled technically enough to conduct computer forensics. Local recruiting is critical because as we know as our Analyst program is so successful, agencies such as OSP, CIA, FBI and other government entities routinely make offers to our talented employees. This is why our relationship with the Ohio State University Criminal Justice program is so important; constant local recruitment is key, if not you will find yourself short staffed for a sustained period of time very quickly.

“Having been surrounded by some of the best intelligence analysts for the past 40 years, to include ODRC for the past 5 years, this team never disappoints and is always eager and tenacious in our calling to combat nefarious activities.”

- Jeff Harris, Senior Intelligence Analyst

Simply put, creating a new Intelligence division is difficult, and it takes years of experience to get to the point GTL is with ODRC. Any company can hire (22) Analysts, but if they are not the correct candidates, with an experienced professional structure to operate within, and a management team that has years of experience in this space, the Analyst division simply won't work.

Currently GTL has (9) dedicated, trained and certified GTL fusion Analysts working side-by-side with ODRC investigators to provide proactive investigative strategies. This team is led by Brian Santiago. As a continuing effort to provide ODRC with the latest products and services for investigation, forensic examination, and developing actionable intelligence for ODRC, GTL will provide a minimum of (22) dedicated Analysts. All the Fusion intelligence Analysts provided by GTL are highly skilled and fully trained in logical and physical extraction techniques. GTL supports ODRC's vision of splitting the (22) Analyst teams into two groups of (11), one for the Northern region and one for the Southern Region. Each team will have a supervisor that will be the direct liaison to the Chief Inspector's Officer and will participate on Monthly Intelligence Review calls with ODRC leadership.

k. Intelligence support staff must be required to attend training, maintain certifications and testify in proceedings.

All intelligence support staff will be required to attend training, maintain certifications, and testify in proceedings as they are currently doing through your partnership with GTL. As stated in our monthly meetings with the Chief Inspector's Office, if there is ever a training ODRC would like the GTL Analysts to participate in, GTL will fund accordingly.

Since 2018 GTL has staffed the ODRC Digital Forensic Lab with our Fusion forensic Analysts, all of whom were strategically selected to contribute the best value to ODRC. As your partner in forensic analysis, GTL recognizes the importance of basic and ongoing training to both forensic personnel and intelligence Analysts. GTL is continually committed to ensuring GTL's forensic Analysts maintain proper

certifications throughout the life of the contract. GTL's current forensic Analyst(s) possess the following core formal certifications and/or trainings:

 <p>A 2-day intermediate certification course designed for those tasked with extracting data in a forensically sound manner using UFED. (formerly CCLO certification)</p>	 <p>A 3-day advanced certification course designed for the technically savvy investigators, digital evidence analysts.</p>	 <p>A 5-day advanced certification course focused on the chip-off process and the understanding of the equipment and accessories necessary for successful chip-off extractions.</p>	 <p>Basics of mobile phone forensic extractions and examinations, and the fundamental principles to recover and preserve data using XRY.</p>	 <p>An advanced training session focused on the use of UFED Premium, and the successful forensic extraction of data from the latest iOS and Android operating systems.</p>
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Additionally, GTL's ODRC Analysts are part of our National Computer Forensic Lab (NCFL), a much larger forensic and communication network where best practices, emerging trends, and individual forensic techniques are shared and discussed. The NCFL's footprint, and force multiplier value to ODRC is unmatched and provides ODRC with a national view into the digital forensic industry.

With ODRC's guidance, GTL is also prepared to offer Analysts associated with GTL's National Intelligence Center (NIC), a networked group of skilled Analysts focused on developing actionable intelligence within ODRC facilities. The NIC provides both reactive and proactive intelligence services to agency investigators and Analysts by leveraging industry tested GTL proprietary strategies and techniques to efficiently and effectively generate security impacting actionable intelligence, resulting in safer facilities for ODRC staff, incarcerated adult and youths, and the community alike.



I. The Contractor must provide cell phone interdiction.

As the ODRC partner for investigative analytics, providing the latest state-of-the-art cell phone interdiction, GTL has successfully deployed our cellphone interdiction services for ODRC. The Cell Intel assessments, commonly referred to as Mobile Assessments, provided through our collaboration with ShawnTech Communications, use a mobile managed access system which quantifies and provides intelligence data regarding contraband mobile devices located within an ODRC facility.

Mobile Assessments Overview

One of the primary goals of ODRC correctional facilities is to provide a safe and secure environment for your staff and incarcerated adults and youth, while also protecting public safety. Contraband mobile

devices compromise that goal as they pose a risk to ODRC staff, other incarcerated adults and youth, and the public.

GTL has two mobile assessment solutions, which can be used to quantify the problem and support extraction and investigative efforts. When conducted multiple times at one facility, assessment data can also be used to measure the effectiveness of policies, procedures and extraction techniques implemented to manage contraband mobile devices. These two solutions are 1) Cell Detect™ and 2) Cell Intel™ – both use a mobile version of our managed access system.

Cell Detect™

Cell Detect includes an on-site assessment detecting the number of powered on devices for up to two physical locations within one facility. Each location is broken down into targeted zones providing an indication to the number of powered on contraband devices detected including hardware IDs. The data are used to both quantify the extent of the problem with contraband devices and support extraction efforts.

Cell Intel™ (Cell Detect + Intelligence Data)

The Cell Intel solution provides the same information as contraband assessment but also includes additional intelligence data including the phone number dialed and text (SMS) messages from the contraband device detected. The additional intelligence provided facilitates extraction efforts and provides investigative data not otherwise available. With FCC and carrier approvals, GTL can provide the information assuming compliance with state laws.

Cell Intel Overview

The Cell Intel solution logs all IMEI/ IMSI data and provides a count of all unauthorized devices along with device identifiers. In addition, it also prevents and logs outbound communication for unauthorized devices (calls, SMS, data). The additional intelligence provided facilitates extraction efforts and provides investigative data not otherwise available. A report is provided to ODRC staff that provides phone numbers and texts attempted as well as device identifiers.

When coupled with GTL's Data IQ®, call patterns are reviewed to drive to the source of communication key points and individuals. Data is provided in detail to support extraction of court orders to neutralize the device.

Key features of Cell Intel include:

- Temporary
- Mobile
- Active, Managed Access functionality
- Covert- setup non-intrusive
- Moveable, repeatable
- Collect intelligence to maximize existing extraction and intelligence techniques
- Logs IMEI/ IMSI

How Cell Intel Works

1. The Signals Intelligence Operator scans carrier environment around facility. Managed access equipment is portable and configured to replicate carrier environment especially those with the strongest signals.
 2. Directional antennas are portable and positioned in tower targeting housing unit(s).
 3. The GTL team conducts testing and calibration during operation. During this process, GTL ensures signal is contained within the perimeter and is capturing the signal within targeted locations.
 4. Data are analyzed and summarized. A report will be provided to ODRC.
- m. The Contractor must provide call monitoring, call control, privilege control.

Authorized ODRC investigators can monitor incarcerated adult and youth phone conversations in real-time.

Live Call Monitoring

The system's live monitoring component is accessible to authorized personnel through the system workstation at the facility and via GTL's secure Internet connection from a desktop, laptop, or other remote means. Whether at an on-site workstation or connected through the Internet from a remote location, only those with appropriate security clearance can access the password-protected live monitoring component.

Calls-in-progress are displayed on the system's Live Monitoring screen and can be selected for listening by incarcerated adult and youth PIN or the called number. Live monitoring is not detectable by the incarcerated adult and youth or by the called party and does not interfere with the continuous recording of the conversations. Several investigators may monitor the same call at the same time.

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

The screenshot displays a web-based interface for live call monitoring. At the top, there is a dropdown menu set to "All Sites Selected" and a "Refresh Interval(Seconds):" field set to 5. A red box highlights the "Scan Interval(Seconds):" field set to 30, along with "Start" and "Stop" buttons. Below this, a status bar indicates "TOTAL CALLS IN PROGRESS: 4". A legend shows icons for Alerts (yellow), CP IQ Detected (green), Playing / Scanning (blue), and Private / Scanning (red). A notification "Audible Alert Disabled" is visible. The main area is a table with columns: TOOLS, DIALED NO., PHONE, DATE, TIME, PIN, LAST, FIRST, and FACILITY ID. Two rows of call data are shown, with red boxes highlighting the speaker, forward, and close icons in the TOOLS column for each row.

TOOLS	DIALED NO.	PHONE	DATE	TIME	PIN	LAST	FIRST	FACILITY ID
	[REDACTED]	A35	7/26/2018	13:59	1820305	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	B18-3	7/26/2018	13:57	6222020	[REDACTED]	[REDACTED]	[REDACTED]

Live monitoring functions for calls-in-progress include:

- Allows the user to manually select (click) and listen to a specific call in real-time; for any length of time.
- Allows the user to activate Scan, which causes the system to sequentially auto select and “play” the live conversation of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call. When the last call on the Live Monitoring screen is scanned, the scan cycles-back to the top and begins again. At any point, the user may stop the scan and listen to a conversation of specific interest for any length of time.
- Allows the user to disconnect (end) any call in which the conversation is inappropriate or threatening.
- Allows the user to forward a call-of-interest to a designated number.
- Alerts the investigator when a call is placed by an incarcerated adult and youth with a “hot” (alerted) PIN, when an incarcerated adult and youth has called a “hot” (alerted) destination number or if an incarcerated adult and youth places a call on a “hot” phone station. Alerts may be sent to a phone, SMS text, or email address.

A valid secure log-in password is required to set an alert. When an alert is sent, ODRC investigator (or other designated person) to whom the call is forwarded can listen to the live conversation.

When an alert is sent to an investigator’s telephone, he or she may enter an authorized security code on the phone’s keypad to immediately access and listen to a live conversation. The investigator monitoring an incarcerated adult and youth’s conversation may also cut-in and talk to each party and/or terminate the call from his/her phone, workstation, or remote computer.

Call Control

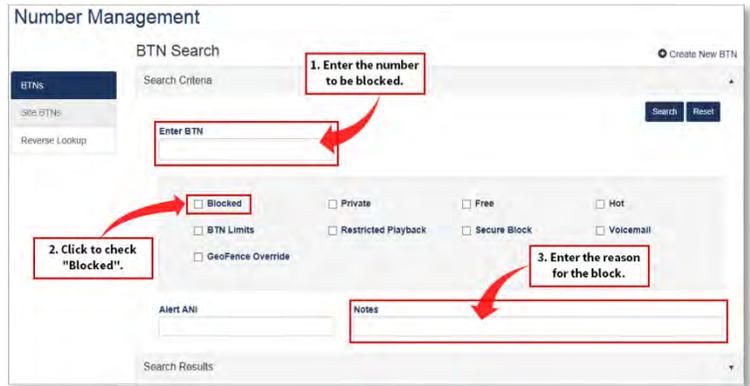
The system provides a full suite of Call Control features by which authorized ODRC facility staff may control incarcerated adult and youth calling:

- Automated Calling Operator
- Approved Call Types
- Unlimited Number Blocking
- Call Scheduling (time of day; days of week)
- Full System Shut Down
- Selected Telephone Shut Down
- Call Duration Limit
- Personal Allowed Numbers per PIN
- Call Privilege Suspension by PIN

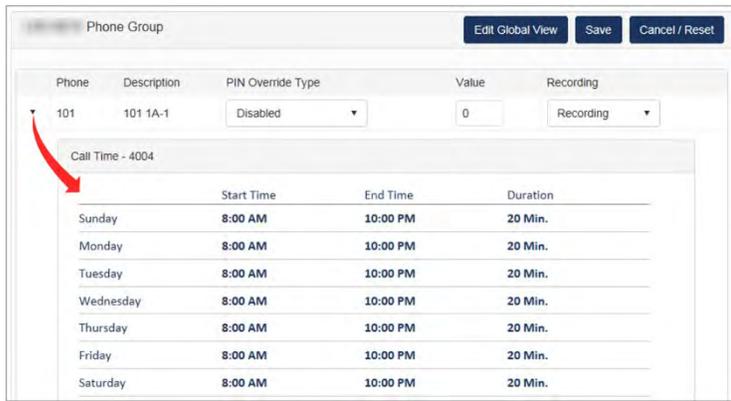
Automated Operator with Multi-Lingual Prompts - An automated operator facilitates incarcerated adult and youth calls, eliminating access to a live operator and preventing any communication with a called party until that party positively accepts the call. Voice prompts are designed to provide complete user instructions. By default, our ITS provides prompts in English and Spanish, but the system will accommodate prompts in up to ten different languages at once.

Approved Call Types - At the time of installation, the system is configured to allow only the types of calling services (local, IntraLATA, InterLATA, interstate, international, collect and/or prepaid) approved by ODRC.

Unlimited Number Blocking - The GTL ITS call-blocking feature is available to authorized users in the system's Number Management database and within an incarcerated adult and youth's PAN list. A new number can be added (or an existing number found) and blocked within a matter of seconds. The authorized person who blocks a number can enter the reason for the block in the number's Description field.



Call Scheduling - GTL's ITS provides ways to shut down service to incarcerated adult and youth telephones. GTL's ITS allows calls from incarcerated adult and youth phones to be limited to specific times during the day and/or on specific days of the week. Authorized staff can control calling times by



incarcerated adult and youth phone, outside number, PIN, housing area, and system-wide within the System Control screen. This schedule definition is an ITS "Class of Service" (COS) feature that allows a schedule definition to be a database object that can be assigned to phones, incarcerated adults and youth, called numbers, or housing units.

Software Full System Shut Down - GTL's ITS provides options for automatic daily turn on and shut off of telephone service at designated times globally, for separate housing units, individual phone, or individual incarcerated adults and youth. The phones can be shut down quickly and easily using either system software controls or manual shutdown switches.

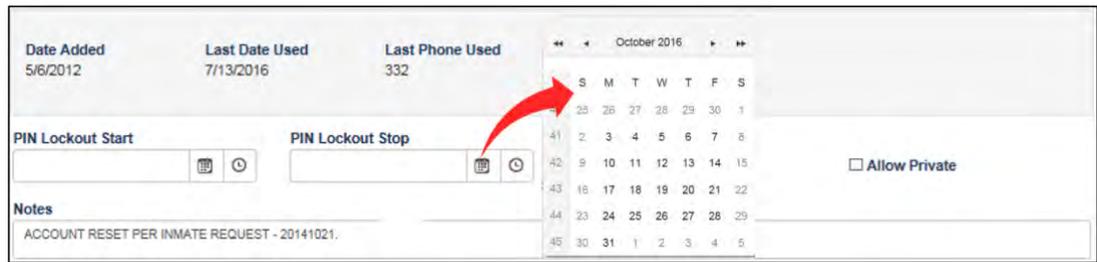
Software Selected Telephone Shut Down - The GTL ITS gives the facility the ability to shutdown individual phones and groups of phones within a facility and globally. From any workstation or Internet connection, staff with the appropriate authorization can access System Control to modify the service status of incarcerated adult and youth telephones.

Manual Cutoff Switches - In addition to the ability to shut down incarcerated adult and youth telephones through the GTL Command user interface, GTL will also provide mechanical cut-off switches, located at ODRC facilities. GTL already provides individual kill switches for phones at ODRC facilities to allow staff to shut down various groups of phones with one switch. With the existing configurations, phones can be cutoff individually, as a bank, or for the entire facility.

Call Duration Limit - The GTL ITS allows ODRC to control the duration of in incarcerated adult and youth calls. The same maximum duration (e.g. 20 minutes) may apply to all incarcerated adult and youth calls throughout the facility or ODRC may wish to set longer or shorter maximum time limits for incarcerated adults and youth in specific housing units and/or when an incarcerated adult and youth uses a specific telephone (e.g. a longer call time might be permitted for incarcerated adults and youth using a phone designated for TDD calls, or a shorter limit for a new incarcerated adult and youth in the booking area). With the deployment of tablets, some facilities have elected to set their call time limits for 30 minutes or longer. GTL customizes the time limits per facility request.

Personal Allowed Numbers per PIN – Personal Identification Number (PIN) technology is a standard feature in GTL’s Incarcerated adult and youth Telephone System. The PIN system is active and available as soon as the ITS platform is installed. The ITS can assign PINs at random, or create PINs as a combination of the facility-assigned incarcerated adult and youth ID number plus a 4-digit security code which will be assigned by the ITS during booking and can be re-set by the incarcerated adult and youth the first time they place a call. The PIN for each call is recorded for tracking purposes, regardless of whether a call was also monitored or recorded. PINs also facilitate the use of incarcerated adult and youth Debit accounts when debit calling is used.

Call Privilege Suspension by PIN - The ITS PIN Lockout feature gives authorized administrators the capability to disable calling privileges of an incarcerated adult and youth under disciplinary action. The suspension of privileges is programmed for the PIN and the ITS will automatically prevent calls by the PIN in the duration between the PIN Lockout Start (date and time) through PIN Lockout Stop (date and time).



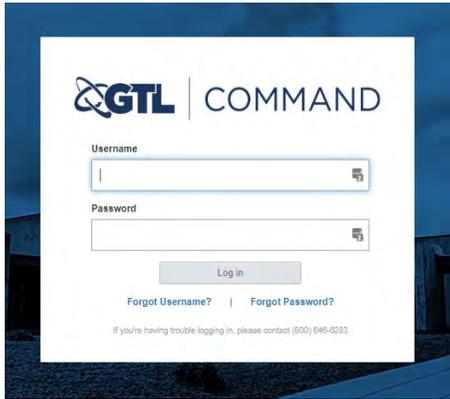
PIN Detail – PIN Lockout Controls

The restriction can be permanent or time sensitive. Thus, if an incarcerated adult and youth is to lose his/her phone privileges for a given time interval, a renewal date would be entered into the system. The system will automatically track this period and re-establish the incarcerated adult and youth’s calling privileges upon completion of the given time interval without the need for manual entry.

User Privilege Control

GTL’s ITS provides security levels to ensure users only access information they are authorized to view. ODRC’s personnel, as well as GTL employees, are subject to security level assignment.

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



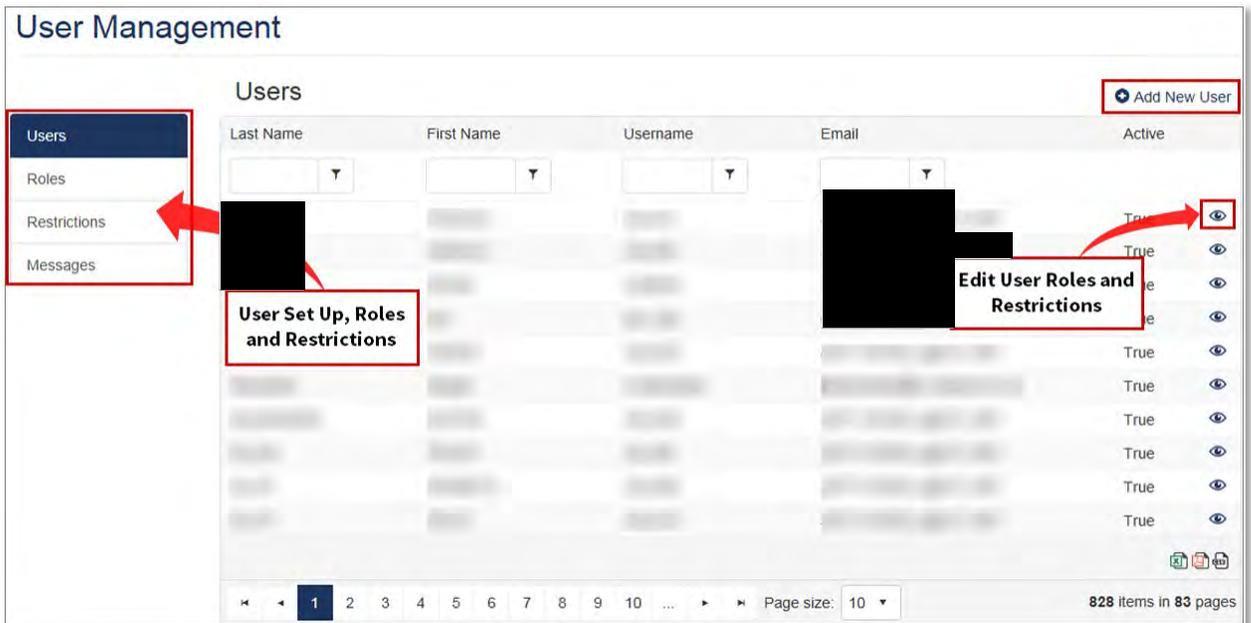
Log-In Screen

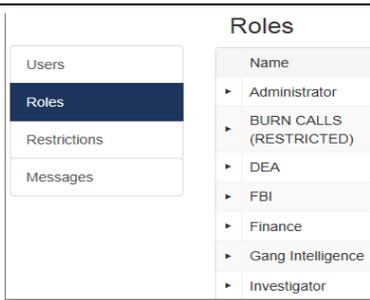
All system users are subject to security level assignment. All data are accessed on a "need to know" basis. For example, the ITS database management tools would be available only to those granted permission by ODRC to perform system administrative functions.

Remote access to the system is through a Transport Layer Security (TLS) 1.1 exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

Each user's password is linked to an assigned Role. This gives that person permission to access certain functions and not others.

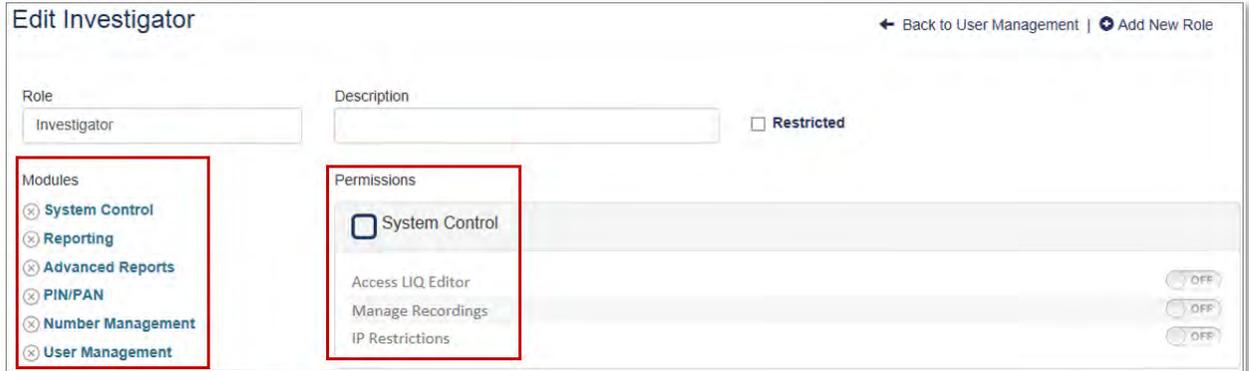
The ITS User Management screen provides options for authorized personnel to Add New Users to the system, define New Roles (sets of access permissions), edit previously defined Roles, or edit the Role of a selected user. A Role might grant permission to access only one feature or multiple features.





Only those with administrator-level access can create and assign Roles. The administrator may create one Role for multiple users expected to perform the same ITS functions. Alternately, a unique Role can be defined and assigned to a single user.

The authorized administrator can configure new and existing user Roles and the specific modules and permissions for each module.



User Activity Audits

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

n. The Contractor must provide voice biometric identification.

GTL is currently providing ODRC facilities with our initial voice biometric voice identification feature. For this project, GTL will enhance the existing voice biometric functionality by adding our advanced continuous Voice IQ® feature. Voice IQ is a biometric speaker verification system that enables initial verification and identification of an ODRC incarcerated adult and youth in real time, using a simple spoken pass phrase and additionally will continue to verify that speaker throughout the call.

Two levels of voice biometric identification are offered to ODRC on the GTL ITS:

- **Voice IQ® Initial Voice Biometric Verification**—verifies the voice of the incarcerated adult and youth matches the voice print associated with the entered PIN at the beginning of the call. Voice IQ® will flag any failure of matching and can also be configured to deny the call if there is a match failure.

- **Voice IQ® Continuous Voice Biometric Verification**—continuously analyzes the incarcerated adult and youth voice throughout the call to ensure the incarcerated adult and youth does not “hand-off” the call to a different speaker.

Totally language and accent independent, the Voice IQ voice biometric identification feature provides a secure, efficient and extremely convenient method to initially verify and continuously ensure an incarcerated adult and youth’s identity throughout the call. Our initial voice biometric solution is already deployed within ODRC facilities and is fully integrated to our ITS.

Both Voice IQ features are an integrated part of our ITS and include analytical tools and reporting. When working together, they enable comprehensive and ongoing incarcerated adult and youth caller identification.

Notable Deployments: This technology is deployed several State correctional departments including Michigan DOC and major counties such as Maricopa AZ, Pima AZ, and Lee FL.

Distinctive advantages of the GTL voice verification include:

- **Operates in Real-Time**— Prevents PIN fraud before it happens, not discover it after the fact, and delivers actionable intelligence as it happens. A detected voice change during a call can be seen in near real-time in the Live Monitoring module of the ITS application.
- Resides as an **integral component of the hosted telephone system** and does not require 3rd-party software to open outside of the hosted ITS user interface.
- **Enrollment Flexibility and Simplicity** – Simple enrollment simply requires repeating a pass phrases using any incarcerated adult and youth telephone. No need for staff involvement! Voice IQ Continuous also provides the ability to enroll a voice without a pass phrase.
- Technology works **throughout the call** (Continuous Voice Biometric Identification) and will identify fraudulent handover of the handset to a different incarcerated adult and youth.
- Identifies and scores all potential fraudulent users on the call.
- Provides the ability to search call recordings for the voice print of an incarcerated adult and youth.

Features

- Language and accent independent
- State-of-the-art accuracy
- Fully Integrated with hosted ITS
- Straightforward deployment
- Integrated security
- Convenient and non-intrusive (no personal information required).

Voice IQ® Voice Biometric—Initial Identification

GTL’s Voice IQ solution is an integrated component of GTL’s ITS and is currently deployed at ODRC facilities. Incarcerated adults and youth are enrolled (below) to provide a “voice print” that is coupled with the incarcerated adult and youth’s PIN. With every call the incarcerated adult and youth speaks their pass phrase into the telephone handset after entering their PIN. The incarcerated adult or youth’s

pass phrase is then processed by GTL’s voice biometric module for verification of identity versus the PIN. A verification result is then returned to confirm or deny the incarcerated adult and youth’s identity based on the voice print analysis. Thresholds in the voice biometric module are configurable and GTL will typically “tune” the parameters to the specific ODRC environment in order to minimize both false positives and negatives. The ITS can be configured in the result of an identity mismatch to either deny the call from proceeding or to flag the call but allow it to continue for investigative purposes.

Enrollment and Enrollment Verification:

Enrollment in Voice IQ’s initial voice biometric solution is carried out by an incarcerated adult and youth stating three consecutive renderings of the selected pass phrase (e.g., “with GTL my voice is my password”), creating a unique voiceprint. If desired, ODRC can limit enrollment to specific telephones where staff can monitor the enrollment. However, no staff involvement is needed during the enrollment process and it can be conducted on any incarcerated adult and youth telephone on the incarcerated adult and youth’s initial phone call.

The **VIQ Trained** checkbox in the GTL Command GUI **PIN Detail** screen is used to assure an incarcerated adult and youth’s Voice IQ enrollment has been verified. The VIQ Trained checkbox will remain unchecked until a PIN voice print has been verified as trained.

Edit Voice IQ Enrollment Role Permission: The PIN/PAN module of a User Role includes the Edit Voice IQ permission. This permission allows users of this Role to uncheck the VIQ Trained checkbox of a given PIN to allow a PIN to re-enroll in Voice IQ. This may be done if the initial enrollment had an issue that is causing many false positives/negatives.

Searching for Calls that Failed Voice Verification

From the Detail Report screen users select “Failed Voice Verification” from the stop code drop down menu and view which incarcerated adult and youth’s failed voice verification during the initial call set up.

#	STATUS	DIALED NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	STG	CHARGE	ENERGY	VIQ
1			204781	06/01/2017	09:37		Failed Voice Verification	175 2B-3	Debit		\$0.00		
2			204059	06/01/2017	08:36		Failed Voice Verification	223 3E-3	Collect		\$0.00		
3			171510	06/01/2017	08:36		Failed Voice Verification	178 2B-6	Collect		\$0.00		
4			194233	06/01/2017	08:36		Failed Voice Verification	222 3E-2	Collect		\$0.00		

Voice IQ® Voice Biometric—Continuous Identification

Efficiently identify calls of interest and virtually eliminate the time it takes to search for and listen to calls pertaining to incarcerated adult and youth PIN fraud. GTL's Voice IQ Continuous Identification helps give your investigators the advantage.

Voice IQ Continuous Voice Verification is used in conjunction with the Voice IQ Initial Voice Verification to ensure the incarcerated adult and youth validated with the PIN at the start of the call remains the only incarcerated adult and youth for the duration of the call. Using one of the most comprehensive, natural language speaker verification tools in the industry, Voice IQ enrolls the incarcerated adult and youth voice print and builds a voice print profile for comparison in future calls. During the incarcerated adult and youth call, Voice IQ will continuously compare segments of the live calls to the recorded voice print to verify the incarcerated adult and youth's identity. Whenever the software detects a change in the voice on the incarcerated adult and youth side, a "speaker change event" (**SCE**) is recorded in the call record and displayed in real time if the call is being live monitored. Voice IQ will also identify the most likely incarcerated adult and youth matched to the new voice.

Voice IQ Continuous also provides a valuable investigative feature in voice print search. Investigators can search call recordings to identify those that include a specific incarcerated adult and youth's voice print.

GTL's Voice IQ Continuous will generate a system alert when a SCE is detected. Alerts can perform any combination of the following actions:

- Alert both parties a Speaker Change event has occurred
- Terminate the call
- Store Speaker Change event information in the hosted ITS database but allow call to continue
- Alert designated personnel by email or text message

Enrollment and Enrollment Verification:

Enrollment can be done using Voice IQ Initial's process in which carried out by an incarcerated adult and youth stating three consecutive renderings of the selected pass phrase (e.g., "with GTL my voice is my PIN"), creating a unique voiceprint. Alternatively, the system provides a passive enrollment (also known as "covert" enrollment) in which speaking samples from an incarcerated adult and youth's initial call or across multiple calls to complete GTL Voice IQ enrollment.

The VIQ Trained checkbox in the GTL Command GUI PIN Detail screen is used to assure an incarcerated adult and youth's Voice IQ enrollment has been verified. The VIQ Trained checkbox will remain unchecked until a PIN voice print has been verified as trained.

Edit Voice IQ Enrollment Role Permission: The PIN/PAN module of a User Role includes the Edit Voice IQ permission. This permission allows users of this Role to uncheck the VIQ Trained checkbox of a given PIN to allow a PIN to re-enroll in Voice IQ. This may be done if the initial enrollment had an issue that is causing many false positives/negatives.

Role Administrator	Description	<input type="checkbox"/> Restricted
Modules	Permissions	
<input checked="" type="checkbox"/> System Control <input checked="" type="checkbox"/> Reporting <input checked="" type="checkbox"/> Advanced Reports <input checked="" type="checkbox"/> PIN/PAN <input checked="" type="checkbox"/> Number Management <input checked="" type="checkbox"/> User Management <input checked="" type="checkbox"/> Create Media	<input checked="" type="checkbox"/> PIN/PAN Auto Enroll IVR <input type="checkbox"/> ON Delete PAN <input type="checkbox"/> ON Edit PAN <input type="checkbox"/> ON Edit Voice IQ Enrollment <input type="checkbox"/> ON	

Voice IQ Call Detail Reporting Filter:

From the Call Detail Reporting Screen, users select the Return VIQ Detect Status Records box. When checked, search results will be limited to call records where Voice IQ has detected possible changes during the call.

#	STATUS	BTN	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	DETECT	VIQ
1	V			10/26/2016	14:40	06:21	Inmate Hungup	Mod H-2	Debit	\$1.10		02:45
2	V			10/26/2016	14:28	05:24	CP-Hungup	Mod F-3	Prepaid	\$0.78		05:50
3	V			10/26/2016	14:24	04:22	Inmate Hungup	Mod 8-2	Debit	\$0.78		02:35
4	V			10/26/2016	14:17	02:55	Inmate Hungup	Mod 8-2	Debit			02:26
5	V			10/26/2016	14:10	04:34	CP-Hungup	Mod 1-2	Prepaid			02:56
6	V			10/26/2016	14:10	03:34	Inmate Hungup	Mod 17-1	Prepaid			02:39
7	V			10/26/2016	14:07	07:27	Inmate Hungup	Mod H-3	Debit	\$1.25		02:28
8	V			10/26/2016	14:05	06:04	Inmate Hungup	Max 2-2	Debit	\$1.10		04:59
9	V			10/26/2016	14:02	09:10	Inmate Hungup	Mod K-2	Prepaid	\$1.30		03:12
10	V			10/26/2016	13:59	13:22	Inmate Hungup	Mod 5-2	Debit	\$2.20		04:18
Total Time:												
01:03:13										Total Charge \$10.15		

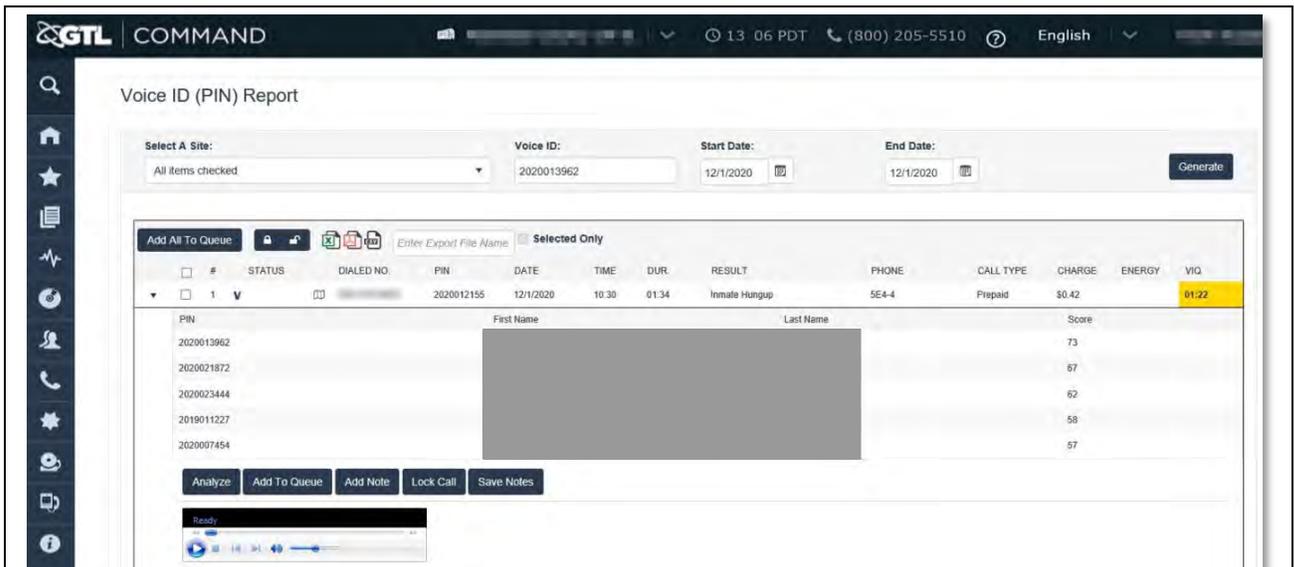
Voice IQ flag of SCE in the Call Detail Results Screen:

From the Call Detail Reporting Screen, users can search for call records where Voice IQ detected possible speaker changes in the speaking incarcerated adult and youth's voice. Users can then run a report to generate all SCE's detected within the specified time frame.

Voice ID Report – Voice Print Search

From the Detail Report search screen, users can search for possible Voice IQ activity (Speaker Change) by Voice IDs. The Voice ID report pulls up call records where a specific Voice Print has been detected as the original speaker or a possible Speaker Change Event occurred. The report results display the dialed number, incarcerated adult and youth PIN, date and time of the call, duration of the call, result, incarcerated adult and youth phone description, charge, Energy, and VIQ.

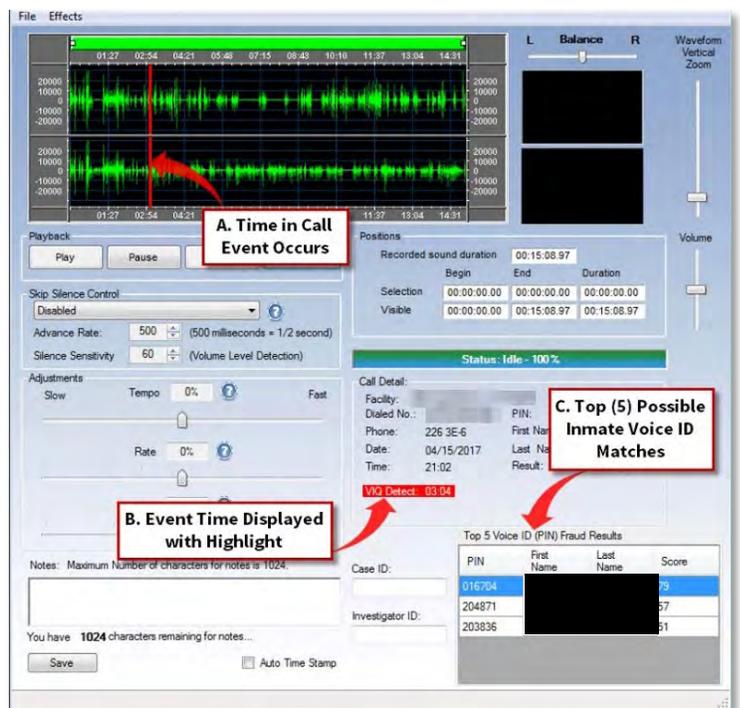
Investigators can then select a call to view from a list of incarcerated adult and youth Voice IDs flagged as possible speakers on the call and can view a list of incarcerated adult and youth Voice IDs that were possible speakers on the call.



Investigators can use the Call Analyzer feature to view a list of incarcerated adult and youth Voice IDs that were possible speakers on the call.

Voice IQ in the Call Analyzer

The Call Analyzer provides visual indicators of the occurrence of a Voice IQ SCE. Investigators can see the exact place in the call where the voice change occurred. Also, a list of the top five possible matches for the speaker change is displayed including the PIN number, name, and a confidence score (0-100) of possible speaker change matches.



- o. The Contractor must provide keyword identification.

GTL proposes to offer ODRC facility staff and investigators with our unique calling investigative **Call IQ®** feature. This unique application elevates to a whole new level the **automatic searching** of recordings for investigative intelligence. Call IQ has **multiple alert capabilities** with the ability to detect and identify words or a sequence of words spoken by the incarcerated person and called party. Accessing Call IQ adds a level of convenience by being **fully integrated with our ITS user interface**. Users can easily select calls to investigate by creating a Call Detail report on any criteria desired.

Detail Report Back

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

Call IQ Search Add To Queue 🔒 📄 📄 📄 Enter Export File Name Selected Only Reset Save Clear

<input type="checkbox"/>	STATUS	DIALED NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY
▶ <input type="checkbox"/>	1		0598153	11/29/2015	23:50	04:00	Inmate Hungup	1-ENTRY	Prepaid	\$0.80	
▶ <input type="checkbox"/>	2		0505566	11/29/2015	23:47	04:55	CP-Hungup	1-2 FL-1	Prepaid	\$1.00	
▶ <input type="checkbox"/>	3		0160813	11/29/2015	23:44	02:21	Inmate Hungup	2-BATH-1	Prepaid	\$0.63	
▶ <input type="checkbox"/>	4		0840235	11/29/2015	23:43	07:09	CP-Hungup	1-DESK-2	Prepaid	\$1.68	
▶ <input type="checkbox"/>	5		0801014	11/29/2015	23:42	08:25	Inmate Hungup	2-2 FL-1	Prepaid	\$1.80	
▶ <input type="checkbox"/>	6		0244258	11/29/2015	23:38	07:24	CP-Hungup	3-1 FL CLN RM	Prepaid	\$1.60	
▶ <input type="checkbox"/>	7		0482650	11/29/2015	23:38	13:48	Inmate Hungup	HU-6 South UP	Prepaid	\$2.80	

Call IQ allows investigators to **specify any keywords of special interest**. Additionally, investigative time is greatly saved by Call IQ's capability to categorize and rank calls in order of importance; highlighting those having key phrases or words that fall into categories requiring an ODRC investigator's immediate attention.

Investigators will be able to transcribe call recordings of specific incarcerated person conversations of interest using the speech-to-text transcription capabilities of our Call IQ. 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.

GTL COMMAND 13 06 PDT (800) 205-5510 English

Call IQ Search

Search Type Threshold 90 Max Results 10 Search Back

Phonetic Transcriptions

Languages Enter word or phrase

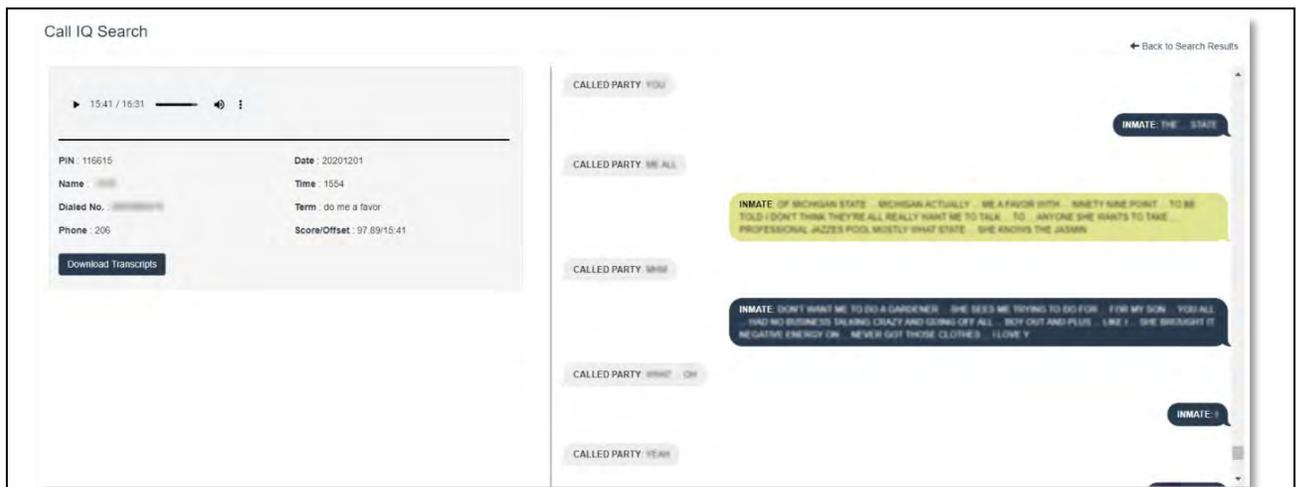
English do me a favor

Call IQ Advance 📄 📄 📄

Dialed No.	PIN	Phone	Date	Time	First	Last	Offset (MM:SS)	Score	Term	
116753		278 4C-2	20201201	2046			03:59	97.92	do me a favor	🔊
116615		206	20201201	1554			15:41	97.89	do me a favor	🔊
115491		186	20201201	1818	David		03:16	97.7	do me a favor	🔊
116699		283 4C-7	20201201	1108			04:04	97.48	do me a favor	🔊
116701		F2 #998	20201201	1555			04:38	95.55	do me a favor	🔊
116590		245 4A-1	20201201	2025			02:31	94.88	do me a favor	🔊
116398		147	20201201	0933	Robert		01:35	94.72	do me a favor	🔊



When the investigator selects the play icon, they can automatically see the transcript of the incarcerated person and called party conversation.



Phonetic Advantage

Unlike solutions that are simply textually based, Call IQ allows users to leverage the more accurate phonetic technology to retrieve calls based on the way the word/phrase sounds phonetically. This helps to mitigate issues surrounding textual based technologies that are relying on transcriptions which are less than 100% accurate.

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.

Call IQ Features

- Transcribes recorded incarcerated person conversations with the outside world.
- Allows searches by topic, category or end user provided phrases.
- Provide continuous updates of slang and other dictionaries along with custom phrases.
- Calls with greater fluctuation in sentiment or emotion can lead investigators to calls where the incarcerated person or called party showed signs of stress.
- Investigators and gang task forces can add any custom phrases that are not standard language.
- Allows you to create database agents that will alert you via email for specific phrase or topic.
- The system will take you directly to the point in a conversation.

p. The Contractor must provide incarcerated adult-to-incarcerated adult communications detection.

GTL has provided our state-of-the-art investigation capabilities to ODRC facilities through our existing partnership. For this project we offer to continue providing Called Party IQ® detection of incarcerated adult-to-incarcerated adult telephone calls via a centralized multi-way call detection technology. GTL services millions of incarcerated persons’ calls which are required to validate through our Centralized

Universal Call Validation Software. This validation step affords GTL’s clients the ability to identify, in near Real-Time, any call that is already in progress to the same phone number or number being dialed at the facility or other ODRC facility.

Called Party IQ search filter can be set by authorized users in the CDR Reporting screen when looking for calls placed simultaneously to the same Dialed Number. Calls flagged by Called Party IQ are then displayed as green in the CDR search results screen. Even when just displaying all calls without the Called Party IQ filter, the Called Party IQ-detected calls will still be highlighted in green.

#	STATUS	DIALED NO.	PIN	MISC ID	DATE	TIME	DUR.	RESULT
1		4850 871-8004			7/24/2020	12:01	08:21	Inmate Hungup
2		4850 869-26 0	122326977		7/23/2020	21:27	09:36	Inmate Hungup
3		4850 869-26 0	122017868		7/23/2020	21:08	20:51	Inmate Hungup
4		4746 329-1871	312314330		7/23/2020	20:32	01:00	Time Up
5		4746 329-1871	312314330		7/23/2020	20:24	01:01	CP-Hungup
6		4490 244-6440	312314187		7/23/2020	20:22	14:40	Inmate Hungup
7		4850 864-0838	122211071		7/23/2020	19:51	02:37	Inmate Hungup

The Called Party IQ process is a **Live Call Event** tool used to analyze call records and recordings when two or more incarcerated person 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 for results.

q. The Contractor must provide secure, recorded Video Relay Services (VRS) for hearing-impaired users.

VRS from GTL is deployed 22 VRS units at multiple facilities statewide. To deliver our Video Relay System (VRS), GTL partners with Purple Communications, one of the largest and most respected VRS providers in the United States. The Purple VRS App facilitates real-time video conversation directly between parties or through English and Spanish speaking American Sign Language (ASL) interpreters, who would also be on the telephone with the called party. This is an IP-based communication solution where the incarcerated person communicates in sign language with a video translator via our Flex Link kiosk and the Purple VRS app.

Only eligible incarcerated persons have access to this powerful communication tool. Access is granted solely by ODRC and attached to the incarcerated person’s PIN. Upon login, only incarcerated persons with proper PIN permission will see the Purple VRS icon on their touch screen.

VRS conversations can be monitored and recorded for later analysis by investigators or ODRC staff.

**Meet ADA
communication
guidelines for
the hearing-
impaired**

r. State Agencies require the storage and availability of incarcerated adult and youth communications, data storage, banking transactions for the duration of the Contract.

GTL understands that ODRC demands the highest level of data security both for user access of data and storage of that data. At GTL we are dedicated to the protection and reliability of ODRC data using the latest technology and industry best practices.

GTL's card holder data environment (CDE) is fully compliant with the Payment Card Industry Data Security Standard v3.2 and therefore all transmission and storage of credit card data meets or exceeds the PCI requirements. The transmission of data within the CDE uses TLS 1.1+ and has had TLS 1.0 and all SSL version support completely removed. All publicly facing web servers use HTTPS certificates purchased through an authorized Certificate Authority. GTL also utilizes state of the art Key Encryption Appliances to ensure the highest level of protection for our cryptographic keys and the industry's highest level of encryption. Keys used for encryption are housed within the hardware appliance and never leave the device. Three key custodians are required to create each part of a new key ensuring that no one person knows the entire key. In addition, customer data is stored encrypted using 256 AES encryption.

GTL's cash management features, including cashless transactions, are fully integrated within our multiple products: Incarcerated adult and youth Telephone System (ITS), Offender Management System (OMS), and our Kiosk/Internet banking system. Our cash management functionalities can also operate via integration/interface with third-party products such as a facility's commissary and/or existing jail management system.

Being multifunctional and integrated, GTL's cash management features currently serve our nearly 800 active customer accounts to various degrees. At the discretion of each customer, one, some, or all of GTL's cash management functions may be operative at a given facility.

All transactions managed by GTL's cash management system are accurately recorded with appropriate details at the time of the transaction and automatically applied to the relevant account (e.g. incarcerated adult and youth trust account; phone debit account or called party prepaid account). GTL's cash management begins at the originating points of financial transactions.

Data Storage

All GTL communication data for ODRC is stored in real time at our off-site data centers. GTL employs a scalable, high availability enterprise class All Flash data storage to redundantly store and encrypt all communication data for the duration of the contract.

The GTL Security Architecture is designed to maximize the security of ODRC data stored in GTL data centers. This architecture uses a layered approach, beginning at the customer level to the data center. GTL currently maintains both Payment Card Industry (PCI) Merchant Level 1 and Systems and Organization Controls (SOC) 2 Type II compliance certifications. This architecture and our corresponding information security Policies and Procedures were developed using the National Institute of Standards and Procedures (NIST) 800-53 and industry best practices as the foundation.

GTL Command – Data Access

The GTL Facility Management System Solution tracks and logs all access to the incarcerated adult and youth telephone, media storage system, and WAN. The firewall that protects the WAN will log all sessions coming through our server and the networking software will log any user sessions at the application level.

Our communication system offered to ODRC is the latest, state-of-the-art version of our web-based system featuring GTL Command, our flagship user interface for ODRC. **GTL Command** allows ODRC end users to access the framework of integrated applications with a single login (username and password) providing an avenue to all your GTL services and features: phones, tablets, video visitation, payment services, investigative data, system configuration, user management, and more—all while keeping the layouts and tools your staff are already familiar with.



GTL Command provides **Anywhere Anytime Access** to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system workstation, ODRC’s on-site PCs, any off-site PC (desktop or laptop) or mobile device with internet connection. Remote access to the system is through a Transport Layer Security (TLS) 1.1 exchange.

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

System users are subject to security level assignment. **All data is accessed on a “need to know” basis.** For example, the ITS database management tools would be available only to those with permission to perform system administrative functions.

s. DRC requires a case and intelligence management solution. Selected Contractor must be required to provide a case and intelligence management solution and integration with current legacy data and records.



GTL is currently providing ODRC with a case and intelligence management solution and will continue to provide this solution under the new contract. In 2017, the Chief Inspector's Office approached GTL about a long-standing need of developing a Case Management System in which their Investigators could log and track important data related to the cases they were working or have already worked. While GTL had no case management system of their own, we nevertheless took on this task given the importance of this need to ODRC. After reviewing the marketplace, GTL in conjunction with ODRC settled on one company, Bravo, and entered an exclusive partnership.



BRAVO's Consolidated Information Network (COIN) is designed by investigators to meet the demand for case management and incident tracking solutions. Unlike traditional Report Management Solutions, COIN places an emphasis on the **underlying secure warehousing of data** and on the user experience. Whether looking to meet the need of correctional investigators, patrol officers, or state and local administrative investigators, COIN is flexible and robust enough to meet the needs of ODRC.

Over the last couple years and after a series of meetings with the Northern and Southern region, GTL and Bravo have made custom changes to COIN to personalize it for ODRC Investigators. In addition, since early 2020, the GTL Analyst Team was given access to COIN and work daily within the application to assist ODRC Investigators with their ongoing cases. The **Bravo software is exclusive to GTL**, and given the success at ODRC, neighboring MI DOC deployed COIN in 2019.

Event Tracking

When it comes to tracking an event, COIN includes critical modules such as case status and findings, associated subjects and entities, report narratives, evidence, and litigation. Also included are business rules allowing supervisor and employee interaction and approval.

Subject Tracking

Maintaining an accurate account of activity and networks, COIN tracks subject demographic information, tattoos, contact information, associated events, related subjects, Security Threat Group (STG) affiliations, employment, and many other critical elements.

Added Benefits

- Personalized User Dashboard
- Probable Cause Statements
- Auto Generated Case Numbering
- Litigation Tracking
- Auto Generated Email Reminders

- Evidence Management
- System Generated Final Reports
- Standard and Customized Reporting

t. Describe in detail, in the narrative, the solution for detecting and identifying security vulnerabilities.

GTL understands that our corrections clients demand the highest levels of data security both for user access of data and storage of that data. At GTL we are dedicated to the protection and reliability of our customers' data using the latest technology and industry best practices. It is the peace of mind that comes with knowing that GTL can meet or exceed the data security needs of our clients.

Monthly internal and quarterly external vulnerability scanning, and annual internal penetration testing is performed by the GTL IT Security department. Additionally, annual external network penetration testing and risk focused, continuous crowd-sourced penetration testing is performed by an industry leading third-party security organization. Vulnerabilities are remediated within a timely manner based on the level of risk. Risk is determined using the Common Vulnerability Scoring System rating coupled with internal knowledge of the system that is exposed.

GTL partners with an industry leading Security Operations Center vendor to monitor logs and events 24/7 uses real time monitoring of behavioral analysis, application, security and system event logs. The Security Operations Center vendor creates alerts and contacts the GTL Security department, who investigates all alerts.

8. Secure Telephone System

Offerors must provide a Secure Telephone System environment meeting the following requirements:

- a. Domestic phones calls must cost \$0.05 (five cents) or less per minute.
- b. The Contractor must offer International phone call pricing.
- c. The Contractor must provide a user-friendly option for phone-based commissary ordering offered without cost.
- d. The Contractor must provide a platform for managing, researching, monitoring, and investigating incarcerated adults' telephone calls.
- e. The Contractor must provide the ability to run custom reports on incarcerated adult and youth telephone communication (calls, deposits, relationships).
- f. The Contractor must provide access to voice biometrics.
- g. The Contractor must provide the ability to search by keywords from automated voice transcription.
- h. The Contractor must provide the ability to provide telephone identification (tablets, cell phone, landline).

- i. The Contractor must provide the ability to configure the call processing and recording system.
- j. The Contractor must provide the ability to store data centrally and retrieve data when required.
- k. The Contractor must provide an alert on voice change in a call.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 8. including:

Describe in detail the offeror's capabilities to provide a Secure Telephone System (staff monitor calls, face-to-face visit session, standard/customized reporting, configure, call processing, and recording, data storage and retrieval).

Describe the offeror's solution for phone-based commissary ordering, the platform for managing, researching, monitoring, and investigating incarcerated adults' telephone calls, access to voice biometrics, key words search, provide telephone identification and alerts on voice change.

GTL has read, understands, and will comply.

- a. Domestic phones calls must cost \$0.05 (five cents) or less per minute.

In 2016, ODRC Leadership approached GTL to eliminate commissions in exchange for a significant reduction of phone rates and an elimination of all phone funding fees. Collectively we settled on \$.05 a minute for all domestic calls across the board. The goal of this rate reduction was to increase communication between friend and family and incarcerated adults and youth. Coupled with the deployment of 45,000+ tablets, the results have been staggering regarding an increase in call volumes.

GTL continues to be the leader in proactively reducing phone rates where it can. Please see the sealed cost proposal for a rate that fully conforms with the above requirement.

- b. The Contractor must offer International phone call pricing.

GTL's ITS is capable of processing international calls in the same manner it processes domestic local and long-distance calls, meaning ODRC's pre-set call restrictions apply, the call is recorded and can be monitored by authorized personnel, and the incarcerated adult and youth never has access to a live operator. To retain this level of control, incarcerated adult and youth international calls must be prepaid via the incarcerated adult and youth's GTL ITS PIN Debit account, the international called party's GTL AdvancePay/Friends and Family prepaid account. GTL has been providing International Calling since it began providing services to ODRC.

Debit Call Process

The incarcerated adult and youth who wishes to place a prepaid international call selects the Debit call option during call setup or, if applicable, uses his or her GTL Incarcerated adult and youth Calling Card. The incarcerated adult or youth follow the instructions of the system's automated operator during call setup.

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

c. The Contractor must provide a user-friendly option for phone-based commissary ordering offered without cost.

GTL will continue to provide ODRC with our "Commissary Ordering by Phone" feature. The GTL Incarcerated adult and youth Telephone System (ITS) is already configured to provide a speed dial number for incarcerated persons to dial into the facility's commissary IVR system using the standard incarcerated person telephones, tablets or kiosks for ordering items or to take advantage of other services provided by the commissary system. GTL also offers a Commissary App on its tablet at no charge.

d. The Contractor must provide a platform for managing, researching, monitoring, and investigating incarcerated adults' telephone calls.

GTL's telephone system (ITS) is a web-based, centralized, turnkey platform that is currently deployed and operating at all ODRC and DYS facilities where facility staff and investigators are already familiar with its features. The system comes complete with all equipment, hardware, and software—including the telephone network, circuits, recording system, call-control system, telephones, workstations, printers, and associated software. In addition, all GTL Analysts are system experts on the GTL platform and use the system extensively for investigative purposes. GTL is the developer and manufacturer of our system, the team that supports ODRC throughout the term of the contract include the same experts that design, build, and upgrade the system.

The GTL ITS Solution is characterized by:

- Open architecture for continued interfaces with DOTS and CACTAS, ODRC’s trust accounting system or interfaces with any other ODRC system.
- Specialized and highly configurable call-processing and recording system.
- Extensive reporting capabilities for administrators and investigators.
- Flexible payment options for Incarcerated persons and their families and friends.
- GTL Command, our easy-to-use Graphical User Interface and password-protected access.
- Dedicated network securely links your facility to GTL’s off-site data centers.

Anytime, Anywhere Access

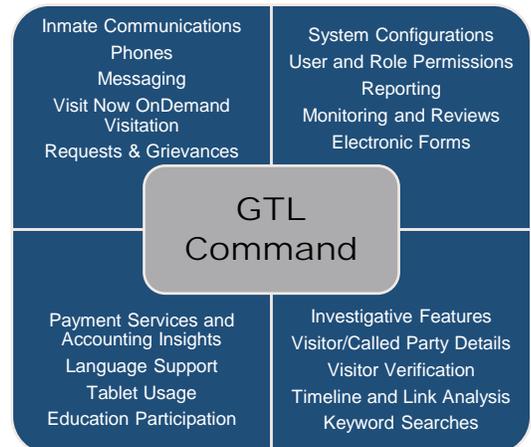
Our GTL Command is our web-based interface that is accessible to authorized individuals via connection to GTL’s private ITS Website. GTL Command provides Anywhere Anytime Access to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system workstation, ODRC’s on-site PCs, or any off-site PC (desktop or laptop). Compatible mobile devices with Internet connection can also access certain ITS features. Remote access to the system is through a Transport Layer Security (TLS) 1.1 exchange.



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

GTL Command - ITS User Interface

GTL Command is our flagship web-based user interface for corrections facilities allowing access to all your GTL services and tools. The framework of GTL Command navigation controls access to all your GTL services and features: phones, visitation, tablets, payment services, investigative data, system configuration, user management, and more—all while keeping the layouts and tools your staff are already familiar with.



With GTL Command, you are still taking full advantage of open architecture and state-of-the-art hardware and network design. The GTL Command solution is easily interfaced with, expanded, upgraded, and adapted to accommodate changes in the industry as well as your specific requirements.

All the benefits of choosing GTL are still yours, including:



- partnering with a financially stable provider offering mature products
- turn-key hosted solutions with easy-to-use tools
- regular updates
- proactive service and support
- certified security standards
- thorough training for staff and incarcerated persons

We expect the combined functionality of this new interface to increase the efficiency of your staff, ease the efforts of your investigators, and help you achieve your mission critical goals.

We lead the industry with phones and tablets that connect Incarcerated persons to their families, education and multimedia content—what they need to better themselves and improve their days. GTL is committed to building our partnership with ODRC and creating an intuitive user experience with our technology and products. The connections we provide empower everyone involved and strengthen their ability to succeed.

To make the system as easy to navigate as possible, we used the menu options to group common functions—like all call monitoring functions, for example—into one convenient menu option. **The following table describes the functions you can perform under each menu option.**

Home	The Home Page setting icon allows the user to customize the user interface to change the default screen that will open upon user login.
Reporting	Access the Detail Reporting or Advanced Reporting menu. Use the Standard Detail Report to search for calls, listen or analyze calls, or add calls to CD/DVD. Click Summary Reports to view the Standard Summary Report, the Free Call Summary Report, the Rate Summary Report, or the Frequently Used (PIN or BTN) Summary Report. Use the Advanced Reports menu to access Call Statistics, Report Builder, Debit System Information Reports, Incarcerated person Information Reports, Diagnostic Reports, and Auditing.
Live Monitoring	Live Monitoring allows authorized users to Listen to live calls in progress, forward live calls, terminate live calls, or use the scanning feature.
CD/DVD	CD/DVD will launch the system Audio/Data/Email Utility. From the utility, you can copy calls to Data CD/DVD, audio CD, download to a folder or external flash drive, email recordings, or email a link to recordings.
PIN/PAN	PIN (Personal Identification Number or Incarcerated person ID), and PAN (Personal Allowed Number List) allows you to set customized restrictions to an Incarcerated person’s calling privileges, set alerts, view activity histories, and check the activity history of their debit account.
Number Management	Number Management allows you to search existing numbers in the facility phone list, block numbers, add free or private numbers or perform a reverse look-up.

User Management	From the User Management screen, make changes to any ITS user's access, add new users, create or alter user roles, add restricted users/roles, or create system messages to be displayed to users upon login.
Alerts	With alerts, add email, text, or phone alerts for authorized staff to be notified when a specific PIN, bill to number, or telephone has calling activity.
System Control	Use System Control to override global call restrictions by customizing settings for a phone or group of phones. System Control displays settings that have been imposed facility-wide or on groups of phones such as the length of calls allowed and whether phones automatically record all non-private calls. Authorized users can also turn the facility phone groups or individual phones on or off.
	The Help module icon opens the help page which provides a description of each of the features and functions for system settings, the Menu Bar and allows the customization of the Home Screen information.
	To log out of the system click Logout by choosing the menu drop down arrow at the top, right side of the screen.

GTL ITS Feature Summary

System Feature	Description
Secure Private Network	With our ITS GTL provides a secure private network that allows both local and remote administration and investigations.
Redundant System Components	Our system's design provides redundancy of all critical operational components and automated backup routines that ensure system and data reliability.
Secure System Access	Access to the ITS management program is restricted by a password protected multi-level User Security Profile system. A Login screen that requires a valid username and password ensures that only authorized personnel at workstations or at authorized computers at remote locations can access, control, monitor, and report telephone usage.
Anytime Anywhere Access	Authorized users may access system features & tools from any PC running Microsoft Internet Explorer 11.0 & other Internet-enabled devices.
Simple User Interface	The GTL Command ITS user-friendly interface is a web-based application which runs on Microsoft Windows operating systems and Internet Explorer, Google Chrome, Safari and Firefox Browser applications. Features are intuitively named and organized to make the system extremely easy to learn and use.

Integrated Help and Support	<p>On-line help is a context-specific help function that allows users to self-help during the use of the system.</p> <p>GTL's ITS offers a "Live Help" instant messaging feature for system users. GTL Technical Support personnel are available via Live Help online chat Monday through Friday from 8 am EST to 7 PM EST.</p>
Secure Data Storage	<p>The ITS redundantly stores call detail records, recordings, and system settings off-site at GTL's secure Data Centers. Detail records are stored for the life of the contract and available to authorized staff through the system's user interface program. Recordings of Incarcerated person conversations are redundantly stored on our secure, enterprise class storage (ECS) servers which utilize dedicated SAN All Flash storage arrays.</p>
Administrative Tools	<p>The system provides comprehensive, easy-to-use tools for system administration, including but not limited to the setting of user privileges and Incarcerated person call restrictions and the documentation of system usage, Incarcerated person calls, and call revenue for auditing purposes.</p>
Investigative Tools	<p>The system provides powerful tools for investigators, including but not limited to: live Call Monitoring, Hot Alerts, BNA, Call Search features, investigative Notes, recording retrieval and replay, and recording location markers. GTL provides certified analysts to teach investigators how to gather and correlate intelligence.</p>
PINs and PANs	<p>The system's integrated Personal Identification Number (PIN) system allows identification of Incarcerated person callers and the assignment of restrictions to individual Incarcerated.</p> <p>A unique list of Personal Allowed Numbers (PAN) can be associated with an Incarcerated person's PIN.</p>
Approved Call Types	<p>At the time of installation, the system is configured to allow only the types of calling services (local, IntraLATA, InterLATA, interstate, international, collect and/or prepaid) approved by ODRC.</p>
Toll Free Numbers	<p>The ITS has the capability to allow free local calls from specified Incarcerated person telephones such as those in booking areas, and/or to pre-selected local numbers such as the public defender's office or other agencies.</p>
Extensive Reporting Capability	<p>The Detail Reporting module can generate over 1,600 different detailed reports. The ITS Advanced Reporting module provides reports for call statistics, debit system transactions, Incarcerated person information, system diagnostics, and audit reports related to system access and activity.</p> <p>The ITS Report Builder makes it possible to build custom reports; cross-referencing multiple fields of data as well as multiple queries. Custom reports are easily setup by ODRC users and custom search queries can be saved for reuse. The system also provides numerous statistical reports based on call activity and call types.</p>
Automated Operator with Multi-Lingual Prompts	<p>An automated operator facilitates Incarcerated person calls, eliminating access to a live operator and preventing any communication with a called party until that party positively accepts the call. Voice prompts are designed to provide complete user instructions. By default, our ITS provides prompts in English and Spanish, but the system will accommodate prompts in up to ten different languages at once.</p>

Collect, Debit, and Prepaid Call Options	<p>GTL can provide both collect and prepaid call options.</p> <p>Pin Debit can be provided to ODRC allowing Incarcerated persons to place calls using funds from their PIN Debit account. Transfer of funds can be accomplished through an interface with the Tech Friends Lockdown software. PIN Debit and the interface with Tech Friends can be deployed at no cost to ODRC.</p> <p>Incarcerated person PIN Debit increases call volumes (as well as call revenue) by allowing connection to numbers that are blocked for collect calls. PIN Debit provides international calling without the security and financial risks with international.</p> <p>Called-party prepaid accounts can be setup automatically via our web site, GTL's toll-free IVR or manually by GTL Customer Service representatives.</p>
Call Branding and Prerecorded Names	<p>When a called party lifts the receiver, the system's automated operator announces that the call is from an Incarcerated person at the correctional facility. Both the facility and Incarcerated person are named, using pre-recorded information.</p>
Call Branding and Prerecorded Names	<p>When a called party lifts the receiver, the system's automated operator announces that the call is from an Incarcerated person at the correctional facility. Both the facility and Incarcerated person are named, using pre-recorded information.</p>
Protected Privileged Numbers	<p>The ITS protects privileged numbers, such as those of legal counsel, from recording and monitoring. Privileged numbers are designated "Private" within the system's database and will not record and will not permit audio monitoring of calls designated "Private".</p>
Three-Way Call Detection	<p>The system detects three-way call attempts using the latest and most powerful industry algorithms. The system can be instructed to flag, terminate, play a warning, or any combination of these actions when fraudulent activity is detected. Three-Way call attempts are highlighted in on-screen call detail reports to catch the attention of investigators. The system can generate Three-Way Call Detail reports by facility, called number, Incarcerated person PIN and a variety of other parameters.</p>
Call Monitoring	<p>The system provides fully integrated conversation and telephone line monitoring capabilities. Live monitoring does not interfere with recording and is not detectable by the Incarcerated person or called party. The system's Live Monitoring module allow you to listen to, forward, attach notes to, and, if deemed necessary, disconnect calls-in-progress.</p> <p>The system's Number Alert system can automatically notify specified individuals by phone, pager, or email. An official receiving an alert via phone must enter a security pass code on the phone's keypad to immediately access the live conversation.</p>
CD, DVD, and USB Device Transfer	<p>The system's CD/DVD Utilities module allows call recordings with their associated call records to be easily copied to portable media (CD, DVD, Flash & USB devices) with no loss of sound quality. Copied recordings retain their security encryption and, at the user's discretion, any attached investigative notes.</p>
Call Lock	<p>The system's Call Lock feature allows recording of special interest to be retained indefinitely; rather than being purged from the system when the agreed upon storage period expires.</p>

Call Recording	<p>The system’s recording functionality is fully integrated and recording parameters are user selectable. By default, all incarcerated person calls are recorded except “Private” calls to approved legal counselors.</p> <p>Recordings are retrievable from various reports; such as detail reports. The speaker icon on call records opens the system’s Player with options to Play, Fast Forward, Reverse, and to add Case Number, Investigator ID, and/or Note. The Call Analyzer provides advanced replay tools for clarifying hard-to-understand conversations. The Incarcerated person and called party sides of the conversation are isolated on separate channels for replay.</p>
Call Control Features	<p>The system provides a full suite of features by which authorized users may control Incarcerated person calling:</p> <ul style="list-style-type: none"> • Unlimited Number Blocking • Call Scheduling (time of day; days of week) • Call Duration Limit • Full System Shut Down • Selected Telephone Shut Down • Remote Call Disconnect • Call Privilege Suspension by PIN • Personal Allowed Numbers per PIN

Integrated Help and Support

Online Help



A key element of our ITS is a robust, context-specific help function that allows users to self-help during the use of the system. Clicking the button opens a box with help information specific to that page. The following example illustrates help that opens when doing a Detail Report search.

Online Chat

GTL’s ITS offers a “Live Help” instant messaging feature for system users. GTL Technical Support personnel are available via Live Help online chat Monday through Friday from 8 am EST to 7 PM EST. Users may click on the “Live help is online...” button in the lower right corner of the GUI window.

“What’s New”



The menu bar includes an icon that allows the user to access the release notes for each new release of the ITS platform. Clicking the icon opens the release notes in a new window.

Face-to-Face Visitation Telephones

The GTL ITS includes the capability of connecting and recording incarcerated adult and youth communications through the facility’s visitation telephones. The GTL ITS feature for face-to-face visitation is currently deployed at ODRC facilities and offers additional features including PIN capabilities for identification of incarcerated adults and youth. Conversations through visitation phones can be monitored and recorded and can be limited to a pre-set call duration.

This capability permits live visitation phone monitoring and/or replay of recorded visitation conversations by authorized ODRC personnel at the correctional facility and at any of the remote ODRC offices that have approved access to the facility's system. Detail reports of visitation telephone activity are available at the system workstation and include; facility, phone station, date and time, and the length of the conversation.

Calling and Payment Methods

GTL's ITS provides traditional collect calling as well as prepaid call options to ensure that Incarcerated persons have every possible opportunity to connect with their friends. Prepaid calls are subject to the same ITS call restrictions and security functions as collect calls. The ITS is configured to provide prepay opportunities for both Incarcerated persons and the people they call.

PIN Debit Calling

GTL's ITS enables Incarcerated persons to prepay for their own calls with a PIN Debit account to any facility-approved telephone number. Funds for the PIN Debit account may be provided either by the Incarcerated persons themselves from their trust accounts, or from their friends and family who may deposit funds directly into PIN Debit accounts through GTL's web and IVR deposit channels.

To fund their PIN debit account, the incarcerated person completes a transfer by accessing the system via any standard GTL telephone and inputting the amount of money to be transferred from his/her trust fund. Incarcerated persons will have the option to review debit account balances at any time from any standard GTL telephone station. Once funds are applied to an incarcerated person's PIN debit account, the Incarcerated person can use the debit option during call set up to make debit calls.

PIN Debit Fund Transfer Interface

GTL will continue to provide integration which automates in the transfer of incarcerated person funds from their trust fund to their GTL incarcerated person PIN Debit Account, and therefore reduces staff manual involvement. This interface is already implemented with Cashless System's CACTAS Trust Accounting software. For this project, GTL will provide this interface service at no cost to ODRC.

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

Mobile Payment App



The ConnectNetwork mobile app provides access to our most popular services including AdvancePay accounts. Using the app, you can create a ConnectNetwork account, manage your account information, and make deposits into Incarcerated person debit or trust accounts. Our mobile app is available for both Android and Apple mobile devices.

GTL AdvancePay Prepaid Account Calling for Friends and Family

Calls to numbers that are unable to receive collect call billing can be completed through GTL's AdvancePay program. When an Incarcerated person attempts to dial a number that cannot receive collect calls, the ITS system will place the Incarcerated person 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 Incarcerated person is reconnected and the call progresses.

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

AdvancePay OneCall - With AdvancePay OneCall, the called party can choose to pay for just that one call. Standard per minute call rates, standard commissions, and standard AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls.

Personal Identification Numbers (PINs)

Personal Identification Number (PIN) technology is a standard feature in GTL’s ITS and is already deployed and operating at ODRC facilities. The ITS receives Incarcerated person ID and PIN information from the facility’s JMS which is then immediately active; the ITS can also assign Security PINs.

Interface with JMS for PIN Information

GTL already has an automated interface for Incarcerated person PIN information transfer for ODRC and therefore reduce staff manual involvement. This interface is offered at no cost to ODRC. The interface allows our phone system to import Incarcerated person PIN and demographic data generated by the DOTS Jail Management System (JMS). GTL ITS-JMS integration allows the automatic establishment and updating of Incarcerated person information PIN accounts within the GTL ITS via information transfer from DOTS without the need for human intervention. Changes to Incarcerated person information, once electronic transfers are complete, can be performed via update feeds sent by DOTS.

Three-Way Call Prevention

GTL’s ITS is designed to isolate any attempt by the called party to bridge a call in-progress to a third party. The system can be configured to do any of the following upon detection of call forwarding or three-way calling:

- Disconnect the call immediately.
- Disconnect the call after providing an explanatory message.
- Play a message that a prohibited call forwarding/3-way call attempt has been detected.
- Allow the call to continue for future investigation purposes.

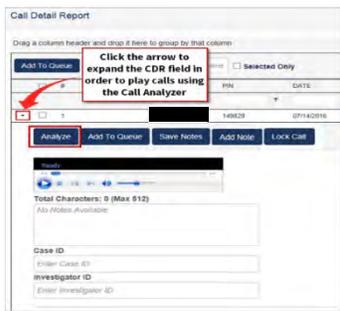
Number Management

Number Management in the ITS provides access to the system where billing telephone numbers (BTN)s are managed at ODRC’s discretion. On the Number Management screen, new numbers may be added to the system’s Number database and existing numbers can be found for review or editing of previously assigned restrictions. The basic

The screenshot displays a web-based interface for managing dialed numbers. At the top, there is a header "New Dialed No." with a "Back to Search Results" link and "Save" and "Cancel" buttons. Below this, there is a form with several sections: "New Dialed No." with a text input field; a grid of checkboxes for "Auto Accept", "Restricted Playback", "Blocked", "GeoFence Override", "Hot", "Private", "Free", and "Volicemail" (with a dropdown menu); a "Dotted No. Limits" section with a checkbox and a "Dotted No. Limits" field; a "Collect Billing Status" section with "Validated" and "Billable" checkboxes; and an "Alert Ann" section with a text input field. At the bottom right, there are "Save" and "Cancel" buttons.

restrictions/privileges that may be assigned to a telephone number include; Blocked, Private, Free, Hot, Dialed No. Limits, Restricted Playback and Voicemail.

GTL ITS Call Analyzer



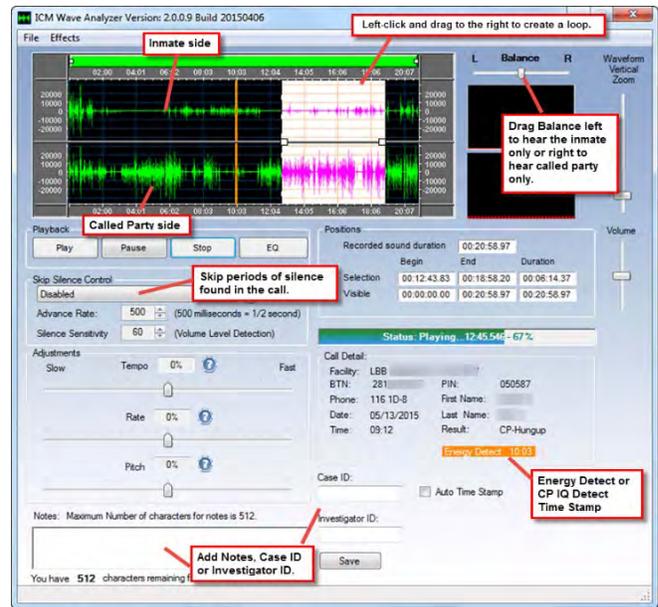
The call detail report displays two options for replaying the recorded conversation associated with each call record: Call Playback and Call Analyzer.

Call Analyzer is accessed by clicking the Analyze button. Call Analyzer is used to download and closely study recordings of investigative significance.

Call Analyzer Features

Separately Analyze the Two Sides of a Conversation:

As shown in the previous screenshot GTL ITS Call Analyzer separates the Incarcerated person's side of the conversation from the called-party's side of the conversation and displays their waveforms on different channels for separate analysis. Clicking and dragging the mouse across any segment on one or both channels isolates the segment for replay.



The Call Analyzer has the following advanced features:

- 3-Way Call and Called Party IQ Detection
- Add Notes, Case ID or Investigator ID
- Remove silence during playback
- Clarify Speech and Sound

e. The Contractor must provide the ability to run custom reports on incarcerated adult and youth telephone communication (calls, deposits, relationships).

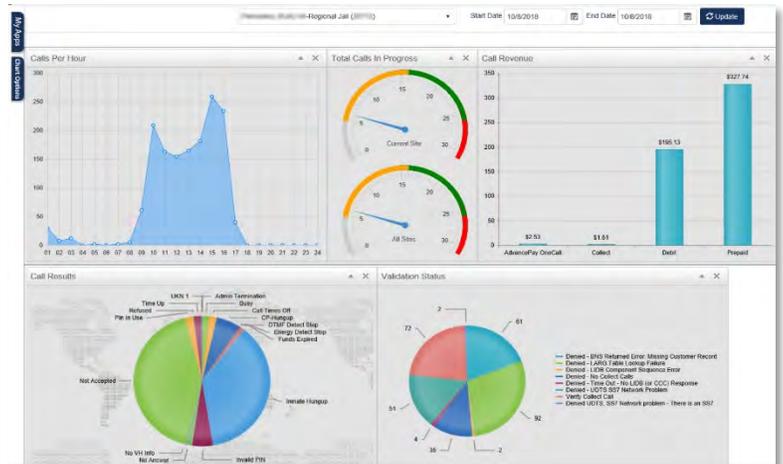
The ITS comes with a full array of system reports that can be accessed by authorized personnel. These reports are fully customizable to suit ODRC's needs. Standard facility reports may be generated and saved for later use, requiring only a new date parameter to generate the next report. The following list includes just some of the reports that can be created.

GTL's ITS is designed for easy, real-time, customizable, and ad hoc reporting for all ITS information needed by facility administrators and investigators. The GTL ITS provides (5) reporting tools:

- **Dashboard Graphs**—Call activity information at a glance
- **Call Detail Reporting**—Find valuable information on calling activities, designed primarily for investigators while still being easy to use for administrators
- **GTL Designed Reports**—Preconfigured commonly used report templates
- **Advanced Reports**—Designed primarily for administrators
- **Report Builder**—Build custom, detailed analysis reports and ad hoc reports

Dashboard Graphs

The Dashboard displays a user-defined date range of information, in graphical format, about the client's overall system or each facility's Call Results, Calls Per Hour, Revenue by Call Type, Total Calls in Progress, and Validation Status for the current day.



Call Detail

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

An authorized user may select or click-to-check one or any combination of multiple selection criteria listed on the Call Detail Reporting screen; customizing the report to meet the investigative (or administrative) need.

The system's Call Detail Report function generates more than 1,600 different reports based on user-defined parameters. Regardless of what type of report is requested, when the Search button is pressed, the GTL ITS generates and displays the report on the Detail Report results screen.

The 'Detail Report' screen displays a list of call records. The table below shows a sample of the data:

Call ID	Call Type	Call Time	Call Duration	Call Status
1		10/27/2020 10:25	HU 31 Dorm A-1 00:10	NULL
2		10/27/2020 10:25	Inspire 3 Tablet 00:24	NULL
3		10/27/2020 10:24	Inspire 3 Tablet 01:30	6706
4		10/27/2020 10:24	Inspire 3 Tablet 00:01	NULL
5		10/27/2020 10:24	Inspire 3 Tablet 01:00	NULL
6		10/27/2020 10:23	HU 4 B-1 00:24	1221
7		10/27/2020 10:23	HU 21 C-1 00:06	2413
8		10/27/2020 10:23	Inspire 3 Tablet 00:12	NULL

Use a GTL-Defined Report Type

The ITS is preconfigured with a set of reports commonly used templates. Upon request and at the time of system implementation, GTL will configure and save additional Report Types ODRC anticipates needing. The investigator selects these custom report templates from the Call Detail/Summary Reports drop list on the Menu Bar.

GTL-defined reports include:

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

Advanced Reports

The Advanced Reports toggle on the Menu Bar shows report options for the following seven categories of report types.

Call Statistics (and Revenue): Multiple reports that provide statistical (count) and revenue information related to all or specified types of incarcerated adult and youth calls.

Report Builder: allows investigators to build custom ad hoc reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data.

Debit System Information: Multiple reports that provide information about incarcerated adult and youth debit accounts and related transactions.

Incarcerated adult and youth Information: Multiple reports that relate to different aspects of incarcerated adult and youth calling, for example, Incarcerated adult and youth Phone List (PAN) Report, Shared Destination Dialed Number Report, and so forth.

Diagnostics: Multiple reports that provide information about system performance, for example: counts and percentages of completed and incomplete call attempts relative to trunk lines or incarcerated adult and youth phones.

Auditing: Multiple reports that allow administrators to track all system logins and activities by all or specific users and/or by specific tasks performed.

Auto Enroll IVR: Multiple reports which track incarcerated adult and youth activity related to the calling out to called parties for auto enrollment entry into the incarcerated adult and youth's Personal Allowed Number list (PAN) and the status of the existing incarcerated adult and youth PAN lists.

Advanced Reports draw information from various ITS databases to allow authorized staff to track, analyze, and audit incarcerated adult and youth phone usage, call revenue, debit system transactions, user access of the system, changes made to system settings, and overall system performance.

Report Builder

The Report Builder allows investigators to build custom ad hoc reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data. Report Builder creates simple or complex custom reports. A complex report might be the result of a multi-Dialed Number (destination number) query cross referenced against a single or multi-Incarcerated person PIN query or any other combination of queries. Report Builder's Dialed Number List Editor and PIN List Editor allow you save special lists that can then be selected as Dialed Number and/or PIN Query Options.

Group Data by Significant Parameters: On the Search Results screen below, you may drag any column heading to the group-by-column field to sort the results of the original search into blocks of data that are the most meaningful for the study.

	FACILITY	DIALED NO.	DATE	TIME	PIN	FIRST	L/PT	BOOKING NO.	PHONE	DUR	CHRG	TYPE
Contains:	Regional Jail		10/08/2018	18:52						04:25	\$1.25	Debit
Contains:	Regional Jail		10/08/2018	18:50						02:01	\$0.69	Prepaid
Contains:	Regional Jail		10/08/2018	18:49						03:43	\$0.80	Prepaid
Contains:	Regional Jail		10/08/2018	18:48						06:21	\$1.69	Debit
Contains:	Regional Jail		10/08/2018	18:47						00:56	\$0.00	Commissary
Contains:	Regional Jail		10/08/2018	18:47						07:39	\$1.84	Prepaid

Apply Additional Filters: The result of an initial search can be refined and data re-grouped.

Apply Additional Filters: The result of an initial search can be refined, and data re-grouped to yield greater intelligence. Clicking the dropdown icon visible beneath each column heading lets you apply additional filters to the data in that column.

Data Query Flexibility: Report Builder's flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and any or all phones or phone groups from your facility; any or all call types, stop codes, and more when creating custom reports.

f. The Contractor must provide access to voice biometrics.

GTL is currently providing ODRC facilities with our initial voice biometric voice identification feature. For this project, GTL proposes to continue to provide ODRC facilities with our initial Voice IQ® feature and offer our continuous voice identification solution. Voice IQ is a biometric speaker verification

system that enables both initial and continuous verification and identification of an ODRC incarcerated adult and youth in real time, using a simple spoken pass phrase and will continue to verify that speaker throughout the call.

Two levels of voice biometric identification are offered to ODRC on the GTL ITS:

- **Voice IQ® Initial Voice Biometric Verification**—verifies the voice of the incarcerated adult and youth matches the voice print associated with the entered PIN at the beginning of the call. Voice IQ will flag any failure of matching and can also be configured to deny the call if there is a match failure.
- **Voice IQ® Continuous Voice Biometric Verification**—continuously analyzes the incarcerated adult and youth voice throughout the call to ensure the incarcerated adult and youth does not “hand-off” the call to a different speaker.

Totally language and accent independent, the Voice IQ voice biometric identification feature provides a secure, efficient and extremely convenient method to initially verify and continuously ensure an incarcerated adult and youth’s identity throughout the call. Our initial voice biometric solution is already deployed within ODRC facilities and is fully integrated to our ITS.

Distinctive advantages of the GTL voice verification include:

- Operates in **Real-Time**— Prevents PIN fraud before it happens, not discover it after the fact, and delivers actionable intelligence as it happens. A detected voice change during a call can be seen in near real-time in the Live Monitoring module of the ITS application.
- Resides as an integral component of the hosted incarcerated adult and youth telephone system and **does not require 3rd-party software** to open outside of the hosted ITS user interface.
- Enrollment Flexibility and Simplicity – Simple enrollment simply requires repeating a pass phrases using any incarcerated adult and youth telephone. No need for staff involvement! Voice IQ Continuous also provides the ability to enroll a voice without a pass phrase.
- Technology works throughout the call (Continuous Voice Biometric Identification) and will **identify fraudulent handover** of the handset to a different incarcerated adult and youth.
- Identifies and scores all potential fraudulent users on the call.
- Provides the ability to **search call recordings for the voice print** of an incarcerated adult or youth.

Voice IQ® Voice Biometric—Initial Identification

GTL’s Voice IQ solution is an integrated component of GTL’s ITS and is currently deployed at ODRC facilities. Incarcerated adults and youth are enrolled (below) to provide a “voice print” that is coupled with the incarcerated adult and youth’s PIN. With every call the incarcerated adult and youth speaks their pass phrase into the telephone handset after entering their PIN. The incarcerated adult or youth’s pass phrase is then processed by GTL’s voice biometric module for verification of identity versus the PIN. A verification result is then returned to confirm or deny the incarcerated adult and youth’s identity based on the voice print analysis. Thresholds in the voice biometric module are configurable and GTL will typically “tune” the parameters to the specific ODRC environment in order to minimize both false

positives and negatives. The ITS can be configured in the result of an identity mismatch to either deny the call from proceeding or to flag the call but allow it to continue for investigative purposes.

Enrollment and Enrollment Verification:

Enrollment in Voice IQ's initial voice biometric solution is carried out by an incarcerated adult and youth stating three consecutive renderings of the selected pass phrase (e.g., "with GTL my voice is my password"), creating a unique voiceprint. If desired, ODRC can limit enrollment to specific telephones where staff can monitor the enrollment. However, no staff involvement is needed during the enrollment process and it can be conducted on any incarcerated adult and youth telephone on the incarcerated adult and youth's initial phone call.

The VIQ Trained checkbox in the GTL Command GUI PIN Detail screen is used to assure an incarcerated adult and youth's Voice IQ enrollment has been verified. The VIQ Trained checkbox will remain unchecked until a PIN voice print has been verified as trained.

Searching for Calls that Failed Voice Verification

From the Detail Report screen users select "Failed Voice Verification" from the drop-down menu and view which incarcerated adult and youth's failed voice verification during the initial call set up.

Voice IQ® Voice Biometric—Continuous Identification

Voice IQ Continuous Voice Verification is used in conjunction with the Voice IQ Initial Voice Verification to ensure the incarcerated adult and youth validated with the PIN at the start of the call remains the only incarcerated adult and youth for the duration of the call. Using one of the most comprehensive, natural language speaker verification tools in the industry, Voice IQ enrolls the incarcerated adult and youth voice print and builds a voice print profile for comparison in future calls. During the incarcerated adult and youth call, Voice IQ will continuously compare segments of the live calls to the recorded voice print to verify the incarcerated adult and youth's identity. Whenever the software detects a change in the voice on the incarcerated adult and youth side, a "speaker change event" (SCE) is recorded in the call record and displayed in real time if the call is being live monitored. Voice IQ will also identify the most likely incarcerated adult and youth matched to the new voice.

Voice IQ Continuous also provides a valuable investigative feature in voice print search. Investigators can search call recordings to identify those that include a specific incarcerated adult and youth's voice print.

GTL's Voice IQ Continuous will generate a system alert when a SCE is detected. Alerts can perform any combination of the following actions:

- Alert both parties a Speaker Change event has occurred
- Terminate the call
- Store Speaker Change event information in the hosted ITS database but allow call to continue
- Alert designated personnel by email or text message

Enrollment and Enrollment Verification

Enrollment can be done using Voice IQ Initial's process in which carried out by an incarcerated adult and youth stating three consecutive renderings of the selected pass phrase (e.g., "with GTL my voice is my PIN"), creating a unique voiceprint. Alternatively, the system provides a passive enrollment (also known as "covert" enrollment) in which speaking samples from an incarcerated adult and youth's initial call or across multiple calls to complete GTL Voice IQ enrollment.

The VIQ Trained checkbox in the GTL Command GUI PIN Detail screen is used to assure an incarcerated adult and youth's Voice IQ enrollment has been verified. The VIQ Trained checkbox will remain unchecked until a PIN voice print has been verified as trained.

Voice IQ Call Detail Reporting Filter

From the Call Detail Reporting Screen, users select the Return VIQ Detect Status Records box. When checked, search results will be limited to call records where Voice IQ has detected possible changes during the call.

Voice IQ flag of SCE in the Call Detail Results Screen

From the Call Detail Reporting Screen, users can search for call records where Voice IQ detected possible speaker changes in the speaking incarcerated adult and youth's voice. Users can then run a report to generate all SCE's detected within the specified time frame.

Voice ID Report- Voice Print Search

From the Detail Report search screen, users can search for possible Voice IQ activity (Speaker Change) by Voice IDs. The Voice ID report pulls up call records where a specific Voice Print has been detected as the original speaker or a possible Speaker Change event occurred. The report results display the dialed number, incarcerated adult and youth PIN, date and time of the call, duration of the call, result, incarcerated adult and youth phone description, charge, Energy, and VIQ.

The screenshot shows the 'Voice ID (PIN) Report' interface in the GTL Command system. The top navigation bar includes the GTL logo, 'COMMAND', and various utility icons. The main content area features search filters for 'Select A Site', 'Voice ID', 'Start Date', and 'End Date'. A 'Generate' button is located to the right of these filters. Below the filters is a table of call records. The table has columns for '#', 'STATUS', 'DIALED NO.', 'PIN', 'DATE', 'TIME', 'DUR.', 'RESULT', 'PHONE', 'CALL TYPE', 'CHARGE', 'ENERGY', and 'VIQ'. The first row of data shows a call with a duration of 01:34 and a VIQ value of 01:22. Below the table, there are buttons for 'Analyze', 'Add To Queue', 'Add Note', 'Lock Call', and 'Save Notes'. A 'Ready' status indicator is visible at the bottom left of the report area.

#	STATUS	DIALED NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY	VIQ
1			2020012155	12/11/2020	10:30	01:34	Inmate Hungup	5E4-4	Prepaid	\$0.42		01:22

Investigators can then select a call to view from a list of incarcerated adult and youth Voice IDs flagged as possible speakers on the call and use the Call Analyzer feature to view a list of incarcerated adult and youth Voice IDs that were possible speakers on the call.

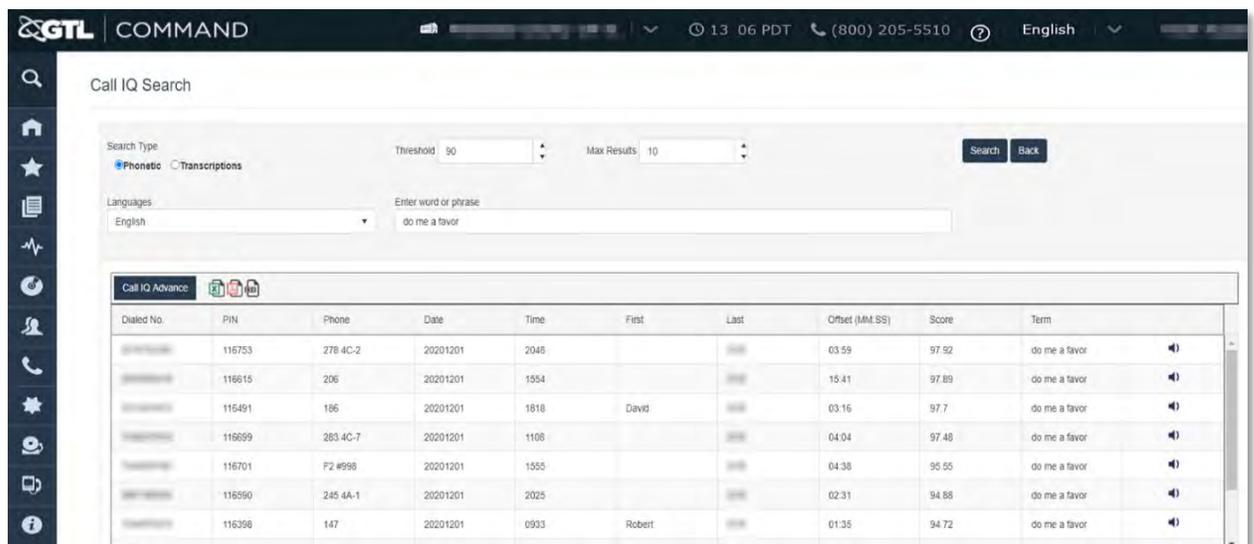
Voice IQ in the Call Analyzer

The Call Analyzer provides visual indicators of the occurrence of a Voice IQ SCE. Investigators can see the exact place in the call where the voice change occurred. Also, a list of the top five possible matches for the speaker change is displayed including the incarcerated adult and youth PIN number, incarcerated adult and youth name, and a confidence score (0-100) of possible speaker change matches.

g. The Contractor must provide the ability to search by keywords from automated voice transcription.

GTL proposes to offer ODRC facility staff and investigators with our unique calling investigative **Call IQ®** feature. This advanced keyword search application elevates to a whole new level the automatic searching of recordings for investigative intelligence. Call IQ has **multiple alert capabilities** with the ability to detect and identify words or a sequence of words spoken by the incarcerated person and called party.

Investigators will be able to transcribe call recordings of specific incarcerated person conversations of interest using the speech-to-text transcription capabilities of our Call IQ. 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.

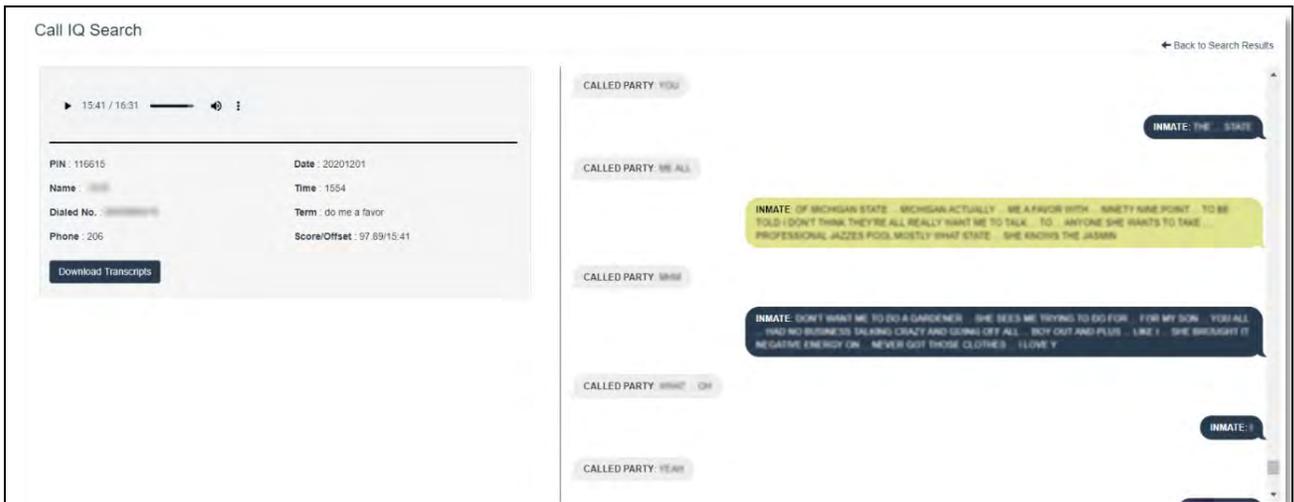


The screenshot displays the 'Call IQ Search' interface within the 'GTL COMMAND' system. The interface includes a search bar with a 'Search' button and a 'Back' button. Below the search bar, there are options for 'Search Type' (Phonetic and Transcriptions), a 'Threshold' set to 90, and 'Max Results' set to 10. A 'Languages' dropdown is set to 'English', and the search term 'do me a favor' is entered. The results are displayed in a table with columns: Dialed No., PIN, Phone, Date, Time, First, Last, Offset (MM:SS), Score, and Term. A 'Call IQ Advance' button is visible above the table.

Dialed No.	PIN	Phone	Date	Time	First	Last	Offset (MM:SS)	Score	Term
[REDACTED]	116753	278 4C-2	20201201	2046		[REDACTED]	03:59	97.92	do me a favor
[REDACTED]	116615	206	20201201	1554		[REDACTED]	15:41	97.89	do me a favor
[REDACTED]	115491	186	20201201	1818	David	[REDACTED]	03:16	97.7	do me a favor
[REDACTED]	116699	263 4C-7	20201201	1108		[REDACTED]	04:04	97.48	do me a favor
[REDACTED]	116701	F2 #998	20201201	1555		[REDACTED]	04:38	95.55	do me a favor
[REDACTED]	116590	245 4A-1	20201201	2025		[REDACTED]	02:31	94.88	do me a favor
[REDACTED]	116396	147	20201201	0933	Robert	[REDACTED]	01:35	94.72	do me a favor



When the investigator selects the play icon, they can automatically see the transcript of the incarcerated person and called party conversation.



h. The Contractor must provide the ability to provide telephone identification (tablets, cell phone, landline).

GTL currently provides ODRC facility and investigative staff with our Phone IQ® phone type identification feature. For this project, GTL will continue to offer ODRC our Phone IQ product for use with the GTL ITS user interface as a fully integrated feature.

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

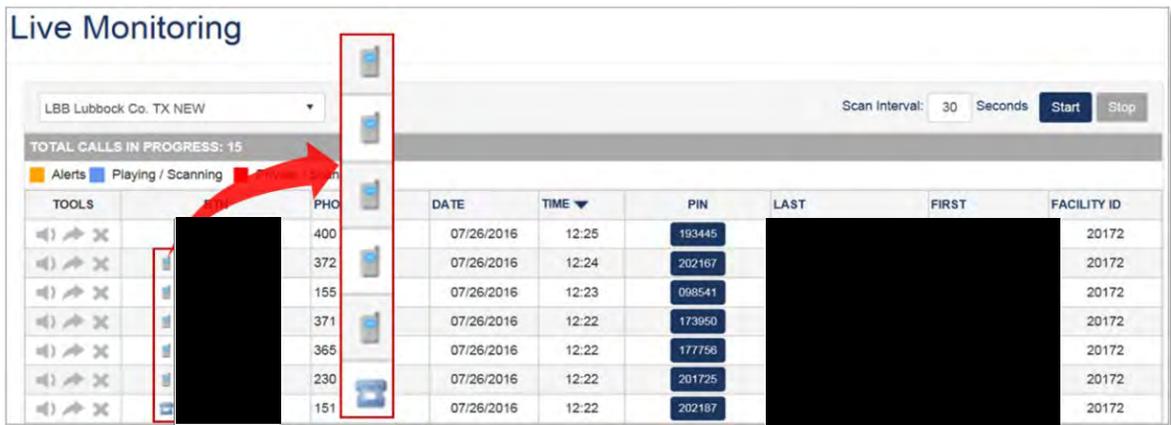
Phone Type Icons

Icon	Phone Type
	Cell Phone - Detected the number as a cell phone with an associated account
	Landline - Detected the number as a landline
	Burner Cell Phone - Detected the number as a cell phone without an associated account
	VOIP - VoIP call
	Unknown - The system could not determine the phone type

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

Call Detail Reporting: The phone type will be displayed on the Call Detail Report results screen under the Phone Type column heading.

Live Monitoring: The Phone Type indicator will be displayed on the left-hand side of the Dialed Number on the Live Monitoring screen.

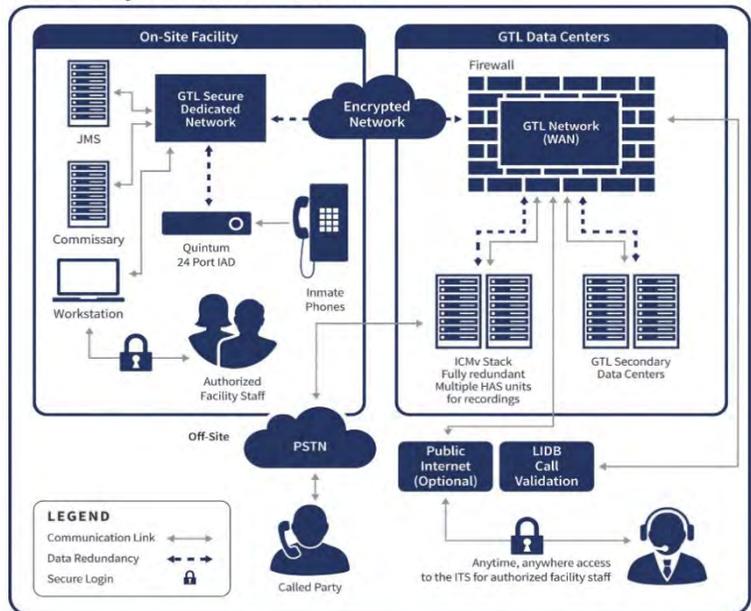


- i. The Contractor must provide the ability to configure the call processing and recording system.

GTL's ITS is a web-based, hosted system that includes all equipment, hardware, and software—including the telephone call processing and recording system, and associated software. This solution uses cutting edge call-processing and data-management technology that is designed specifically to operate with the highest degree of reliability in the challenging environment of the corrections industry.

GTL's ITS Solution takes full advantage of open architecture and state-of-the-art hardware and network design that allow the ITS to be interfaced with other ODRC facility systems and easily expanded, upgraded and adapted to accommodate changes in the industry and client requirements. Any new ODRC facilities can be networked to existing facilities with the new facility's records added to the common database with no disruption or impact on service to existing ODRC facilities.

GTL ITS System Architecture



GTL ITS Call Processor

GTL is the exclusive provider of our ITS call processor, which is designed, manufactured, maintained, and upgraded by GTL. Each call processor is built and customized to meet the exact needs of each our clients and offers an unmatched range of benefits to its users. The GTL ITS combines the reliability of commercial hardware with the flexibility of a customized solution to integrate core incarcerated adult and youth calling applications with cutting edge value adding features.

GTL's unique ITS solution includes not only the physical call-processing hardware, but also the corresponding network hardware and circuits, designed specifically for the needs of each correctional facility. With this true end-to-end solution, GTL can transmit data over a packet-switched network to continuously back up all call records to our offsite data centers, stream live calls directly to remote investigators, and access phone company databases for highly detailed call validation of every call.

ITS Client and Server Software

The GTL ITS platform runs on the Linux operating system with fully redundant servers, utilizing a Microsoft SQL database cluster. Software versions are continuously updated. Workstations to control the calling platform are only required to have a currently supported browser. Authorized individuals access the secure, dedicated ITS network and control program via connection to GTL's private ITS website.

GTL's hosted ITS solution has a web-based interface that is accessible to authorized individuals via connection to GTL's Applications Portal.

Call Recording System

The GTL's ITS automatically records all calls, except those to numbers marked "Private" within the system to ensure attorney/client privilege. The system is capable of recording calls from all phones simultaneously. Live monitoring of calls does not interfere with the recording of calls.

GTL's ITS is a centralized non-premise system that is configured with built-in redundancy to reduce interruption of service and prevent data loss. When an incarcerated adult and youth places a call, the recorded conversation (along with call details) will be digitally transmitted in real-time as incarcerated adult and youth calls complete and stored at our primary Data Center. GTL employs a scalable, high availability enterprise class (ECS) storage servers to store all call recordings and call data.

GTL will store call recordings on-line for immediate access by authorized personnel and investigators. For this Project, GTL will configure the ITS to store recordings of incarcerated adult and youth conversations and retrievable on-line for the life of contract or for the duration required by ODRC.

Call processing and call recording operate off the same clock and have the same date and time stamp. Recordings are stored in a proprietary GTL format and our proprietary codecs are required to play back the call, helping to eliminate unauthorized access.

j. The Contractor must provide the ability to store data centrally and retrieve data when required.

GTL understands that our corrections clients demand the highest levels of data security both for user access of data and storage of that data. At GTL we are dedicated to the protection and reliability of ODRC data using the latest technology and industry best practices.

Our ITS platform provides centralized storage of all system and call data at GTL Data Centers. All ODRC data is stored at GTL Data Centers with integrated redundancy to reduce interruption of service and prevent data loss. Communication traffic is delivered over a firewall-protected WAN. All transmission of data to our off-site databases and servers at our Data Centers are encrypted according to IPsec protocols. The data for each incarcerated adult and youth call will be digitally transmitted in real-time as incarcerated adult and youth calls complete and stored at our primary Data Center. GTL will store call recordings, records and data on-line for immediate access by authorized ODRC personnel and investigators.

Each telephony server connects to our secure, enterprise class storage (ECS) servers which utilize dedicated SAN All Flash storage arrays, allowing incarcerated adult and youth call recordings, records and data to be replicated in real-time. GTL redundantly stores all call detail records for on-line access for the term of the contract and recordings for the agreed upon storage period.

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

The GTL Security Architecture is designed to maximize the security of ODRC ITS data stored in GTL data centers. This architecture uses a layered approach, beginning at the customer level to the data center. GTL currently maintains both Payment Card Industry (PCI) Merchant Level 1 and Systems and Organization Controls (SOC) 2 Type II compliance certifications. This architecture and our corresponding information security Policies and Procedures were developed using the National Institute of Standards and Procedures (NIST) 800-53 and industry best practices as the foundation.

k. The Contractor must provide an alert on voice change in a call.

GTL offers ODRC our Voice IQ® Continuous voice biometric feature. Voice IQ continuous voice verification is used in conjunction with Voice IQ initial Voice Verification which is currently deployed at ODRC facilities to ensure the incarcerated persons are validated with a PIN at the start of the call remains the only incarcerated person speaking on the call.

After call completion, the Speaker Change Events collected during the call are stored in the ITS database. Speaker Change Events for all incarcerated person calls are stored collectively in the ITS database for further search and retrieval.

From the Call Detail Reporting Screen, a report will be generated with all Speaker Change events detected during the specified time frame. The search results will display any record flagged for speaker change activity where the selected PIN is flagged as a possible speaker on the call.

#	STATUS	BTN	PIN	DATE	TIME	DUR	RESULT	PHONE	CALL TYPE	CHARGE	DETECT	VIQ
1	V			10/26/2016	14:40	06:21	Inmate Hungup	Mod H-2	Debit	\$1.10		02:45
2	V			10/26/2016	14:28	05:24	CP-Hungup	Mod F-3	Prepaid	\$0.78		05:50
3	V			10/26/2016	14:24	04:22	Inmate Hungup	Mod 8-2	Debit	\$0.78		02:35
4	V				14:17	02:55	Inmate Hungup	Mod 8-2	Debit			02:26
5	V				14:10	04:34	CP-Hungup	Mod 1-2	Prepaid			02:56
6	V				14:10	03:34	Inmate Hungup	Mod 17-1	Prepaid			02:39
7	V			10/26/2016	14:07	07:27	Inmate Hungup	Mod H-3	Debit	\$1.25		02:28
8	V			10/26/2016	14:05	06:04	Inmate Hungup	Max 2-2	Debit	\$1.10		04:59
9	V			10/26/2016	14:02	09:10	Inmate Hungup	Mod K-2	Prepaid	\$1.30		03:12
10	V			10/26/2016	13:59	13:22	Inmate Hungup	Mod 5-2	Debit	\$2.20		04:18
Total Time:										01:03:13	Total Charge:	\$10.15

9. General Technical and Security Requirements

Network:

Any device used by or issued to an incarcerated adult or youth must be standalone or, if a connection is required, the device must be connected to a wireless network backbone and physical infrastructure installed by the Contractor for the express purpose of providing a connected infrastructure for incarcerated adults or youths. Existing Agency physical plant cabling cannot be used for the propagation of this Contractor infrastructure. All electrical, copper, fiber cabling, switches, UPS and racking must be supplied by the Contractor. All network physical plant design specifications must be approved by Agency Network Architect or designee and must follow agency networking and security standards. The Contractor must supply and maintain their own ISP DMARC and no part of the vendor network may connect to the DRC/DYS network backbone infrastructure. The Contractor wireless channels must be determined by DRC as to avoid interference with the DRC/DYS wireless access or other wireless communication. The network must prohibit non-Contractor provided devices from joining the wireless network. The Contractor must deliver network architectural drawings and documentation to the State Agencies.

Device Security:

Devices used or issued to incarcerated adults or youth must be secured to prevent physical tampering, hacking, recoding, reimaging, redirecting, or otherwise being used to access the internet or any other network or systems. That is, incarcerated adults or youth should not be able to reprogram the device to allow peer-to-peer communication or access to any wired or wireless network other than the Contractor managed wireless network used for operation of the devices. Incarcerated adults and youth must not be able to use the device(s) to make calls, send texts or instant messages, or use any other commercially available communications or social media other than those authorized, monitored, and recorded by the Contractor(s) or State Agencies. The Contractor must log and monitor all traffic on the incarcerated adult/youth network and make it available to the State Agencies upon request. Log data must be retained for not less than 90 days.

Agency System Access:

To facilitate the State Agencies ability to enable or disable devices for security reasons the Contractor must provision and maintain a database for providing the device type, MAC address, and unique owner ID (DRC Inmate Number or DYS Youth number). Contractor must develop and make available an API into the Contractor's system so that DRC and DYS applications may make API calls to perform the following functions:

- a. Disable a device.
- b. Enable a disabled device.
- c. Query all enabled/active devices; to include device type, MAC address, and unique owner ID (DRC Inmate Number or DYS Youth number).
- d. Query all disabled/inactive devices; to include device type, MAC address, and unique owner ID (DRC Inmate Number or DYS Youth number).
- e. Note on the queries: a single query that returned all the above listed fields, but also included an additional field that indicates weather the device is active or not (i.e. yes/no or active/inactive) would be acceptable. Or two separate queries would also be acceptable.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 9. including:

Network: Detail and describe offeror's capability of installing the necessary and dedicated wireless network and operating system security which will be completely independent from State Agencies.

Device Security: Describe offeror's business logic, processes, how data is stored, penetration tests, audits, and system integrity.

Agency Security Access: Describe offeror's management software controls for software applications; if security vulnerabilities are detected, describe offeror's solution (video, audio multimedia formats, and form-based content).

GTL has read, understands, and will comply.

Network:

GTL's secure, independent wireless tablet network is already deployed and operating at ODRC facilities. Our standalone network is completely isolated from ODRC's network, cabling, physical equipment, and servers. No part of the GTL wireless tablet network will connect to the DRC/DYS network infrastructure. All tablet communications route over an encrypted VPN running on a highly secure, invisible wireless WPA2 network.

For this project GTL will continue to provide ODRC with our latest, secure, state-of-the-art Inspire wireless tablet system which includes all the required hardware, wiring, infrastructure, software and applications at No Cost to ODRC.

As wireless technology continues to evolve, GTL will evolve with these changes. For instance, GTL has identified eight (8) sites with older technology dating back to 2017 when they were installed. In order to improve wireless coverage at these sites' GTL has begun replacing these older access points with the latest technology. In Lebanon, we tested this new technology in several housing units; both the incarcerated adults and staff have indicated coverage in the housing units improved significantly. The wireless upgrade began in Q4 and will wrap up before the start of the new contract 7/1/21 for the before-mentioned sites.

The GTL wireless network and tablet devices operate at a specific frequency which does not interfere with any other ODRC/DYS wireless communication.

GTL uses best-in-class security measures to ensure wireless devices and the wireless networks are properly protected from malicious behavior. This ensures only GTL devices can access the network while unauthorized devices do not. If a device is attempting to connect to access an unauthorized Wi-Fi signal the device is detected and its wireless connectivity disabled, rendering it unusable.

The architecture uses a layered approach with encryption, beginning at the end-user device and extending to the GTL data center. This architecture and our supporting information security Policies and Procedures were developed using the National Institute of Standards and Procedures (NIST) 800-53 controls and industry best practices. Monthly internal and quarterly external vulnerability scanning, and quarterly penetration testing is performed by the GTL IT Security department and a PCI-DSS Approved Vendor.



The network is protected by routers/firewalls that utilize a “default deny” approach to access controls utilizing whitelisted services / ports for our products and services. The GTL external network communication employs encrypted

IPSEC VPN tunnels connected to the datacenters. All outbound communication routes through a Gateway server appliance, which is both a firewall (to limit connections to a strict whitelist of allowed devices and allowed destination URLs) and a proxy server (to ensure no direct connection to the Internet). The Gateway further prevents any incarcerated individual-to-incarcerated individual communication via the tablets. The tablet infrastructure uses a point to point VPN between the tablet and the tablet server to provide protected data transfer. GTL's network design ensures that in the event of any component failure, there will be no escalation of privileges.

The software, hardware and wireless security controls have all been tested by GTL’s Security Department as well as third-party security experts. GTL has been proven to be the most secure corrections-grade network in the industry. We engaged a third-party penetration-testing company to perform a technical security assessment on the tablet android device. The assessment included

attempting both hardware and software-based attacks from an incarcerated adult and youth or external collaborator.

Device Security:

Hardware Security - The upgraded wireless tablet offered to ODRC has rugged external housing and was drop-tested to meet military-grade 810G (MIL-STD-810G) standards. Incarcerated adults and youth will find it difficult to break the tablet or access interior components, like the motherboard. Additionally, our device is protected from incarcerated adult and youth access to the inside of the case via our specialty security screws, which require a custom tool to remove. The tablet's durable, clear body adds another layer of security to help prevent contraband from being hidden in the device. Our Inspire tablets include additional features to ensure ODRC's facility safety and security.

Application Security - GTL's management software controls all tablet software applications. This wireless system application security allows for easy and quick deployment of applications and firmware changed over the air (OTA), without any end user interaction required.

The administrative interface allows facilities to manage whitelisted (allowed) and blacklisted (restricted) sites at the global level and the facility level. This allows a greater amount of flexibility for the preferences of the allowed content. Changes to the whitelisted and blacklisted sites can be made in real time and are quickly adopted by the GTL Secure Network.

Our application security is designed to:

- Eliminate external linkages
- Deny unapproved content
- Remove back-door access to tablet settings

Operating System Security - Each of our tablets runs a custom version of Android, which only connects to approved, secure access points on the GTL independent network. Incarcerated adults and youth cannot reset the tablet devices to a default Android ROM, as there is no default ROM on the device. Incarcerated adults and youth have no access to device settings (other than user preferences like volume, rotation, and brightness control) and they cannot see or access alternative networks. The wireless tablet has no cellular capabilities and has no media slots, further limiting access possibilities.

GTL has the most secure corrections-grade incarcerated adult and youth tablet solution in the industry. We engaged a third-party penetration-testing company to perform a technical security assessment on the wireless Android tablet device. The assessment included attempting both hardware and software-based attacks from an incarcerated adult and youth or external collaborator.

GTL wrote and has full control over the firmware and source codes that appear on our tablets. Tablets are connected online through our secure network infrastructure. If security vulnerabilities were detected, updates would occur immediately, eliminating the need for offline synchronization; a common business practice among our competitors. In addition, GTL can push ROM updates over the

air. These updates typically occur monthly, but the frequency can be tailored to meet the needs of ODRC.



Info@Risk, an independent information security assessment firm, performed a set of rigorous, comprehensive penetration tests on Inspire, GTL's corrections-grade wireless incarcerated adult and youth tablet. GTL remediated vulnerabilities found by Info@Risk, and subsequent re-testing confirmed that all significant vulnerabilities were successfully eliminated. Info@Risk certified that Inspire, as tested, has applicable information security controls in place to resist attacks from all typical attack vectors.

Network Security

Our network architecture routes all communication through a GTL Gateway server appliance, which is both a firewall (to limit connections to a designated list of facility-controlled devices and controlled-destination URLs) and a proxy server (to ensure no direct connection to the internet).

Incarcerated adult and youth-to-incarcerated adult and youth communication on our wireless tablets is blocked by the GTL network gateway, which acts as a firewall to strictly prohibit internal communication. The wireless network design ensures that in the event of any component failure, there will be no escalation of privileges and incarcerated adults and youth cannot gain open access to the Internet. We have designed these features to execute the highest data access security within your facilities.

Tablet Monitoring & Tracking – Our GTL Command user interface is designed to deliver a unified solution for remote logging, monitoring, and control capabilities for all traffic on the Inspire wireless tablet network. This powerful web-based application delivers two-part (username and password) protected access to a comprehensive suite of configuration, management, and investigative tools. From the interface, you can observe device status and real-time usage, detect non-compliance, enable or disable them and more. Authorized facility staff can access the application on any standard web browser, including Internet Explorer, Firefox, and Chrome. You have complete tablet control and oversight. No special equipment or software necessary.

Each tablet collects data ranging from non-privileged communication to usage history for real-time or future investigations. This includes pre-approved content like music, books, and education material. Authorized staff can easily review and search data for audits, analysis, and criminal investigation. All Inspire tablet data retained by GTL will be stored at our secure offsite data centers and is available to authorized ODRC facility staff through the GTL Command user interface for the life of the contract.

To summarize, GTL's commitment to security is our highest priority.

Agency System Access:

To facilitate the State Agencies ability to enable or disable devices for security reasons the Contractor must provision and maintain a database for providing the device type, MAC address, and unique owner ID (DRC Inmate Number or DYS Youth number). Contractor must develop and make available an API into the Contractor's system so that DRC and DYS applications may make API calls to perform the following functions:

- a. Disable a device.

GTL Command device control allows administration the ability to manage tablets for a large-scale deployment. With a single click, devices can be disabled by specific tablet device, by housing pod(s) or for the whole facility. When disabling, a specific reason can be selected and use audit entries will show which staff personnel disabled it, when it was disabled, and the reason for disabling.

- b. Enable a disabled device.

GTL Command device control allows administration the ability to manage tablets for a large-scale deployment. With a single click, disabled devices can be enabled by specific tablet device, by housing pod(s) or for the whole facility. Audit entries will show which staff personnel enabled the tablet, when it was enabled, and can be queried by specific user, action, and date.

- c. Query all enabled/active devices; to include device type, MAC address, and unique owner ID (DRC Inmate Number or DYS Youth number).

ODRC facility staff can use our GTL Command user interface to query any tablet device that is actively being used by a specified incarcerated adult or youth. In addition, all activities on the tablet can be viewed and audited by staff. Incarcerated adults and youth can be assigned or reassigned a tablet directly from the device control interface. All devices can be queried by incarcerated adult or youth assignment, device ID, ROM version, device manufacturer, room(s) and all the data can be exported to Excel.

- d. Query all disabled/inactive devices; to include device type, MAC address, and unique owner ID (DRC Inmate Number or DYS Youth number).

ODRC facility staff can use GTL Command to query any tablet device that is enabled or disabled. All devices can be queried by device ID, assigned incarcerated adult or youth, MAC address, ROM version, device manufacturer, room(s), and all the data can be exported to Excel.

e. Note on the queries: a single query that returned all the above listed fields, but also included an additional field that indicates whether the device is active or not (i.e. yes/no or active/inactive) would be acceptable. Or two separate queries would also be acceptable.

ODRC facility staff can run a single query of all the listed fields shown above, including a field indicating the device status and can filter and show if the device is enabled or disabled. All data can be exported to Excel.

10. Transition Contract (onboarding / offboarding)

State Agencies Ownership of Data

- a. The Contractor must acknowledge in writing below that State Agencies have full ownership of all data and agrees that all State Agencies data must be returned to the State Agencies if the Contract is terminated for any reason. Return of the data includes providing data in an industry standard format, current at the time, either to the State Agencies or to a State Agencies designated Contractor and assisting with any required data verification and transfer to ensure data is complete and useable at no cost to any party, and to not destroy data without prior written permission.
- b. The Contractor's field service team must work with each facility to help manage the assigning and unassigning of tablets.
- c. The Contractor must work with each facility to provide the proper training using the online tools needed to complete each function.
- d. The Contractor must work with State Agencies on the transition and timing requirements for either, onboarding or offboarding at the end of the Contract.
- e. At the end of the Contract, data must be transferred in a user-friendly, searchable electronic format to a hard-drive storage device for indefinite off-line access.
- f. The Contractor must provide State Agencies with the leave-behind solution software, at no cost to State Agencies, allowing authorized staff indefinite access to call records, recordings, reports, documentation, and all other data on the hard drive storage.
- g. All messages, streaming movies, streaming music etc. must be stored in an encrypted secure cloud environment to allow flexibility and efficiency in tablet/kiosk management.
- h. The outgoing Contractor must work with State Agencies to ensure a process is in place to address the materials purchased from other Contractors.
- i. State Agencies must ensure incarcerated adults and youth are given an opportunity to 1) transfer purchased songs, videos, books, etc. or 2) trade their purchased downloads for credits.
- j. The Contractor must provide the option for the restored citizen to 1) access purchased songs, videos, books, etc. after release or 2) purchase device at their discretion.

- k. Post-release programs must be available on any internet-enabled device accessible to the restored citizen, including a smart phone or a public library's PC.
- l. The State must own all data and contractually obligate former and current Contractors to transition data and/or provide access to historical data at no cost to any party, and to not destroy data without prior written permission from the state.
- m. This process must be completed directly with the outgoing Contractor without the need for State Agencies staff involvement.
- n. State Agencies require a collaboration between incoming and outgoing Contractor prior to cutover so that data is migrated, the transfer is then tested in an automated fashion by testing arithmetic records (end time – start time = duration & rated value) as well as through human visual inspection.
- o. Once the database is verified, the integration with the State Agencies is established and run in parallel with cutover activities.
- p. Before cutover, the data in the prior Contractor's system, is verified against the incoming Contractor system as a condition to go live.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 10. including:

Acknowledge in writing that State Agencies have full ownership of all data and agrees that all State Agencies data will be returned to the State Agencies if the contract is terminated or not renewed for any reason; that the data will be transferred in a user-friendly, searchable electronic format to a hard-drive storage device for indefinite off-line access, and not destroy data without prior written permission.

Describe in detail the Offeror's field service team, end-user training and the transition phasing and timing requirements for onboarding or offboarding. Describe the leave-behind solution software, the tablet/kiosk management.

Describe in detail the offeror's process that will be in place to address materials purchased from other Contractors, discuss the way to transfer purchased songs, videos, books, etc. or the trade of downloaded songs for credits, purchase of device. Include in the transition plans how offeror will update equipment.

Describe in detail the collaboration required between the incoming and outgoing Contractors prior to go live so that data is migrated, the transfer is then tested in an automated fashion by testing all records (end time – start time = duration & rated value) as well as through human visual inspection and before cutover, the data in the prior Contractor's system, is verified against the incoming Contractor's system as a condition of go live.

Additional Offeror response: offerors must provide a detailed Implementation / Transition Plan as tab 22 of their Proposal.

GTL has read, understands, and will comply.

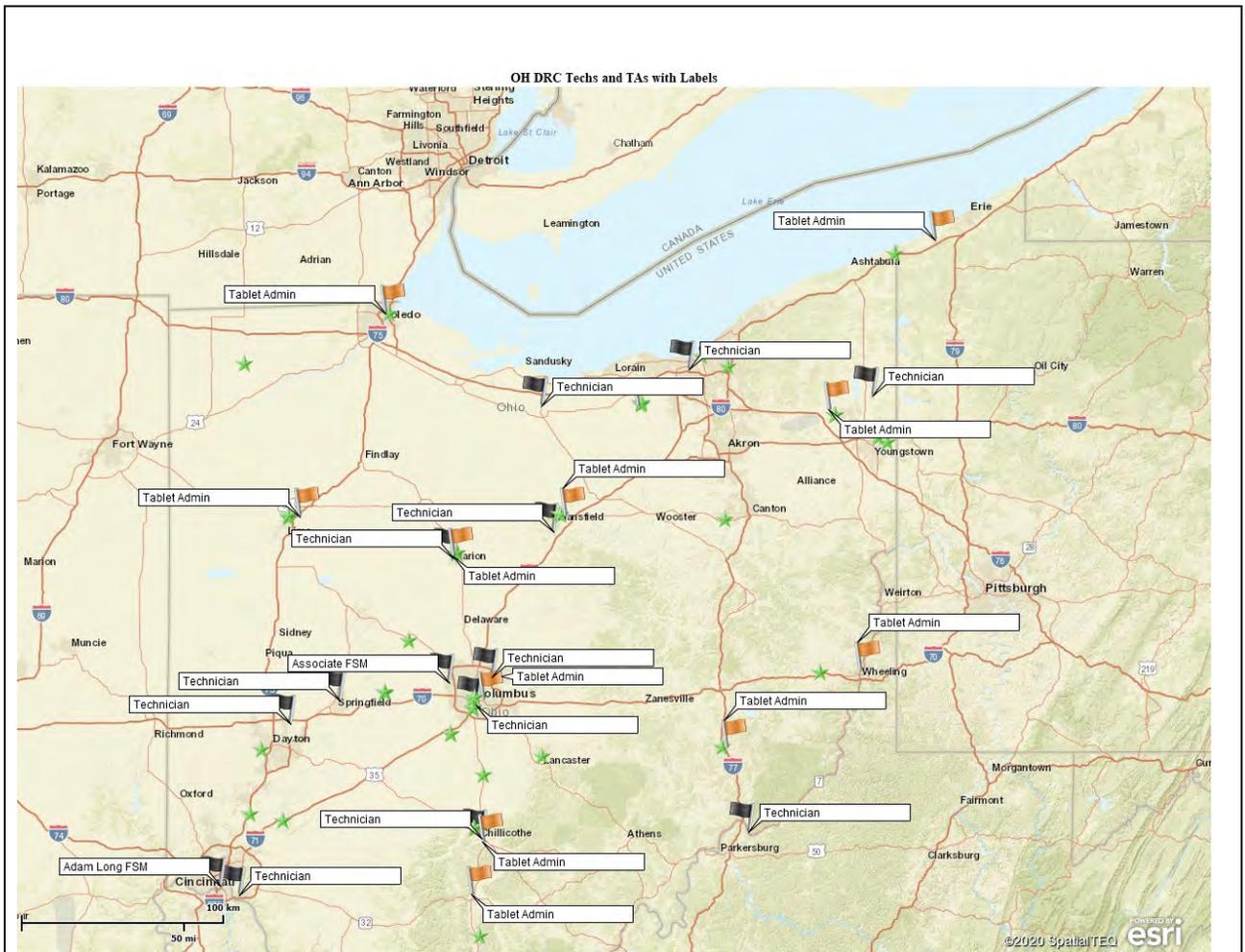
a. The Contractor must acknowledge in writing below that State Agencies have full ownership of all data and agrees that all State Agencies data must be returned to the State Agencies if the Contract is terminated for any reason. Return of the data includes providing data in an industry standard format, current at the time, either to the State Agencies or to a State Agencies designated Contractor and assisting with any required data verification and transfer to ensure data is complete and useable at no cost to any party, and to not destroy data without prior written permission.

State Agencies have full ownership of all data and GTL agrees that all State Agencies data will be returned to the State if the contract is terminated for any reason. At the end of the contract or if this contract is terminated for any reason, data will be transferred in a user-friendly, searchable electronic format to a hard-drive storage device for indefinite off-line access. GTL will also provide ODRC with our exclusive leave-behind solution software, at no cost to your facility, allowing authorized ODRC staff indefinite access to call records, recordings, reports, documentation, and all other data on the hard drive storage. GTL will never destroy ODRC data per the above requirement.

b. The Contractor's field service team must work with each facility to help manage the assigning and unassigning of tablets.

In Q4 of 2019, GTL doubled the tablet deployment to - over 45,000 tablets in the field. At that time, GTL had 9 field technicians, which provided the requisite coverage. However, in January 2020 we quickly realized we need additional personnel dedicated for tablet management at select facilities. By March of 2020 we hired 5 Tablet Administrators assigned regionally to administer tablet assignments.

As a result of our weekly meetings with ODRC staff, we determined there was an additional need for more Tablet Administrators. GTL has recently hired an additional 8 Tablet Administrators. Please see the proposed coverage map developed by Field Services Director Ted Meekins and Field Services Manager Adam Long:



While these Tablet Administrators are trained GTL employees, they indirectly report to ODRC staff at the facility at which they are assigned. The goal in 2021 is to get ODRC staff completely out of the tablet administration business. We made significant strides in 2020 with coverage and we continue to discuss in detail at our weekly meetings. At the request of ODRC, GTL can also set up monthly facility meetings with the Northern and Southern regions to discuss any tablet related matters since this project has certainly grown in scope during this statewide deployment.

Below is a full staffing plan of GTL’s Tablet Administrators and all other technicians/support staff:

Twelve full-time (40 hours per week) Tablet Administrators are responsible for the distribution and service of GTL provided tablets and associated applications. These individuals will provide the below services at all institutions and will be geographically located within proximity of assigned institutions to reduce travel and focus on job assignments. Services will be provided Monday - Friday 8:00 AM – 5:00 PM. After hours, weekends and holidays if service required will be provided by an assigned field service technician.

DAILY ACTIVITIES

- Collect tablets from incarcerated adults and youth
- Perform troubleshooting steps to restore tablets to operational condition

- Maintain an accurate count of tablets distributed and are in-use by incarcerated adults and youth.
- Prepare and ship non-functioning tablets to warehouse for service repair.
- If service is required to the phone system, the Tablet Administrator will create a Service Now case that will be responded to by the Field Service Technician within required service level agreement.

Twelve Full-time (40 hours per week) Field Service Technicians to service network, kiosks, and tablets that are regionally located throughout Ohio. A primary and secondary technician is assigned to each DRC and DYS facility. The average number of facilities per technician is two. Our service technicians will provide afterhours, weekend and holiday service support to facility groups geographically located within a two-hour radius of their launch points to reduce travel, to meet SLA's and focus on task. Services will be available twenty-four (24) hours a day seven (7) days a week and initiated immediately upon request.

DAILY ACTIVITIES

- Respond to service calls initiated by our Technical Support team or by facility contacts.
- Conduct Preventative and demand maintenance for services installed
- The process will be repeated daily except for the demand repairs; those understandably will be completed as requested regardless of time of day. We will have inventory depots located throughout the State to ensure parts availability within each service area. Our two warehouse facilities consistently always maintain an inventory of spare parts.

Two (2) Site Administrators interface directly with DRC & DYS investigators and Compliance Office staff, specialized in timely response to incarcerated adult and youth PIN theft and resets, call detail reports, funds and deposits, etc. They also respond to Connect Network.com customers for deposit inquiries.

DAILY ACTIVITIES

- Provide updates and data entry for all incarcerated adult and youth PIN & PAN list as required by DRC & DYS policy
- Research and respond to all incarcerated adult and youth requests
- Complete any reports or investigative research requested by Department staff

One (1) Senior Field Service Manager, Adam Long

This individual will be accountable for the following as it relates to all service technician, site administrator, and tablet administrator staff:

- Conduct monthly and re-occurring site visits to all DRC and DYS facilities
- Attend weekly, monthly, quarterly service reviews
- Schedule all service events, routine and special projects
- Oversee all activities for the service technicians, site administrator, and tablet administration teams

- Proactive planning to ensure all teams have necessary tools, training and parts to complete assignments
- Create and provide preventative and demand maintenance recap report daily, reporting on them monthly and providing copies to contract POC

c. The Contractor must work with each facility to provide the proper training using the online tools needed to complete each function.

GTL employs a professional training department dedicated to translating the powerful knowledge of GTL family of products and services. As an example of this expansive department, GTL's team recently worked with ODRC with the release of our new features Breaking Free and COIN applications. Because of this recent training, GTL's training team is already familiar with your facilities and the staff. This transfer of knowledge was especially important during the early phases of the Covid-19 pandemic that reduced mental health staff resources. GTL released Breaking Free on our tablets during this time quickly and efficiently to help with addiction and other mental health conditions.

A major factor in the success of continuing to use GTL's incarcerated adult and youth communication system is the knowledge its users have of the solution; therefore, we understand the importance for ODRC facilities. While it is a HUGE ADVANTAGE to already have GTL's tablets, phones, Data IQ and COIN already installed, GTL will take this opportunity to retrain all facility staff on the system and dive into deep details on all of the NEW FEATURES GTL plans to roll out. Not only will our training plans be focused on facility staff, but going a step further, GTL has plans in place to reach out to and training incarcerated adults and youth, as well as friends and family. Once GTL becomes the full-service provider at ODRC, we will work collaboratively to ensure all services and transferred seamlessly.

GTL's highly experienced training staff have carefully designed a training plan that reaches every user of the system to ensure that ODRC staff, incarcerated adults and youth, and friends and family get the most out of the features the system has to offer. As a key part of our mission to continue to provide the best customer service and satisfaction, we ensure that facility staff are trained from launch and implementation through day-to-day operations.

Training Process for ODRC Staff

The GTL training team uses on-site and web-based training to meet the diverse needs of individuals working in the ODRC corrections environment. Heidi Traeger, Team Lead Trainer, is assigned to manage the ODRC training process. Heidi is a natural leader with 10 years training and development experience in the corrections industry. She has demonstrated success in the delivery of training content and the preparation of materials for all audiences. She is proficient with one-on-one and group training environments.

While GTL services are already installed, refresher trainings are always available, and certainly made available when new products are introduced, such as COIN in 2018 where GTL and Bravo conducted numerous in-person training sessions in Columbus and Mansfield. GTL trainers use demonstrations,

question and answer, hands on activity, and process review to help correctional staff to quickly master the features and functionality of the system while learning by doing.

On-Site Training – Upon installation of a product or service and typically before Go-Live, the GTL training team will provide in-depth training on all aspects of the system. During on-site training, the GTL trainer will lead a review of system features and functionality and actively encourage each participant to ask questions and perform hands on activity in the system where applicable. The GTL trainer will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick tip cards. On-site training will be available throughout the life of the contract as new features and functionalities are added, upgrades and expansions become available, or anytime upon request of ODRC.

Web-Based Training – In conjunction with initial on-site training, our certified trainers can lead web-based training allowing users to view the system via an online meeting and interact with the trainers and other participants on a toll-free conference bridge. This type of training will continue to be available throughout the life of the contract just as on-site training is. In fact, many facilities find that on-going web-based training is more beneficial after initial on-site training because it allows GTL to train users at a time and place that is convenient for them so nearly every work schedule can be accommodated.

Training Documentation – All materials presented during training sessions will be left with ODRC staff for references, along with full system user guides. In addition, GTL will provide ODRC with an online portal where all documentation can be found from training agendas to how-to guides. GTL will also provide “Quick Tip” posters to be mounted near facility workstations for quick refreshers on common system features.

GTL’s Sample Training Agenda

Below is a sample agenda of what a typical 3-day on-site training session looks like for ITS, VVS, and tablet services. During the planning phase of the project, the GTL training team will customize and complete an agenda specifically for ODRC.

			
Sample Training Agenda for ODRC			
	Day 1 – Session 1	Day 2 – Session 2	Day 3 – Session 3
	Purpose: Telephone System Re-Training	Purpose: Video Visitation Training on the Tablet	Purpose: Tablet Training

Morning Session	<ul style="list-style-type: none"> • During the morning session of ITS training, ODRC will be introduced to the solution and given a full overview of the system, focusing on larger aspects of the solution, to include but not limited to: • Logging in and navigating the GTL Command website (to include creating accounts for staff) • Available features to facility staff • Roles and Restrictions • Live monitoring, playback, and downloading calls • Reporting capabilities 	<ul style="list-style-type: none"> • During the morning session of video visitation training, ODRC staff will become familiar with the video visitation solution as it relates to the incarcerated adults and youth, friends and family, and facility staff, to include but not limited to: • Accessing the video visitation module from GTL Command • Managing incarcerated adult and youth and visitor profiles • Managing visits • Roles and Restrictions • All available features to facility staff 	<ul style="list-style-type: none"> • During the morning session of tablet training, ODRC staff will become familiar with the tablets from the incarcerated adult and youth’s perspective, to include but not limited to: • Incarcerated adult and youth login and profiles • Free content vs. per minute content • Applications available include phone calling, video visitation, messaging, photo gallery, etc. • Charging procedures • What’s new...bringing over other tablet content
	<ul style="list-style-type: none"> • Lunch: Q&A with GTL Trainers 	<ul style="list-style-type: none"> • Lunch: Q&A with GTL Trainers 	<ul style="list-style-type: none"> • Lunch: Q&A with GTL Trainers
Afternoon Session	<ul style="list-style-type: none"> • During the afternoon session of ITS training, ODRC staff will become more hands on and will focus on investigative features and incarcerated adult and youth data, including but not limited to: • All investigative features the system offers • Fraud prevention features • Incarcerated adult and youth PIN/PAN management • Incarcerated adult and youth restrictions • Setting up alerts • Number management • Reporting problems to GTL’s service team 	<ul style="list-style-type: none"> • During the afternoon session of video visitation training, ODRC staff will become more hands on and will focus on investigative features, live monitoring, replaying visits, as well as reporting, including but not limited to: • Viewing upcoming scheduled visits • Live monitoring options • Playback and downloading visits • Reporting capabilities • A review of how to report problems to GTL 	<ul style="list-style-type: none"> • During the afternoon session of tablet training, ODRC staff will become more hands on and will focus on the administrative side of the tablets as well as reporting, including but not limited to: • Monitoring and viewing tablet activity • Restrictions and programming • Navigating the tablet features available on the Command platform • Reports available for tablet usage and activity • Distribution and repair procedures • A review of how to report problems to GTL

GTL’s training for ODRC includes a full overview of all products, split up by sessions and/or days. Working with Heidi Traeger, ODRC staff can have a customized schedule to meet all the staff, including the midnight to morning shift. All training sessions will include incarcerated adult and youth functions, administrative and investigative functions, and procedures for reporting problems to GTL for each product being proposed. Your staff will be pleased to discover or re-discover what our robust solutions have to offer.

Training Process for ODRC Incarcerated Adults and Youth

The training of ODRC incarcerated adults and youth on the proposed GTL equipment is an integral part of the deployment and success of the proposed services. Although ODRC incarcerated adults and youth have been using the telephones and tablets, a trainer will give a full overview of how to use the system. In addition, training materials are pre-loaded on the incarcerated adult and youth’s tablets.

Onsite training will occur as soon as the new solutions Go-Live. This will consist of individual training session by pod or dorm to go over the entire system. GTL has found that these sessions often don’t take long and with the tablets, most of the training for incarcerated adults and youth can be done right from the tablets.



Sample Training Agenda for ODRC Incarcerated Adults and Youth		
Time: Typically, 5-10 minutes per solution; total 40 minutes per group of incarcerated adults and youth		
Session 1 Purpose: Telephone System Training	Session 2 Purpose: Video Visitation Training on the Tablet	Session 3 Purpose: Tablet Training
A GTL trainer will review the ITS and how to use the solution. Information will be provided on any updated features, but typically this is just a quick overview and can be reviewed via the tablet.	This training will explain the difference between remote video visitation and on-site and why a tablet is important for remote. The incarcerated adult and youth can then pass this information onto their friends and family members.	A GTL trainer will review the profiles of the tablet and how to use each feature, specifically commissary ordering, grievance submission, and messaging.

In addition to onsite training, GTL can load videos, how-to guides, or any other documentation to the tablets to aid in incarcerated adult and youth training of all our solutions. Tablet-based training is extremely helpful for incarcerated adults and youth that enter your facility after Go-Live because they can easily pick up a tablet and learn all about every aspect of the GTL incarcerated adult and youth solution. The tablet is also an excellent source for on-going training and/or training for new applications of upgrades throughout the life of the contract.

GTL’s Training Process for ODRC Friends and Family

GTL’s team has designed proven techniques to help familiarize friends and family members with our solution as quickly and efficiently as possible. Because ODRC currently uses the GTL phones and tablets, there will be very minimal change to the ways friends and family can connect to their loved ones. While the GTL training team tackles every avenue of familiarizing friends and family with the new technology, we have found that incarcerated adults and youth themselves are the main way information is communicated about upcoming changes. Through this layered approach of communicating our new solutions and how to access, we have found that communications are generally increased upon Go-Live. We will ensure that any updated features and functionalities will be

posted on the GTL ODRC website, relayed to ODRC incarcerated adults and youth, and posted in the lobby kiosks.

d. The Contractor must work with State Agencies on the transition and timing requirements for either, onboarding or offboarding at the end of the Contract.

There will be no transition strain necessary regarding the GTL phones, tablets, and our exclusive GTL Data IQ®, COIN, and Breaking Free applications during onboarding. These essential services will continue to be provided to ODRC seamlessly as we transition from our current contract to the new contract. There is also no need for GTL to develop an Analyst Division or Chip Off Lab or hire 22 Field Services Personnel since these employees and services are already embedded within ODRC.

At the end of the contract (offboarding), data will be transferred in a user-friendly, searchable electronic format to a hard-drive storage device for indefinite off-line access. GTL will also provide ODRC with leave-behind solution software, allowing authorized ODRC staff indefinite access to call records, recordings, reports, documentation, and all other data on the hard drive storage.

Note: Certain GTL employees enter a 'non-compete' agreement upon starting employment; the duration of the non-compete after GTL employment is governed by the agreement the individual employee has signed.

e. At the end of the Contract, data must be transferred in a user-friendly, searchable electronic format to a hard-drive storage device for indefinite off-line access.

Upon termination or completion of this contract, if GTL is not chosen as the successful vendor for a new contract, GTL will transfer all existing call records, call recordings, documentation, reports, and data in a user-friendly, searchable electronic format to a hard drive storage device for off-line access indefinitely.

f. The Contractor must provide State Agencies with the leave-behind solution software, at no cost to State Agencies, allowing authorized staff indefinite access to call records, recordings, reports, documentation, and all other data on the hard drive storage.

At the end of the contract, all existing call records, call recordings, documentation, data, and reports will be transferred to ODRC in a user-friendly, searchable electronic format to a hard-drive storage device for indefinite off-line access. GTL will also provide ODRC with our leave-behind solution software, at no cost to ODRC. Our leave behind solution application provides ODRC with a hard drive

data storage device that will contain our stand-alone call search application and database to allow access to call records, recordings and data with basic searching capabilities.

g. All messages, streaming movies, streaming music etc. must be stored in an encrypted secure cloud environment to allow flexibility and efficiency in tablet/kiosk management.

All messages, streaming movies, streaming music, etc. are stored on GTL's cloud-based tablet solution. This provides access by authorized users via any currently supported browser. Authorized facility staff can use the web-based interface to manage the tablets to ensure flexibility and efficiency.

h. The outgoing Contractor must work with State Agencies to ensure a process is in place to address the materials purchased from other Contractors.

GTL will work with State Agencies to ensure that a mutually agreeable process is in place to address the materials purchased from other contractors. For example, this process would address the transition of previously purchased music, videos, books, etc. from the current provider of these services.

GTL will build a server-based cloud solution to which each incarcerated individuals' purchased content will be sync'd and made available for download to the GTL Tablet. Once the content has been uploaded to our servers, it will be erased from the contractor's device.

i. State Agencies must ensure incarcerated adults and youth are given an opportunity to 1) transfer purchased songs, videos, books, etc. or 2) trade their purchased downloads for credits.

As part of the JPAY commitment to make ODRC incarcerated individuals' content available, GTL will work with State Agencies to ensure that a mutually agreeable process is in place to address the materials purchased from other contractors. For example, this process would address the transition of previously purchased music, videos, books, etc. from the current provider of these services.

GTL will build a server-based cloud solution to which each incarcerated individuals' purchased content will be sync'd and made available for download to the GTL Tablet. Once the content has been uploaded to our servers, it will be erased from the contractor's device.

j. The Contractor must provide the option for the restored citizen to 1) access purchased songs, videos, books, etc. after release or 2) purchase device at their discretion.

GTL will build a server-based cloud solution to which each incarcerated individuals' purchased content will be sync'd and made available for download once released. Formerly incarcerated individuals will be given a limited-time access code to retrieve their content via cloud download. Due to security reasons, we do not offer a device for purchase that can be removed from the facility.

k. Post-release programs must be available on any internet-enabled device accessible to the restored citizen, including a smart phone or a public library's PC.

GTL's post-release solution provides the returning citizen with essential continuity of care when they re-enter society. The post-release solution is cloud-based, allowing the formerly incarcerated adult and youth to seamlessly continue using the available programs to support their road to reentry on any internet-enabled device. Providing this post incarceration access to continued programming and intervention helps to minimize the risks of relapsing to destructive behaviors and also helps to remove those barriers to reentry, thereby improving their chances of successful rehabilitation.

l. The State must own all data and contractually obligate former and current Contractors to transition data and/or provide access to historical data at no cost to any party, and to not destroy data without prior written permission from the state.

GTL will work closely with JPay to identify the appropriate historical data from the digital devices. GTL has extensive experience with transitioning service from a prior vendor. However, any successful transition of existing data from one vendor's system to another requires the cooperation of the previous vendor. GTL will provide access to historical data generated on GTL's systems at no cost to any party and will not destroy data without prior written permission from the state.

m. This process must be completed directly with the outgoing Contractor without the need for State Agencies staff involvement.

GTL will complete the transition of data without the need for State Agencies staff involvement. At every level, a continued partnership with GTL, your incumbent provider, simplifies all aspects of a transition to a new contract. The key members of GTL's Project Team for ODRC are already supporting the systems and services at ODRC facilities. The administrators and staff, already familiar with our services and our team, will feel right at home with any additional tools and features. Friends and family will also appreciate the continuity of service.

n. State Agencies require a collaboration between incoming and outgoing Contractor prior to cutover so that data is migrated, the transfer is then tested in an automated fashion by testing

arithmetic records (end time – start time = duration & rated value) as well as through human visual inspection.

Maintaining a partnership with GTL means not having to transfer blocked number lists, approved attorney lists, PINs for each incarcerated adult and youth, tablet details, call records and recordings. ODRC can be confident in GTL's professional project management services for every deployment and implementation.

Each stage of testing is carefully planned to validate the areas of functionality being implemented; and each stage is based on design specifications and documentation. System testing identifies and validates each functional element of the system, and Acceptance testing is our formal process to verify each performance aspect.

o. Once the database is verified, the integration with the State Agencies is established and run in parallel with cutover activities.

The GTL Team is extensively experienced in providing corrections technology services nationwide—and at ODRC facilities. Once the database is verified, the integrations with the State Agencies will be run in parallel with cutover activities. We will work with ODRC throughout the duration of future implementation, transition, and cutover processes to ensure timely and efficient transition to the proposed services. GTL has experienced experts to manage the installation and continued maintenance of the solutions and services for ODRC.

It is important to understand the depth and breadth of knowledge, experience, and resources the GTL team brings to the implementation and support of services for ODRC. It is these resources, combined with proven program management and implementation processes, that will ensure the smooth implementation of additional services with minimal impact on ongoing operations.

p. Before cutover, the data in the prior Contractor's system, is verified against the incoming Contractor system as a condition to go live.

Prior to customer, GTL will ensure that data in the prior Contractor's system will be verified against the incoming data in GTL's system. The transition to the new contract with GTL is simplified by the fact that GTL is the provider of ODRC's current Phone, Wireless Tablet, VRS, and Payment Systems. GTL already has the relevant data stored in these existing system databases and will continue to reside with GTL platforms. Although additional and upgraded hardware devices may be installed and rollout and supplemental training for new features may take place, there is no true installation cutover required for the GTL systems.

11. Operation and Maintenance

Offerors must provide an Operation and Maintenance environment meeting the following requirements:

- a. The Contractor must ensure the software, hardware, and peripheral equipment associated with the turnkey solution system is maintained for the life of the Contract.
- b. Contractor must provide staffing plans for the following minimum functions:
 - o Technicians to service network, kiosks, and tablets that are regionally located in Ohio.
 - o Intelligence analysts and manager(s) to analyze data contained within the system (banking, phones, emails, etc.) and assist State Agencies' staff with investigations.
- c. The Contractor must provide proposed locations of these staff; the State encourages the inclusion of subcontracting companies based in Ohio which have experience with DRC/DYS.
- d. The Contractor must provide the necessary labor, parts, materials, and transportation to maintain all equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract.
- e. The Contractor must balance the demand for tablets and provide a staffing plan with sufficient field service technicians.
- f. The Contractor must repair or replace malfunctioning equipment as needed or as requested by State Agencies' staff.
- g. The Contractor must be responsive to concerns by State Agencies about areas that do not have sufficient wireless coverage by remedying deficient areas.
- h. Responses to service interruptions or equipment malfunctions: DRC/DYS expect the system to have 24/7/365 availability and reliability, given the nature of the services provided and the user population. Contractor must propose a system for notifying key DRC/DYS information technology and facility operations staff of facility-wide or system-wide planned or unplanned service disruptions.
- i. Requests for service or reports of malfunctions must go directly to the designated Contractor location for trained professionals to determine the best course of action 24/7/365.
- j. The Contractor must provide a staffing plan of appropriately trained/certified technicians and managers to maintain and repair hardware and software.
- k. When system problems or malfunctions cannot be resolved remotely through software diagnostics, service technician(s) must be dispatched to the site.
- l. Maintenance and repair services must be provided entirely without cost to State Agencies.
- m. The Contractor must create a preventative maintenance schedule to ensure continuous and reliable service.
- n. Adequate spare-parts inventory must be located in Ohio, either on-site in secured locations where available or with local technicians.
- o. The System must perform continuous online self-diagnostics and provide quarterly maintenance, to ensure that all systems and services are operating according to specifications.
- p. The Contractor must have a personalized system that allows customers (incarcerated adults, youth, friends and family) to open a ticket directly with a service technician.

- q. To avoid downtime, software reloading must be performed remotely, preferably during night hours.
- r. The Contractor must offer training to State Agencies' staff as required for the duration of the Contract.
- s. State Agencies require Contractor staff support for Field Technicians, Tablet Administrators and a Service Manager assigned to DRC/DYS institutions as well as Primary Remote Tech Support: including:
 - o Minimum of twenty (20) Ohio-based technicians and a manager.
 - o Chief Inspector's on-site intelligence analysts, twenty-two (22) (2 managers & two teams of 10 analysts).

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 11. including:

Detail Offeror turnkey solution system, staffing plans for technicians to service network, kiosks, and tablets and intelligence analysts/managers to assist with investigations, and proposed locations of these staff.

Describe in detail the offeror's capacity to maintain the software, hardware and peripheral equipment associated with the turnkey solution; the ability to provide necessary labor, parts, materials and transportation to maintain all equipment in compliance with manufacturer's specifications.

Describe in detail the offeror's response to service interruptions or equipment malfunctions; detail offeror ability to provide a staffing plan of appropriately trained/certified technicians and managers to maintain and repair hardware, software and infrastructure.

Describe in detail offeror's preventive maintenance schedule to ensure continuous and reliable service, spare parts inventory and software reloading.

Describe in detail the offeror's personalized system that allows customers (incarcerated adults, youth, friends and family) to open a ticket directly with the Contractor.

GTL has read, understands, and will comply.

- a. The Contractor must ensure the software, hardware, and peripheral equipment associated with the turnkey solution system is maintained for the life of the Contract.

GTL is committed to continuing to provide ODRC with the finest level of maintenance and account support possible for the life of this contract. GTL professionals ensure that the software, hardware, and peripheral equipment associated with the GTL provided solutions are maintained for the life of this new agreement.

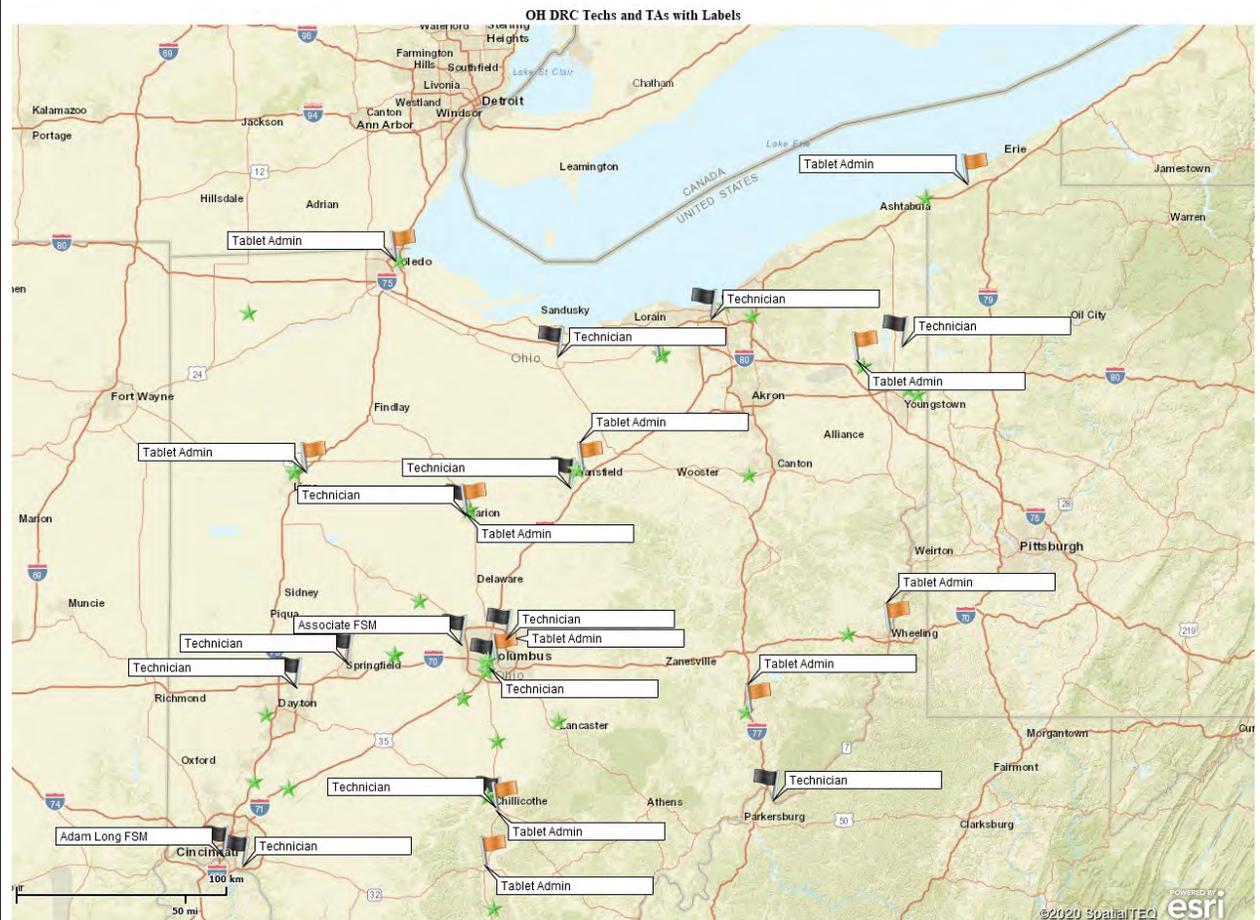
The GTL Commitment throughout the life of this contract:

- GTL currently provides the necessary labor, parts, materials, and transportation to maintain all GTL provided solutions including but not limited to, incarcerated adult and youth telephones, video visitation stations, tablets, and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract. GTL currently has a warehouse for spare parts in Lewis Center, OH.
- Maintenance and repair services provided entirely without cost to ODRC.
- Malfunctioning equipment repaired or replaced as needed and inquiries by ODRC staff are answered quickly and courteously.
- Responses to service interruptions or equipment malfunctions within the agreed upon timeframes
- A minimum of 27 GTL field services personnel (already embedded) to assist ODRC on any GTL related matter

b. Contractor must provide staffing plans for the following minimum functions:

- i. Technicians to service network, kiosks, and tablets that are regionally located in Ohio.

GTL will fully cover the service network, kiosks, and tablets with regionally located staff as demonstrated in the following map:



Below is a full staffing plan of GTL's Administrators, Technicians, and Support Staff. Currently, GTL has 27 dedicated GTL Field Service employees assigned to ODRC.

Twelve (full time/ 40 hours per week) Tablet Administrators are responsible for the distribution and service of GTL provided tablets and associated applications. These individuals will provide the below services at all institutions and will be geographically located within proximity of assigned institutions to reduce travel and focus on job assignments. Services will be provided Monday - Friday 8:00 AM – 5:00 PM. After hours, weekends and holidays if service required will be provided by an assigned field service technician.

DAILY ACTIVITIES

- Collect tablets from incarcerated adults and youth
- Perform troubleshooting steps to restore tablets to operational condition
- Maintain an accurate count of tablets distributed and are in-use by incarcerated adults and youth.
- Prepare and ship non-functioning tablets to warehouse for service repair.

If service is required to the phone system, the Tablet Administrator will create a Service Now case that will be responded to- by the field service technician - within required service level agreement.

Twelve (full time/ 40 hours per week) Field Service Technicians to service network, kiosks, and tablets that are regionally located throughout Ohio. A primary and secondary technician is assigned to each DRC and DYS facility. The average number of facilities per technician is 2. Our service technicians will provide afterhours, weekend and holiday service support to facility groups geographically located within a two-hour radius of their launch points to reduce travel, to meet SLA's and focus on task. Services will be available twenty-four (24) hours a day seven (7) days a week and initiated immediately upon request.

DAILY ACTIVITIES

- Respond to service calls initiated by our Technical Support team or by facility contacts.
- Conduct Preventative and demand maintenance for services installed
- The process will be repeated daily except for the demand repairs; those understandably will be completed as requested regardless of time of day. We will have inventory depots located throughout the State to ensure parts availability within each service area. Our two warehouse facilities consistently always maintain an inventory of spare parts.

Two Site Administrators interface directly with DRC & DYS investigators and Compliance Office staff, specialized in timely response to incarcerated adult and youth PIN theft and resets, call detail reports, funds and deposits, etc. They also respond to Connect Network.com customers for deposit inquiries

DAILY ACTIVITIES

- Provide updates and data entry for all incarcerated adult and youth PIN & PAN list as required by DRC & DYS policy
- Research and respond to all incarcerated adult and youth requests

- Complete any reports or investigative research requested by Department staff

Senior Field Service Manager, Adam Long

This individual will be accountable for the following as it relates to all service technician, site administrator, and tablet administrator staff:

- Conduct monthly and re-occurring site visits to all DRC and DYS facilities
- Attend weekly, monthly, quarterly service reviews
- Schedule all service events, routine and special projects
- Oversee all activities for the service technicians, site administrator, and tablet administration teams
- Proactive planning to ensure all teams have necessary tools, training and parts to complete assignments
- Create and provide preventative and demand maintenance recap report daily, reporting on them monthly and providing copies to contract POC

Associate Field Service Manager, to be determined, not yet hired for ODRC

This individual will complement the Senior Field Service Manager while leveraging his/her advanced technical acumen to:

- Lead all training, certifications, and special projects
- Lead all complex service impairments to resolution.
- Assist as an escalation point of contact to drive service impairments to resolution
- Provide advanced technical support and guidance
- Coordinate major projects and installation support
- Ensure all teams have necessary tools, training and supplies required
- Create and provide preventative and demand maintenance recap report daily, reporting on them monthly and providing copies to contract POC

- ii. Intelligence analysts and manager(s) to analyze data contained within the system (banking, phones, emails, etc.) and assist State Agencies' staff with investigations.

GTL FUSION at its' core engages all elements of this requirement. FUSION is a combination of three primary ingredients: (1) analysts, (2) data, and (3) technology. GTL's Analysts are equipped with Data IQ, a data mining and visualization software designed to integrate innumerous disparate data sources to include banking, phones, emails, visitation, staff, contraband phone extractions, commissary, and any other data source regardless of vendor. This capability in the hands of highly trained Analysts and manager(s) result in a highly effective and efficient intelligence operation for ODRC.

In 2015 GTL, in collaboration with the ODRC Chief Inspector's Office, GTL deployed the NIC services by hiring four Analysts dedicated and embedded within ODRC. Over the past 5 years, this group has more than doubled in size to include a dedicated on-site manager.

In addition to the pioneering the intelligence services, GTL deployed for ODRC the first "Chip Off" program to extract data from Cell Phones. In conjunction with the ODRC, GTL secured space at the Central Office to do cell phone data extractions. GTL sent several Analysts to Cellebrite Headquarters to receive exclusive training to extract sensitive cell phone data while adhering to strict safety protocols to ensure no exterior contamination from illicit substances harbored in cell phones, such as Fentanyl. The advanced training is critical to the safety of GTL and ODRC employees at 4545 Fisher Road.



GTL at the request of ODRC, secured a GTL exclusive Investigative Case Management Software System, called COIN. This software developed by Investigators nationwide allows ODRC Investigators and GTL Analysts to track cases and activity in real time. This software is fully customizable, and we have had multiple meetings (in person) with the North and South Investigative Divisions at various locations to discuss updates and enhancements since 2018.

Led by Brian Santiago, Mark Edwards, and Mitch Volkart, the GTL Analyst Division's future is without limits. GTL will be expanding the footprint of the Analyst program to 22 embedded Analysts in the next contract and ODRC, and we also recently worked with the Inspector's Office to include Computer Forensics to meet the Inspector's office goal of examining potentially questionable behavior on State issued devices. GTL is heavily embedded within ODRC facilities. We know what your facilities need, and our Analysts are constantly finding new ways to expand investigation options.

GTL's currently embedded program includes exclusive employees, with the necessary recruiting infrastructure in place at institutions such as Ohio State University with their Criminal Justice Program. GTL's quality in both the individual's hired and training provided is reflected by agency's who seek to recruit from GTL to include: the CIA, Ohio State Police, US Military and other State of Ohio investigative agencies. The program has been a collaborative success between ODRC and GTL.

c. The Contractor must provide proposed locations of these staff; the State encourages the inclusion of subcontracting companies based in Ohio which have experience with DRC/DYS.

GTL is committed to ODRC's goal of "Buy Ohio" by partnering with minority-owned businesses. Today, GTL has partnered with ShawnTech Communications, Inc., an Ohio-based MBE, who provides 14 technicians and tablet administrators to service the DRC & DYS facilities and GTL products. These technicians are located on-site at ODRC facilities. In addition to ShawnTech, GTL provides Analysts who will remain on-site at ODRC facilities.

d. The Contractor must provide the necessary labor, parts, materials, and transportation to maintain all equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract.

Since 2008, GTL has maintained an ODRC warehouse to provide all the necessary labor, parts, materials, and transportation to maintain all equipment in good working order for the life of the contract. This warehouse is located in Lewis Center, OH. GTL will manage and be responsible for every aspect of GTL's system installed at ODRC and GTL employees handle all local, on-site service. These technicians, analysts, and field service managers are already on-site at ODRC facilities and are already familiar with your facilities and your staff. Because of this, there will be no need to get to know new service personnel, bring new people into your facilities, and your service will not be interrupted or "tested out" as we transition to a new contract. GTL will continue to strategically monitor our staffing plan to ENSURE that all your needs are being met.

e. The Contractor must balance the demand for tablets and provide a staffing plan with sufficient field service technicians.

GTL has recently increased its dedicated GTL staff for ODRC and DYS service to 27 employees and this staffing will continue through the new contract. GTL has diligently worked with ODRC and the demands of a tablet solution to arrive at this particular number of technicians to service your facilities. The goal at the beginning of this planning process was to completely remove any burden from ODRC staff and as we implement these additional employees, GTL will eliminate the need for staff involvement in Field Service work. Throughout the life of this new contract, much like this last contract, GTL's Field Service Director, Ted Meekins will work closely with on-site GTL technicians to ensure all Field Service needs are being met.

f. The Contractor must repair or replace malfunctioning equipment as needed or as requested by State Agencies' staff.

Requests for service or reports of malfunctions—made 24 hours a day and 365 days a year either by phone or our Service Now portal—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 technicians assigned to the ODRC Project will be there to repair or replace any equipment as needed or by request.

If these issues cannot be resolved remotely, one of the embedded 27 GTL Field Service Employees dedicated to ODRC will respond.

g. The Contractor must be responsive to concerns by State Agencies about areas that do not have sufficient wireless coverage by remedying deficient areas.

Over the course of this wireless tablet program GTL will diligently introduce the newest and latest technology as it becomes available to improve (or remedy) the tablet experience for incarcerated adults and youth. For ODRC facilities that experience insufficient wireless coverage, GTL can improve those deficient coverage areas by installing high density Wireless Access Points which operate with dual embedded radios for increased coverage. GTL has quickly and proactively worked with ODRC to install these new WAPs where needed in facilities today. For example, in September of 2020, GTL (along with our partner ShawnTech Communications) conducted a high density WAP test in two Lebanon Correctional facility housing units. The test was deemed a success not only by GTL, but by the incarcerated adults and facility staff. GTL and ShawnTech are now completing the Wireless Enhancement project for the entire Lebanon Correctional facility in December. As of this RFP response, Lebanon's wireless is currently being enhanced with Grafton, Warren, and Mansfield with Trumbull, Southern, Toledo, and Ohio Reformatory for Women to follow.

h. Responses to service interruptions or equipment malfunctions: DRC/DYS expect the system to have 24/7/365 availability and reliability, given the nature of the services provided and the user population. Contractor must propose a system for notifying key DRC/DYS information technology and facility operations staff of facility-wide or system-wide planned or unplanned service disruptions.

For planned or unplanned service disruptions, ODRC will always be notified and kept informed of the progress.

When GTL Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. GTL personnel's response to the customer is immediate and the Technical Service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility.

Scheduled Maintenance and Service

The keys to GTL's successful Maintenance and Service Program are diligent monitoring of the system and the use of qualified and competent field service technicians. Your site technicians will be at the

facility full time to ensure regularly scheduled maintenance activities take place. Each regular maintenance service will include the following:

- Physical test of incarcerated adult and youth phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound network circuits for dial tone and proper PIC code. Complete all required incarcerated adult and youth phone repairs.
- Operational test of call processing equipment and perform routine maintenance and cleaning
- Testing of the video visitation system to ensure proper functionality
- Testing of the tablets to ensure proper functionality
- Ensure that any new facility personnel who work with the GTL system are familiar with the proper operation of the system and provide training as necessary
- Ensure that the appropriate facility personnel have repair and technical service escalation materials
- Forward the completed GTL Scheduled Maintenance & Service Form to GTL for Technical Service to evaluate and track

Unscheduled Maintenance and Repairs

When GTL Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. GTL personnel's response to the customer is immediate and the Technical Service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility.

Unscheduled maintenance and repairs include the following:

- The GTL-provided technician receives any further details or instructions involving communication system issues.
- The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.
- The technician notifies GTL Technical Service of completion of the trouble, and details on resolution of the trouble.

i. Requests for service or reports of malfunctions must go directly to the designated Contractor location for trained professionals to determine the best course of action 24/7/365.

GTL's Technical Service Center is staffed by highly trained professionals familiar with all GTL services and platforms. Requests for service or reports of malfunctions go directly to these experts 24/7/365 for prioritization and establishing the best course of action. Depending on the priority level, the Field Services Division will be notified of this action.

j. The Contractor must provide a staffing plan of appropriately trained/certified technicians and managers to maintain and repair hardware and software.

GTL's 27 embedded service technicians, site administrators, tablet administrators and managers are assigned to all ODRC and DYS facilities. They are dispatched for unscheduled service repairs from our Technical Support team and Field Services Manager Adam Long. Each service technician maintains a mobile device to respond to service dispatches 24/7 and 365 days a year. On average, our technicians have over 10 years in fiber and cabling installation, analog and digital telephony diagnostics and repair, and wireless 802.11 experience. Field Service Manager Adam Long has been employed with GTL for over 10 years and solely dedicated to ODRC during that time. Chris Gickler, part of the GTL Account team since 2005, oversees all ODRC wiring initiatives related to wireless technology. Please refer to section 11-b for a detailed staffing plan of field service responsibilities and how they will continue in the new contract.

k. When system problems or malfunctions cannot be resolved remotely through software diagnostics, service technician(s) must be dispatched to the site.

Although many system problems or malfunction can be resolved remotely, GTL's staffing plan allows for GTL's field service technicians to quickly and efficiently be dispatched to the site and repair the malfunction.

All reported service impairments, called a case, are tracked using Service Now. Every case is assigned a severity based on service impact. If the impairment cannot be resolved remotely, our Technical Service representative will dispatch the assigned field service technician. Our field service technicians are also trained to remotely diagnose our phone and tablet usage systems. Each technician is located with 60 minutes of their designated DRC & DYS facility. GTL has consistently responded to service calls with urgency to restore services. Once the service has been restored, our Technical Service Center will monitor the service for 48 hours prior to ticket closure.

l. Maintenance and repair services must be provided entirely without cost to State Agencies.

GTL's maintenance and repair services come complete with our solution and are provided at absolutely no cost to any Ohio State agency.

m. The Contractor must create a preventative maintenance schedule to ensure continuous and reliable service.

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



SNMP interface displays current network status and access to historical data.

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 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 timeframe.

Upon failure of a network element or local loop, GTL will open a trouble ticket with the carrier or dispatch ODRC's local technical support to replace failed hardware elements. The network management tool also provides email alert notification to technical staff members.

System Self-Diagnostics

GTL's communications platform performs continuous on-line self-diagnostics. Connectivity of system elements and functionality of key programs in the system's controller are checked. Should a system component fail a diagnostic test, the system automatically alerts GTL's Technical Support Center. Diagnostic and restoration of service begins upon notification. In most cases, problems are diagnosed and resolved before they are noticeable at the facility.

Performance Level Monitoring

Calls: 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.

Tablets and Kiosks: GTL has the definitive incarcerated adult and youth tablet and kiosk monitoring and reporting system—a unified web-based application and interface. Designed to give you remote monitoring and control capabilities, this powerful web-based application delivers password protected access to a comprehensive suite of configuration, management, and investigative tools. From the interface, you can observe device status and real-time usage, detect non-compliance, enable or disable them, and more. Using ODRC’s network, authorized facility staff can access the application on any standard web browser, including any currently supported browser. That’s it. You have complete tablet control and oversight. No special equipment or software necessary.

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.

n. Adequate spare-parts inventory must be located in Ohio, either on-site in secured locations where available or with local technicians.

GTL maintains a spare parts inventory at the corrections facility site or with the local technicians servicing the location. The number of replacement units and spare parts at these locations is adjusted on an as needed basis. This facility has been in Lewis Center, OH since 2008.

Broken or damaged equipment is replaced from the reserves in stock and an RMA is issued to replenish inventory.

Any part needed, but is not currently in the local spare parts inventory, will be shipped overnight from GTL’s service center.

During the project phase, GTL initially works with the facility to establish an appropriate amount of onsite or “readily available” spare devices for when a tablet device needs to be replaced expeditiously.

o. The System must perform continuous online self-diagnostics and provide quarterly maintenance, to ensure that all systems and services are operating according to specifications.

GTL's platform performs continuous on-line self-diagnostics. Connectivity of system elements and functionality of key programs in the system's controller are checked. Should a system component fail a diagnostic test, the GTL system automatically alerts GTL's Technical Support Center. Diagnostic and restoration of service begins upon notification. In most cases, problems are diagnosed and resolved before they are noticeable at the facility.

Remote Diagnostics

The GTL 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 equipment and network circuits. For instance, GTL routinely tracks items such as calling statistics, visitation statistics and percentage of deviations in usage. These reports allow GTL Technical Services department to proactively anticipate or identify potential sources of service degradation or interruption and initiate a service call before problems occur.

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.

p. The Contractor must have a personalized system that allows customers (incarcerated adults, youth, friends and family) to open a ticket directly with a service technician.

Incarcerated persons can contact customer support regarding application, hardware or other issues with the Inspire tablet using the Request App with a customized Feedback Form. These requests are responded to by either an on-site GTL technician or the GTL customer support center. In addition, ODRC incarcerated persons can contact GTL regarding a tablet, phone or kiosk issue using a hotline speed dial from any phone including the Phone Dialer App on the GTL tablet.

Friend and Family Support

GTL provides live, 24/7 toll-free telephone support for end users to our knowledgeable Customer Service staff plus a Toll Free IVR and Internet Web Site that that can be accessed 24-hours a day/seven days a week. In addition to the toll-free numbers, GTL's Customer Service will be accessible by mail, email, website, fax, and TTY. The addresses and telephone numbers for each of these communication methods will be published on all billings, customer solicitations, public portal, and customer correspondence. Our service representatives are well versed in the ITS functions and adept at handling billing disputes and adjustments and issues related to blocked calls. GTL Customer Service

representatives have access to up-to-date account information that includes current account status, call records, and billing and payment histories.

q. To avoid downtime, software reloading must be performed remotely, preferably during night hours.

Software updates (reloading) are installed remotely by GTL during low- or no-usage periods (e.g. 00:00 – 07:00).

Updates for the GTL ITS system software are provided at no cost and are made available based on:

- general availability of new features
- development of custom features requested by customers
- updates of 3rd party content
- error corrections

GTL will present updates and new versions to ODRC for review, consideration and to determine if such updates are required or desired.

Within 30 days of general availability of the validated software, GTL will notify ODRC of software updates, enhancements or new versions. Routine software updates can be installed immediately as they are released or installed on a periodic schedule at the discretion of ODRC.

With each new software update, Version Release Notes are issued explaining any interface changes, new features and/or "fixes" installed to address issues that have been resolved.

r. The Contractor must offer training to State Agencies' staff as required for the duration of the Contract.

GTL has been performing exemplary training with ODRC for 15 years and will continue to do so under the new contract. All staff training for GTL's equipment and software will be offered throughout the life of the contract either in person or remote. You have our commitment that GTL and ODRC will continue to maintain a close partnership to ensure all training needs are exceeded.

s. State Agencies require Contractor staff support for Field Technicians, Tablet Administrators and a Service Manager assigned to DRC/DYS institutions as well as Primary Remote Tech Support: including:

i. Minimum of twenty (20) Ohio-based technicians and a manager.

GTL presently provides 27 dedicated Field Services personnel for ODRC. All technicians are Ohio based and led by Field Services Manager Adam Long and an Associate Field Services Manager (TBD). The 27 dedicated Field Services personnel will continue in the new contract.

ii. Chief Inspector's on-site intelligence analysts, twenty-two (22) (2 managers & two teams of 10 analysts).

Currently GTL has nine dedicated, trained and certified GTL fusion Analysts working side-by-side with ODRC investigators to provide proactive investigative strategies. This team is led by Brian Santiago. As a continuing effort to provide ODRC with the latest products and services for investigation, forensic examination, and developing actionable intelligence for ODRC, GTL will provide a minimum of 22 dedicated Analysts. All the Fusion intelligence Analysts provided by GTL are highly skilled and fully trained in logical and physical extraction techniques. GTL supports ODRC's vision of splitting the 22 Analyst teams into two groups of 11, one for the Northern region and one for the Southern Region. Each team will have a supervisor that will be the direct liaison to the Chief Inspector's Officer and will participate on Monthly Intelligence Review calls with ODRC leadership.

12. Education

Offerors must provide a secure Education environment meeting the following requirements:

- a. The Contractor must provide the ability to tailor a comprehensive education program to meet State Agencies unique educational need.
- b. All education programs require a customized, easy to use online education applications to allow for practice exercises, instructional videos, quizzes, and test prep.
- c. The Ohio Central School System (OCSS) Superintendent must have the opportunity to review and approve all education/workforce development content and/or educational Learning Management System (LMS) prior to selection.
- d. State Agencies require an adaptable system which allows instructors to upload coursework and correspond with students through a messaging option.
- e. Education programs require a customized office suite (MS Word, Excel, PowerPoint), meeting the correctional security needs, for students to create assignment files.

- f. Education programs must have the ability to add and view digital content.
- g. The Contractor must provide access to a Learning Management System with free educational content.
- h. All education materials including eTextbooks, educational PDFs and videos - need to be ADA compliant.
- i. The Contractor must provide an instructor-led one-way remote teaching/learning environment.
- j. The Contractor must provide the ability to access educational materials for self-paced learning.
- k. The Contractor must provide the ability to incorporate current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Computer Skills.
- l. The Contractor must provide access to comprehensive employment readiness resources with job search tools from the US Department of Labor.
- m. The Contractor must provide access to Library content (law library consistent with thin client provider, eNewspapers, eBooks, publications, periodicals) etc.
- n. The Contractor must provide a reading library at no charge to the incarcerated adult or youth that is refreshed on a regular schedule to keep offenders interested in reading and learning.
- o. The Contractor must offer a system for education which allows the use of web content (textual, aural, or visual content published on a website; the web content can include text, applications, images, data, audio and video files).

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 12. including:

Describe in detail the offeror's comprehensive education program, easy to use applications which allow for practice exercises, instructional videos, quizzes, and test prep; Instructor-led one-way remote teaching/learning.

Describe offeror's adaptable system for allowing instructors to upload coursework and correspond with students through a messaging option; ability to add and view digital content; the system is required to have a special office suite, to meet the correctional security needs, customized (MS Word, Excel, PowerPoint) for students.

Document contents of offeror's Learning Management System with free educational content; eTextbooks, educational PDF and videos - all ADA compliant; access educational materials for self-paced learning, with incorporate current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Computer Skills etc.

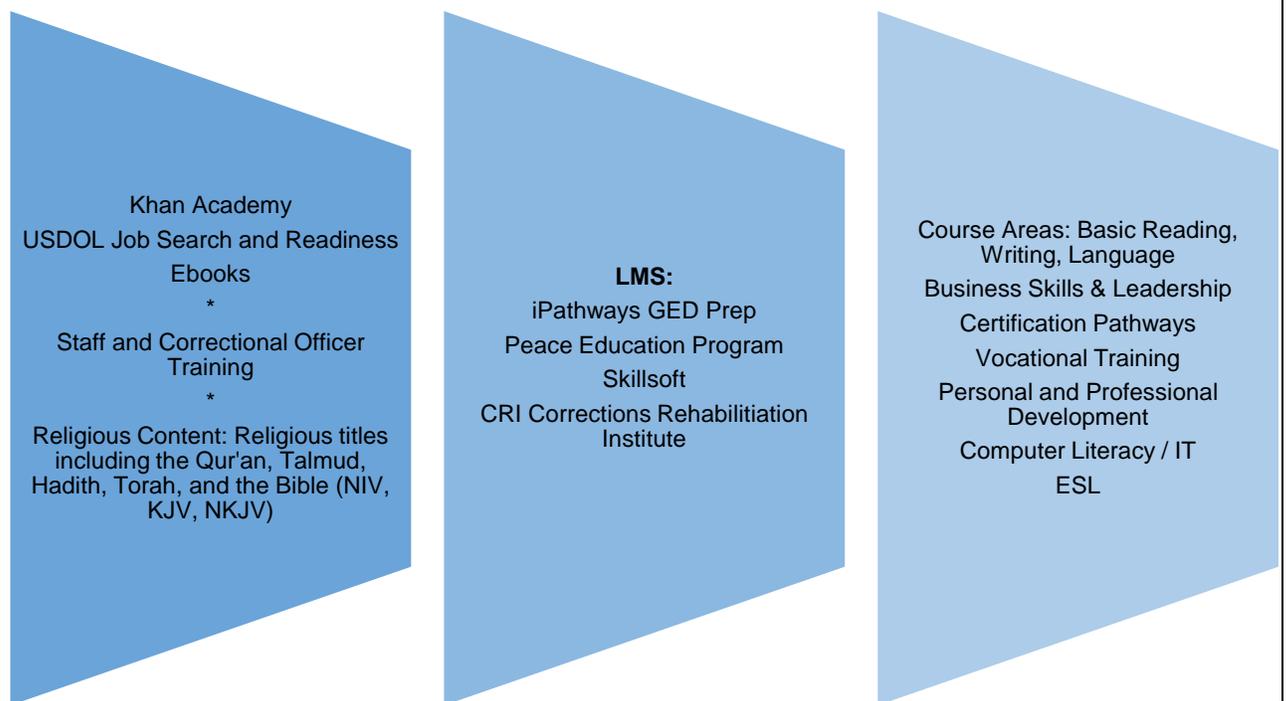
Document offeror access to comprehensive employment readiness resources with job search tools from the US Department of Labor; access to law library consistent with thin client provider, eNewspapers, eBooks, publications, periodicals, etc.) describe how often the reading library is refreshed.

Describe offer's system for education which allows the use of web content (textual, aural, or visual content published on a website; the web content can include text, applications, images, data, audio and video files.

GTL has read, understands, and will comply.

- a. The Contractor must provide the ability to tailor a comprehensive education program to meet State Agencies unique educational need.

The GTL Education solution provides the incarcerated learner the ability to select an expanded variety of educational materials required and approved by ODRC. Our professional education tools are designed by professional educators. We can create custom coursework while collaborating with program and educational staff who may already be on ODRC's staff. This process allows us to develop and recommend re-entry focused programs to improve positive outcomes and engagement of the incarcerated population. All the programs offered or designed through GTL's learning platform are done so to provide the best possibility of success for returning citizens and to reduce recidivism. GTL's system partners with educational leaders to tailor a comprehensive program to meet ODRC's unique educational needs. Our Education offerings also include complimentary access to Khan Academy's resources along with our exclusive job search and readiness resources through the USDOL's CareerOneStop content. The GTL LMS (Learning Management System) can incorporate and compliment your current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Religion, Computer Skills and more.



Khan Academy

Through GTL, Khan Academy offers practice exercises, instructional videos, and a personalized learning dashboard that empower learners to study at their own pace in and outside of the classroom. We tackle math, science, computer programming, history, art history, economics, and more. Our math missions guide learners from kindergarten to calculus using state-of-the-art, adaptive technology that identifies strengths and learning gaps. We've also partnered with institutions like NASA, Museum of Modern Art, California Academy of Sciences, and MIT to offer specialized content.



careeronestop

USDOL Job Search and Readiness

CareerOneStop content, sponsored by the US Department of Labor, is included with our education solution. CareerOneStop offers an online, secure version of all CareerOneStop website content and tools, with all external links and maps disabled, via a secure website at ReEntry.CareerOneStop.org. CareerOneStop provides a full range of career, training, and job search resources. At the request of facility NCCC, GTL provided CareerOneStop to the tablet at no charge.

To date, GTL is the first and only corrections communication company to work with the US Department of Labor's Education and Training Administration (ETA). Our shared goal is to bring educational and employment opportunities to incarcerated persons, build their hard and soft job skill sets, and reduce recidivism. Aside from training opportunities, the ETA performs career assessments and matches, offers resume writing assistance, informs incarcerated learners of a position's average salary, and lets them know about job matches in their area, and more. Additional resources can be easily printed for those who work with incarcerated adult and youths and are available in PDF formats.

Skillsoft Life Skills / Self-Improvement Courses



Incarcerated learners can access 25 self-improvement courses in areas of study such as anger management, decision making, and personal and professional development as part of GTL's Basic LMS Package on the Inspire Tablet. The course list currently includes the following titles:

- Receiving Feedback
- Become a Great Listener
- Reaching Sound Conclusions
- Building Your Presentation
- Interacting with Customers
- The Art of Staying Focused
- Understanding Unconscious Bias
- Developing Your Business Ethics
- Planning an Effective Presentation
- The Essentials for Anger Management
- Choosing and Using the Best Solution
- Establishing Self-confidence for Life
- Make the Time You Need: Get Organized
- Self-improvement for Lifelong Success
- Overcoming Your Own Unconscious Biases
- Cultivating Relationships with Your Peers
- Ensuring Successful Presentation Delivery
- Take a Deep Breath and Manage Your Stress
- Overcoming Unconscious Bias in the Workplace
- Uncovering and Utilizing Your Talents and Skills
- Solving Problems: Generating and Evaluating Alternatives
- Managing Pressure and Stress to Optimize Your Performance
- Interpersonal Communication: Communicating with Confidence
- Difficult People: Why They Act That Way and How to Deal with Them
- Making and Carrying Out Tough Decisions

Corrections Rehabilitation Institute

With the always-expanding course catalog, incarcerated learners can select from the following courses:

- Anger Management
- Expectations and Outcomes
- Job Readiness Training
- Substance Abuse Education
- Contemporary Tech Skills
- Communication & Conflict
- Resolution
- Career Resources
- Financial Literacy
- Basic Education
- Behavior Change
- Health Education
- Entrepreneurship
- Skill-Based Education
- Healthy Coping Skills
- Identification Package
- Family and Community
- Presentation Skills
- Time Management
- Exercising
- MYSWOT (Strengths, Weaknesses, Opportunities, and Threats)



iPathways 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
- Math
- Science
- Social Studies
- Basic Writing

Illinois Department of Corrections reported that during FY16 they had 362 students attempt all 4 subject tests, and 96% successfully passed their tests. The i-Pathways curriculum is the only test prep curriculum used within the IL-DOC.

The GED Prep Program provides incarcerated learners with the opportunity to prepare for all portions of the High School Equivalency Exam (GED) The iPathways program is also certified for HiSET, TASC, and other equivalency test preparation. Each content area includes multiple lessons, activities, and learning checks to assess student skills.

The Peace Education Program Content

The Peace Education Program (PEP) is a curriculum of 10 multimedia workshops based on themes designed to explore the incarcerated persons inner resources. These customized workshops are non-religious and non-sectarian.



The program was developed by The Prem Rawat Foundation (TPRF), and the content of each theme is based on excerpts from the international talks of the TPRF founder Prem Rawat. The themes are: Peace, Appreciation, Inner Strength, Self-Awareness, Clarity, Understanding, Dignity, Choice, Hope, and Contentment.

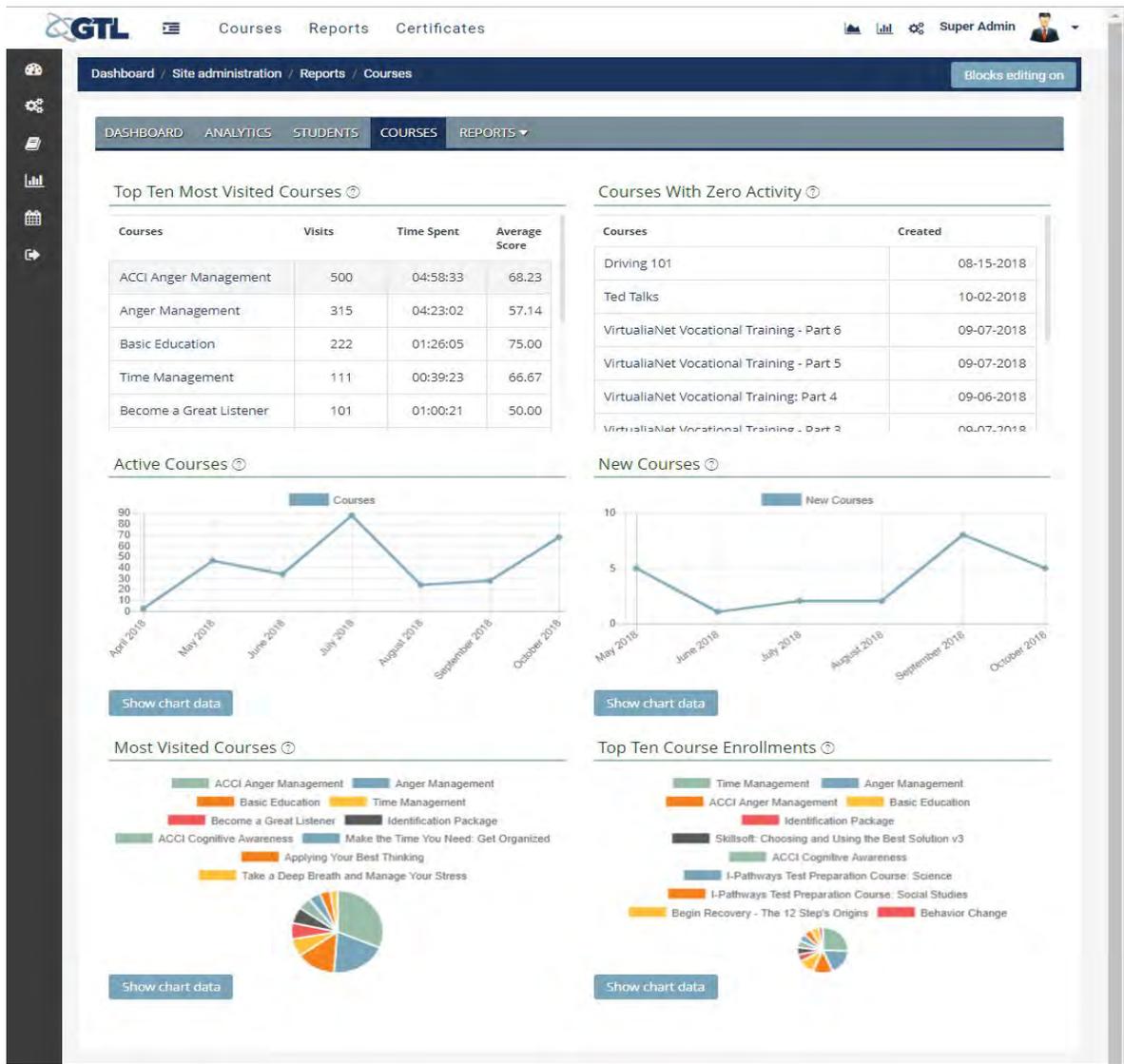
Staff and Correctional Officer Training

In addition to education programs offered to incarcerated persons, ODRC's staff will have a variety of Smart Classroom tools at their disposal:

- Integrated LMS
- Interactive lesson plans
- Self-paced learning
- Scheduling (facilitators, rooms, and equipment) Training records
- Tablets in Classroom
- Course registration & rosters
- Certifications & expirations
- Higher education tracking

Learning Management System

The GTL LMS has been deployed at over 77 facilities across the country. Since 2014, we have securely provided education services to over 51,000 incarcerated persons. Our system offers incarcerated persons the ability to engage in K12, ABE, Post-Secondary, religion, life skills, financial literacy, behavior modification content, and vocational skills. We have delivered over 165,000 pieces of content through our fully customizable LMS. The basic system gives incarcerated persons access to more than 7,000



videos and 20,000 interactive exercises on subjects such as English, mathematics, history, and science. GTL also supports the U.S. Department of Education's Second Chance Pell Pilot Program.

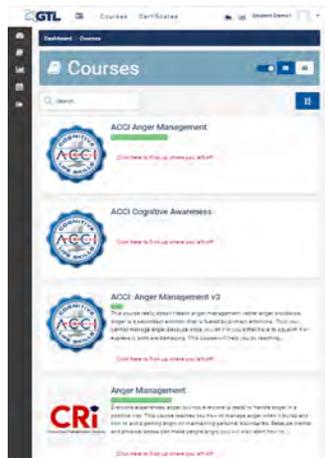
b. All education programs require a customized, easy to use online education applications to allow for practice exercises, instructional videos, quizzes, and test prep.

The GTL LMS is high customizable and easy to use so that practice exercises, instructional videos, quizzes and test prep and be modified to meet the needs of the learning environment.

c. The Ohio Central School System (OCSS) Superintendent must have the opportunity to review and approve all education/workforce development content and/or educational Learning Management System (LMS) prior to selection.

GTL will work with the OCSS to ensure that the Superintendent has the opportunity to review and approve education/workforce development content and/or LMS content. GTL will engage the Superintendent on content choices and can provide login credentials and remote access so the Superintendent can access the LMS.

d. State Agencies require an adaptable system which allows instructors to upload coursework and correspond with students through a messaging option.



The GTL LMS boasts custom course content-building functionality allowing ODR staff the ability to build their own coursework, including quizzes and exams. The LMS functionality includes the ability to host course content files including videos, audio, images, and documents for student review. A secure limited messaging option within the Learning Management System is available as a resource inside each of the courses available. Additionally, the GTL Facility Messaging App is available for students and teachers to communicate as needed.

e. Education programs require a customized office suite (MS Word, Excel, PowerPoint), meeting the correctional security needs, for students to create assignment files.

GTL fully appreciates and understands the benefit of having a Chromebook solution for remote learning. With security being a primary concern, GTL is prepared to deliver a technological solution for

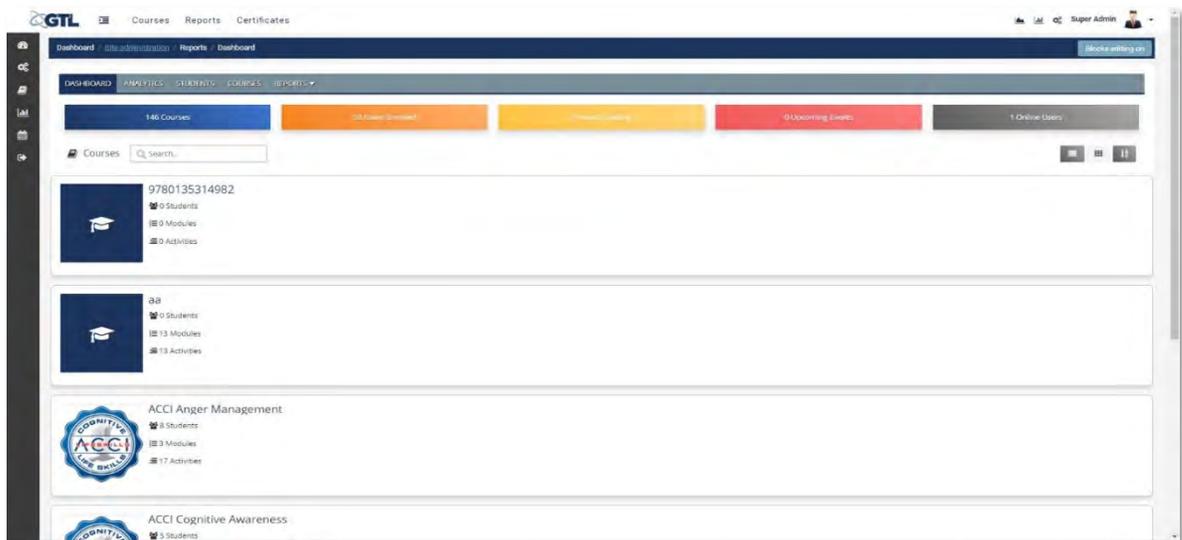
post-secondary education that conforms to the requirements for a customized office suite integration. Our solution offers the ability for:

- Assignment transmission between the incarcerated learner and the teaching staff
- Preparing collegiate level assignments such as essay responses and term papers
- Providing access to the educational program running over the same secure monitored wireless network that GTL uses for its tablets.

With GTL's platform designed to work in conjunction with ODRC's Chromebook program, any web-based learning system, including the GTL LMS, can be set as the default login screen. Alternately, when multiple learning solutions are available, the incarcerated students may select the program for which they are enrolled. GTL's Chromebook integration program is designed to use the Google Management Console for remote management. GTL can work with ODRC staff to integrate another platform if another office suite product/management console is used by ODRC. If coursework requires incarcerated learners to download and edit documents as anticipated, and then submit them as part of their curriculum, GTL can provide the necessary software to support this requirement. GTL will work closely with ODRC staff to design the best program to meet your needs.

f. Education programs must have the ability to add and view digital content.

The GTL Learning Management System (LMS) allows ODRC central office or education staff to build their own coursework into the system including digital media such as video, audio and PDFs. In addition, GTL offers Khan Academy to ODRC incarcerated learners which provides access to instructional videos.



To provide continuous training and improvement opportunities for facility staff, GTL offers the most modern techniques for Professional Education through our Corrections Education Management program. GTL has had several meetings with ODRC staff in 2019 and 2020 on our extensive Education

capabilities; our dedicated Educational product line is headed up by former MS DOC Commissioner Pelicia Hall.

GTL can digitize existing courseware for ODRC staff or build customized training plans to reduce turnover, increase communication, and encourage career advancement.

g. The Contractor must provide access to a Learning Management System with free educational content.

GTL's customizable Learning Management System (LMS) is a scalable, cloud-based solution that allows instructors to monitor progress, administer testing, and even award certificates of completion. These LMS features are included at absolutely NO COST to the incarcerated adults and youth as well as ODRC.

Learning Management System

The GTL LMS has been deployed at over 77 facilities across the country. Since 2014, we have securely provided education services to over 51,000 incarcerated persons. Our system offers incarcerated persons the ability to engage in K12, ABE, Post-Secondary, religion, life skills, financial literacy, behavior modification content, and vocational skills. We have delivered over 165,000 pieces of content through our fully customizable LMS. The basic system gives incarcerated persons access to more than 7,000 videos and 20,000 interactive exercises on subjects such as English, mathematics, history, and science. GTL also supports the U.S. Department of Education's Second Chance Pell Pilot Program.

To provide continuous training and improvement opportunities for facility staff, GTL offers the most modern techniques for Professional Education through our Corrections Education Management program. GTL can digitize existing courseware for ODRC staff or build customized training plans to reduce turnover, increase communication, and encourage career advancement. We are contracted to provide training and continuing education to over 6,000 correctional staff members.

GTL's Learning Management System improves ODRC's ability to deliver comprehensive curriculum with streamlined tools designed to drive down cost and staff workload.

LMS Reporting and Data Points

GTL's LMS further includes an Administrative Panel that allows corrections facility staff to administer tablets, access student data, and make other changes without needing to know how to code and without needing formal database management experience and expertise. Via the LMS, educational content may be added and/or changed in a timely manner. This means that the needs of both students and teachers will be served. Tutorials and help screens will assist students (and staff) in navigating the LMS. It is not enough to provide the tools; the documentation must be available.

The screenshot shows the 'My Grades' dashboard. It is divided into two main sections: 'Courses I am taking' and 'Courses I am teaching'. Each section contains a table with columns for Course Name, Pass/Fail, Class Grade Average, Tests Average, Assignments Average, Percent of classes attended, and Percent of course completed. The 'Courses I am taking' table shows courses like 'Making and Carrying Out Tough Decisions' (A, 100%), 'Take a Deep Breath and Manage Your Stress' (F, 50%), 'The Essentials for Anger Management' (A, 95%), 'Basic Education' (-, -), and 'Time Management' (A, 100%). The 'Courses I am teaching' table shows the same courses with different metrics, such as 'Making and Carrying Out Tough Decisions' (13% A, 0% B, 0% C, 0% D, 0% F, Average Test Grade 0, Tests that need Grading 0, Assignments that need Grading 0, Percent of course completed 0).

LMS Grades Dashboard

Reporting and analytic tools are an essential part of the education process. Listed below are tools educators can use to monitor and assess the courses and incarcerated person participation.

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

h. All education materials including eTextbooks, educational PDFs and videos - need to be ADA compliant.

The GTL Education Package for ODRC will operate on the Inspire wireless tablet. GTL assures that our Inspire tablet meets the guidelines for ADA compliance for our Inspire tablet hardware. The following is a description of the tablet features that meet the requirement.

GTL tablet includes the ability to add the Android Accessibility Suite to our tablets to meet ADA requirements. The GTL wireless tablet device uses accessibility settings for ADA features.

Screen Reader

Users can interact with the tablet device using touch and spoken feedback with the TalkBack screen reader (text-to-speech). TalkBack describes the user's actions and audibly voices alerts, notifications, field and icon names, and narrates the user interaction.

Speech-to-Text

Sight impaired users can use the Live Transcribe feature to speak into the tablet microphone and have the speech transcribed (speech-to-text) to be used for textual-based communication on the tablet. Users can speak to easily fill out Grievance or Request App forms or send messages in the Messaging App on the tablet or apply text by speaking on other apps where text is required as a method of communication. To confirm what was written the user can use the Talkback feature to read the message or form back to them before final submission.

Hearing impaired users can read spoken language in textual form with the Live Transcribe speech (voice)-to-text feature. Voice communication can easily and quickly be transcribed into text which the hearing-impaired person can read on the tablet touchscreen.

Change the Display

With the display size and font size feature, item sizes on the screen can be changed and the size of the font can be adjusted. The Magnification Gesture feature can be used to temporarily zoom or magnify the screen. Contrast and color options allow contrast or color adjustment using high-contrast text, dark theme, color inversion, and color-blindness correction.

The user can triple-tap on the screen to zoom in on a section, and then two-finger scroll or pinch two or more fingers to adjust zoom (pinch-to-zoom). Likewise, the user can triple-tap again to zoom out.

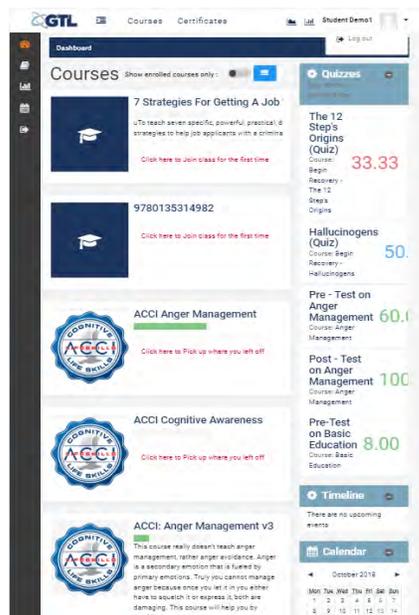
Audio Control & On-screen Text

Caption Preferences allow the tablet user to see captions which allow for language, text, and style on the tablet device. With the Sound Amplifier feature, sounds in the tablet environment can be filtered, augmented, and amplified using the wired headphones.

i. The Contractor must provide an instructor-led one-way remote teaching/learning environment.

Amid Covid-19, GTL clearly understands the importance of remote teaching and learning, and its LMS platform can provide the necessary framework to achieve the needs of the ODRC staff in this instance. We will work directly with your staff to create an environment conducive to effective instruction while also providing a secure platform to ensure the incarcerated student does not manipulate the learning portal for nefarious reasons.

j. The Contractor must provide the ability to access educational materials for self-paced learning.



GTL's LMS allows incarcerated adults and youth to access a full suite of education materials for self-paced learning. The LMS platform can provide digital educational content to meet the most basic needs such as GED preparation courses, but it can also provide access to content to address the criminogenic and reentry needs of ODRC's population. GTL has innovative digital programming that is shown to have an overall positive impact on behavior management and recidivism reduction.

The Educational/Reentry services can be offered in packages or bundles according to ODRC's needs. GTL is in tune to the issues facing the correctional industry and strives to tailor its services to address those issues. Some common issues noted are staffing concerns, increase in the need for substance abuse/misuse and mental health programs, and reentry preparedness. All the programs offered are designed to stand-alone or work in

conjunction with existing programming at ODRC with the added benefit of expanding the services to the entirety of your population without the need for increased staffing.

Included below is a listing/sampling of the content offerings:

The Learning Management System offers a Basic Education Package that includes:

i-Pathways (GED Prep.), Skillsoft (Life Skills), CRI (Cognitive Behavioral Therapy/Life Skills), Khan Academy (Basic Education to Collegiate Education), Peace Education Program (Rehabilitative, Recovery & Cognitive Behavioral Videos); and Department of Labor's Career OneStop (Job Search/Job Readiness).

Additional Content is available for the following areas:

VirtualiaNet (Virtual Job/Career Training/Entrepreneurship); TOPUCU-The Only Person You Cheat Is You (Faith-Based Cognitive Behavioral Training); Reentry Strategies (Reentry Readiness & Transitional Videos); Right Thinking Foundation (Financial Literacy); Breaking Free from Substance Abuse (Substance Abuse and Mental Health Treatment/Intervention) Pelshaw Group Content (Reentry/Business Acumen); and Returning Citizens Magazine (Reentry Resource).

GTL continues to expand its offerings to incorporate additional content in the areas of English as Second Language (ESL); Parenting Skills, Meditation and Anxiety Treatment, Art Therapy, Community Supervision, Juvenile Tailored Content, Personal Development Courses, and Women-Based Programming.

With the increase in substance abuse and mental health concerns industry wide, one of the programs that GTL is most proud of is Breaking Free from Substance Abuse (“Breaking Free”), mentioned above. As you are aware, Breaking Free is a HIPAA-compliant digital behavior change program that delivers Cognitive Behavioral Therapy for alcohol and drug dependence (including opioid dependence) in a very accessible, consistent and scalable way. The program contains a structured psychometric assessment and a comprehensive set of evidence-based behavior change techniques that address the underlying psychological and lifestyle issues, including mental health difficulties, which perpetuate substance abuse. Accessed via the browser on any device, Breaking Free is an interactive, engaging and highly personalized intervention. It has been demonstrated by extensive peer-reviewed research to be effective at addressing addiction to a wide range of substances, including alcohol, opioids, stimulants, new psychoactive substances and prescribed medications of abuse.

Breaking Free can be delivered as a stand-alone program or can be used to augment or compliment an existing program utilized by the ODRC. However, its true intended function, and the way it is utilized most effectively in UK prisons, is as a component of a wider treatment program. Deployed in this way, our digital intervention can augment and strengthen treatment programs in any of the other Levels of Care in the ASAM framework – to take one example, by providing continuous behavioral support to complement and reinforce methadone or buprenorphine in an Opioid Treatment Program.

The program can support different Levels of Care because of its flexibility and capacity to be delivered in three different ways:

7. Self-directed by incarcerated adults and youth, which is facilitated by the video-based instructions and professional voiceover on every screen etc.;
8. One-to-one: 8 (or more) hours of computer-assisted therapy delivered one-to-one by a counselor or clinician, using a manualized approach that we can provide; or
9. Group intervention: delivered in a structured 8-session groupwork format, for which we can also provide a manual, as well as training via our eLearning platform.

As we have done with ODRC during the pilot of Breaking Free, we can tailor the program to meet the continuing needs of the agency.

k. The Contractor must provide the ability to incorporate current curriculum with other GED Prep, K-12, Post-Secondary, Vocational, Certifications, Life Skills, Computer Skills.

GTL's education program is capable of incorporating your current curriculum with available content through our learning management system in the areas of GED Prep, K-12, Cognitive Behavioral Therapy, Substance Abuse Treatment, Financial Literacy, Post-Secondary Education, Vocational, Certifications, Life Skills, Financial Literacy, Faith Based Content, Reentry Readiness and Transitional Skills, Computer Skills, and more.

GTL Learning Management System (LMS) is a customizable, scalable, cloud-based solution that allows ODRC instructors to monitor progress, administer testing, and even award certificates of completion. GTL's LMS improves ODRC's ability to deliver current curriculum with streamlined tools—designed to drive down both cost and staff workload. The GTL LMS has:

- been deployed at over 77 facilities
- provided education services to over 51,688 incarcerated adults and youth delivered over 165,000 pieces of content
- provided training and continuing education to over 6,000 correctional staff

The GTL LMS allows ODRC education staff to build their own coursework into the system including media such as video, audio and PDFs.

l. The Contractor must provide access to comprehensive employment readiness resources with job search tools from the US Department of Labor.

GTL offers ODRC CareerOneStop content, sponsored by the US Department of Labor, to be included with our education solution. CareerOneStop offers an online, secure version of all CareerOneStop website content and tools, with all external links and maps disabled, via a secure website at ReEntry.CareerOneStop.org. CareerOneStop provides a full range of career, training, and job search resources. CareerOneStop was recently deployed at North Central Correctional.

To date, GTL is the first and only corrections communication company to work with the US Department of Labor's Education and Training Administration (ETA). Our shared goal is to bring educational and employment opportunities to incarcerated persons, build their hard and soft job skill sets, and reduce recidivism. Aside from training opportunities, the ETA performs career assessments and matches, offers resume writing assistance, informs incarcerated learners of a position's average salary, and lets them know about job matches in their area, and more. Additional resources can be easily printed for those who work with incarcerated adult and youths and are available in PDF formats.

m. The Contractor must provide access to Library content (law library consistent with thin client provider, eNewspapers, eBooks, publications, periodicals) etc.

ODRC staff can load eNewspapers, eBooks, publications, and periodicals as library content into the GTL LMS as PDF a document for access by incarcerated students in an education program. In addition, incarcerated persons can access these kinds of library reading materials with the Inspire tablet via our eBooks and GTL Library apps as well as access to other whitelisted RSS feeds to news, sports, health and wellness, religious, and entertainment publications.

n. The Contractor must provide a reading library at no charge to the incarcerated adult or youth that is refreshed on a regular schedule to keep offenders interested in reading and learning.

GTL offers ODRC a reading library solution by providing the GTL e-Books App and GTL Library service at no cost to ODRC or incarcerated adults and youth.

E-Books Service



GTL's **E-Books Service** is a library-like service that provides incarcerated persons access to our growing catalog of fiction and non-fiction eBooks. incarcerated persons can search categories such as science fiction, drama, mystery, action, adventure, and much more! -

For additional security, GTL's E-Books app is a designed specifically for the corrections market without any external links or ads, backdoor routes to tablet settings or profile setting fields that could be used to pass unsecure messages to other incarcerated persons. GTL will continue to update and improve the app experience based upon feedback.

GTL Library

In addition to our tablet E-Books Service, GTL can provide ODRC incarcerated adults and youth with access to the GTL digital library. The **GTL Library** is a library repository through which incarcerated adults and youth can borrow and enjoy materials including audiobooks, e-books, videos, music, newspapers, magazines, and movies. GTL works with OverDrive to curate a library of over two million media files from over 5,000 different publishers available. All GTL Library materials are accessible through the GTL wireless tablet.

All GTL Library materials are accessible through the GTL wireless tablet. The content available to incarcerated adults and youth can be pre-approved by ODRC to assure they meet applicable and appropriate reading material guidelines within your institution(s).

Like traditional libraries, the GTL Library only lends content (files) for a certain length of time. Books or files that readers borrow will automatically delete or deactivate themselves when the lending period is up. If the reader was not done with the book, they only need to borrow it again.

Library materials can be searched by title, author, format (e-book, audio book, song), genre (comedy, drama, fiction), and subject (business, food, science, relationships). With the GTL Library app, incarcerated adults and youth can enjoy reading and listening to materials on the wireless tablet just as if they were at the local library.

o. The Contractor must offer a system for education which allows the use of web content (textual, aural, or visual content published on a website; the web content can include text, applications, images, data, audio and video files).

Approved web-based content can be whitelisted on the secure GTL network for access by incarcerated adults and youth on the Inspire wireless tablet.

13. Cellphone Detection Services

Offerors must provide Cellphone Detection Services meeting the following requirements:

- a. Contractor must have the ability for portable detection for the presence of cell phones in or on the body, even if the phone is turned off, within a specified range or industry standard and upgraded every two years to mutually agreed, current technology.
- b. The Contractor must have the ability for forensic information extraction and analysis.
- c. The Contractor must provide thirty-one (31) annual mobile cellular phone detection missions which will locate unauthorized and authorized cellphones by facility and units within facility for interdiction.
- d. The Contractor must have portable scanners for walk-by searches for indoor/outdoor and vertical/horizontal searches.
- e. The Contractor must have the ability for detection units to remain visible to incarcerated adults or be hidden behind visual barriers for covert operation.
- f. The Contractor must have the ability to locate unauthorized and authorized lost cell phones.
- g. The Contractor must assist in providing data that can be used to support telephone record subpoenas and inactivation(s) in compliance with applicable laws.
- h. The Contractor must have the ability to perform physical, logical, and file system extractions of cell phones – performing a complete data extraction of existing, hidden, and deleted phone data, including call history, text messages, contacts, email, chat, media files, geotags, passwords, etc.
- i. The Contractor must consult with State Agencies on an on-going basis to assist with their multi-layer cellphone interdiction strategy.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 13. including:

Describe in detail the offeror's solution to address portable detection for the presence of cell phones in or on the body, address forensic information extraction and analysis, portable scanners for walk-by searches for indoor/outdoor and vertical/horizontal searches, ability to locate unauthorized and authorized lost cell phones, ability to perform physical, logical, and file system extractions of cell phone data.

GTL has read, understands, and will comply.

a. Contractor must have the ability for portable detection for the presence of cell phones in or on the body, even if the phone is turned off, within a specified range or industry standard and upgraded every two years to mutually agreed, current technology.

GTL will provide ODRC with the ability to detect cell phones within your facilities using a ferromagnetic mobile cell detection device. GTL offers a relatively mobile device that detects cell phones from as far as three feet away. The device appears like a metal detector but uses different technology to detect cell phones via non-ferrous metals which greatly reduces the number of false positives.



The mobile device detects all cell phones even when the unit is turned off. The unit is completely portable, so deployment is possible at any place in each ODRC facility.

Mobile Cell Detection Device Features:

- Detects all cell phones and much more.
- Full body scan with single walk by
- Large numbers of prisoners scanned quickly (> 40 incarcerated adults and youth/minute)
- Body cavity detection
- Covert screening option



As with all cell phone detection technology, the mobile device does have a limitation that the cell phone must be moving to be detected. Therefore, the best deployment is one that has the element of surprise and has incarcerated adults and youth walk by it such as the cafeteria line, as visitors enter your facility, as officers enter your facility, etc. As with all cell detection technology, the ferromagnetic mobile cell detection device is not the sole solution yet as part of our GTL multi-faceted solution, it is an extremely effective tool.



Per the above requirement, GTL will upgrade this technology every two years in collaboration with ODRC.

b. The Contractor must have the ability for forensic information extraction and analysis.

GTL will continue to provide, at no cost, a complete, state-of-the-art forensics lab, including logical and physical extraction hardware and software, chip-off hardware and software, forensic analysis software, computers, storage devices, and other equipment required to operate digital forensic services. GTL will staff the lab with dedicated forensic and intelligence Analysts experienced in logical, physical and chip-off extraction techniques, for the purpose of extracting data from cellular phones, computers, tablets, drones, and other computer-based devices.

Our Analysts will pull extracted data into GTL's Data IQ visual link analysis tool for investigation and reporting. GTL Data IQ, offered at no cost to ODRC, is the industry's most powerful, state-of-the-art investigative and visual link analysis tool available today. Extracted data from the seized device forensic report are easily imported into GTL Data IQ. GTL Data IQ will digest the records exported through extraction in a text (csv), MS Excel (xls or xlsx) format, and other source formats as needed.



Beyond extractions, GTL Analysts will leverage the extracted data against additional disparate data sets in GTL Data IQ to provide analytic insight for investigators. GTL Analysts can use their experience and their network to apply the latest analytic techniques, uncover trends, and assist investigators with

robust, proactive, actionable intelligence leads. GTL Analysts also provide on-demand call monitoring services in response to ODRC requests for targeted incarcerated adult and youths, keywords, etc.

This partnership model has proven effective with several other DOC partners and is the only offering in the industry that includes experienced, professional Analysts dedicated to ODRC. Given that GTL's Analysts will be embedded within the OIG facility, they will work in real-time and side-by-side with ODRC staff to prioritize devices based on investigative value.



As an additional benefit to ODRC, GTL offers to train authorized ODRC investigators in the use of the various forensic tools utilized, to include the interpretation of the data recovered. This will allow interested investigators to expand their skills, adding value to ODRC investigative units. We will also provide ODRC with the required processes for evidence storage and strict chain of custody policies.

GTL confirms that this will be provided at no additional cost to ODRC.

c. The Contractor must provide thirty-one (31) annual mobile cellular phone detection missions which will locate unauthorized and authorized cellphones by facility and units within facility for interdiction.

GTL will provide a minimum of thirty-one (31) annual mobile cellular phone detection missions by combining our own experienced and professional intelligence Analysts with the ShawnTech Communication's Cell Intel solution (exclusively offered by GTL). GTL and ShawnTech have been providing this service to ODRC since 2019. Cell Intel is a mobile cellular detection solution that manages attempted communications from unauthorized cellular based devices. During a Cell Intel scan, invaluable raw data is captured, logged, and disseminated to Analysts for tactical analysis. Analysts leverage the captured raw data against other data sources to establish degrees of probability of contraband possession within the facility. This actionable intelligence has proven to be beneficial to ODRC in recent scans. Multiple cellular devices have been recovered and/or subjected to court ordered service termination and device blacklisting as a result of the scans.



d. The Contractor must have portable scanners for walk-by searches for indoor/outdoor and vertical/horizontal searches.

Featuring a detachable base, the Cellsense Plus mobile cell detection device effortlessly performs portable or wall-mounted searches anywhere in a facility, including outdoors.

When set up for walk-by traffic, it processes mobile cell detection for up to 40 incarcerated adults and youth a minute. Portable detection is equally effective for horizontal searches such as bedding and in cell or in-pod searches. GTL recommends 1 Cellsense unit to start, with the potential to increase capacity based upon the success of the product in individual institutions.

e. The Contractor must have the ability for detection units to remain visible to incarcerated adults or be hidden behind visual barriers for covert operation.

GTL's Cellsense Plus units can be operated overtly in that they are visible to incarcerated adults, or they can be hidden behind visual barriers for covert operation. In either scenario, the units may be operated in a portable fashion where they are positioned in the accompanied secure yet portable base, or permanently affixed to a wall.

f. The Contractor must have the ability to locate unauthorized and authorized lost cell phones.

GTL's exclusive offering of the ShawnTech Cell Intel solution features the ability to leverage triangulation/trilateration to locate powered devices based on unique phone identifiers regardless as to whether the device is authorized or unauthorized. Using a sensor attached to the body in connection with Cell Intel can lead facility staff to within meter(s) of any targeted device.

g. The Contractor must assist in providing data that can be used to support telephone record subpoenas and inactivation(s) in compliance with applicable laws.

Data captured through GTL's mobile assessment solution, Cell Intel, includes the metadata necessary for court ordered service terminations and hardware GSMA blacklisting. Necessary metadata includes but is not limited to device hardware identifiers (IMEI/MEID), cellular service identifiers (IMSI/MIN) and cellular provider.

h. The Contractor must have the ability to perform physical, logical, and file system extractions of cell phones – performing a complete data extraction of existing, hidden, and

deleted phone data, including call history, text messages, contacts, email, chat, media files, geotags, passwords, etc.

GTL's Fusion Analysts use, among other solutions, the Cellebrite UFED Forensic System, which extracts vital information from 95% of all cellular phones on the market today, including smart-phones and tablet devices (Microsoft, Symbian, iPhone, and Google Android).

Cellebrite UFED supports all known cellular device interfaces, including serial, USB, infrared, and Bluetooth. Extractions can then be reviewed and verified using the reporting/analysis tool. Cellebrite works exclusively with most major carriers worldwide including Verizon Wireless, AT&T, Sprint/Nextel, T-Mobile, Rogers Wireless – Canada, Orange France, and Telstra Australia, as well as 140 others. This ensures that future devices are supported prior to retail launch.

SECURE EXTRACTION, COMPLETE CONTENT

The UFED allows you to extract a wide variety of data types including:

- Contacts
- SMS text messages
- Deleted text messages (SOM/USIM)
- Call history (Received, Dialed, Missed)
- Audio
- Video
- Pictures and images
- Ringtones
- Phone details (IMEI/ESN, phone number)
- Geotagged media

UFED Premium

GTL is already providing ODRC with our traditional solution for basic and advanced extraction tools and software for use by the GTL ODRC lab. As an added feature, the GTL ODRC lab will have access to additional cutting-edge technology to include **UFED Premium**. UFED Premium is an advanced Cellebrite solution capable of successfully extracting data from iOS 7 to 13.3x and Android 10 devices, not otherwise capable of extraction via traditional UFED 4 PC, XRY, and chip-off methods. Access to UFED Premium ensures ODRC has the right tools to maximize the intelligence process surrounding contraband cell phones.

- i. The Contractor must consult with State Agencies on an on-going basis to assist with their multi-layer cellphone interdiction strategy.

GTL has been and will continue to support an agency strategy for multi-layer cellphone interdiction. For years, GTL has promoted multi-layered approaches rather than the belief that any single solution is going to solve a facility’s contraband cellphone challenges. GTL works closely with various technology partners in addition to the FCC, Cellular Carriers, and other interested parties on an ongoing basis to stay on the forefront of technology advances and multi-layer opportunities.



14. Self-Service Printing

Offerors must provide a secure Self-Service Printing environment meeting the following requirements:

- a. The Contractor must provide the ability for incarcerated adults and youth to print with minimal staff intervention.
- b. The Contractor must provide the ability for incarcerated adults and youth to initiate printing from a tablet or kiosk using a personal access code.
- c. The Contractor must provide the ability for incarcerated adults and youth to pick up copies from designated printer area.
- d. The Contractor must provide the ability to interface with DRC trust fund accounting system to debit for printing.

Offeror Response: offerors must provide a narrative in the box below that addresses ALL of the above requirements from section 14. including:

Describe in detail the offeror’s printing functionality model; wireless, capability to print from tablet or kiosk, and ability to interface with DRC trust fund accounting system to debit for printing.

GTL has read, understands, and will comply.

a. The Contractor must provide the ability for incarcerated adults and youth to print with minimal staff intervention.

To allow printing directly from the tablet device, GTL offers ODRC our Print Requests feature. GTL will work with ODRC staff at the institutional level to determine where the printers will be allocated. With the GTL Command Print Requests feature, ODRC incarcerated adults and youth can request to print color and black/white approved photos, messages and facility documents directly from the GTL wireless tablet device. The print requests can be sent to a remote printer located at a designated area of the ODRC facility. This process requires very little ODRC staff attention. Each physical print out has the specific incarcerated adult/youth and housing location on top of the page. If ODRC requires prints to be reviewed, all requests for printing will be shown in a print review queue in the GTL Command user interface where staff can optionally review, approve, deny and print. All historical and current print requests can be queried by housing area, incarcerated adult and youth requesting, date requested and approval status.

b. The Contractor must provide the ability for incarcerated adults and youth to initiate printing from a tablet or kiosk using a personal access code.

Using the GTL Command Print Requests, incarcerated adults and youth can print approved photos, messages and facility documents directly from the tablet or docked wireless tablet. After the incarcerated adult or youth logs on to the tablet device using their security PIN (personal access code) they can use the Messaging, Photo or Document Info App to access the desired material to print. In each of the apps there is shown a PRINT button the incarcerated adult/youth can simply press to send it to the printer.

c. The Contractor must provide the ability for incarcerated adults and youth to pick up copies from designated printer area.

With the GTL Command Print Requests feature, print requests can be sent to a remote printer located at a designated area of the ODRC facility. If ODRC requires more security, prints can be sent to a printer in a specified area where staff can pull the prints out and hand to the individual that requested the print. Staff can filter prints for their housing area and each physical print has the specific incarcerated adult/youth name and housing location on top of the page.

d. The Contractor must provide the ability to interface with DRC trust fund accounting system to debit for printing.

Using both our industry experience and our time-proven partnership with ODRC, GTL will collaborate with ODRC to develop an interface to ODRC's Trust Fund Accounting System at no cost to ODRC. GTL currently has an interface with Cashless System's CACTAS software for PIN Debit fund transfers from the trust accounts. With the trust accounting interface, incarcerated adults and youth can print messages, photos, and facility documents directly from the wireless tablet and the funds to pay for the print will be deducted from the incarcerated adult or youth's trust account. Facility Administration can set unique pricing separately for photos, message, and documents as well as unique pricing for black/white and color.

15. Disaster Recovery and Continuity Plan

The offeror must provide an effective Disaster Recovery and Continuity Plan for continuity of critical systems functions. The offeror's Disaster Recovery and Continuity Plan must include disclosure of any data loss incident(s) or improperly recorded privileged communication, litigation, non-performance, regulatory penalties, or any ethics-related issue(s) within the last 4 years.

Providing the disclosure will not automatically disqualify a Proposal from consideration.

If post award it is discovered that Contractor failed to disclose or report the above listed, the result may be the immediate cancellation of the Contract.

Offeror Response: offerors must provide a detailed Disaster Recovery and Continuity Plan as tab 23 of their Proposal.

16. Demonstrations and Site Visits

- a. The highest scoring offerors will be asked to demonstrate in person the proposed hardware, software and services for the incarcerated adult, youth, staff and families.
- b. State Agencies have arranged **MANDATORY** site visits at four representative facilities.

SEE PAGE 7 OF THE BASE RFP FOR ADDITIONAL INFORMATION AND REGISTRATION REQUIREMENTS.

Tuesday, November 17, 2020 (all times are Columbus, Ohio local time)

Circleville Juvenile Correctional Facility – 8:00 am to 11:00 am

640 Island Road

Circleville, OH 43113

From Circleville to Chillicothe will take approximately 30 minutes.

and

Chillicothe Correctional Institution – 12:00 Noon to 5:00 pm

15802 State Route 104 North

Chillicothe, OH 45601

Wednesday, November 18, 2020 (all times are Columbus, Ohio local time)

Pickaway Correctional Institution – 8:00 am to 12:30 pm

11781 State Route 762

Orient, OH 43146

From Pickaway to Lebanon will take approximately 1 hour 35 minutes.

and

Lebanon Correctional Institution – 2:30 pm to 5:30 pm

3791 State Route 63

Lebanon, OH 45036

V. STATE AGENCIES' INSTITUTIONS & FACILITIES

Ohio Department of Youth Services		
<u>Circleville Juvenile Correctional Facility</u> 640 Island Road Circleville, OH 43113 (740) 477-2500 Fax 740-420-9816	<u>Cuyahoga Hills Juvenile Correctional Facility</u> 4321 Green Road Highland Hills, OH 44128 216 464-8200 Fax 216-464-3540	<u>Indian River Juvenile Correctional Facility</u> 2775 Indian River Road, SW Massillon, OH 44646 330-837-4211 Fax 330-837-4740
Ohio Department of Rehabilitation & Correction		
<u>Allen/Oakwood Correctional Institution (AOI)</u> 2338 North West Street Lima, OH 45802 419-224-8000 Fax 419-224-5828	<u>London Correctional Institution (LoCI)</u> 1580 State Route 56 London, OH 43140 740-852-2454 Fax 740-845-3399	<u>Pickaway Correctional Institution (PCI)</u> 11781 State Route 762 Orient, OH 43146 614-877-4362 Fax 614-877-4514
<u>Belmont Correctional Institution (BeCI)</u> 68518 Bannock Road, S.R. 331 St. Clairsville, OH 43950 740-695-5169 Fax 740-526-0511	<u>Lorain Correctional Institution (LorCI)</u> 2075 South Avon Beldon Road Grafton, OH 44044 440-748-1049 Fax 440-748-2191	<u>Richland Correctional Institution (RiCI)</u> 1001 Olivesburg Road Mansfield, OH 44901 419-526-2100 Fax 419-521-2810
<u>Chillicothe Correctional Institution (CCI)</u> 15802 State Route 104 North Chillicothe, OH 45601 740-774-7080 Fax 740-779-5398	<u>Madison Correctional Institution (MaCI)</u> 1851 State Route 56 London, OH 43140-0740 740-852-9777 Fax 740-852-3666	<u>Ross Correctional Institution (RCI)</u> 16149 State Route 104 Chillicothe, OH 45601 740-774-7050 Fax 740-774-7055
<u>Correctional Reception Center (CRC)</u> 11271 State Route 762 Orient, OH 43146 614-877-2441 Fax 614-877-3853	<u>Mansfield Correctional Institution (ManCI)</u> 1150 North Main Street Mansfield, OH 44901 419-525-4455 Fax 419-524-8022	<u>Southeastern Correctional Institution (SCI)</u> 5900 B.I.S. Road Lancaster, OH 43130 740-653-4324 Fax 740-753-5371
<u>Dayton Correctional Institution (DCI)</u> 4104 Germantown Street Dayton, OH 45417 937-263-0060 Fax 937-263-1322	<u>Marion Correctional Institution (MCI)</u> 940 Marion-Mustiamsport Road Marion, OH 43302 740-382-5781 Fax 740-387-8736	<u>Southern Ohio Correctional Facility (SOCF)</u> 1724 Lucasville-Minford Road Lucasville, OH 45699 740-259-5544 Fax 740-259-2882

Ohio Department of Rehabilitation & Correction		
<u>Franklin Medical Center (FMC)</u> Zone A 1990 Harmon Avenue Columbus, OH 43223 614-445-5960 Fax 614-445-7040	<u>Noble Correctional Institution (NCI)</u> 15708 McConnelsville Road Caldwell, OH 43724 740-732-5188 Fax 740-732-2651	<u>Toledo Correctional Institution (ToCI)</u> 2001 East Central Avenue Toledo, OH 43608 419-726-7977 Fax 419-726-7157
<u>Franklin Medical Center (FMC)</u> Zone B 1800 Harmon Avenue Columbus, OH 43223 614-445-8600 Fax 614-444-8267	<u>Northeast Reintegration Center (NERC)</u> 2675 East 30th Street Cleveland, OH 44115 216-771-6460 Fax 216-787-3540	<u>Trumbull Correctional Institution (TCI)</u> 5701 Burnett Road Leavittsburg, OH 44430 330-898-0820 Fax 330-898-0848 <u>Trumbull Correctional Camp (TCC)</u>
<u>Grafton Correctional Institution (GCI)</u> 2500 South Avon Beldon Road Grafton, OH 44044 440-748-1161 Fax 440-748-2521	<u>Ohio Reformatory for Women (ORW)</u> 1479 Collins Avenue Marysville, OH 43040 937-642-1065 Fax 937-642-7678	<u>Warren Correctional Institution (WCI)</u> 5787 State Route 63 Lebanon, OH 45036 513-932-3388 Fax 513-933-0150
<u>Lebanon Correctional Institution (LeCI)</u> 3791 State Route 63 Lebanon, OH 45036 513-932-1211 Fax 513-932-1320	<u>Ohio State Penitentiary (OSP)</u> 878 Coitsville-Hubbard Road Youngstown, OH 44505 330-743-0700 Fax 330-743-0841	
DRC Privately Administered Institutions		
<u>Lake Erie Correctional Institution (LaECI)</u> 501 Thompson Road Conneaut, OH 44030 440-599-4100 Fax 440-593-4536	<u>North Central Correctional Complex (NCCC)</u> 670 Marion MustiamSPORT Road East Marion, OH 43301 740-387-7040 Fax 740-387-5575	<u>Northeast Ohio Correctional Center (NEOCC)</u> 2240 Hubbard Road Youngstown OH 44505 330-746-3777