



COR61609

State of West Virginia Purchasing Division

INMATE BANKING SERVICES

April 15, 2014 1:30 PM

Submitted By:

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

Primary Contact:

James Beamer, Account Executive
Telephone: 703-843-7630
Email: jbeamer@gtl.net

Alternate Contact:

Rae Pearson, RFP Director
Telephone: 317-558-3151
Fax: 800-941-1062
Email: raenita.pearson@gtl.net



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Solicitation

NUMBER
COR61609

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

SHIP TO

DIVISION OF CORRECTIONS
1409 GREENBRIER ST
CHARLESTON, WV
25311 304-558-8045

DATE PRINTED
11/06/2013

BID OPENING DATE: **01/07/2014** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB	946-25			
<p>***** PLEASE NOTE: A MANDATORY PRE-BID MEETING IS SCHEDULED FOR 12/03/2013 AT 10:00 AM AT THE WV DIVISION OF CORRECTIONS HEADQUARTERS LOCATED AT 1409 GREENBRIER STREET CHARLESTON, WV 25311. *****</p> <p>INMATE BANKING SERVICES</p> <p>REQUEST FOR PROPOSAL</p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WV DIVISION OF CORRECTIONS, IS SOLICITING PROPOSALS TO PROVIDE A WEB PORTAL APPLICATION TO ACCOMMODATE DEPOSITS TO INMATES, LOBBY DEPOSIT KIOSK, DEBIT RELEASE CARDS, WORK RELEASE DEBIT CARDS AND PAROLE SUPERVISION FEES, PER THE ATTACHED DOCUMENTATION.</p> <p>ATTACHMENTS INCLUDE:</p> <ol style="list-style-type: none"> COR61609 REQUEST FOR PROPOSAL ATTACHMENT A VENDOR RESPONSE SHEET ATTACHMENT B MANDATORY SPECIFICATION CHECKLIST ATTACHMENT C COST SHEET ATTACHMENT D FACILITY LISTING 						

SIGNATURE 	TELEPHONE 317-558-351	DATE 12/20/13
TITLE President and COO	FEIN 631071001	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



Letter of Transmittal



Global Tel*Link Corporation
www.gtl.net

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

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

March 11, 2014

Ms. Tara Lyle, File 32
State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street, East
Charleston, WV 25305
RE: RFP No. COR61609 – Inmate Banking Services

Dear Ms. Lyle

This letter accompanies GTL's response to your agency's issued RFP. We appreciate the opportunity to present our comprehensive solution for the West Virginia Division of Correction's Inmate Banking Services needs.

We offer in this RFP response many compelling reasons why you should select our solution for your facilities, including our vision for integrated correctional technology solutions, the value that we create by providing optimal efficiency and control, and the integrity and honesty of our employees.

The following proposal demonstrates that we fully understand and meet the implementation requirements, service requirements, and overall operational goals that the Division of Corrections is seeking as described in your issued RFP for Inmate Banking Services. We believe that after reviewing all bids, you will reach the conclusion that our comprehensive proposal is the best in terms of innovation, versatility, and value.

Our technology, unwavering commitment to exemplary customer service, and outstanding people are what make the difference and reaffirm why we should become your provider for Inmate Banking Services. Among the many reasons why GTL is the logical choice are the following:

- industry-leading expertise and decades of experience
- knowledgeable and capable team members who are familiar with the West Virginia Division of Corrections and who will be responsive to your needs
- an approach and methodology for the Inmate Banking Services that meets or exceeds all RFP requirements
- the ability to demonstrate to you during the oral interview how the GTL Inmate Banking Services far exceeds any other System provider in the market place
- how our cost proposal is fair to the citizens of West Virginia and the Division of Corrections

With a proven track record of innovation and value, you will see why we are the leading provider of integrated corrections technology, offering single-vendor simplicity and accountability. *We are ready to put our team to work for you!*

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey B. Haidinger", with a long horizontal flourish extending to the right.

Jeffrey B. Haidinger
President and Chief Operating Officer



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Attachment A

Vendor Response Sheet



Attachment A: Vendor Response Sheet

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met.

GTL Response: GTL understands and complies

For nearly 25 years, GTL has been the trusted, one-stop source for integrated technology solutions for the corrections market.

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

Banking Services History

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 and Web for a state DOC. As evidence of our ability to safely and reliably process transactions, **GTL processed over 14.5 Million automated payment transactions for our customers nationwide in 2013 representing an increase of 11% year over year. More importantly, GTL has never experienced a credit card breach.**

Global Tel*Link Overview

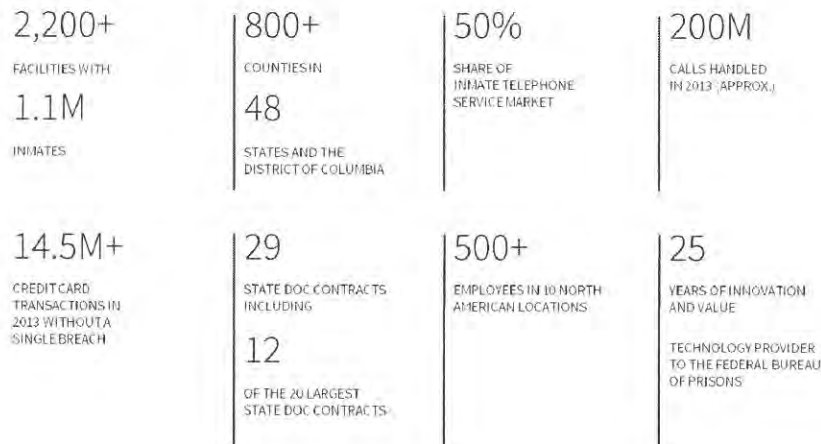
Today, GTL is the leading provider of integrated corrections technology for facilities across the United States. We help correctional departments gain an unprecedented view into virtually every aspect of their inmate populations and facilities, driving higher levels of control and safety and enabling them to meet today's and tomorrow's operational challenges with confidence.

For a quarter of a century, GTL has been the corrections industry's trusted, one-stop source for integrated technology.



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

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



Solutions

We are committed to pushing the envelope on how technology can help improve virtually every aspect of our customers' operations, including the day-to-day experiences of everyone in the corrections ecosystem: staff, inmates, family and friends. From the hardened exteriors of our kiosks, phones and other in-pod devices to the reliability and security of the software that powers our solutions, everything we provide is designed from the ground up with the rigors of the corrections environment in mind.

Our solutions align with recognized corrections best practices, including those aimed at preparing inmates for successful reentry to society and reducing recidivism rates. The following illustration



shows how the products and services from each solution family collectively form a broad range of offerings that meets the needs of correctional facilities.



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

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



Inmate Communications Solutions – Enabling Connections Without Compromising Control

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

Investigative Solutions – Finding the Answers That Prevent and Solve Crimes

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

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

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

Visitation Solutions – Improving the Visitation Process for Everyone

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

Content Solutions – Supporting the Rehabilitation Process

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



References

Ohio Department of Rehabilitation and Corrections	
Description of Services	Deposit Services, which included the purchase of phone time as well as deposits for commissary/trust electronic processing.
Date of Services	February 2010 to Present
Contact Name	Randy Booth
Contact Telephone	614-728-1100
Contact Address	West Broad Street, Columbus, OH 43222
Montgomery County Correctional Facility, PA	
Description of Services	Automated deposit services for commissary/trust deposits
Date of Services	2008 to Present
Contact Name	Julio Algarin, Warden
Contact Telephone	(610) 630-9390
Contact Address	60 Eagleville Road, Eagleville, PA 19403
Tulsa County Sheriff's Office	
Description of Services	Deposits services, which also included the purchase of phone time as well as deposits for commissary/trust electronic processing
Date of Services	June 2011 to Present
Contact Name	Michelle Robinette, Chief of Detention
Contact Telephone	918-596-5641
Contact Address	500 S Denver, Tulsa OK 74103



Staff Certifications

GTL staff assigned to the WVDOC project is not only very familiar with the agency's facilities, but also immensely qualified to accomplish the services needed to give the best solution to the WVDOC. With 12 years experience in the West Virginia correctional facilities, GTL's team has the knowledge and expertise to complete the WVDOC Inmate Banking Services project successfully. ***Please refer to Exhibit H for GTL's Staff Resumes.***

Chris Moore, Vice President of Product Management, received his Project Management Professional (PMP) by the Project Management Institute. Please see ***Exhibit G*** for the copy of his certification.

Proposed Staffing plan

As the current provider of Inmate Telephones to the WVDOC, GTL's staff is highly familiar with the facility and the staff of the WVDOC. Due to our experience and relationship with WVDOC, only GTL will be able to provide the best staffing team. GTL looks forward to extending our services to the WVDOC in order to provide the best solution to satisfy the needs of the State.

GTL's Project Team will be responsible for the accomplishment of each service requirement. Once the contract is awarded, staff from various areas of support will be assigned responsibility specific to this project to ensure success.



Name	Title	Role in Support of WVDOC	Currently Supporting WVDOC
James "Jim" Beamer	Account Executive	Continue as the primary single point of contact for the Agency. Jim has over 9 years of experience with the Agency. He is the primary contact, liaison, and facilitator to ensure that West Virginia DOC's needs are understood and accommodated.	✓
Chris Tarbert	Senior Vice President, Strategic Accounts	Senior Management Executive Liaison providing executive-level support to the Agency. He ensures that all actions in support of the Agency are expedited at the highest levels of GTL.	✓
Anthony Pellegrino	Vice President of Sales, Mid-Atlantic	Provides executive level support to ensure proper corporate commitment and resources along with monitoring contract compliance. Additionally, Anthony facilitates the escalation process to ensure prompt, satisfactory problem resolution.	✓
Tom Gibney	Account Executive	Serve as the Associate Account Executive for the Agency. Tom also has experience with numerous large agencies, and will be available to assist in major activities and serves as the alternate contact, liaison, and facilitator for the Agency if Mr. Beamer is not available.	✓



Name	Title	Role in Support of WDOC	Currently Supporting WDOC
Ron Gibson	Field Service Manager	Responsible for the day-to-day operations, maintenance, and support of the kiosks including the supervision of the full-time Site-Technicians. Ron reports to Philip Jones, Director of Field Service, who will manage resources for installations, maintenance, and administration.	✓
3 Site Technicians We intend to continue to provide this service with Mr. Mike Keplinger, Mr. Bill White, and Mr. Glenn Vavrock, a third CCG technician who has previously provided backup work for Agency facilities	Site Technicians	Continue to provide local site technicians to service kiosk equipment in Agency facilities. GTL provides qualified local staff through a subcontracted agreement with Cooper Communications Group (CCG), which is organized to provide this service exclusively for GTL accounts.	✓
Toni Long	Kiosk Implementation Manager	Toni is responsible for planning, scheduling, and managing the implementation of the project through cutover and acceptance.	



Name	Title	Role in Support of WDOC	Currently Supporting WDOC
Philip Jones	Director of Field Services: Southeast, Mid-Atlantic, North Central	Manages implementation and maintenance activities performed by regional support staff including Ron Gibson and the CCG service technicians. Philip ensures that Ron and local support staff members are provide all resources required to ensure quality service to the Agency.	✓
Matthew Caesar	Senior Vice President, Engineering & Development	Plays a key role in establishing, as well as implementing the corporate architecture, technology and feature set for GTL products.	
Brian Kirkpatrick	Senior Group Manager, Consumer Development Division	Responsible for the kiosk development and maintenance. Oversees the product throughout every step in the development life cycle. Involved in the deployment of the application and works closely with the Professional Services Group, Implementation Specialists, and customers to ensure the installation of the product is successful.	



Name	Title	Role in Support of WVDOC	Currently Supporting WVDOC
Jim Bradley	Executive Director, Application Software Delivery and Tech Support	Oversees the management of interfaces with partners throughout the corrections industry. Jim has extensive experience in the automation of services at correctional facilities of all sizes; conducting business process analysis and project management.	
Breanne Rodgers	Team Lead, Implementation	Supervises the Corporate Trainers and Implementation Engineers, working to provide the best service possible to customers. She will work closely with Project Managers, Account Executives, and the Agency to ensure projects are scheduled in a timely manner and completed with focus on the Agency's satisfaction.	
Chris Moore	Vice President, Product Management	Oversees all product managers and products from design through installation and maintenance. Identifies needs and defines solution strategies that the Agency may need.	



Name	Title	Role in Support of WDOC	Currently Supporting WDOC
Ron Meadows	Product Manager, Lobby Kiosks	Responsible for facilitating communication and follow-up on all kiosk operational and functionality issues as well as ensuring that kiosk related requirements are fully addressed throughout the duration of the contract. Ron also identifies needs and defines solution strategies that the WDOC may need. He will also plan future kiosk designs and services.	

Description of Past Projects

Ohio Department of Rehabilitation and Corrections (ODRC)

In February of 2010 we implemented payments services for the purchase of phone time as well as commissary/trust electronic deposit processing at the Ohio Department of Rehabilitation and Corrections facilities by:

- Providing 35 Lobby Kiosks across the State for the acceptance of payments
- Accepting payments required by ODRC online
- Providing the facility an interactive voice response system for the acceptance of payments
- Providing payment solutions for approximately 52,000 inmates and their families

Montgomery County Correctional Facility (Eagleville, PA)

The Montgomery County Correctional Facility houses approximately 2,000 inmates and process about 40,000 new inmates a year. We supply this agency automated deposit services for commissary/trust deposits and have since 2008. We provide for them:

- 2 Deposit Kiosks in the lobby of their facility for the acceptance of payments
- 1 Intake Kiosk in the booking area to collect all cash and coins on the inmate and print an itemized receipt to be placed into Property
- Accepting payments via the web
- Providing the facility an interactive voice response system for the acceptance of payments



-
- Providing payment solutions for approximately 2,000 inmates and their families
 - Processing safely and securely over 52,000 commissary/trust fund deposits a year

Tulsa County Sheriff's Office (Tulsa, OK)

Tulsa County Sheriff's Office, located in Tulsa OK, houses 1,500 inmates and accepts approximately 30,000 new prisoners a year into their system. They requested we supply deposit services for them that also included the purchase of phone time as well as deposits for commissary/trust electronic processing. We provide for them:

- 2 Deposit Kiosks in the lobby of their facility for the acceptance of payments
- Accepting payments via the web
- Providing the facility an interactive voice response system for the acceptance of payments
- Providing payment solutions for approximately 1,500 inmates and their families



Project goals and objectives contained in Section 4, Subsection 4



Executive Summary



**West Virginia DOC
Inmate Banking Services
COR61609**

Executive Summary

The Global Tel*Link (GTL) team is pleased to present a fully compliant proposal for Inmate Banking Services to the West Virginia Division of Corrections ("the Agency"). In this Executive Summary, we offer compelling reasons to continue to do business with GTL by providing proven technology and exceptional service by a team that you know and trust.

**Global Tel*Link
Corporation**
Reston, Virginia
www.gtl.net

Company at a Glance

- We serve more than 2,200 facilities and over 1.1 million inmates in 48 states and over 800 counties.
- GTL processed 14.5 million credit card transactions in 2013 without a single breach
- GTL holds 29 state DOC contracts including 12 of the 20 largest.
- We provide service to 29 of the top 50 county agencies in the U.S.



On the following pages, GTL will demonstrate why we believe the solution offered will meet or exceed the full requirements of each evaluation criterion. We look forward to increasing our partnership by continuing to work together to better the Agency and detailing the reasons why we believe that GTL is the right choice:

- Corporate Experience
- Knowledgeable and capable team members who are familiar with your agency and who will be responsive to your needs
- A technical solution that meets or exceeds all RFP requirements
- GTL's continuing commitment to the Agency
- A reasonable and fair fee structure

Introduction

This executive summary offers highlights from the full RFP response and tells a comprehensive story about what we are offering you and how we intend to deliver on our promises.

The following topics are covered in the sections below:

- About GTL
- Web Portal Deposits
- Lobby Deposit Kiosks
- Investigative Solutions
- Permanent Release Debit Cards
- Work Release Debit Cards
- Parole Supervision Fees, Court Costs and Victim Restitution Payments
- Lock Box
- Our Employees

About GTL

For nearly 25 years, GTL has been the trusted, one-stop source for integrated technology solutions for the corrections market.

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

Today, GTL is the leading provider of integrated corrections technology for facilities across North America. We help correctional departments gain an unprecedented view into virtually every aspect of their inmate populations and facilities, driving higher levels of control and safety and enabling them to meet today's and tomorrow's operational challenges with confidence.

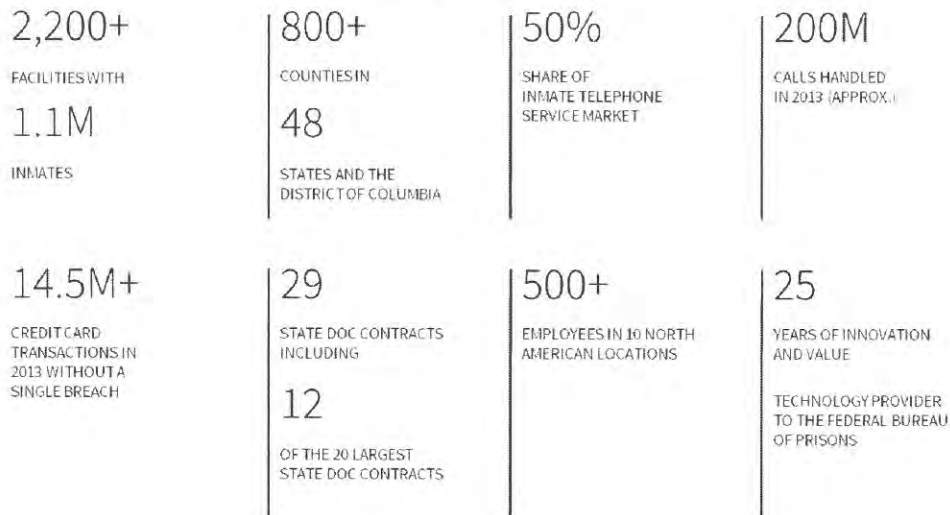
For a quarter of a century, GTL has been the corrections industry's trusted, one-stop source for integrated technology.

- **Big Picture Visibility for Facilities.** We help correctional departments gain an unprecedented view into virtually every aspect of their inmate populations and facilities, driving higher levels of control and safety and enabling them to meet today's and tomorrow's operational challenges with confidence.
- **Greater Options for Inmates and Families.** We connect inmates with the people and services that help with their rehabilitation. Our solutions align with recognized

corrections best practices, including those aimed at preparing inmates for successful reentry to society and reducing recidivism rates.

- **A Better Experience for Everyone.** We're committed to providing visionary technology, unmatched customer care and exceptional value to every corrections audience.

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



Solutions

We are committed to pushing the envelope on how technology can help improve virtually every aspect of our customers' operations, including the day-to-day experiences of everyone in the corrections ecosystem: staff, inmates, family and friends. From the hardened exteriors of our kiosks, phones and other in-pod devices to the reliability and security of the software that powers our solutions, everything we provide is designed from the ground up with the rigors of the corrections environment in mind.

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



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

GTL's best-in-class Payment and Deposit Solutions offer correctional facilities an end-to-end system for the timely and secure processing of funds as is outlined in this RFP. From lobby kiosks and lockbox solutions to automated telephone payments, we help automate labor-intensive and time-consuming processes while providing seamless, real-time integration across accounts and transactions.

Content Solutions – Supporting the Rehabilitation Process through In-Pod Kiosks

If the Agency desires to install in-pods kiosks, you will be aligned with the company that provides the industry best practices aimed at reducing recidivism rates. Our Content Solutions put pre-approved educational and entertainment programs and materials into the hands of inmates promoting self-reliance, self-esteem and a safer jail environment while preparing inmates for a more successful reentry to society.

Inmate Communications Solutions – Enabling Connections Without Compromising Control

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

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

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

Visitation Solutions – Improving the Visitation Process for Everyone

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

Our Key Principles

We have committed ourselves to three essential core principles that drive our behavior:

- **Vision.** As the market leader in integrated correctional technology solutions, GTL offers a vision for the future of the industry. We know that you look to us to deliver solutions that provide higher levels of efficiency, control and safety while connecting inmates to the people and services that support their rehabilitation. That's why we have our eye on providing tomorrow's indispensable technology today.
- **Value.** Part of providing value and making customers' lives easier is serving as a one-stop shop where you can acquire integrated corrections technology solutions. We deliver value

based on a proven methodology for determining how various technological components fit together for optimal efficiency and control.

- **Trust.** We work hard to build trusted, long-term relationships with our customers and know that nothing accomplishes this as effectively as keeping our promises. You can also count on us to operate with the highest levels of integrity, transparency and honesty.

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

GTL is offering our response to the specific requests of this RFP to provide inmate banking services using reasonable and competitive transaction fees. These services, as GTL is offering them, will reduce the cost to administer and process these items by the Agency.

**Did you know that
GTL is fully PCI
Compliant and has
never had a breach
of its
OffenderConnect
deposit services!**

GTL is offering best in class systems for the:

Web Portal Deposit System

Family members and friends at remote locations may deposit funds to inmate accounts using GTL's secure OffenderConnect® website 24/7. This Web Portal deposit system will interface with the Agency's current inmate accounting system My TechFriends for dynamic information transfer.

OffenderConnect® Lobby Kiosk

GTL's OffenderConnect® Lobby Kiosk offering allows easy access for the inmates, families and friends to deposit money to the inmate account any time the lobby or Parole office is open. This system will also interface with the Agency's current inmate accounting system My TechFriends for dynamic information transfer.

GTL's OffenderConnect web portal deposit system and lobby kiosk allows for multiple inmates to be associated with a single user account. This benefits the families and friends that may have more than one loved one incarcerated.

Investigative Solutions – Finding the Answers That Prevent and Solve Crimes



GTL Data IQ– is a powerful investigative tool that mines valuable data from mountains of financial records generated by the kiosk data, deposit data and the GTL inmate telephone call data then creates actionable intelligence for investigative staff. Designed with input from leading investigators, field-

tested technology reveals previously hidden activities with link chart analysis, identifies unusual financial activities and helps investigators solve and prevent crimes.



Permanent Release Debit Cards

GTL's Release Debit Card program will provide a solution for inmate fund disbursements through the use of a MasterCard debit card. Our release card program is administrated by a partner company with requisite federal and state credentials and authorization to transmit funds. The remaining account balances of inmates about to be released from WVDOC facilities or transferred out of WVDOC jurisdiction can be electronically transferred to the MasterCard debit release card. These funds are available in real time and guaranteed by GTL.

Can be used anywhere MasterCard is accepted

Work Release Debit Cards

GTL's Work Release Card program works similar to the Permanent Release Debit Card and will allow only Agency staff to add funds to the card by using the Web Portal or by direct ACH transfer of funds. This eliminates the need for cash/check disbursements of funds. Our release card program is administrated by a partner company with requisite federal and state credentials and authorization to transmit funds. These funds are available in real time and guaranteed by GTL. These cards allow for the Agency to set spending and withdrawal limits.

Debit Card Reporting

GTL's Debit Card program allows the Agency to set Alerts and Monitor the activities of the inmate under Agency Jurisdiction. Reports can be run using GTL's partner web portal.

Parole Supervision Fees, Court Costs and Victim Restitution

GTL will provide kiosks at all Agency Prisons and the Parole and Probation offices and make availability of OffenderConnect.com 24/7 to aid the Parolee, inmate families and friends the greatest ease in paying parole supervision fees, court costs and victim restitution. GTL also provides convenient walk-in payment outlets through our partnership with Western Union; with outlet locations including large chain retail stores, banks, check cashing businesses, and many neighborhood markets, at which families and friends may purchase and send money orders to GTL's lockbox for court ordered payments or deposit to inmate accounts.

Post Office Lock Box

GTL will provide a secure lockbox location to which only money orders may be sent by the friends and families of inmates housed at all Agency institutions. GTL will provide deposit slips for the families and friends to include with their money order. All funds will be electronically posted to the inmates account within 48 hours of receipt and all transactions will be available for the Agency to view and print.

Employees– *Our Single Most Important Asset*

Technology has brought about significant and positive changes both in corrections technology and in day-to-day life. While features and patents are important, technology alone is never the answer to business problems and challenges customers face each day. A key advantage GTL enjoys is its singular focus on corrections technology. Our sole focus and mission is the delivery of leading solutions with employees and partners who exclusively deliver our commitments. Our employees have unmatched experience providing service to complex problems for large-scale customers. We learn from each customer and share best practices learned from each customer. The cumulative benefit of this experience is an approach designed to deliver complete satisfaction with our service – and when we don't meet your expectations, we learn from the experience and never make the same mistake twice.

Since the start of the partnership between GTL and the West Virginia DOC in 2002, GTL has demonstrated a track record of successful service. We realize that the West Virginia DOC has options to choose from when selecting a Web services Banking Provider for this procurement. Other vendors will tout their experience, their products, their offer, their patent portfolio, and other attributes. It's the day-to-day interaction with the GTL Project Team, our positive 'Can-Do' attitude, and commitment to the client that defines GTL. We already have several key people in place who have made – and will continue to make – a difference to the West Virginia DOC on a day-to-day basis:



Raleigh County Airport

Jim Beamer / Account Executive – Since 2005, Jim has supported the West Virginia DOC providing oversight for the non-technical business issues governing the relationship between the DOC and GTL. Additionally, Jim serves as the primary contact, liaison, and facilitator to ensure that the West Virginia DOC's needs are understood and accommodated.

Ron Gibson / Field Service Manager – Ron was assigned to West Virginia in 2012. He has visited all sites and has quickly become familiar with all requirements of the West Virginia DOC. He was instrumental in preparing the Inmate Telephone System for the new Salem Correctional Facility. Ron has also done site surveys of many of the Agency facilities.

Continuity of GTL Technical Support

Equally as important as the continuity and knowledge of Jim is the familiarity of service and support provided by GTL Technical Support. This personal knowledge of the West Virginia DOC and its operations is vital to the smooth operation of the service we provide the DOC. GTL's project team includes three service technicians living within West Virginia that have over six years of experience, thereby ensuring continuity of knowledge for this contract.

GTL's Commitment to the West Virginia Division of Corrections

GTL welcomes this opportunity to present to the Agency one comprehensive solution for the requirements of this Inmate Banking Services RFP. We are confident that our proposal is compliant with the RFP requirements and addresses the goals and objectives in all key areas defined in this RFP. As long-standing business partners with multiple contracts over the years, we have consistently demonstrated our ability to deliver easy to use and time saving correctional technologies.

We will deliver new and innovative solutions for complex problems and automation to improve daily operational processes, all of which benefits the inmates, friends and family members, and the Agency staff. This approach — combined with new technology, a generous financial offer, and increased technology — will prove that GTL is the correct choice.

Our West Virginia Project Team truly exemplifies a 'Can-Do' attitude and a willingness to continue our business relationship with the Agency. GTL is committed to providing the highest quality, most reliable services available, with affordable fees to inmates and family and friends, while meeting the requirements of this RFP.



A partnership now and into the future



Section 4, Subsection 4.1 :To provide the services outlined in this **RFP** at reasonable and market competitive transaction fees, while reducing Agency's administrative and processing costs.

Vendor Response:

GTL Response: GTL understands and complies

For nearly 25 years, GTL has been the trusted, one-stop source for integrated technology solutions for the corrections market. As the Agency's current Inmate Telephone Provider, GTL looks forward to extending our services with the facilities of the WVDOC. As a result of our 12-year partnership, GTL knows the unique needs of the WVDOC and only GTL can meet and exceed your expectations.

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

GTL believes that after reviewing all proposals, you will reach the conclusion that our technology, our unwavering commitment to customer service, and our people are what make the difference and reaffirm why the Division of Corrections should add GTL's Inmate Banking Services to the existing solutions that GTL already provides to the DOC. We offer several value-added services that are backed by our industry-leading expertise and decades of experience, including the following:

- knowledgeable and capable team members that have the qualifications, experience and are familiar with the Division of Corrections facilities who will be responsive to your needs
- an approach and methodology for the Inmate Banking Services that meets or exceeds all RFP requirements
- the ability to demonstrate to you during the oral interview how the GTL Inmate Banking Services far exceeds any other System provider in the market place
- how our cost proposal has fair and competitive fees which will prove advantageous to the citizens of West Virginia and the Division of Corrections

GTL's best-in-class **Payment and Deposit Solutions** offer correctional facilities an end-to-end system for the timely and secure processing of funds. From lobby kiosks and lockbox solutions to automated telephone payments, we will help to automate labor-intensive and time-consuming processes currently used by the DOC to reduce the Agency's administrative and processing costs while providing seamless, near real-time integration across accounts and transactions. These savings will result from the use of the following systems:

Web Portal Deposit System

Family members and friends at remote locations may deposit funds to inmate accounts using GTL's secure OffenderConnect® website. At this website, families and friends can setup personal OffenderConnect® payment accounts from anywhere they can gain an Internet connection. Navigating this simple, yet powerful website, a user sets up an account in part by selecting the facility in which their loved one is incarcerated, the loved one's name, and the amount of money the user wishes to initially place in the inmate's account. After a user OffenderConnect® account is established, funds can be deposited in near real time to inmate accounts. On the website the user pays by MasterCard® or Visa® or Discover® branded **credit card, debit card, or stored value card**. Each transaction appears on the inmate's account quickly, efficiently, and accurately.

OffenderConnect® Lobby Kiosk

GTL offers a variety of methods by which funds may be deposited to work release and parole release cards, authorized DOC personnel may load funds to release cards through a web service program. Also our **OffenderConnect® Lobby Kiosk** offering allows the inmates, families and friends of to deposit money to inmate accounts.

One of the greatest challenges facing correctional officers today is the constant barrage of requests that take time away from mission critical tasks. The **OffenderConnect® Lobby Kiosk** is an innovative product that can help alleviate some of these tasks that can be handled quickly and easily without having to burden your staff. Now you can accept deposits for all the accounts at each work release center and parole office with one convenient service; no need to process payments from multiple sources. The **OffenderConnect® Lobby Kiosk** can accept deposits for accounts authorized and requested by the WVDOC.

The **OffenderConnect® Lobby Kiosk** offers an interactive system with a 15" touch screen for input capability. The bill acceptor accepts denominations from \$5 - \$100 bills and detects counterfeit bills which are returned to the depositors. All our kiosks are equipped with Kaba Mas Locks which provide state-of-the-art security and accessing monitoring capability. The **OffenderConnect® Lobby Kiosk** is equipped with magnetic card reader offering deposits using credit and debit cards. All deposits are documented by a camera within the **OffenderConnect® Lobby Kiosk** along with printed receipts issued at the time of the deposit. WVDOC authorized users can access the management portal of the **OffenderConnect®** website to review all the






deposit transactions as well as the pictures of the depositor that are captured as the depositor presses the "ACCEPT" button on the kiosk.

Section 4, Subsection 4.2: To pay a commission rate to the Agency that will be deposited into the Inmate Benefit Fund, a fund providing additional benefits to the inmate population that are not mandated by law. The commission rate quoted by the Vendor will not be included in the bid evaluation process.

Vendor Response:

 **GTL Response:** GTL understands and complies

Please refer to Attachment C for GTL's proposed commission offer.



Attachment B: Mandatory Specification Checklist

List mandatory specifications contained in Section 4, Subsection .5:




Section 4, Subsection 5.1: Web Portal Deposits



Section 4, Subsection 5.1: Web Portal Deposits

Section 4, Subsection 5.1.1: Vendor shall provide a web portal deposit system for depositors to submit monetary, real time deposits to the inmate accounts.

Vendor Response:

 **GTL Response:** GTL understands and complies


As the Agency's current Inmate Telephone Provider, GTL looks forward to extending our services with the facilities of the WVDOC. As a result of our 12-year partnership, GTL knows the unique needs of the WVDOC and only GTL can meet and exceed your expectations.

Web Portal Deposit System

Family members and friends at remote locations may deposit funds to inmate accounts using GTL's secure OffenderConnect® website. At this website, families and friends can setup personal OffenderConnect® payment accounts from anywhere they can gain an Internet connection. Navigating this simple, yet powerful website, a user sets up an account in part by selecting the facility in which their loved one is incarcerated, the loved one's name, and the amount of money the user wishes to initially place in the inmate's account. After a user OffenderConnect® account is established, funds can be deposited in near real time to inmate accounts. On the website the user pays by MasterCard® or Visa® or Discover® branded **credit card, debit card, or stored value card**. Each transaction appears on the inmate's account quickly, efficiently, and accurately.

Section 4, Subsection 5.1.2: Vendor's web portal deposit system must post deposits on-line and in real time to the inmate accounts.

Vendor Response:

 **GTL Response:** GTL understands and complies

Deposits made into an inmate account through GTL's secure, on-line OffenderConnect® website service are done quickly and available to the inmate in near real time.




~~**Section 4, Subsection 5.1.3:** Vendor's deposit system must have the ability to be posted in batch mode to increase the efficiency of the process.~~

Vendor Response:

The above requirement was deleted per Addendum 3.

Section 4, Subsection 5.1.4: Vendor's deposit system must interface/integrate with Agency's current inmate accounting system. Vendor shall pay any costs associated with said interface.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL's deposit system will be interfaced with the WVDOC's current Accounting System software for dynamic information transfer. GTL has more correctional interface experience than any other vendor in the corrections marketplace. We have installed various applications at sites that require zero to upwards of 40 separate interfaces. Our OffenderConnect[®] kiosk and remote electronic deposit applications have been interfaced in the past with jail management and commissary systems and we anticipate the interface with the WVDOC's current Accounting System will be implemented without problems. The type of interface used with a particular Accounting System or other external system is based on the programming structure of the system from which (or to which) data must be transferred.

GTL Interface Capabilities

Following is a partial list of the technologies used by GTL in the past for completing foreign (third party) system interfaces:

- **XML** – Our preferred transport protocol for information sharing is by utilizing the GJXML subset of the NIEM 1.0-1.1 schema. We have implemented several interfaces utilizing XML and GJXML 3.3.
- **Web Services** – This type of interface is preferred by GTL. A specification outlining these web services can be delivered to a vendor for integration. These services are fully integrated and can be turned on with a small configuration change to the application. Also, our offender management applications can easily support outbound requests to a published WSDL for integration with a third party vendor utilizing the interface platforms, IEngine and Mule ESB. The web service team utilizes numerous development tools (Mule ESB, MapForce, XMLSpy, and SoapUI) to deploy and test any custom outbound interfaces that are written to a published web service. These tools allow the team to develop to a specific WSDL prior to live testing with the third party vendor. This allows for a faster development cycle of the




interfaces. These tools can also be used to support any non-standard (not using the integrated web services) inbound interface requests as well.

- **Direct Database Access** – This type of interface falls into two general categories: 1) shared “interface” tables and 2) custom read-only database views. One or more tables that are created to post data to and read data from characterize the first category. These tables are not actually owned by either system, but are shared by both. The systems publish data to these tables as triggering events occur and also watch the tables for new data that may be of interest. This type of interface provides strict control over what data is made available to the foreign system and can run as an automatic process. The second type of interface is characterized by a custom database view that is provided in order to allow one system to pull data from the other. This scenario is usually applied to one-way interfaces that are executed on demand rather than as an automatic process.
- **Shared File System** – This type of interface leverages the existing facility network file system as a communication mechanism. In this scenario, data structures are exchanged as files. The interface can run in near real time and exchange single messages where offender demographic information is exchanged, or can be batch data, such as used by most commissary vendor interfaces. The Shared File System scenario typically employs a “watchdog” application to monitor specific directories for the appearance of new files. The files can be actual data or request/acknowledgement type messages.
- **FTP** – The FTP protocol is sometimes used as an alternative to the shared file system when the file systems may not be on the same network. Interfaces of this type share many of the same characteristics as the shared file system.
- **Batch Export to File** – This approach actually works in conjunction with several others listed here. Batch export is characterized by an on-demand or scheduled export of selected information to a specific file format by import to another system.
- **Watchdog Applications** – GTL has optional “watchdog” applications that can watch ODBC/OLE databases, the file system, FTP sites, and web sites for triggering events. These applications can be configured to perform a variety of tasks when a triggering event occurs such as update an ODBC/OLE data source, send e-mail, write a file, FTP a file, print a report, execute a process, and others.
- **Application Program Interfaces** – GTL uses native Win32 API for a variety of interfaces including interface of biometric equipment and portable data collection units. We have created native APIs for loose coupling or own systems and are willing to do the same for third party vendors where a high performance interface with rich functionality is required.



Section 4, Subsection 5.1.5: Provide a web portal deposit system that is user-friendly, simple to access, and simple to navigate.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL's OffenderConnect.com website is user-friendly, simple to access, and simple to navigate. Users simply go to the provided web address. From there, users are given easy to navigate steps to deposit funds into an inmate's account.

Once the friend or family member has an account created, he/she would simply log on just as they would an email account with secured username and password. The initial step of the account funding process is to select the inmate whose account is to be funded. **Note that OffenderConnect.com allows for multiple inmates to be associated with a single user account.**

**Did you know that
GTL is fully PCI
Compliant and has
never had a breach
of its
OffenderConnect
deposit services!**



[Contact Us](#) | [Help](#) | [Logout](#)

Account Home

My Phone Account

Transfer Money

Recent Activity

Statement

Make a Transfer

Offender Phone Account

Locations

Offender Trust Fund > Make a Deposit

Step 1 - Select Offender
Step 2 - Credit Card
Step 3 - Verify
Step 4 - Confirmation

Instructions

Send money to an inmate's jail account to allow them to purchase items from commissary. All facilities that use our Transfer Money service are listed in the search below. If the facility you need is not listed, you will need to contact that facility to add money to the inmate's account. If you would like to receive calls from an inmate, please click the [Phone Account](#) link to setup your phone number or make a payment.

To add a person to your Recipient List, follow the steps outlined below:

1. Select a recipient from the listing below or search for and select the person for which you wish to make funds available.
2. Click the Next button.

Note: If you cannot find the Recipient you are searching for, try broadening your search criteria.

Select Recipient

Select	Recipient Name	Facility	Booking #	Permanent #	Compost Date
<input type="radio"/>	AIMERS, MATTHEW	Cambria County Prison	10-03178	00-19799	11/24/2010

Search for an Offender You are required to fill out the fields marked with an *

The Transfer Money feature is only available for the facilities listed in the Facility dropdown box. If your facility is not listed, you will not be able to transfer money to the inmate's commissary account through OffenderConnect.

*State:

Last Name:

Booking #:

*Facility:

First Name:

Permanent #:

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Funding Inmate Account - Select Inmate

Once the inmate is selected, the user enters the funding information. For user convenience, OffenderConnect.com maintains record of credit cards that have been previously used, but still requires entry of the credit card security code.

Contact Us | Help | Logout

Account Home
My Phone Account
Transfer Money
Recent Activity
Statement
Make a Transfer
Offender Phone Account
Locations

Offender Trust Fund > Make a Deposit

Step 1 - Select Offender **Step 2 - Credit Card** Step 3 - Verify Step 4 - Confirmation

Instructions

To use a saved card, follow the steps outlined below.

1. Select the card you wish to use.
2. Enter the Security Code.
3. Enter the Amount you wish to transfer.
4. Click the Next button.

Credit Card / Debit Card Information

You are required to fill out the fields marked with an *

Select	Cardholder's Name	Credit Card Type	Credit Card #	Expiration Date
<input type="radio"/>	Test	VISA	XXXX-XXXX-XXXX-1234	12/12 01/13
<input checked="" type="radio"/>	Test Card	MASTERCARD	XXXX-XXXX-XXXX-4444	12/12 01/13

* Security Code: What is a Security Code?
* Amount: minimum: \$1.00, maximum \$500.00

[Add a Credit Card](#)

Funding Inmate Account – Enter Card & Amount

Similar to commercial commerce websites, OffenderConnect.com provides a summary/confirmation screen for the user to review and if necessary make change prior to committing the transaction, then presenting a confirmation page.



Account Home

My Phone Account

Offender Trust Fund

Recent Activity

Statement

Make a Deposit

Locations

Step 1 - Select Offender
Step 2 - Credit Card
Step 3 - Verify
Step 4 - Confirmation

You have chosen to make the following deposit. Please check the details below and click the Submit button to complete the transaction. All Offender Trust Fund deposits become the property of the offender. Refunds and credits are not available. If the information displayed is not accurate, you may click the Back button to make changes.

Note: When making a payment, it will take a few seconds to get authorization from your bank. If authorization is refused, no transaction will take place. **Please be advised that your bank may hold funds in the event of an unsuccessful transaction, and OffenderConnect.com is not in control of these funds.** An unsuccessful transaction can be a result of, but not limited to, one or more of the following:

- There are insufficient funds on your credit account.
- Your daily limit was exceeded.
- Your verification code is incorrect.
- Your expiration date is incorrect.
- Your address is incorrect.

Verify Information

Offender Name	Facility	Booking #	Permanent #	DOB	Commit Date
	Cambria County Prison			Nov 25, 1981	Feb 2, 2011

Credit Card Type: MASTERCARD

Cardholder's Name: test

Credit Card Number: XXXX-XXXX-XXXX-3246

Expiration Date: 01/2012

Deposit Amount: \$ 25.00

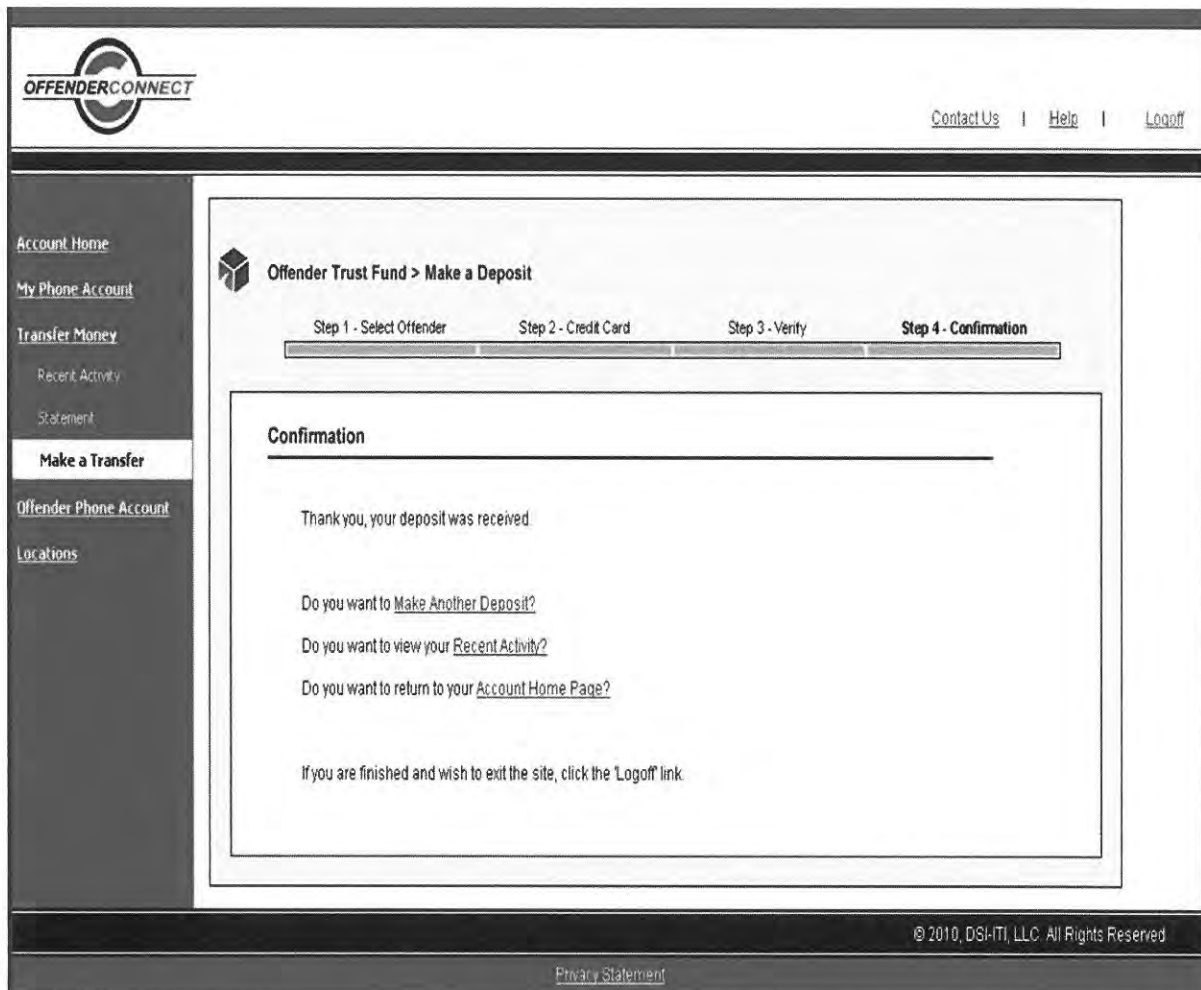
Fee: \$ 4.00

Total Charged to Credit Card: \$ 29.00

Note: Please click the Submit button only once to avoid making multiple payments

Back Submit Cancel


Funding Inmate Account - Verify & Commit



Funding Inmate Account – Confirmation

Section 4, Subsection 5.1.6: Provide 24/7/365 toll free customer service center to assist individuals in using the web portal deposit system.

Vendor Response:

 **GTL Response:** GTL understands and complies


GTL provides toll-free access to both automated (fully functional) and live operator assistance. Knowledgeable operators are available seven (7) days per week, and twenty-four (24) hours per day. This includes live customer service in both English and Spanish, and we maintain a robust escalation protocol for quick resolution of any technical issues. Every GTL operator has access to all customer records in real-time, ensuring they are able to handle any billing, deposit/transaction history, or account request.



While most customers find that our fully functional automated IVR can service the majority of their needs, GTL is committed to providing the highest quality live operator assistance as well. We maintain a network of interconnected call centers in multiple time zones to ensure calls are answered as efficiently as possible. Our commitment to continuous improvement has driven overall average answer times for most clients well below 1 minute. Our commitment to customer satisfaction ensures short hold times and extends to overall quality of every call.

Section 4, Subsection 5.1.7: Vendor must provide a system that allows Agency the ability to view within the link analysis all transactions in a quick and easy view manner.

Vendor Response:

 **GTL Response:** GTL understands and complies

WVDOC's intention to improve intelligence gathering is accomplished when GTL consolidates all electronic and money order deposits for offender accounts; providing a single source for this important information

The details of all deposit transactions will be stored in a database with an on-line interface by which WVDOC may look up transactions. The interface will assist with intelligence gathering by showing **links** between senders and offenders.

Intelligence gathering is further enhanced by the fact that the offender telephone system currently serving WVDOC facilities and OffenderConnect are fully integrated GTL products. The seamless integration of the various GTL systems gives WVDOC investigators complete and easy access to information that will identify and correlate offender usage of telephones, numbers called, and outside individuals contributing funds on behalf of particular offenders.

Following award of the contract to GTL, the types of data available for **data mining** or **investigative link charting** will include, but not be limited to:

- **Number of individual offenders** receiving funds from multiple outside parties.
- **Number of individual outside parties** depositing money to multiple offender accounts
- **Depositor information** collected at time of deposit, including address, phone number, email, and more
- **AdvancePay data** associated with the inmate telephone system (ITS) provides a cross reference to reveal unique anomalies for further investigations.

- **Call detail records** of offender calls to telephone numbers associated with AdvancePay accounts reveal additional intelligence about the nature of the link between offenders and those who provide funding. (e.g. How often does the offender actually call the depositor? How long do they talk? Associated recordings can even reveal what they talk about!)
- **Electronic Messaging data** from in-pod kiosks (if the DOC chooses to add in-pod) provides yet another layer of intelligence to contribute to the investigation and link charting.

GTL Data IQ™ – Turns Data into Information

GTL **Data IQ™** combined with our deposit and kiosk data, deposit data and inmate telephone call data records turns data into information providing investigators with actionable intelligence relative to suspicious activities.

Money transaction analysis, coupled with inmate telephone call records, is often underutilized in criminal investigations due to the sheer volume of data to be processed. When properly conducted, the analysis of money transfer activity can single-handedly expose a variety of deceitful behaviors including drug trafficking patterns; as well it validates associations between people and organizations.



GTL Data IQ™ Investigative Data Sources – Advanced Intelligence Gathering

GTL Data IQ™ is far more intelligent than other packages that just focus on inmate financial transaction data. Inmates have ‘touch points’ with the outside through means other than financial transactions. GTL Data IQ™ was designed with these additional touch points in mind. Its comprehensive data investigation incorporates the following sources of data:

- Financial Transaction Data – **Basic Intelligence**
- Kiosk Data – **Basic Intelligence**
- Inmate Telephone Calls – **Basic Intelligence**
- Jail Management System Data – **Advanced Intelligence**
- Visitation Data – **Advanced Intelligence**
- Video Visitation Data – **Advanced Intelligence**
- Public Information Resources – **Advanced Intelligence**



Public Information Data Sources: GTL Data IQ™ can provide the Agency with a unique investigative resource within the public domain if the State should select our Advanced Data IQ package. Within the State of West Virginia, investigators could pull data from public information data sites across a wide cross section. The following is a sample listing of those public sites:

- Collections
- Consumer Finance Businesses
- Correspondent Lenders
- Health Department License
- Health Facilities No Longer Licensed
- Home Improvement Sellers
- Loan Originators
- Money Transmitters
- Mortgage Broker Branch Offices
- Mortgage Broker Businesses
- Mortgage Brokers
- Mortgage Lenders
- Motor Vehicle Lenders
- Retail Installment Sellers
- Sales Finance Businesses

Data mining technologies allow investigators to uncover linkages between financial transactions, telephone numbers and people/organizations to expose complex communication networks, identify investigative targets, and track chronological or sequential patterns.

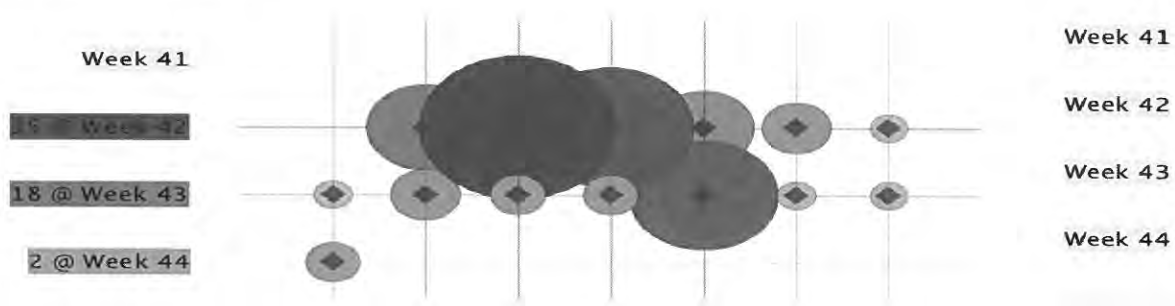
Searching by inmate, depositor, phone number or visitor enables visualization of:

- Connections between inmates and those making deposits to inmate accounts
- Phone numbers being called by multiple inmates
- Visitors (when using GTL's Visitation Scheduling) visiting multiple inmates
- Financial transactions made via kiosk

Closer examination of some links might reveal no untoward activity; for example, a relative making deposits to multiple family members located at different facilities or a single phone number dialed by multiple inmates might belong to an attorney representing each of those inmates. Other links may provide valuable investigative benefit by revealing patterns and evidence indicative of ongoing criminal enterprise, gang activity and communication with former associates.

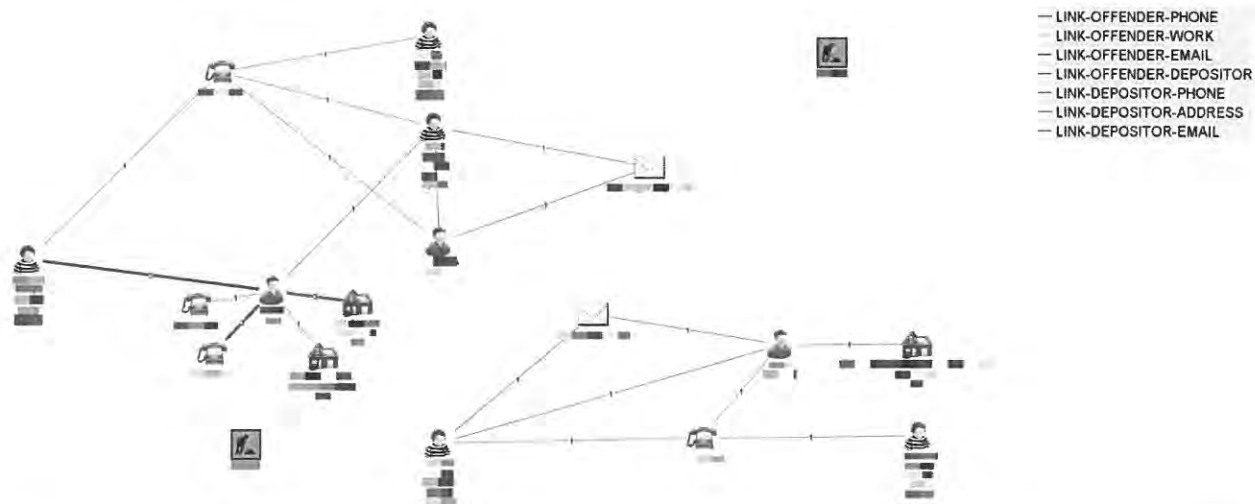
GTL Data IQ™ is one of the most powerful analytical packages available on the marketplace with a specific focus on Law Enforcement and public safety related interests. The system was designed to handle large volumes of data coming from multiple, disparate sources. The unique features of GTL Data IQ™ enable correctional facilities to easily review and analyze the networks, relationships, and connections associated with their inmate population.

There are also several different ways to expose “behavior” based on the patterns detected. Using a very flexible and adjustable temporal display, the individual activity can be displayed according to different dimensions including hour-of-day, day of week, day-of-month, month, week-of-year, and so forth. This approach is used heavily in law-enforcement intercepts, financial crimes, and incident reports (for crime reporting and predictive analytics). The sample diagram below shows the calling behavior for a specific inmate where there was a large increase in the middle of the week – potentially correlated to gang activity or other criminal events. The tool makes this easy to spot and correlate with other dealings.



There are built in alerts to notify investigators if specific numbers are called, if certain networks are changed, or if particular values change in the data. The results can be sent via email or to any push-device for faster notifications. The system also provides options for certain values such as phones, addresses, and names to be checked against public records for exposure of false information or conflicting details to help investigators better understand the ground truth of a situation.

Link charts allow you to view financial ties between depositors and inmates or groups of inmates- identifying potential trouble spots.



The system also come pre-configured with call-outs to various mapping packages including Google Earth, Google Maps, and ESRI products (licenses sold separately). Thus, geo-encoded data such as addresses can be visually mapped to see the locations of other entities (phones, addresses, people) based on the content collected. Content from forensic devices such as Cellebrite can provide additional location detail and reference data, which can be incorporated into the analytics and displays.

GTL Data IQ is a best-of-breed analytical system that meets the analytical needs of correctional facilities and is able to scale to large numbers of data sources. The system is easy to maintain and does not require the re-entry of any data values because the system overlays on top of the existing databases. The results are easy to share and export for use in other tools; thus, there are no proprietary formats with the system.

GTL Advanced Data IQ also enables correctional facilities to easily share with other facilities – utilizing a federal query interface – to help find common phone numbers, expose larger gang networks, and generally provide the “big picture” of the communications and interactions among the inmates.

Easy Buttons

GTL will set up the user interface with pre-established analysis and reporting queries based on your requirements. These pre-established queries are in the form of an ‘easy button’ so that investigators will only need to select the easy button once and the powerful analytics will begin immediately making it easy for the Agency to retrieve information necessary. These models will be setup based on the Agency’s specific needs and what the Agency wants to see. This easy button process is created at the time of implementation and throughout the life of the contract as new easy buttons are required.



GTL Data IQ is far more advanced than other competing packages. Investigators rely on more than inmate telephone calls to conduct investigations. Shouldn't your investigative tool do the same?

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	✓	✗

Benefits WVDOC may realize through implementation of the proposed GTL Data IQ™ solution include:

- Generate actionable information from vast amounts of data
- Reduction in valuable time spent investigating suspicious activities
- Discovery and disruption of inmate-based fraud schemes
- Identification of richer corrections intelligence information to inform internal and external investigations
- Assimilation of valuable information to support successful inmate re-entry
- Expose virtually any type of pattern or connection in the collected data including:
 - ✓ Suspicious patterns
 - ✓ Tight networks (discrete)
 - ✓ Deposits by other inmate's families



- ✓ Deposits by Correctional Officers
- ✓ Deposits by known Gang members
- ✓ Local calls
- ✓ Intra-correctional calls
- ✓ Calls between inmate
- ✓ Calls to correctional officers
- ✓ Calls to other inmate families
- ✓ Calls to known gang members
- ✓ Calls to legal representation and many more.
- ✓ Identify complicated financial networks linking depositors and offenders.
- ✓ Track the flow of money through the facility and identify offenders of interest.
- ✓ Identify depositors funding multiple offenders through a variety of payment service methods.
- ✓ Identify offenders sending money to other offenders' family. *(if applicable)
- ✓ Combat fraud within the facility and the communities served.
- ✓ Uncover extortion of offenders by other offenders.

GTL Data IQ™ is offered exclusively by Global Tel*Link which no other provider can offer to WVDOC. This advanced investigative solution is offered as a no cost option to WVDOC and provides vast capabilities unmatched by any other provider.

The synergy between all GTL-provided services (Web Services, lockbox, other avenues of electronic deposit, offender telephone, and offender accounting) greatly enhances WVDOC's intelligence gathering capabilities.

Section 4, Subsection 5.1.8: Vendor shall resolve all problems with depositing/receiving funds within a 24 hour period.

Vendor Response:

GTL Response: GTL understands and complies

GTL employs a staff of highly qualified hardware and software technicians to support its installed locations. As the current provider of WVDOC's Inmate Telephone Solution, GTL staff is very familiar with each WVDOC facility.



GTL will provide our current technicians, Bill White, Glenn Vavrock and Mike Kiplinger, for banking services. All three service technicians (STs) are located with 2.5 hours of all the facilities. Our STs are very familiar with the facilities and will require no training upon contract award. Mike has been servicing the facilities for 7 years; Bill over a year; and Glenn over a year.

Response to Issues

Responding to issues as they are presented in a prompt and accurate manner assures the best possible combination of continuing functionality and satisfaction. Support and Maintenance is available 24 hours a day, seven days a week, reflecting the operating hours of a correctional facility.

A state-of-the-art CRM tracking system is utilized to log all incoming support calls, track the progress, and insure prompt response and resolution of the situation. Every issue is assigned a priority and severity designation reflecting the needs of each situation.

When a call requires expertise outside the scope of the person answering the call, the issue is researched using the appropriate department or specific personnel to provide the most accurate response possible.

Ninety-nine percent of all calls received in the support center are answered within the first 15 minutes and resolved successfully. On average, calls are answered and triaged in less than two minutes by a live support technician. Calls that can be resolved immediately are addressed and closed by the technician.

GTL is in a position to remotely access kiosks through several methods. This allows our technicians to identify a situation more quickly and offer instruction for resolution. This can be done directly with the customer or on-site technician, while online, seeing exactly what is occurring at the facility.

Should a problem not be able to be resolved remotely, one of the dedicated Site Technicians will be dispatched.

Work Order Timeframes


- **Correctional Facility Services** – Product Support, Software Upgrades, Reporting loss of service, Technical Support and Product Use questions are handled 24 hours a day by telephone using a Toll-Free number. Emails and Faxes may be submitted 24 hours a day.
- **Offender and Offender Family Services** – Billing arrangements and questions from family and associates regarding transaction and balance information are handled by telephone during extended business hours. Spanish language operators are available.



GTL will respond within two (2) hours by remote diagnosis or by dispatching a service technician for issues related to the kiosks, central payment system, and e-messaging. Within six (6) hours of diagnosis, any hardware in need of repair will be repaired or replaced by GTL.

Section 4, Subsection 5.1.9: In order for depositors to identify inmates, Vendor's system shall contain the inmate's name, DOC ID number, and any other pertinent information requested by the Agency. Vendor's deposit system must interface/integrate with Agency's current inmate information system. Vendor shall pay any costs associated with said interface.


Vendor Response:

 **GTL Response:** GTL understands and complies

At no cost to the WVDOC, GTL's **OffenderConnect**® website will be interfaced with the WVDOC's current Information System software for dynamic information transfer. The system will contain inmate's name, DOC, ID number and any other pertinent inmate information. GTL will pay any costs associated with the interface to the current inmate information system.

Section 4, Subsection 5.1.10: Vendor must provide printable receipt/confirmation to depositors, or the option to have receipt/confirmation emailed to depositor.

Vendor Response:

 **GTL Response:** GTL understands and complies

At the time of a deposit, the GTL OffenderConnect Kiosk provides a receipt to the customer and the OffenderConnect® website displays final transaction information for the purposes of user verification and receipt documentation. When the payment transaction is complete, all receipts for the selected account are displayed in the account's Recent Activity list. Users may select a receipt and print a receipt if they choose. OffenderConnect web transactions are sent via email; kiosks are printed at time of transaction.



Pending Payments will typically be applied within 24 hours

= Accepted = Pending = Rejected

Status	Date/Time	Recipient	Booking #	Payment Method	Deposit Type	Amount	Surcharge
	26-Sep-2011 09:26 AM			WEB	CREDIT	\$1.00	\$3.50
	09-Sep-2011 07:33 AM			WEB	CREDIT	\$1.00	\$3.50
	09-Sep-2011 07:32 AM			WEB	CREDIT	\$4.00	\$3.50
	10-Aug-2011 09:33 AM			WEB	CREDIT	\$5.00	\$3.50
	10-Aug-2011 09:31 AM			WEB	CREDIT	\$5.00	\$3.50
	10-Aug-2011 09:30 AM			WEB	CREDIT	\$5.00	\$3.50

Section 4, Subsection 5.1.11: Vendor shall provide sufficient promotional and training material to the Agency, the inmate population, and depositors.

Vendor Response:

GTL Response: GTL understands and complies

Kiosk and Electronic Deposit Services Training Plan

On-Site Operational Training

As GTL installs kiosks at each facility location requested, the GTL installation team will train key facility staff on the operation and capabilities of the kiosk as well as properly identify and disseminate the appropriate marketing materials. A toll free number is provided on each kiosk for end users to easily contact customer service. The installation team will review FAQ's about the kiosk, field any specific questions, and educate the staff concerning GTL's customer service processes.

Agency Support Training

GTL will train facility and administrative business managers/accountants on how to use the GTL Online Reporting Tools and provide an overview of the escalation matrix for all customer service issues be it hardware, depositor, or facility generated.

Facility support training will be customized to the method preferred by the Agency. Historically, GTL has provided training to large county jails and Departments of Corrections by training key facility supervisors and then having those supervisors train their staff directly.



Alternatively, GTL's senior accountant and staff can schedule 10 on-line training webinars over a period of 5 days to allow facility business managers the ability to conveniently schedule their training. These Web-X based sessions will involve a web-based presentation complemented by a telephone conference call. At the Agency's request, training materials and GTL's Facility Payment Process Information & Report Guide will be offered via downloadable website link for review prior to the training.

GTL will conduct the training addressing at minimum the following curriculum and concepts:

- Introduction and System Overview
- Understanding the Basics
- GTL Support and Maintenance Policy
- Transaction Flow
- Kiosk
- IVR
- Web
- Reporting System
- Getting Started
- Reports
- Transactions
- Bank Deposits
- Blocked Accounts
- Contact Information
- Sample Screenshots
- Problem Resolution

GTL will provide multiple types of promotional and education material to inform potential users of the new funding/deposit services. GTL will customize all material for WVDOC applications. A few examples of instructional materials are described below.

- **Pod Flyers** – Placed in inmate facilities (often near inmate telephones). The purpose of flyers is to inform inmates about deposit options and allow them to pass this information to their families and friends.
- **Wall Posters (web/IVR)** – Wall posters explaining Internet and IVR deposit options can be placed in facility lobby areas where they will be noticed by inmate visitors. These posters include the web site name www.OffenderConnect.com and the toll free number for IVR deposits.
- **Wall Posters (kiosk)** – Placed on the wall next to kiosk units, these posters provide inmate visitors with an understanding of what the machine does and how it is used. Simply worded instructions help machine-shy individuals overcome any feelings of intimidation.
- **Website** – Promotional and instructional information about deposit services are included at GTL's OffenderConnect website. With the WVDOC's permission, similar information can be posted to the Agency's website.




GTL's professional results oriented Marketing Department will work with WVDOC to supply the most comprehensive promotional and training materials for the Agency, the inmate population, and those making deposits or making parole supervision fees, court costs, and victim restitution payments. GTL's Marketing Department will monitor results and make any modifications needed during the life of the contract or changes requested by WVDOC.



Section 4, Subsection 5.1.12: Vendor shall have a formal quality assurance/quality control program in place that demonstrates that internal review and quality control measures and processes are in place. In addition, routine evaluations of the quality of the system, equipment, and service are performed to ensure compliance with the terms and conditions of this contract.

Vendor Response:

 **GTL Response:** GTL understands and complies

Global Tel*Link (GTL) takes pride in providing the best and most reliable services to our valued customers who include many of the largest counties and state departments of corrections in America. We systematically measure, compare with industry and customer standards, and monitor the performance of the products and services we deliver. This focus on quality translates into repeatable and sustainable performance over the life of the contract; ensuring contract compliance and resulting in superior service for the WVDOC inmates and offenders, and the families and friends who financially support those incarcerated in WVDOC facilities.

GTL's quality assurance program for our WVDOC Project involves planned and systematic performance surveillance activities designed to ensure that the WVDOC's performance standards are met. This Quality Assurance Plan is subject to modification during the negotiation process or any time thereafter by the WVDOC and GTL's mutual agreement.

Overview of Mission Critical Quality Control Processes

We include a brief overview of our Mission Critical Quality Control Processes, because these strongly support and ensure the success of our Quality Assurance Plan.

System Design and Change Management

GTL's OffenderConnect kiosks, website, and lockbox functionalities are specifically designed by GTL to meet the unique needs of correctional customers and are manufactured or programmed to meet or exceed industry standards. Specific services are configured to address the WVDOC's stated needs and requirements. Any updates, upgrades, or changes in design or functionality are carefully planned and extensively tested prior to deployment. Every change, small or large, is subject to the WVDOC's approval as well as:

- **Management Approval:** All changes must be approved by GTL management prior to being placed in the production environment.



- **Security Department Approval:** Any changes to security elements (firewalls, et cetera) or features that have the potential to impact security must be reviewed and approved by GTL's Security Department.
- **Impact Analysis:** Identification of all features, applications, and processes related to the change that may impact functions available to system users.
- **Test Plan:** Planned tests, specific to the change, to verify that the change accomplished what it was supposed to do and does not adversely affect other system components.
- **Rollback Procedure:** A fallback plan that describes the process of reverting the environment to its original configuration if the change does not proceed as intended.
- **Test Environment:** All software changes must be rigorously tested on the quality assurance test network isolated from the production network.

Installation Check Lists and System Burn-In

A series of detailed check lists are used to ensure the proper installation and implementation of OffenderConnect services for each site. Installation includes a "burn in" process during which all equipment, interface programs, and transaction record creation, storage and retrieval are extensively tested.

GTL Security Architecture and PCI Compliance

With the recent news events of credit card information being compromised, it is important to note that GTL has gone to great lengths to make our customers information as safe as possible. ***GTL is fully PCI Compliant and has never had a breach of its OffenderConnect deposit services!***

All GTL operations, including business practices; system development, deployment and functionality; and data acquisition, handling and storage are subject to stringent, detailed security policies and procedures. We present below only a fraction of the policies and procedures GTL has in place to ensure fund and financial data security and accuracy. If desirable, GTL's Chief Security Officer will be pleased to set up a meeting with the WVDOC for an in-depth review of our security methodologies.

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

- All GTL data centers are managed using one centralized badge access system to ensure that only appropriate employees have access to physical servers. All data centers are under 24/7 Closed Caption Television monitoring using a centralized system providing access to all live



and recorded video feeds. No visitors or janitorial staff members are permitted within our data centers without an approved escort.

- GTL utilizes the SafeNet Key Encryption Appliance to ensure the highest level of protection for our cryptographic keys and the industry's highest level of encryption. Keys used for encryption are housed within the hardware appliance and never leave the device. Three key custodians are required to create each part of a new key ensuring that no one person knows the entire key. PCI permits the storage of encrypted keys on the network. Our device goes above and beyond that requirement.
- Cisco Intrusion Prevention Systems are deployed to alert the Information Security Department to potential attacks and automatically block such attacks. Many companies choose to go with an Intrusion Detection System to simply alert to potential attacks. Our systems automatically block suspected malicious traffic.
- Cisco ASA Firewalls utilize ACL rules to manage network traffic and block unauthorized access.
- A robust centralized log monitoring solution alerts the Information Security Department based on pre-canned and internally developed alarm rules. This application is monitored daily to detect other anomalies that might be indicative of inappropriate use of GTL assets.
- A Wireless Intrusion Prevention System is deployed at all GTL office locations throughout the country to alert and prevent against the installation of rogue wireless access points. This system also ensures that only authorized employees have access to GTL wireless networks. The GTL Information Security Policy dictates that no wireless networks are permitted to be attached to the LAN. Wireless networks are strictly used to provide guest Internet access. PCI-DSS Compliance requirements only dictate that quarterly wireless scanning is required; however GTL goes a step beyond that to better ensure the protection of our customer's data.
- Anti-Virus is installed on all internal GTL servers and workstations. The anti-virus solution is centrally managed and alerts the Technology Group when viruses are detected or security policies are not adhered to.
- Monthly internal and external vulnerability scanning and annual penetration testing is performed. Payment Card Industry Data Security Standard (PCI-DSS) Compliance requirements only dictate that we perform this quarterly.
- All application development adheres to strict coding standards that are in line with security best practices. All web applications are carefully reviewed by dedicated secure coding experts and scanned for the OWASP top ten web-based security risks.



- Network segmentation exists to ensure that only a very select group of GTL employees have access to devices that process, transmit or store credit card information. This also protects these devices from malicious internet traffic by utilizing a Demilitarized Zone (DMZ) that prevents any direct inbound or outbound traffic from the cardholder data environment.
- Two-factor authentication is required for obtaining access to the cardholder data environment. This means that beyond the use of a username and password, anyone attempting to access this environment must also have a physical device that is unique to them.
- All backup tapes are encrypted before they are sent for off-site storage. It should be noted that PCI only requires that tapes be stored in a “secure location”. Encrypting the tapes ensures that if a tape is lost during transit, the data is not accessible to unauthorized persons.
- Billing customer service representatives are prevented from accessing the internet and their machines are locked down to prevent the use of external media such as thumb drives and CD-ROMs. This helps to ensure that electronic credit card data does not leave the premises.
- File integrity monitoring is in place on all servers that process, transmit or store credit card information. This ensures that the Security Department is alerted to all unauthorized modifications of critical system files and internally developed software.

Security Breaches

GTL understands the importance of the WVDOC choosing a vendor that provides the best security features and defenses in order to prevent identify theft to the citizens of West Virginia. **GTL is proud to say we have had NO security breaches to our OffenderConnect® website** and is the vendor to entrust with all extremely sensitive, personal financial information.

Real Time System Monitoring

GTL has continuous, on-line access to our OffenderConnect network and kiosks. Kiosks are electronically monitored in real time by a “Heartbeat” application. Kiosks are automatically polled at specific intervals (typically every five minutes) and various data, including bill count and device status, are transmitted to GTL’s data center. If a kiosk unit goes off-line for any reason, GTL’s Support Desk is alerted by the Heartbeat application and steps to remotely diagnose and fix the problem would begin immediately. If an issue cannot be handled through remote access, a technician is dispatched to the site to investigate and resolve the problem.



GTL's virtual private network (VPN) through which all financial transactions are transmitted and recorded is monitored in real time, 24 hours a day, 365 days a year by GTL's highly trained, certified network specialists.

Quarterly System Surveillance Sweeps

Each quarter, every GTL serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as network health and function, software version numbers, storage capacity, module operation, and database synchronization and capacity.

Technical and Customer Service Tracking

GTL provides round-the-clock technical and customer service and support. Every technical or customer service issue is fully documented in GTL's Technical or Customer Service tracking systems.

Quarterly Executive Account Review

GTL's WVDOC Project Team will meet on a quarterly basis with an assigned GTL Executive to review contractual obligations, terms, and conditions, and GTL's service delivery performance for the previous quarter. The review will include at a minimum:

- WVDOC Performance Standards.
- GTL Performance Surveillance Results as defined in the attached Performance Surveillance Plans.
- Technical and Customer Service Reports.
- Review of transaction volume.
- Review of service issues.
- Performance comparison to previous quarters.
- Action plan for the following quarter if applicable.




Section 4, Subsection 5.2: Lobby Deposit Kiosk

Section 4, Subsection 5.2: Lobby Deposit Kiosk:

Section 4, Subsection 5.2.1: Vendor shall install lobby deposit kiosks at all Agency work release centers and parole offices in location determined by the Agency.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL is the only vendor to perform site surveys at all Agency facilities to ensure that our Kiosks conform to the requirements of each location.

GTL offers a variety of methods by which funds may be deposited to work release and parole release cards, one of which is our **OffenderConnect® Lobby Kiosk** offering which allows the inmates, families and friends of to deposit money to inmate accounts.

One of the greatest challenges facing correctional officers today is the constant barrage of requests that take time away from mission critical tasks. The **OffenderConnect® Lobby Kiosk** is an innovative product that can help alleviate some of these tasks that can be handled quickly and easily without having to burden your staff. Now you can accept deposits for all the accounts at each work release center and parole office with one convenient service; no need to process payments from multiple sources. The **OffenderConnect® Lobby Kiosk** can accept deposits for accounts authorized and requested by the WVDOC.


The **OffenderConnect® Lobby Kiosk** offers an interactive system with a 15" touch screen for input capability. The bill acceptor accepts denominations from \$5 - \$100 bills and detects counterfeit bills which are returned to the depositors. All our kiosks are equipped with Kaba Mas Locks which provide state-of-the-art security and accessing monitoring capability. The **OffenderConnect® Lobby Kiosk** is equipped with magnetic card reader offering deposits using credit and debit cards. All deposits are documented by cameras within the **OffenderConnect® Lobby Kiosk** along with printed receipts issued at the time of the deposit. WVDOC authorized users can access the management portal of the **OffenderConnect®** website to review all the deposit transactions as well as the pictures of the depositor that are captured as the depositor presses the "ACCEPT" button on the kiosk.





Section 4, Subsection 5.2.2: Each kiosk must accept cash, debit cards, and credit cards.


Vendor Response:

 **GTL Response:** GTL understands and complies

The **OffenderConnect® Lobby Kiosk** accepts cash, debit cards, and credit cards for the convenience of depositors. The bill acceptor accepts denominations from \$5 - \$100 bills and detects counterfeit bills which are returned to the depositors. All our kiosks are equipped with Kaba Mas Locks which provide state-of-the-art security and accessing monitoring capability. The **OffenderConnect® Lobby Kiosk** is equipped with magnetic card reader offering deposits using credit and debit cards.

Section 4, Subsection 5.2.3: Each kiosk must be equipped with a camera to capture a picture of each depositor.


Vendor Response:

 **GTL Response:** GTL understands and complies

The **OffenderConnect® Lobby Kiosk** is equipped with a camera in order to capture the picture of each depositor. The photo is taken at the time the depositor presses the 'ACCEPT' button so we know they are actively engaged in their transaction and looking directly at the screen of the kiosk. WV DOC will be able to view the pictures after the payment is made via the management portal.

Section 4, Subsection 5.2.4: In order for depositors to identify inmates, Vendor's kiosk system shall contain the inmate's name, DOC ID number, and any other pertinent information requested by the Agency. Vendor's deposit system must interface/integrate with Agency's current inmate information system. Vendor shall pay any costs associated with said interface.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL's Lobby Kiosk will be interfaced with the WVDOC's current Information System software for dynamic information transfer. GTL has more correctional interface experience than any other vendor in the corrections marketplace. GTL will be pleased to work with WVDOC toward the implementation of integration services between the GTL's Lobby Kiosk system and the Agency's current Inmate Information System for transfer of inmate information such as inmate name, DOC ID number and




other pertinent information requested by the Agency. Integration for dynamic transfer of inmate information will be provided at no cost to WVDOC.

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

Section 4, Subsection 5.2.5: All funds deposited into the lobby deposit kiosk must be guaranteed by the Vendor.

Vendor Response:

 **GTL Response:** GTL understands and complies

Any funds that are accepted by cash, credit cards, or debit cards are guaranteed by GTL. GTL uses several processes to ensure funds are guaranteed upon deposit into one of our Lobby Kiosks.

Cash Acceptance


GTL uses state-of-the-art bill acceptors in our OffenderConnect® Lobby Kiosks to ensure counterfeit money is rejected upon attempted deposit and that kiosk users experience fewer hassles and ultra-low jam rates. A highly discriminating bill "validator" allows paper bills to be inserted up-facing or down-facing and will accept legitimate bills that are torn, wrinkled, faded and even dirty; processing them in less than 4 seconds from the point of full bill entry into the kiosk. Valid paper currency is stored in a large capacity bill cassette. Just as quickly, upon identification, counterfeit currency is rejected and returned through the deposit slot to the depositor. Should any counterfeit currency be accepted by our kiosks, GTL assumes all responsibility.

Credit/Debit Card Acceptance

GTL utilizes in-house systems and 3rd party card processors to ensure the validity of the cards before the funds are accepted. This process is seamless to the depositor and occurs in a few seconds not impacting the depositor's experience at our Lobby Kiosks. GTL works hard to ensure the WVDOC has no issues with payments made via our technology and guarantees funds deposited to the kiosk

Section 4, Subsection 5.2.6: All deposits shall post to inmate's account in real time.


Vendor Response:

 **GTL Response:** GTL understands and complies

Deposits through GTL's payment channels (kiosks, website, and phone IVR) are posted to an inmate's account in near real time.

Section 4, Subsection 5.2.7: The lobby deposit kiosks must print an itemized receipt for each depositor.


Vendor Response:

 **GTL Response:** GTL understands and complies

Regardless of the type of funding, the kiosk user is always issued an itemized paper receipt.


Section 4, Subsection 5.2.8: Vendor shall be responsible for all costs of hardware, software, and installation of the lobby deposit kiosks, including but not limited to electrical and network cabling and infrastructure.

Vendor Response:

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


Section 4, Subsection 5.2.9: Vendor shall be responsible for providing all supplies necessary for the kiosks.

Vendor Response:

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

Section 4, Subsection 5.2.10: Vendor is authorized by the Agency to subcontract the removal of money from kiosk and repairs of kiosk. Vendor shall provide Agency with the name of subcontractor(s) upon award of contract.


Vendor Response:

 **GTL Response:** GTL understands and complies

GTL will provide a bonded subcontractor to pick up money deposited into the kiosk and the maintenance of the kiosk. Name of the subcontractor will be give upon award of contract.

Section 4, Subsection 5.2.11: Vendor shall provide sufficient promotional and training material to the Agency and depositors

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL will provide multiple types of promotional and education material to inform potential users of the new fund deposit services. GTL will customize all material for WVDOC applications.

- **Pod Flyers** – Placed in inmate facilities (often near inmate telephones). The purpose of flyers is to inform inmates about deposit options and allow them to pass this information to their families and friends.
- **Wall Posters (web/IVR)** – Wall posters explaining Internet and IVR deposit options can be placed in facility lobby areas where they will be noticed by inmate visitors. These posters include the web site name www.OffenderConnect.com and the toll free number for IVR deposits.
- **Wall Posters (kiosk)** – Placed on the wall next to kiosk units, these posters provide inmate visitors with an understanding of what the machine does and how it is used. Simply worded instructions help machine-shy individuals overcome any feelings of intimidation.






- **Website** – Promotional and instructional information about deposit services are included at GTL's OffenderConnect website. With the WVDOC's permission, similar information can be posted to the Agency's website.

GTL's professional results oriented Marketing Department will work with WVDOC to supply the most comprehensive promotional and training materials for WVDOC, the inmate population and those making deposits or making parole supervision fees; court costs; and victim restitution payments. GTL's Marketing Department will monitor results and make any modifications needed during the life of the contract or changes requested by WVDOC.

Section 4, Subsection 5.2.12: Vendor's lobby deposit kiosk system must provide the ability for Agency staff to see connections between inmates and depositors and all transaction history.

Vendor Response:

 **GTL Response:** GTL understands and complies

The management portal of OffenderConnect.com provides an easy interface that provides users a report of past activity between inmates and depositors as shown below.



[Account Home](#)

[My Phone Account](#)

[Offender Trust Fund](#)

Recent Activity

[Statement](#)

[Make a Deposit](#)

[Locations](#)

Offender Trust Fund > Recent Activity

Current Activity

Below is a summary of your account for the current billing period

Per Recipient

The list below will display the total amount of all payments for each recipient

Recipient	Facility	Booking #	Permanent #	Total Payments
-----------	----------	-----------	-------------	----------------

Per Transaction

Pending Payments will typically be applied within 24 hours

= Accepted = Pending = Rejected

Status	Date/Time	Recipient	Booking #	Payment Method	Deposit Type	Amount	Surcharge
<input type="checkbox"/>	26-Sep-2011 09:20 AM			WEB	CREDIT	\$1.00	\$3.50
<input checked="" type="checkbox"/>	09-Sep-2011 07:33 AM			WEB	CREDIT	\$1.00	\$3.50
<input checked="" type="checkbox"/>	09-Sep-2011 07:32 AM			WEB	CREDIT	\$4.00	\$3.50
<input type="checkbox"/>	10-Aug-2011 09:33 AM			WEB	CREDIT	\$5.00	\$3.50
<input type="checkbox"/>	10-Aug-2011 09:31 AM			WEB	CREDIT	\$5.00	\$3.50
<input type="checkbox"/>	10-Aug-2011 09:30 AM			WEB	CREDIT	\$5.00	\$3.50

Do you want to [Make Another Transfer?](#)

Do you want to return to your [Account Home Page?](#)

As previously mentioned in our RFP response, Data IQ will create these connections between inmates and the depositors and all transaction history as well.

GTL **Data IQ™** combined with our deposit and kiosk data, deposit data and inmate telephone call data records turns data into information providing investigators with actionable intelligence relative to suspicious activities.

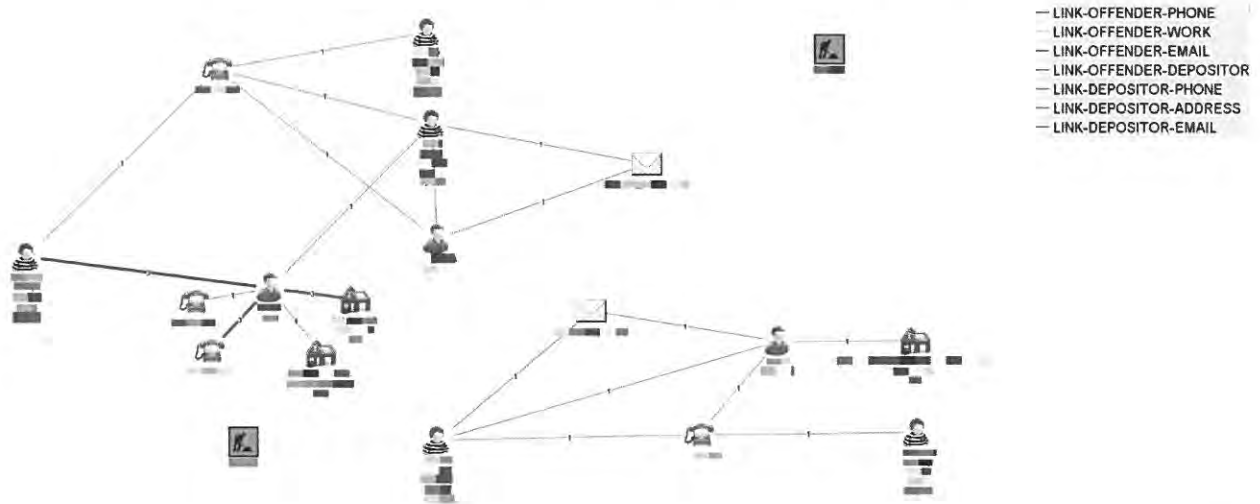
Money transaction analysis, coupled with inmate telephone call records, is often underutilized in criminal investigations due to the sheer volume of data to be processed. When properly conducted, the analysis of money transfer activity can single-handedly expose a variety of deceitful behaviors including drug trafficking patterns; as well it validates associations between people and organizations.



the sheer



Not only does Data IQ aid investigators in identifying subjects but it also is critical for administrators to identify if they have an isolated incident within the facility or are they faced with an epidemic that may require additional resources or varying strategies throughout the entire DOC.





Section 4, Subsection 5.3: Permanent Release Debit Cards



Section 4, Subsection 5.3: Permanent Release Debit Cards:

Section 4, Subsection 5.3.1: Vendor shall provide Agency with pin based debit cards for the purpose of transferring an inmate's remaining account balance upon release from prison.

Vendor Response:

GTL Response: GTL understands and complies

GTL's Release Card program will provide a solution for inmate fund disbursements through debit cards. Our release card program is administrated by a partner company with requisite federal and state credentials and authorization to transmit funds. The remaining account balances of inmates about to be released from WVDOC facilities or transferred out of WVDOC jurisdiction can be electronically transferred to a debit release card.

GTL will make every effort to tailor a release card program that satisfies the WVDOC objectives. Inmates can use either a pin number or their signature to complete debit card transactions.

Release Debit Card Benefits

Facility Benefits	Inmate Benefits
Eliminate Checks/Cash	Immediate Funds Availability
Reduces Lost Checks/Fraud	Eliminates Check Cashier Fees
Simplifies Bank Account Reconciliation	Security of PIN Protected Card
Interfaces to the MyTechFriends Accounting System	Worldwide Access to ATM's
Real Time Transactions	Account Info Available Online
Robust API for system to system integration	Re-Loadable Card
	Allows for Direct Deposit

GTL will provide MasterCard Pin based debit cards to the agency at no cost. These cards can be loaded from \$.01 up to \$9,700.00.

Section 4, Subsection 5.3.2: Agency's staff must have the ability, via web based program, to transfer funds to debit card.

Vendor Response:

GTL Response: GTL understands and complies

Staff will be able to populate the card via web based program in order to transfer funds to the debit card. The WVDOC will have access to a secure, 24x7x365 website in order to meet all activities relating to the loading and reconciliation needs for the program.



ReleasePay.com Homepage



Section 4, Subsection 5.3.3: All transfers shall post to the debit card in real time.

Vendor Response:

GTL Response: GTL understands and complies

GTL's debit release card program offers immediate and convenient access to funds. There is no waiting period on accessing the funds as the funds post to the debit card in real time. Inmates have two options:

1. Use their card at an ATM to receive cash or;
2. Use their card at a point of sale purchase.

Cards are available for use 24 hours, 7 days a week, and 365 days per year by either www.releasepay.com or by calling our toll free support line at 1-877-592-1118.

Section 4, Subsection 5.3.4: Vendor shall provide the ability for Agency staff to view and print a summary of all funds transferred.


Vendor Response:

GTL Response: GTL understands and complies

GTL will provide all necessary reporting tools to the Agency through the web portal of our partner, ReleasePay. All data will be in real time. Agency staff will have the ability to view and print a summary of all funds transferred.

Section 4, Subsection 5.3.5: After confirmation of funds transferred to the debit card, funds must be guaranteed by the Vendor.


Vendor Response:

 **GTL Response:** GTL understands and complies

Once loaded onto the debit card, funds are FDIC (Federal Deposit Insurance Corporation) guaranteed. The debit card is a product of an FDIC Bank and GTL guarantees all funds transferred.

Section 4, Subsection 5.3.6: Debit cards shall be reloadable.

Vendor Response:

 **GTL Response:** GTL understands and complies


Security cleared WVDOC staff are able to load and reload cards through the web portal with the use of our easy-to-use magnetic stripe reader. After an inmate is released from custody, the inmate has the ability to add funds on the debit release card just as they would a regular debit card or have an employer ACH payroll to their debit release card. The Debit Cards can be electronically reloadable by ACH transfer by an authorized staff member at a WVDOC facility.





Section 4, Subsection 5.3.7: Agency must have the ability to set geographical locations or types of allowed businesses for debit card usage on paroled offenders.


Vendor Response:

 **GTL Response:** GTL understands and complies

WVDOC will have the ability to set geographical and business type restrictions as needed. An example of this feature is the ability to restrict release card usage at stores that sell alcohol. There are many different types of businesses and other restrictions available in this very customizable system.

Section 4, Subsection 5.3.8: Released inmates shall have the ability to withdraw funds from the debit card at point-of-sale (POS) locations; banks; and ATMs worldwide.

Vendor Response:

 **GTL Response:** GTL understands and complies

Inmates can conveniently withdraw funds at banks and ATMs worldwide. The cards are accepted World Wide at POS, Banks, and ATMs where MasterCard is accepted.

If a card is reported lost or stolen, GTL is able to de-activate the card and send a new card via mail to the inmate. The FDIC (Federal Deposit Insurance Corporation) guarantees these cards.

~~**Section 4, Subsection 5.3.9:** Vendor's system shall provide real time alerts to Agency.~~

Vendor Response:

The above requirement was deleted per Addendum 3.

Section 4, Subsection 5.3.10: Vendor shall supply training and training material to Agency staff for operating and maintaining the debit card program.

Vendor Response:

 **GTL Response:** GTL understands and complies

The GTL installation team will train key facility staff on the operation and capabilities of the debit release cards. A toll free number is provided on the card for end users to easily contact customer



service. The installation team will review FAQ's about the release cards, field any specific questions, and educate the staff concerning GTL's customer service processes.

Facility Support Training

GTL will train facility and administrative business managers/accountants on how to use the debit release cards and provide an overview of the escalation matrix for all customer service issues be it hardware, depositor, or facility generated.

Facility support training will be customized to the method preferred by the WVDOC. Historically, GTL has provided training to departments of corrections by training key facility supervisors and then having those supervisors train their staff directly.


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GTL will conduct the training addressing at minimum the following curriculum and concepts:

- Introduction and System Overview
- Understanding the Basics
- GTL Support and Maintenance Policy
- Transaction Flow
- Debit Release Card Loading and Reloading
- Debit Release Card Website

Section 4, Subsection 5.3.11: Vendor shall supply brochures to inmates containing debit card usage instructions.

Vendor Response:

 **GTL Response:** GTL understands and complies

Every card that is loaded and issued to an inmate will be accompanied with instructions outlining "How To Use" and "Customer Service" accessibility. Each card also has the toll free customer service number printed on it for easy access to customer service. These calls to customer service are provided at no cost to the cardholder. Please see the sample brochures provided in the next 3 pages.

Frequently Asked Questions

When will you send cards?

Cards are sent automatically based on your usage.

What if a facility loses cards?

Please notify your account manager immediately; however, cards may only be used by the facility to which they were assigned.

What happens if I reverse a load?

The funds are returned to your designated bank account.

What is the ACH cycle cutoff?

The 24-hour cycle ends and begins at 3 p.m. Central.

How do I do a reversal?

Your initial contact should be your software provider, as they are best equipped to assist you. If there is a fee that needs to be waived please contact Facility Support at 1-877-592-1118.

What if I cannot reverse the load?

It is possible that a card that has been loaded will have had a maintenance fee assessed or funds withdrawn. This will prevent you from doing the reversal. In these cases, please contact your account manager and she will assist in reversing maintenance fees and/or identifying possible transactions that may prevent you from doing a reversal.

Where can I refer a card holder who is having problems using his card?

You may provide them with our toll-free customer service telephone number (1-877-592-1118) or to our website ReleasePay.com.

Why can't cardholders access their account?

Occasionally, a card will become blocked due to too many incorrect PIN entries. This preventative measure ensures the security of the funds on the card; however, the card holder may contact customer support at 1-877-592-1118 to have the card unblocked.

What if a card holder does not have enough money on a card to withdraw from an ATM?

The card holder may use his card at all retailers that accept Master Card Debit*. He may also request the balance on the card in the form of cash back.

How can the card holder find out his balance?

The card holder can call customer service toll-free at 1-877-592-1118 for account information, or he can log in to his account at ReleasePay.com. Alternatively, he may access his balance at an ATM; however, there is a small fee for this service. For this reason, we encourage cardholders to check by phone or Online.

What is a convenience fee?

The individual ATM will charge for the use of the ATM. It is in addition to card fees. ReleasePay has no control over the fee and it will vary from ATM to ATM.

What if a card holder claims the card does not work?

ReleasePay will replace the card free of charge. Simply have the card holder contact customer service. However, if you believe the card is damaged, one option is to do a reversal of the load and give the card holder a new card from your stock. Just be sure to add it to your destroy list.

What if a card holder loses a card?

We will replace the card for a fee. They must contact ReleasePay customer support.

Am I responsible for card holder's problems?

No, you are not. They may contact ReleasePay and we will assist them.

Can the card be used outside the US?

The card can be used in almost every country in the world where Cirrus*, PULSE*, or Master Card is accepted.



Can the card be used internationally at point-of-sales?

The card may be used wherever Maestro*, PULSE*, and STAR* are accepted.

Who can I call if I have a problem with my account?

Please call 1-877-592-1118.

What if the Inmate's Balance is higher than the card's loading limits?

Issue a second card.

Where are the PIN numbers for each card?

We use the last four digits of the card number.

What are Decline ATM fees?

If a card holder attempts to withdraw more money than is on the card, including any fees associated with the transaction, the usage attempt will be declined.

When is the Debit Card Activated?

The card is active once the funds are loaded onto it. There is no need to place a call.

Can a card holder transfer funds from the card to his checking account?

Yes. He simply requests the form that is available for that purpose, fills it out, and returns it. There is a small fee incurred to process the transfer.

Can a card holder close out the account and receive a check for the balance?

Yes. He simply requests the proper form, fills it out, and returns it. There is a small fee to process the request.

RELEASEPAY

A Prepaid Debit Card that Works Better than Cash!

Money Management Made Easy

The ReleasePay™ card allows you instant access to your funds from most ATMs and in any stores where Debit Master Card is accepted. You get the convenience of 24/7 access to your account in a secure, real-time environment.



www.ipdfin.com

RELEASEPAY.COM

Overview of the Inmate Release Debit Card Program

1. What information is required in order to load and activate a card from the facility? The card holder's name and birth date is required.
2. Can the Inmate continue to use and load the card after it has been issued by the facility? Yes, they will need to call customer service and update their profile!
3. Can they request a personalized card? Yes, by calling and updating their profile.
4. Does the Release Pay card expire? Yes, it has a three-year expiration date.
5. What happens after the expiration date? If the card is still in use at the time of expiration, a new card will automatically be mailed to the card holder.
6. What is the PIN number? The PIN number is factory-set as the last four digits of the sixteen-digit account number on the front of the card. The card holder can log into our website or call customer service to change it.
7. How is the Release Pay card activated? Once the funds have been transferred, the card is automatically activated. No phone call is required.
8. Can the Release Pay card be used outside of the US? Yes, the card can be used anywhere in the world where Master Card is accepted.
9. What happens if a card is lost? The card can be replaced by calling customer support. There is a fee to replace a lost card.
10. Can the Cardholders account be closed? Yes, the card holder can request a check or an ACH transfer to a checking account that will close this account out by notifying customer support. There is a fee for this service.
11. What is the minimum and maximum that can be loaded on the card? The minimum amount that can be loaded is \$0.1, and the maximum is \$9,700.
12. Can the card be deactivated should an error be realized? Yes.
13. Can the card holder request cash back from a POS terminal? Yes. There is no fee for this service.

Overview of the Trust Account

1. What information is required in order to issue a card? The inmate's first and last name and date of birth are required.
2. Why is there a need to establish a Funding Account (Trust Account)? A Funding Trust Account is required at the card issuing bank because of the nature of the pre-paid debit account service. It is called the Good Funds Model, which means that, by law, the funds must be immediately available when the funds are transferred. The only way to meet this requirement is to insure that the funds are available at the transferring bank when the card is loaded.
3. Is this an interest-bearing account? No, it is Trust Account, thus not interest-bearing.
4. Does the jail own the Trust Account? Yes, the account is owned and set up in the name of the jail.
5. How are the reports provided? Reports are provided through Online access.
6. Why does the jail need to sign the Agent Agreement? It allows Rapid Financial, as the processor, the authority to establish the Trust Account, as well as the authority to electronically transfer funds from the jail's bank account as needed to replenish the Trust Account.
7. What if there are more questions concerning this Trust Account? Please contact the company Controller at 435-525-3454

Inmate Release Card Program Benefits

1. The Release Card program significantly reduces costs that are normally incurred by a facility to release inmates with their funds.
2. The program totally eliminates check fraud and costly reconciliation activities.
3. The program eliminates the high cost to the facility of printing, writing, and managing checks.
4. The program offers inmates immediate access to their funds. Inmates no longer have to find a bank that will cash a check or wait for a bank to open.
5. The program eliminates fees charged by check cashing services to inmates who do not have checking accounts or who do not have valid identification.
6. The funds on lost or stolen cards can be frozen and a replacement card sent for the balance. This is much safer for the inmate than carrying cash.
7. Point of Sale transactions are free to the card holder. There are no fees attached.



Overview of the Reporting

1. When will a Jail be provided access to their account? A facility will have access once their Trust Account has been established and funded.
2. What information is accessible? The Online reporting tools provide real time access to card loads and auto replenishment of the Trust Account.
3. What if a Jail has questions regarding this service? Any questions from the jails concerning this reporting mechanism should be directed to customer support.
4. What does ACH mean? ACH stands for Automated Clearing House. It is the service regulated the Federal Reserve that allows money to be transferred electronically from one account to another. It is the method used for the issuing bank to replenish the trust account from the jail's bank account.



Card holder Fees Associated with the Inmate Release Program

	Charge
Weekly Maintenance	
IVR Balance Inquiry	
Pin Change	
Domestic ATM Fees**	
Domestic ATM Decline for NSF	
International ATM Fees**	
ATM Account Inquiry	
POS Debit Fee (PIN and signature)	
Card to Bank Funds Transfer (ACH)	
Account Closure Fee - should a check be requested and account closed.	

* After 3 days of being issued the card starts incurring weekly maintenance fees to cover the cost of the FDC insured account.

** Fees may also be imposed by the local ATM provider and are in addition to card fees.

Customer Service / Servicio Al Cliente:
 Toll Free from U.S.A. - 1-877-592-1118
www.releasepay.com



Security Requirements for the Storage of Prepaid Cards

The security requirements in this document are based on policies and guidelines developed by the Payment Networks and industry best practices. These requirements must be implemented at all locations that store and distribute instant-issue card products.

Card Ordering

Card orders will be shipped to the designated locations by ReleasePay (hereafter RP) or its assignees by bonded and approved carrier. Card orders must be signed for upon arrival. All cards must be placed at the time of receipt into inventory in a secured storage area. An employee designated by management should be appointed to ensure that physical and procedural security policies are implemented.

Card Inventory

Physical security of the cards in inventory must be maintained at all times. Cards must be stored in a controlled environment, such as a safe or locked storage device, with access limited to employees who have successfully passed background screening checks.

An inventory log must account for the number of cards received, cards used, cards spoiled (cards that cannot be used due to damage, tampering or expiration) and remaining cards that should balance to the number of cards on hand at any time. An explanation of spoilage should be included on the log. Any inventory discrepancy must be reported to RP as soon as detected.

Card Destruction

RP may request return of unused cards in inventory for destruction for any of the reasons listed below:

1. Cards are compromised or tampered with;
2. Card stock has expired;
3. Cards are damaged or defective;
4. Program is terminated.



Cards to be returned should be securely packaged. A copy of the inventory log should be included in the shipment. A second copy of the inventory log should be transmitted to RP electronically.

Alternatively, the location may destroy any defective or damaged card and certify its destruction by maintaining a detailed inventory log and destroying the cards using a cross cut shredder that creates pieces no larger than 1/2" by 1/2" in size. A certified report of destruction outlined in Exhibit B, attached hereto and incorporated herein by this reference must be submitted to RP on a monthly cycle even if no cards were destroyed in that period.





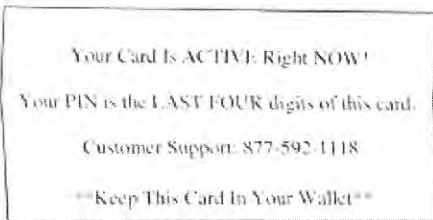
Data Processing Center
PO Box 6425
North Logan, UT 84341

CUSTOMER SUPPORT INCLUDING PIN CHANGE FOR
YOUR RELEASE-PAY PREPAID DEBIT CARD

877-592-1118

Your temporary PIN Number is the last four
digits of the card number.

YOUR CARD IS ACTIVE RIGHT NOW!
NO CALL NEEDED TO ACTIVATE!



Temporary PIN is the LAST FOUR DIGITS OF THIS CARD.



Treat this card like cash.
Change your PIN often.
Never write the PIN on the card.
Don't tell anyone your PIN.
We will never ask for your PIN.

Use your card where you see these symbols:



Customer Service / Servicio Al Cliente:
877-592-1118

www.releasepay.com

For current card features and functions, please visit:
www.releasepay.com

DECLINES: There are several reasons this might occur:

- If at a Point of Sale terminal you are trying to purchase an item that costs more than the value on the card, plus the POS fee (if applicable)
- If at an ATM you are trying to access your funds but get an error message stating "FUNDS NOT AVAILABLE" or something similar it may mean that you are trying to withdraw more than is available. Please keep in mind that there needs to be sufficient funds to cover the fees associated with the transaction.

Example: You have \$42.50 in your account. You try to withdraw \$40.00 and you receive an error message. The reason is the fee to withdraw the funds is greater than \$2.50, not including ATM convenience fee (if applicable).

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CARD FEES

Card Activation
Weekly Maintenance
Support Calls
PIN Change
Domestic ATM Fees**
International ATM Fees**
ATM Account Inquiry
POS Debit Fee (PIN and Signature)
ATM Decline for NSF
ATM Decline International
Card to Bank Funds Transfer (ACH)
Check Issuance Fee



* After three (3) days of issuance the card starts incurring weekly maintenance fees to cover the cost of the FDIC insured account.

**Fees may also be imposed by the local ATM provider in addition to card fees.

If prompted, select the "Checking" option to withdraw cash from an ATM.

You are allowed 5 ATM withdrawals for a total of \$1,000 per day. At a point-of-sale, you are allowed 10 purchases for a total of \$3,500 per day.

Want to save money on fees? Follow these easy tips:

- ◊ Check your balance online or through customer service *before* using an ATM.
- ◊ Use your card as a payment method in grocery stores, convenience stores, drug stores, or anywhere that accepts Debit MasterCard®.
- ◊ If your card is rejected at an ATM, **never attempt over and over again.** Some ATMs impose a fee even for declined transactions.
- ◊ Maintain your account for free online.
- ◊ Retain this document for future reference.

• Another reason for a decline is because of invalid PIN number.

• Pre-Payment of services like fuel dispensed from a "Pay at the Pump" terminal prior to pumping the gas or for services like a hotel room. The payment networks automatically put a hold on a certain amount of the funds available to ensure payment. This hold usually takes several hours to be removed, therefore, the cardholder cannot access his funds until this hold is removed.



Section 4, Subsection 5.4: Work Release Debit Cards



Section 4, Subsection 5.4: Work Release Debit Cards:

Section 4, Subsection 5.4.1: Vendor shall provide Agency with pin based debit cards for the issuance to work release inmates.

Vendor Response:

GTL Response: GTL understands and complies

GTL’s Work Release Card program will provide a solution for inmate fund disbursements through debit cards. Our work release card program is administrated by a partner company with requisite federal and state credentials and authorization to transmit funds. All funds to be released to an inmate can be transferred to the inmate’s debit card on a daily or weekly basis and the inmate will have instant access to these funds, eliminating the need to provide cash or check to the inmate. The means by which this occurs may vary but GTL understands the WVDOC’s primary motivation is to minimize cash/check transactions while maintaining control and fiduciary responsibility for the WVDOC objectives. Inmates can use either a pin number or their signature to complete debit card transactions.

Work Release Debit Card Benefits

Facility Benefits	Inmate Benefits
Eliminate Checks/Cash	Immediate Funds Availability
Reduces Lost Checks/Fraud	Eliminates Check Cashier Fees
Simplifies Bank Account Reconciliation	Security of PIN Protected Card
Interfaces to the MyTechFriends Accounting System	Worldwide Access to ATM’s
Real Time Transactions	Account Info Available Online
Robust API for system to system integration	Re-Loadable Card
	Allows for Direct Deposit

Vendor will provide MasterCard Pin based debit cards to the agency at no cost. These cards can be loaded from \$.01 up to \$9,700.00.



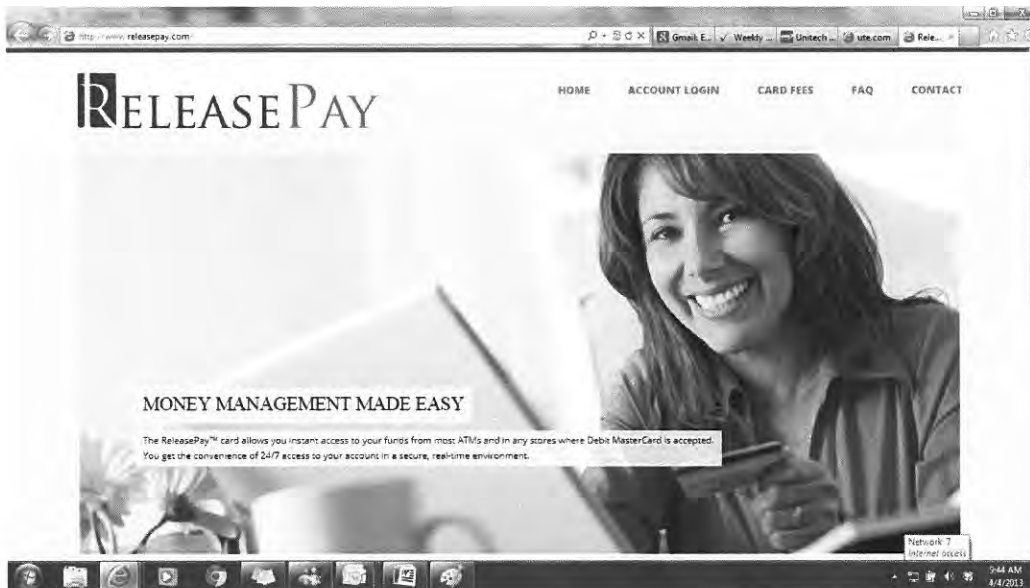
Section 4, Subsection 5.4.2: Agency must have the ability, via web based program, to transfer funds to the debit card.

Vendor Response:

GTL Response: GTL understands and complies

GTL will provide a secure web portal for the loading and reloading of the work release debit cards. This web portal meets PCI standards and offers several unique security options, which the agency can select from. These security options are designed to provide maximum security from fraudulent activities surrounding the loading of funds onto the debit card.

Staff will be able to populate the card via web based program in order to transfer funds to the debit card. The WVDOC will have access to a secure, 24x7x365 website in order to meet all activities relating to the loading and reconciliation needs for the program.



ReleasePay.com Homepage



Access Your Funds

Accessing the funds on your ReleasePay™ card is easy. You can use most any ATM to get cash or just use it like a regular debit card at any retailer that accepts MasterCard. Yep, it's that simple.

[Read More](#)

Account Login

Just log in to your account and start taking advantage of all the features the ReleasePay™ Card has to offer. Once you log in you can change your PIN, check balances or review transactions.

[Login Now](#)

Customer Support

Have questions? Please visit our FAQ page. If you prefer to get account information via telephone, please call 1-877-592-1118. You will need your PIN in order to access the system.

[Go Now](#)



FORGOT OR LOST YOUR PIN?

For forgotten or lost Pin please call:

(877) 592-1118

ACCOUNT BLOCKED?

Why is my account blocked?

Three incorrect attempts for your Pin Number?
Please call:

(877) 592-1118

CONTACT US

[Privacy Policy](#)
[Disclaimer](#)
[Terms & Conditions](#)
[Contact Us](#)

Section 4, Subsection 5.4.3: Agency must have the ability to set spending and withdrawal limits on debit cards.

Vendor Response:

GTL Response: GTL understands and complies

The agency will have the ability to predetermine how much money can be accessed from the card per transaction plus the ability to set how much can be withdrawn per a given time period. The program is very customizable and we will work with WVDOC to implement the system controls that are desirable.

Section 4, Subsection 5.4.4: All transfers shall post to the debit card in real time.


Vendor Response:

GTL Response: GTL understands and complies

All transfers are posted in real time to the debit card.

Section 4, Subsection 5.4.5: Vendor shall provide the ability for Agency staff to view and print a summary of all funds transferred.


Vendor Response:

 **GTL Response:** GTL understands and complies

GTL will provide all necessary reporting tools to the Agency through the web portal of our partner, ReleasePay. All data will be in real time. Agency staff will have the ability to view and print a summary of all funds transferred.

Section 4, Subsection 5.4.6: After confirmation of funds transferred to the debit card, funds must be guaranteed by the Vendor.


Vendor Response:

 **GTL Response:** GTL understands and complies

All funds once loaded onto the debit card are FDIC (Federal Deposit Insurance Corporation) guaranteed. The debit card is a product of an FDIC Bank and all funds are guaranteed by GTL.

Section 4, Subsection 5.4.7: Debit cards shall be reloadable. Funds loaded to work release debit cards may only be performed by Agency.

Vendor Response:

 **GTL Response:** GTL understands and complies


Only authorized WVDOC staff can reload cards through the web portal. This means that an inmate cannot go out and add funds to these cards on their own unless the agency has approved this service. A magnetic stripe reader will be supplied to WVDOC at no cost to ensure accuracy of the original loading and reloading of funds.





Section 4, Subsection 5.4.8: Agency must have the ability to set geographical locations or types of allowed businesses for transactions.


Vendor Response:

 **GTL Response:** GTL understands and complies

WVDOC will have the ability to set geographical and business type restrictions as needed. An example of this feature would be that the card cannot be used in stores selling liquor/alcohol. There are many different types of businesses and other restrictions available in this very customizable system.

Section 4, Subsection 5.4.9: Inmates shall have the ability to use debit cards at point-of-sale (POS) locations; banks; and local ATMs.

Vendor Response:


 **GTL Response:** GTL understands and complies

The cards are accepted at POS (Point of Sale locations), Banks, and ATMs where MasterCard is accepted.

If a card is reported lost or stolen, GTL is able to de-activate the card and send a new card via mail to the inmate. The FDIC guarantees these cards.

Section 4, Subsection 5.4.10: Vendors system shall provide real time alerts to Agency.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL's debit release card system is able to send real time alerts to WVDOC. We will work with the WVDOC to determine the type of alerts that would be applicable and how WVDOC would receive those alerts. An example would be loading limits, cards already issued, etc. We offer a very customizable system that will be able to meet the needs of WVDOC.



Section 4, Subsection 5.4.11: Vendor shall provide the ability for Agency to track inmate purchases and/or withdrawals.

Vendor Response:

GTL Response: GTL understands and complies

All debit release card transactions are logged and reported in real time. Information on release card usage is available as well. Information provided for each card transaction will include date and time, location, and dollar amount.

06/23/2012	01:00:00	0000240437	54249650XXXX0194	Periodic maintenance fee
06/21/2012	12:38:50	0000235542	54249650XXXX0194	Issuer fee
06/21/2012	12:38:50	0000235541	54249650XXXX0194	Acquirer convenience fee
06/21/2012	12:38:50	0000235540	54249650XXXX0194	421 E MILLER RD FAIRVIEW MIUS
06/20/2012	22:28:19	0000231922	54249650XXXX0194	300 S MORENCI STRE MIO MIUS
08/20/2012	13:53:25	0000230714	54249650XXXX0194	Deposit by agent:3009048661 cashier:Y31-2

Section 4, Subsection 5.4.12: Vendor shall supply training and training material to Agency staff for operating and maintaining the debit card program.

Vendor Response:

GTL Response: GTL understands and complies

The GTL installation team will train key facility staff on the operation and capabilities of the work release debit cards. A toll free number is provided for end users to easily contact customer service. The installation team will review FAQ's about the release cards, field any specific questions, and educate the staff concerning GTL's customer service processes.

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GTL will train facility and administrative business managers/accountants on how to use the work release debit cards and provide an overview of the escalation matrix for all customer service issues be it hardware, depositor, or facility generated.

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GTL will conduct the training addressing at minimum the following curriculum and concepts:

- Introduction and System Overview
- Understanding the Basics
- GTL Support and Maintenance Policy
- Transaction Flow
- Work Release Debit Card Loading and Reloading
- Work Release Debit Card Website

Section 4, Subsection 5.4.13: Vendor shall supply brochures to inmates containing debit card usage instructions.

Vendor Response:

 **GTL Response:** GTL understands and complies

Every card that is loaded and issued to an inmate will be accompanied with instructions outlining "How To Use" and "Customer Service" accessibility. Each card also has the toll free customer service number printed on it for easy access to customer service. These calls to customer service are provided at no cost to the cardholder.




Section 4, Subsection 5.5: Parole Supervision Fees, Court Costs and Victim Restitution



Section 4, Subsection 5.5: Parole Supervision Fees, Court Costs and Victim Restitution:

Section 4, Subsection 5.5.1: Paroled inmates shall have the ability to make deposits via the web portal and/or parole office lobby kiosk for the payment of parole supervision fees; court costs; and victim restitution payments.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL provides a variety of payment channels for supervision fee collections. Parolees and probationers are able to use GTL's **OffenderConnect® Kiosk** or **OffenderConnect® Website** to make required fee payments for programs determined by WVDOC. GTL also provides convenient **walk-in payment outlets** through our partnership with Western Union; with outlet locations including large chain retail stores, banks, check cashing businesses, and many neighborhood markets, at which families and friends may purchase and send money orders to GTL for court ordered payments or deposit to inmate accounts.

Kiosk - Parolee/Probationer Payment Process

The OffenderConnect® Kiosk user follows easy, step-by-step instructions on the touch screen to make cash or credit/debit card payments. At the time of implementation, the **Pay for Program Fees** option is configured to display the fee programs designated by the WVDOC for which payments can be made via the kiosk.

A series of easy-to-understand touch screen options and instructions walk the kiosk user through the simple payment process; including:

- Selection and verification of the individual for whom the payment is being made,
- Indication of the payment method (cash or credit/debit card)
- Disclosure of transaction and program fee information
- Input and verification of the amount to be paid
- Cash or credit/debit card deposit with verification of information
- Receipt generation



SAMPLE Kiosk Screens

Welcome. Which service would you like to use?

Offender Phone Account

Trust Fund Deposit

Pay for Program Fees

En Español

Please select the fee you would like to pay:

Drug Testing

Sex Offender Treatment

Cancel

Sample OffenderConnect® Kiosk Payment Options

Please enter the Probationer / Parolee ID # and press OK:

ID #:

1	2	3
4	5	6
7	8	9
0	Delete	

OK CANCEL

Enter at least 2 letters of the probationer's or parolee's first and last name. Touch within the box to enter the information.

First Name: Last Name:

Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	
Z	X	C	V	B	N	M			
SPACE	-	'				Delete			

OK CANCEL

Sample Information Input Screens

The following surcharges apply to the use of this machine:

A fee of \$3.50 applies to all CASH transactions from \$0.00 to \$200.00
 A fee of \$3.50 + 3% of the deposit amount applies to all CREDIT transactions from \$0.00 to \$200.00

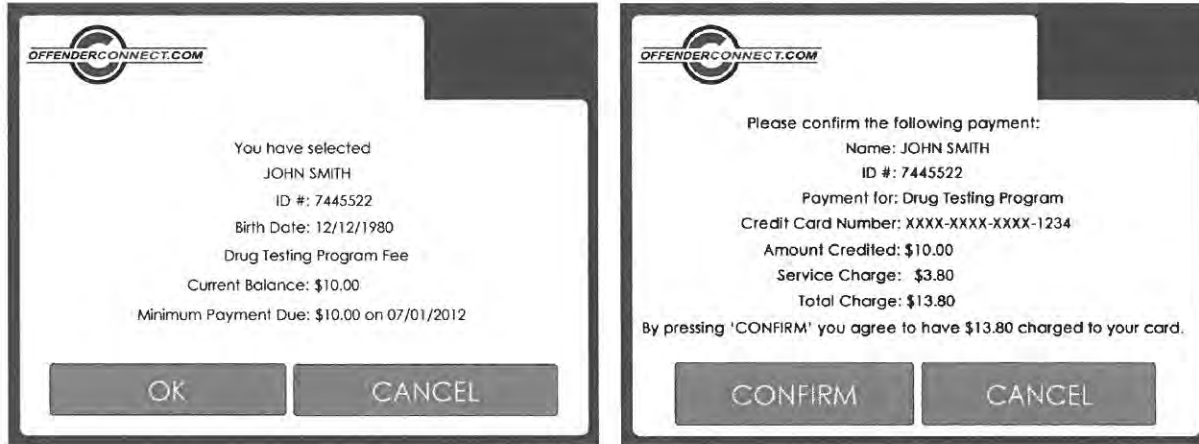
Would you like to accept and continue?

OK CANCEL

Please select payment method:

CASH CREDIT CARD CANCEL

Sample Fee Disclosure and Payment Methods



OFFENDERCONNECT.COM

You have selected
JOHN SMITH
ID #: 7445522
Birth Date: 12/12/1980
Drug Testing Program Fee
Current Balance: \$10.00
Minimum Payment Due: \$10.00 on 07/01/2012

OK CANCEL

OFFENDERCONNECT.COM

Please confirm the following payment:
Name: JOHN SMITH
ID #: 7445522
Payment for: Drug Testing Program
Credit Card Number: XXXX-XXXX-XXXX-1234
Amount Credited: \$10.00
Service Charge: \$3.80
Total Charge: \$13.80
By pressing 'CONFIRM' you agree to have \$13.80 charged to your card.

CONFIRM CANCEL

Sample Verification Screens

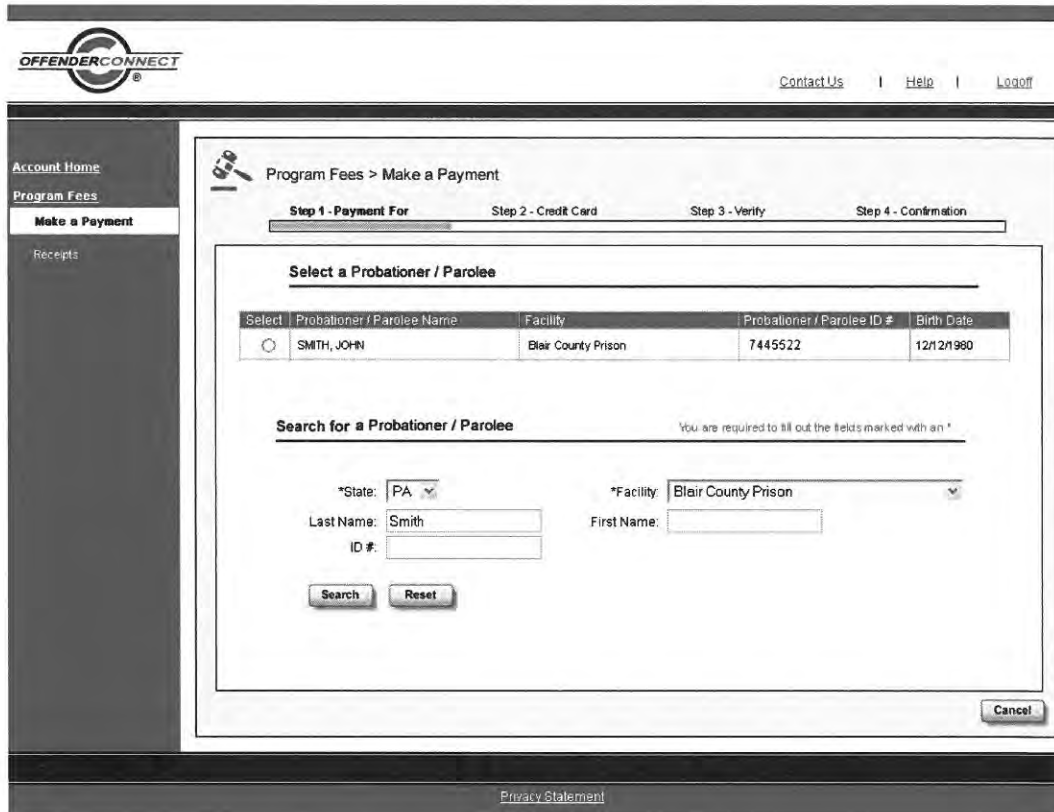
A receipt screen will be displayed after the user makes a cash or credit card payment. The amount credited to the probationer/parolee's program balance will be displayed as well as a receipt number. A paper receipt will be printed from the kiosk and the user will have the option to reprint the receipt if multiple copies are needed.

Website - Parolee/Probationer Payment Process

On GTL's OffenderConnect® Website a user selects the **Program Fees** option to make payments for specific Programs defined by WVDOC using a credit or debit card. After the user logs into the website using a secure user name and password, the website walks the user through the simple payment process, which includes:

- Search for and select the probationer/parolee for whom the payment will be made
- View the probationer/parolee's fee payment balance, minimum amount due, and transaction fee
- Select or enter credit or debit card information and amount to be paid
- Verify the selected probationer/parolee, depositor and card information, and payment amount
- Confirm and execute the transaction
- Receipt generation

SAMPLE Website screens



The screenshot displays the 'OFFENDERCONNECT' logo in the top left and navigation links for 'Contact Us', 'Help', and 'Logout' in the top right. A left sidebar contains links for 'Account Home', 'Program Fees', 'Make a Payment', and 'Receipts'. The main content area is titled 'Program Fees > Make a Payment' and shows a progress bar with four steps: 'Step 1 - Payment For', 'Step 2 - Credit Card', 'Step 3 - Verify', and 'Step 4 - Confirmation'. Step 1 is currently active. Below the progress bar, there is a section titled 'Select a Probationer / Parolee' containing a table with the following data:

Select	Probationer / Parolee Name	Facility	Probationer / Parolee ID #	Birth Date
<input type="radio"/>	SMITH, JOHN	Blair County Prison	7445522	12/12/1980

Below the table is a search section titled 'Search for a Probationer / Parolee' with a note: 'You are required to fill out the fields marked with an *'. The search fields include: '*State:' with a dropdown menu set to 'PA'; 'Last Name:' with a text input field containing 'Smith'; 'ID #:' with a text input field; '*Facility:' with a dropdown menu set to 'Blair County Prison'; and 'First Name:' with a text input field. There are 'Search' and 'Reset' buttons below the search fields, and a 'Cancel' button at the bottom right of the main content area. A 'Privacy Statement' link is located at the bottom of the page.

Make a Payment – Step 1 of 4 Easy Steps

The OffenderConnect® Program Fees **Make a Payment** option guides the user through 4 simple steps to selecting, inputting, and confirming required information. Users are able to select a probationer/parolee for whom they had previously made payments or to search for and select a different probationer/parolee.

When all four steps of the **Make a Payment** process are complete, ending with the user confirming and executing the transaction, the system automatically emails a receipt to the depositor, who may also choose to print the receipt.

The OffenderConnect® Program Fees **Receipts** option allows the user to access, review, and print receipts for all Program Fee payments made on behalf of the specified probationer/parolee.



[Contact Us](#) | [Help](#) | [Logout](#)

[Account Home](#)
[Program Fees](#)
 Make a Payment
Receipts

Program Fees > Receipts

Receipts

Showing 1 to 10 of 25 records [Next>](#) [Last>>](#)

Payment Date	Payment Amount	Name	ID #	Program Name	
06/15/2012	\$10.00	SMITH, JOHN	7445522	Drug Testing Program	Print
05/18/2012	\$10.00	SMITH, JOHN	7445522	Drug Testing Program	Print
04/18/2012	\$10.00	SMITH, JOHN	7445522	Drug Testing Program	Print
03/12/2012	\$40.00	SMITH, JOHN	7445522	Drug Testing Program	Print
02/18/2012	\$20.00	SMITH, JOHN	7445522	Drug Testing Program	Print
01/15/2012	\$45.00	SMITH, JOHN	7445522	Drug Testing Program	Print
12/10/2011	\$10.00	SMITH, JOHN	7445522	Drug Testing Program	Print
11/12/2011	\$10.00	SMITH, JOHN	7445522	Drug Testing Program	Print
10/14/2011	\$15.00	SMITH, JOHN	7445522	Drug Testing Program	Print
09/12/2011	\$30.00	SMITH, JOHN	7445522	Drug Testing Program	Print

Showing 1 to 10 of 25 records [Next>](#) [Last>>](#)

[Privacy Statement](#)




Example Receipt

The system issues a receipt for every payment transaction. A receipt is automatically emailed to the website user and can be accessed and printed any time through the Program Fees > Receipts option.



Section 4, Subsection 5.5.2: Vendor shall transfer the above referenced deposits into the inmate's account via the Agency's inmate accounting system.

Vendor Response:

 **GTL Response:** GTL understands and complies


All deposits received either for parole supervision fees; court costs; and victim restitution payments, from the web portal or parole office lobby kiosks will be transferred into the appropriate inmate's account via the WV DOC inmate accounting system. The integration of systems will allow the deposits to be completed in near real-time using GTL's web services portal. We will interface with the Agency's accounting system to ensure these fees/costs are indeed transferred into the appropriate inmate's account.

All money (from all sources) deposited in any day will be sent to the proper bank accounts via ACH process as determined by the facility on the next business day.

To support reconciliation of accounts by the WVDOC, GTL's payment systems will send an automated email daily that states the total amount of money sent via ACH and a listing of the individual transactions. The email can be formatted to present the information as desired by the WVDOC, e.g. segregated by deposit source or by the facility institution. The email provides transactions in HTML format and also includes an Excel attachment to allow for easy importing of the transaction records.

Section 4, Subsection 5.5.3: Agency shall be responsible for processing payments to all courts and victims.

Vendor Response:


 **GTL Response:** GTL understands and complies

GTL understands that the Agency shall be responsible for processing payments to all courts and victims.



Section 4, Subsection 5.5.4: Agency shall be responsible for transferring parole supervision fees from inmate's account to the proper Agency account.


Vendor Response:

 **GTL Response:** GTL understands and complies

GTL understands the Agency is responsible for transferring parole supervision fees from inmate's account to the proper Agency account.


Section 4, Subsection 5.5.5: All provisions outlined under "Web Portal Deposits" shall apply to this section.

Vendor Response:

 **GTL Response:** GTL understands and complies

Section 4, Subsection 5.5.6: All provisions outlined under "Lobby Deposit Kiosk" shall apply to this section.

Vendor Response:

 **GTL Response:** GTL understands and complies




Section 4, Subsection 5.6: Post Office Lock Box Address



Section 4, Subsection 5.6: Post Office Lock Box Address:

Section 4, Subsection 5.6.1: Vendor shall supply a lock box service/address for the collection and processing of money orders sent to inmates.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL will provide a secure lockbox location to which money orders may be sent by the friends and families of inmates housed at all WVDOC institutions. Only money orders will be accepted at this location.

- We maintain a five-day turn-around policy. This means that once received at the lockbox location, money orders are processed quickly to ensure the funds will be available for inmates to spend no more than five days after the sender has placed the money order in the mail to GTL.
- Collected funds from money orders (along with funds from other electronic deposits) will be deposited once a day, every week day, for the previous day's transactions. Transactions received on weekends will be aggregated in the Monday electronic file of daily transactions and deposited via ACH on Tuesday.
- GTL is responsible for resolving discrepancies in the inmate name and number and will not deposit any monies until such discrepancies are resolved.


Benefits of GTL Lock Box Service

- Money Orders sent to GTL allow for quicker and more accurate posting of deposits to inmate accounts.
- GTL will work with WVDOC IT staff to develop an electronic interface in order to automate posting money order deposits into the inmate account maintained by the WVDOC trust fund software system.
- Money Orders on average can be scanned, updated, and posted to an inmate account in less than 48 business hours (depending on WVDOC deposit policy for hold periods.)
- WVDOC staff members formerly required to process money orders, are now freed to perform other functions and put focus on care, custody and control.
- When inmates move between WVDOC facilities funds are automatically posted to the new location.
- Lock boxes increase security as no contraband can be directed within WVDOC walls.



Section 4, Subsection 5.6.2: Vendor shall electronically post funds to inmate accounts.


Vendor Response:

 **GTL Response:** GTL understands and complies

GTL electronically scans deposit slips for speed and accuracy as they are processed and posted to inmate accounts. If a money order cannot be processed (e.g. illegible print) GTL will attempt to contact the sender or work with WVDOC to resolve the issues.


Section 4, Subsection 5.6.3: No personal, business, cashier's check or certified checks shall be accepted.

Vendor Response:

 **GTL Response:** GTL understands and complies

Section 4, Subsection 5.6.4: Deposit slips must be included with each money order for proper inmate identification.


Vendor Response:

 **GTL Response:** GTL understands and complies

GTL creates money order deposit slips for each deposit in order to properly identify the inmate.

Section 4, Subsection 5.6.5: Vendor shall supply deposit slips to depositors. Vendor shall supply deposit slips to Agency for placement in lobby areas and visitation areas. Agency shall also place pdf deposit slips on the Division of Corrections website.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL creates money order deposit slips in English and Spanish and makes them available at: 1) lobby/visiting areas at all WVDOC facilities; 2) WVDOC website and 3) GTL's website. Deposit slips may be typewritten, handwritten, or completed online.



Section 4, Subsection 5.6.6: Vendor shall process and post funds to the inmate accounts within 48 hours of receipt.


Vendor Response:

 **GTL Response:** GTL understands and complies

Money orders are processed upon receipt and transmitted to WVDOC for posting each business day (Monday through Friday).

Section 4, Subsection 5.6.7: Vendor shall provide the ability for Agency to view and print reports of all money order deposits.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL can provide a secure lockbox location to which money orders may be sent by the friends and families of offenders housed at WVDOC institutions. The GTL lockbox service includes processing money orders received daily and including them in the combined electronic file of transactions transmitted to the Department on a daily basis.

Reports

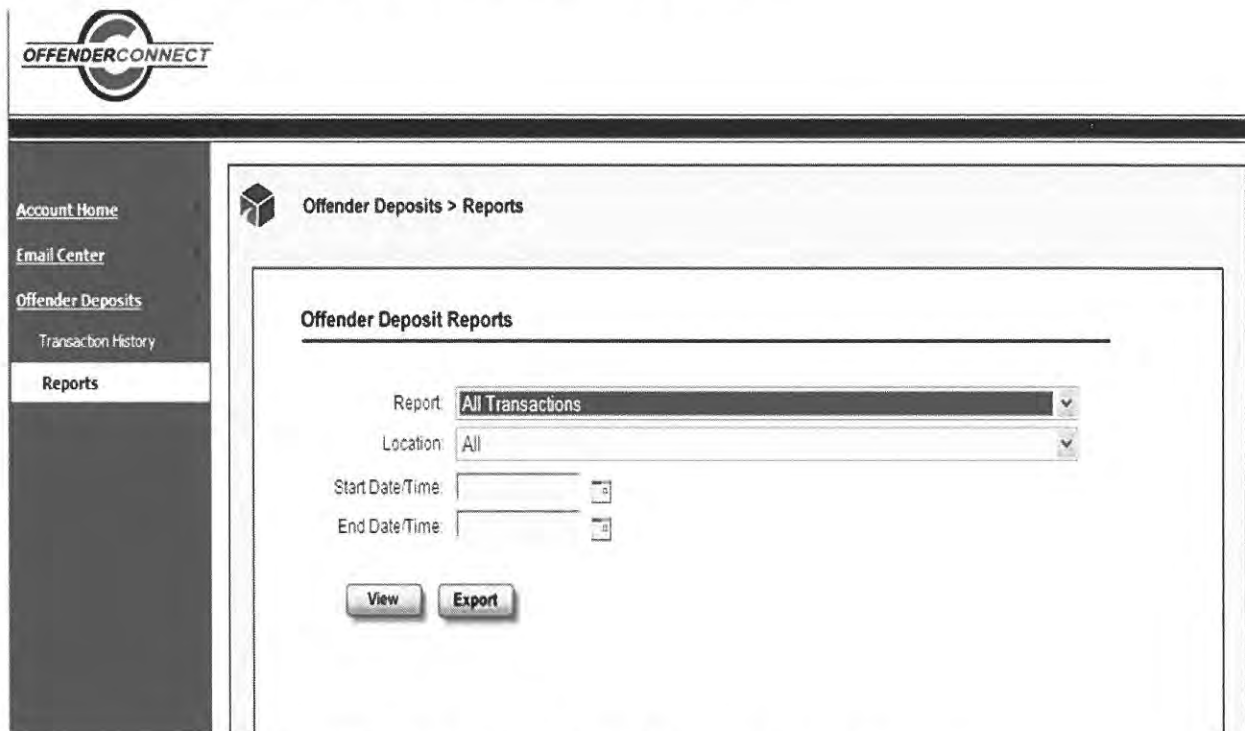
GTL has the capability to report inmate account deposits to the Agency in whatever format is desired. Transactions are reported in near real time through our website service. The system can be configured to transmit transaction records to Agency applications at intervals ranging from every 5 minutes to daily.

GTL's OffenderConnect® Services will record and track all deposits and generate reports of activity by individual inmate and totals by facility. GTL has the capability of using OffenderConnect transaction records to report to the Agency deposits made to inmate accounts through the various payment channels (e.g. kiosks, website, phone IVR); enabling authorized Agency staff to view all EFT transactions. Reports will compile the number of transactions and related dollar values for the selected time frames. The system offers the ability to view all transactions by facility as well as transactions based on Agency-specified criteria, such as individual inmate.

To support the Agency's reconciliation of accounts, GTL's payment systems will send an automated email daily that states the total amount of money ACH'ed and a listing of the individual transactions. The email can be formatted to present the information as desired by the Agency, e.g. segregated by

deposit source or by facility. The email provides transactions in **HTML format** and also includes an **Excel** attachment of the transaction records.

OffenderConnect.com is a secure website at which authorized Agency staff may access, review, and generate reports of all transactions, grouped according to user preference. Reports generated through the website can be saved in **Excel format**. The easy to navigate website provides for filtering criteria including transaction types, location, and date range.



Administrator Activity Report - Choose Transaction Type

Once reports are generated, they can be further filtered. For example, in the illustration below the report of transactions are grouped by facility.



OFFENDERCONNECT

Account Home
Email Center
Offender Deposits
Transaction History
Reports

Offender Deposits > Reports

Offender Deposit Reports

Report: All Transactions
Location: All Transactions
Start Date Time: All Transactions - Grouped by Deposit Method
End Date Time: All Transactions - Grouped by Facility
Kiosk Transactions - Grouped by Kiosk ID
Non-Accepted Transactions

View **Export**



OFFENDERCONNECT									
OffenderConnect.com id@customerhelp@gtl.net 800-231-0193									
Facility: Belmont Correctional Institution									
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL
4/5/11 4:00 PM	1008201302033255381		THORNTON, ADAM	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00
TOTALS							\$ 1.00	\$ 3.00	\$ 4.00
Facility: Chillicothe Correctional Institution									
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL
4/5/11 1:32 PM	1008201302024607967		SMIDDY, ROBERT	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00
TOTALS							\$ 1.00	\$ 3.00	\$ 4.00
Facility: Corrections Medical Center									
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL
4/5/11 4:24 PM	1008201302035031692		JOHNSON, ACRAIN	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00
TOTALS							\$ 1.00	\$ 3.00	\$ 4.00
Facility: Corrections Reception Center									
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL
4/5/11 4:31 PM	1008201302035438686		JOHNSON, ADAM	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00
TOTALS							\$ 1.00	\$ 3.00	\$ 4.00
Facility: Dayton Correctional Institution									
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL
4/7/11 2:22 PM	1005401302200530702		ADAMS, EDDIE	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00
4/7/11 2:25 PM	1005401302200530704		ADAMS, EDDIE	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00
PAGE 1 OF 1									

Example Report Results - Grouped by Facility




Section 4, Subsection 5.7: General Specifications:



Section 4, Subsection 5.7: General Specifications:

Section 4, Subsection 5.7.1: Vendor shall be responsible for safeguarding all stored data, particularly files that contain recipient information, so as to be compliant with all state and federal laws and regulations, and in the case of the Debit Cards, individual card brand requirements. Vendor must be compliant with Payment Card Industry Data Security Standards (PCI DSS) and must be able to show proof of such certification in accordance with the policies, standards and guidelines.

Vendor Response:

 **GTL Response:** GTL understands and complies

Please refer to **Exhibit E** for GTL's PCI Compliance Certificate.

With the recent news events of credit card information being compromised, it is important to note that GTL has gone to great lengths to make our customers information as safe as possible. ***GTL is fully PCI Compliant and has never had a breach of its OffenderConnect deposit services!***

All GTL operations, including business practices; system development, deployment and functionality; and data acquisition, handling and storage are subject to stringent, detailed security policies and procedures. We present below only a fraction of the policies and procedures GTL has in place to ensure fund and financial data security and accuracy. If desirable, GTL's Chief Security Officer will be pleased to set up a meeting with the WVDOC for an in-depth review of our security methodologies.

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

- All GTL data centers are managed using one centralized badge access system to ensure that only appropriate employees have access to physical servers. All data centers are under 24/7 Closed Caption Television monitoring using a centralized system providing access to all live and recorded video feeds. No visitors or janitorial staff members are permitted within our data centers without an approved escort.
- GTL utilizes the SafeNet Key Encryption Appliance to ensure the highest level of protection for our cryptographic keys and the industry's highest level of encryption. Keys used for encryption are housed within the hardware appliance and never leave the device. Three key custodians are required to create each part of a new key ensuring that no one person knows the entire key. PCI permits the storage of encrypted keys on the network. Our device goes above and beyond that requirement.



- Cisco Intrusion Prevention Systems are deployed to alert the Information Security Department to potential attacks and automatically block such attacks. Many companies choose to go with an Intrusion Detection System to simply alert to potential attacks. Our systems automatically block suspected malicious traffic.
- Cisco ASA Firewalls utilize ACL rules to manage network traffic and block unauthorized access.
- A robust centralized log monitoring solution alerts the Information Security Department based on pre-canned and internally developed alarm rules. This application is monitored daily to detect other anomalies that might be indicative of inappropriate use of GTL assets.
- A Wireless Intrusion Prevention System is deployed at all GTL office locations throughout the country to alert and prevent against the installation of rogue wireless access points. This system also ensures that only authorized employees have access to GTL wireless networks. The GTL Information Security Policy dictates that no wireless networks are permitted to be attached to the LAN. Wireless networks are strictly used to provide guest Internet access. PCI-DSS Compliance requirements only dictate that quarterly wireless scanning is required; however GTL goes a step beyond that to better ensure the protection of our customer's data.
- Anti-Virus is installed on all internal GTL servers and workstations. The anti-virus solution is centrally managed and alerts the Technology Group when viruses are detected or security policies are not adhered to.
- Monthly internal and external vulnerability scanning and annual penetration testing is performed. Payment Card Industry Data Security Standard (PCI-DSS) Compliance requirements only dictate that we perform this quarterly.
- All application development adheres to strict coding standards that are in line with security best practices. All web applications are carefully reviewed by dedicated secure coding experts and scanned for the OWASP top ten web-based security risks.
- Network segmentation exists to ensure that only a very select group of GTL employees have access to devices that process, transmit or store credit card information. This also protects these devices from malicious internet traffic by utilizing a Demilitarized Zone (DMZ) that prevents any direct inbound or outbound traffic from the cardholder data environment.
- Two-factor authentication is required for obtaining access to the cardholder data environment. This means that beyond the use of a username and password, anyone attempting to access this environment must also have a physical device that is unique to them.
- All backup tapes are encrypted before they are sent for off-site storage. It should be noted that PCI only requires that tapes be stored in a "secure location". Encrypting the tapes ensures that if a tape is lost during transit, the data is not accessible to unauthorized persons.



- Billing customer service representatives are prevented from accessing the internet and their machines are locked down to prevent the use of external media such as thumb drives and CD-ROMs. This helps to ensure that electronic credit card data does not leave the premises.
- File integrity monitoring is in place on all servers that process, transmit or store credit card information. This ensures that the Security Department is alerted to all unauthorized modifications of critical system files and internally developed software.

Security Breaches

GTL understands the importance of the WVDOC choosing a vendor that provides the best security features and defenses in order to prevent identity theft to the citizens of West Virginia. **GTL is proud to say we have had NO security breaches to our OffenderConnect® website** and we are the vendor to entrust with all extremely sensitive, personal financial information.

Real Time System Monitoring

GTL has continuous, on-line access to our OffenderConnect network and kiosks. Kiosks are electronically monitored in real time by a “Heartbeat” application. Kiosks are automatically polled at specific intervals (typically every five minutes) and various data, including bill count and device status, are transmitted to GTL’s data center. If a kiosk unit goes off-line for any reason, GTL’s Support Desk is alerted by the Heartbeat application and steps to remotely diagnose and fix the problem would begin immediately. If an issue cannot be handled through remote access, a technician is dispatched to the site to investigate and resolve the problem.

GTL’s virtual private network (VPN) through which all financial transactions are transmitted and recorded is monitored in real time, 24 hours a day, 365 days a year by GTL’s highly trained, certified network specialists.

Quarterly System Surveillance Sweeps

Each quarter, every GTL serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as network health and function, software version numbers, storage capacity, module operation, and database synchronization and capacity.

Technical and Customer Service Tracking

GTL provides round-the-clock technical and customer service and support. Every technical or customer service issue is fully documented in GTL’s Technical or Customer Service tracking systems.




Quarterly Executive Account Review

GTL's WVDOC Project Team will meet on a quarterly basis with an assigned GTL Executive to review contractual obligations, terms, and conditions, and GTL's service delivery performance for the previous quarter. The review will include at a minimum:

- WVDOC Performance Standards.
- GTL Performance Surveillance Results as defined in the attached Performance Surveillance Plans.
- Technical and Customer Service Reports.
- Review of transaction volume.
- Review of service issues.
- Performance comparison to previous quarters.
- Action plan for the following quarter if applicable.

Section 4, Subsection 5.7.2: Vendor must provide written notification to Agency as soon as possible, but no later than 24 hours, following the reasonable belief of any unauthorized access or breach of confidential information provided to the Vendor under the Contract. Written notice shall include: a) the nature of the unauthorized use or disclosure; b) the specific confidential information involved; c) who gained unauthorized access; d) what steps has been or will be taken to mitigate any negative effect of the unauthorized use or disclosure; and e) what corrective action Vendor has taken or shall take to prevent future similar unauthorized use or disclosure.

Vendor Response:

 **GTL Response:** GTL understands and complies

In the event of unauthorized access or breach of confidential information, GTL will provide written notification to the Agency as soon as possible (within 24 hours) with a full synopsis of the details of the event, what GTL's done to minimize the negative effect of the event and what corrective actions GTL will take to prevent any future events of this nature.

That being said, GTL is one of the first Correctional organizations in the country with an employee that has been certified by the Payment Card Industry (PCI) Security Standards Council as an Internal Security Assessor (ISA). This ensures that our PCI compliance is held to the highest standard. GTL's handling of sensitive cardholder data is fully compliant with Payment Card Industry (PCI) Security Standards.




- All GTL data centers are managed using one centralized badge access system to ensure that only appropriate employees have access to physical servers. All data centers are under 24/7 Closed Caption Television monitoring using a centralized system providing access to all live and recorded video feeds. No visitors or janitorial staff members are permitted within our data centers without an approved escort.
- GTL utilizes the SafeNet Key Encryption Appliance to ensure the highest level of protection for our cryptographic keys and the industry's highest level of encryption. Keys used for encryption are housed within the hardware appliance and never leave the device. Three key custodians are required to create each part of a new key ensuring that no one person knows the entire key. PCI permits the storage of encrypted keys on the network. Our device goes above and beyond that requirement.
- Cisco Intrusion Prevention Systems are deployed to alert the Information Security Department to potential attacks and automatically block such attacks. Many companies choose to go with an Intrusion Detection System to simply alert to potential attacks. Our systems automatically block suspected malicious traffic.
- Cisco ASA Firewalls utilize ACL rules to manage network traffic and block unauthorized access.
- A robust centralized log monitoring solution alerts the Information Security Department based on pre-canned and internally developed alarm rules. This application is monitored daily to detect other anomalies that might be indicative of inappropriate use of GTL assets.
- A Wireless Intrusion Prevention System is deployed at all GTL office locations throughout the country to alert and prevent against the installation of rogue wireless access points. This system also ensures that only authorized employees have access to GTL wireless networks. The GTL Information Security Policy dictates that no wireless networks are permitted to be attached to the LAN. Wireless networks are strictly used to provide guest Internet access. PCI-DSS Compliance requirements only dictate that quarterly wireless scanning is required; however GTL goes a step beyond that to better ensure the protection of our customer's data.
- Anti-Virus is installed on all internal GTL servers and workstations. The anti-virus solution is centrally managed and alerts the Technology Group when viruses are detected or security policies are not adhered to.
- Monthly internal and external vulnerability scanning and annual penetration testing is performed. Payment Card Industry Data Security Standard (PCI-DSS) Compliance requirements only dictate that we perform this quarterly.
- All application development adheres to strict coding standards that are in line with security best practices. All web applications are carefully reviewed by dedicated secure coding experts and scanned for the OWASP top ten web-based security risks.



- Network segmentation exists to ensure that only a very select group of GTL employees have access to devices that process, transmit or store credit card information. This also protects these devices from malicious internet traffic by utilizing a Demilitarized Zone (DMZ) that prevents any direct inbound or outbound traffic from the cardholder data environment.
- Two-factor authentication is required for obtaining access to the cardholder data environment. This means that beyond the use of a username and password, anyone attempting to access this environment must also have a physical device that is unique to them.
- All backup tapes are encrypted before they are sent for off-site storage. It should be noted that PCI only requires that tapes be stored in a "secure location". Encrypting the tapes ensures that if a tape is lost during transit, the data is not accessible to unauthorized persons.
- Billing customer service representatives are prevented from accessing the internet and their machines are locked down to prevent the use of external media such as thumb drives and CD-ROMs. This helps to ensure that electronic credit card data does not leave the premises.
- File integrity monitoring is in place on all servers that process, transmit or store credit card information. This ensures that the Security Department is alerted to all unauthorized modifications of critical system files and internally developed software.

Section 4, Subsection 5.7.3: Vendor must comply with Regulation E, "Electronic Funds Transfer" requirements (12 CFR Part 205) issued by the Board of Governors of the Federal Reserve System pursuant to the Electronic Fund Transfer Act (15 U.S.C. § 1693 et seq.).

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL complies with Regulation E and has been issued a Money Transmitters License by the West Virginia Division of Banking. See below:

State of West Virginia



Division of Financial Institutions

DSI-ITI, LLC

WHEREAS, for the purpose of engaging in the business of issuing and selling checks, drafts, money orders, personal money orders or other instruments for the transmission or payment of money in accordance with the provisions of Article 2, Chapter 32A Code of West Virginia, as amended;

DSI-ITI, LLC

5000 6th Avenue, Suite 1, Altoona, PA 16602

has been issued this license.

NOW, THEREFORE, I, Sara M. Cline, Commissioner of Financial Institutions of the State of West Virginia, do hereby certify that the above named has complied with the provisions of said law and that within the State of West Virginia it and any and all authorized delegates thereof may engage in the business of issuing and selling checks, drafts, money orders, personal money orders or other instruments for the transmission or payment of money in accordance with state law.

This license is valid and shall remain in full force and effect so long as the above named shall comply with the provisions of said law and instructions issued by this office pursuant thereto.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of my office, at Charleston, West Virginia, this the 27th day of January, 2014.

Sara M. Cline


*Sara M. Cline
Commissioner of Financial Institutions*





Section 4, Subsection 5.7.4: The Vendor may have access to private or confidential data maintained by the Agency to the extent necessary to carry out its responsibilities under this contract. Vendor shall ensure that all data is secured and protected during the course of this contract.

Vendor Response:

 **GTL Response:** GTL understands and complies

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

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- Cisco Intrusion Prevention Systems are deployed to alert the Information Security Department to potential attacks and automatically block such attacks. Many companies choose to go with an Intrusion Detection System to simply alert to potential attacks. Our systems automatically block suspected malicious traffic.
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- Monthly internal and external vulnerability scanning and annual penetration testing is performed. Payment Card Industry Data Security Standard (PCI-DSS) Compliance requirements only dictate that we perform this quarterly.
- All application development adheres to strict coding standards that are in line with security best practices. All web applications are carefully reviewed by dedicated secure coding experts and scanned for the OWASP top ten web-based security risks.
- Network segmentation exists to ensure that only a very select group of GTL employees have access to devices that process, transmit or store credit card information. This also protects these devices from malicious internet traffic by utilizing a Demilitarized Zone (DMZ) that prevents any direct inbound or outbound traffic from the cardholder data environment.
- Two-factor authentication is required for obtaining access to the cardholder data environment. This means that beyond the use of a username and password, anyone attempting to access this environment must also have a physical device that is unique to them.
- All backup tapes are encrypted before they are sent for off-site storage. It should be noted that PCI only requires that tapes be stored in a "secure location". Encrypting the tapes ensures that if a tape is lost during transit, the data is not accessible to unauthorized persons.
- Billing customer service representatives are prevented from accessing the internet and their machines are locked down to prevent the use of external media such as thumb drives and CD-ROMs. This helps to ensure that electronic credit card data does not leave the premises.
- File integrity monitoring is in place on all servers that process, transmit or store credit card information. This ensures that the Security Department is alerted to all unauthorized modifications of critical system files and internally developed software.



Section 4, Subsection 5.7.5: No private or confidential data collected, maintained or used in the course of performance of this contract shall be disseminated by the Vendor except as required by federal or state laws and regulations, either during the period of this contract or thereafter. The Vendor must agree not to use any such data or any material derived from the data for any purpose and where so instructed by Agency, will destroy or render it unreadable.


Vendor Response:

 **GTL Response:** GTL understands and complies

GTL agrees not to use any data received during the course of this contract for any purpose except that prescribed by this contract or required by any federal or state law or regulation.

Section 4, Subsection 5.7.6: Vendor shall preserve and make available all of its records and other evidence involving transactions related to this contract for a period of at least five (5) years from the date of expiration or termination.


Vendor Response:

 **GTL Response:** GTL understands and complies

GTL shall maintain all reports of inmate deposits and activities (Lobby kiosk and web) for a period of at least 5 years after the expiration of this contract in a standard format for use by the agency.

Section 4, Subsection 5.7.7: Vendor shall agree that authorized State or Agency representatives shall have access to and the right to examine records during the term of this contract.

Vendor Response:


 **GTL Response:** GTL understands and complies

All records are available to be examined by the Agency at any time during the term of this contract.



Section 4, Subsection 5.7.8: Vendor must provide activity reports to the Agency on an agreed basis, which will include information as outlined by the Agency. Vendor shall provide a description of reporting packages available and if Agency will have access to enter the online system.

Vendor Response:

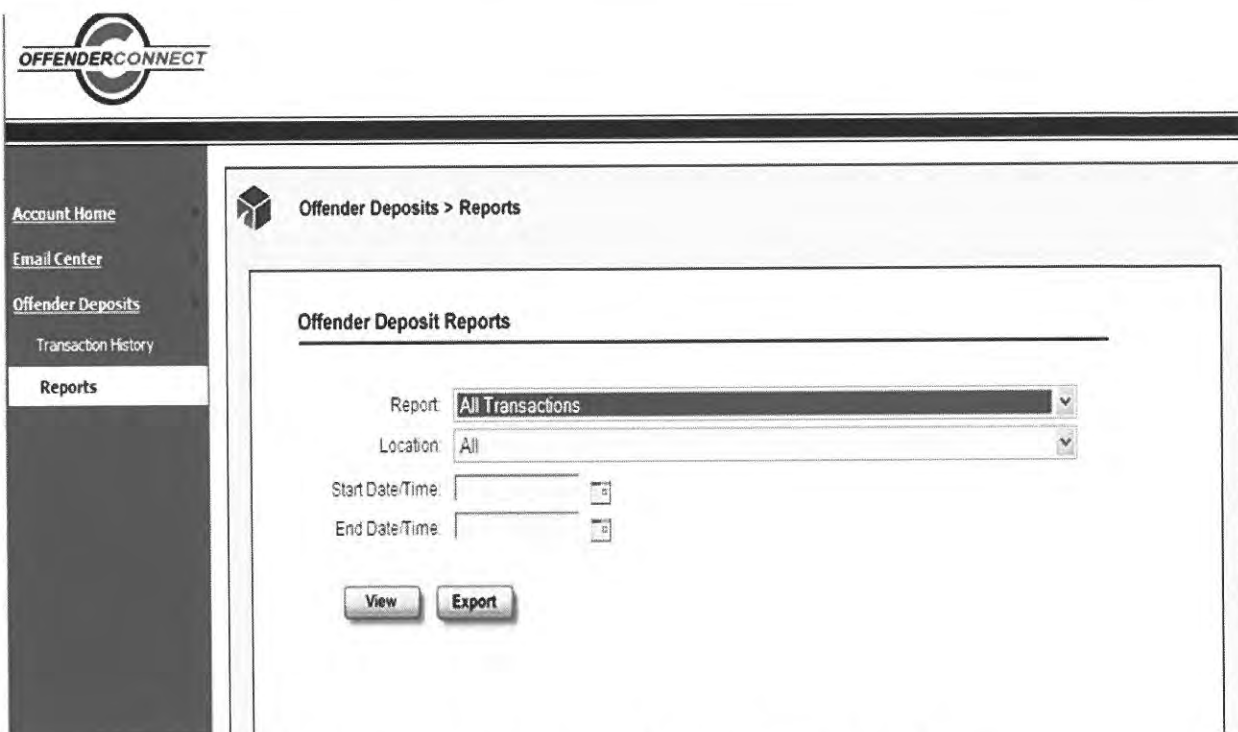
 **GTL Response:** GTL understands and complies

GTL has the capability to report inmate account deposits to the WVDOC in whatever format is desired. Transactions are reported in near real time through our website service.

GTL's OffenderConnect® Services will record and track all deposits and generate reports of activity by individual inmate and totals by facility. GTL has the capability of using OffenderConnect transaction records to report to the WVDOC deposits made to inmate accounts through the various payment channels (e.g. kiosks, website, phone IVR); enabling authorized WVDOC staff to view all EFT transactions. Reports will compile the number of transactions and related dollar values for the selected time frames. The system offers the ability to view all transactions by facility as well as transactions based on WVDOC-specified criteria, such as individual inmate.

To support the WVDOC's reconciliation of accounts, GTL's payment systems will send an automated email daily that states the total amount of money ACH'ed and a listing of the individual transactions. The email can be formatted to present the information as desired by the WVDOC, e.g. segregated by deposit source or by facility. The email provides transactions in **HTML format** and also includes an **Excel** attachment of the transaction records.

OffenderConnect.com is a secure website at which authorized WVDOC staff may access, review, and generate reports of all transactions, grouped according to user preference. Reports generated through the website can be saved in **Excel format**. The easy to navigate website provides for filtering criteria including transaction types, location, and date range.



Administrator Activity Report – Choose Transaction Type

Once reports are generated, they can be further filtered. For example, in the illustration below the report of transactions are grouped by facility.



OFFENDERCONNECT

Account Home
Email Center
Offender Deposits
Transaction History
Reports

Offender Deposits > Reports

Offender Deposit Reports

Report	All Transactions
Location	All Transactions
Start DateTime	All Transactions - Grouped by Facility
End DateTime	All Transactions - Grouped by Deposit Method
	Kiosk Transactions - Grouped by Kiosk ID
	Non-Accepted Transactions

[View](#) [Export](#)



OFFENDERCONNECT		OffenderConnect.com education@help@gtl.net 800-231-0193								
Facility: Belmont Correctional Institution										
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL	
4/5/11 4:00 PM	100820130203255381		THORNTON, ADAM	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00	
TOTALS							\$ 1.00	\$ 3.00	\$ 4.00	
Facility: Chillicothe Correctional Institution										
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL	
4/5/11 1:32 PM	100820130204607657		SMEDDY, ROBERT	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00	
TOTALS							\$ 1.00	\$ 3.00	\$ 4.00	
Facility: Corrections Medical Center										
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL	
4/5/11 4:24 PM	1008201302035031692		JOHNSON, ADRAIN	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00	
TOTALS							\$ 1.00	\$ 3.00	\$ 4.00	
Facility: Corrections Reception Center										
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL	
4/5/11 4:31 PM	1008201302035438696		JOHNSON, ADAM	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00	
TOTALS							\$ 1.00	\$ 3.00	\$ 4.00	
Facility: Dayton Correctional Institution										
DATE	TRANS #	OFFENDER ID	OFFENDER NAME	DEPOSIT ACCOUNT	DEPOSIT METHOD	FORM OF PAYMENT	PAYABLE	FEE	TOTAL	
4/7/11 2:22 PM	1005401302200630702		ADAMS, EDDIE	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00	
4/7/11 2:25 PM	1005401302200630704		ADAMS, EDDIE	0	KIOSK	CREDIT	\$ 1.00	\$ 3.00	\$ 4.00	
PAGE 1 OF 7										

Example Report Results - Grouped by Facility

Section 4, Subsection 5.7.9: Technical support must be available 24/7/365 by both telephone and web.

Vendor Response:

GTL Response: GTL understands and complies

Response to Issues

Responding to issues as they are presented in a prompt and accurate manner assures the best possible combination of continuing functionality and satisfaction. Support and Maintenance is available 24 hours a day, seven days a week, reflecting the operating hours of a correctional facility.



A state-of-the-art CRM tracking system is utilized to log all incoming support calls, track the progress, and insure prompt response and resolution of the situation. Every issue is assigned a priority and severity designation reflecting the needs of each situation.

When a call requires expertise outside the scope of the person answering the call, the issue is researched using the appropriate department or specific personnel to provide the most accurate response possible.

Ninety-nine percent of all calls received in the support center are resolved within the first 15 minutes. On average, calls are answered and triaged in less than two minutes by a live support technician. Calls that can be resolved immediately are addressed and then closed by the technician once confirmed fixed.

GTL is in a position to remotely access kiosks through several methods. This allows our technicians to identify a situation more quickly and offer instruction for resolution. This can be done directly with the customer or on-site technician, while online, seeing exactly what is occurring at the facility.

Should a problem not be able to be resolved remotely, one of the dedicated Site Technicians will be dispatched.

Work Order Timeframes

- **Correctional Facility Services** – Product Support, Software Upgrades, Reporting loss of service, Technical Support and Product Use questions are handled 24 hours a day by telephone using a Toll-Free number. Emails and Faxes may be submitted 24 hours a day.
- **Offender and Offender Family Services** – Billing arrangements and questions from family and associates regarding transaction and balance information are handled by telephone during extended business hours. Spanish language operators are available.

GTL will respond within two (2) hours by remote diagnosis or by dispatching a service technician for issues related to the kiosks, central payment system, and e-messaging. Within six (6) hours of diagnosis, any hardware in need of repair will be repaired or replaced by GTL.

Toll-Free Live Operator Assistance

GTL provides toll-free access to both automated (fully functional) and live operator assistance. Knowledgeable operators are available seven (7) days per week, and twenty-four (24) hours per day. This includes live customer service in both English and Spanish, and we maintain a robust escalation protocol for quick resolution of any technical issues. Every GTL operator has access




to all customer records in real-time, ensuring they are able to handle any billing, blocking, deposit/transaction history, or account request.

While most customers find that our fully functional automated IVR can service the majority of their needs, GTL is committed to providing the highest quality live operator assistance, as well. We maintain a network of interconnected call centers in multiple time zones to ensure calls are answered as efficiently as possible. Our commitment to continuous improvement has driven overall average answer times for most clients well below 1 minute. Our commitment to customer satisfaction ensures short hold times and extends to overall quality of every call.

Section 4, Subsection 5.7.10: Customer service must be provided 24/7/365 by both telephone and web. Web service must be user friendly and non-complicated for all friends and families of the inmates. Vendor must provide customer satisfaction surveys by telephone and web. Vendor shall describe its responsibilities of customer service personnel, including the chain of command for problem resolution.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL provides both telephone and website customer service 24 hours a day, 365 days a year. Families and friends have access to toll-free automated (fully functional) and live operator assistance. While most customers find that our fully functional automated IVR can service the majority of their needs, GTL is committed to providing the highest quality live operator assistance, as well. We maintain a network of interconnected call centers in multiple time zones to ensure calls are answered as efficiently as possible. Our commitment to continuous improvement has driven overall average answer times for most clients well below 2 minutes. Our commitment to customer satisfaction ensures short hold times and extends to overall quality of every call. GTL can even provide customer satisfaction surveys by telephone and web.

Courteous and Knowledgeable Customer Service Representatives

GTL provides customers (relatives and friends of inmates) toll-free access to our knowledgeable Customer Service staff seven days a week, 24 hours a day.

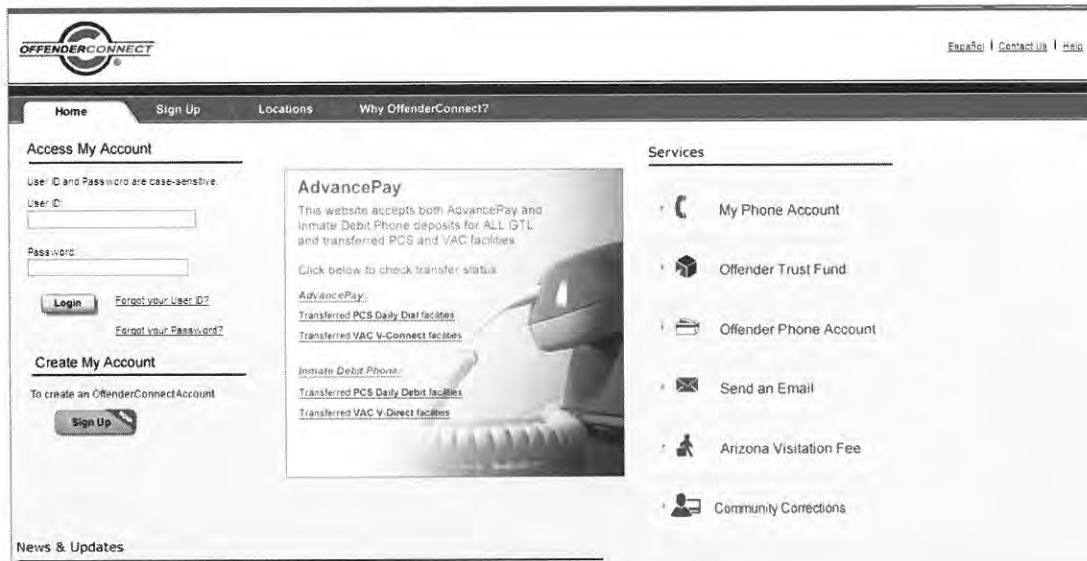
GTL provides live customer service in both English and Spanish. Our service representatives respond to customer questions and help resolve issues related to the billing and deposit issues. Each GTL Customer Service representative has access to up-to-date account information that includes current account status, call records, and billing and payment histories.

GTL's Customer Service personnel are well versed in the functions of our products and are skilled in handling questions, complaints, billing disputes and adjustments.

Chain of Command for Problem Resolution: Any issue that cannot be readily resolved by the call center representative is quickly brought to the attention of a Billing Department Supervisor. Escalated issues or complaints that cannot be quickly resolved by Billing Supervisors are passed to a Priority Billing Customer Service group for handling. The Priority Billing Customer Service group targets resolution of 95% of issues within 48 hours. Severe issues are passed to the Billing Services management team for immediate resolution.

Friendly and Informative OffenderConnect.com

GTL's OffenderConnect web portal is friendly and non-complicated. By default the site displays information in English. Clicking the *Espanol* option displays text in Spanish.



In addition to providing easy account set up and deposit options, the site gives intuitive and simple access to Customer Service through *Contact Us* and *Help* links.



Families and friends may contact GTL's Customer Service representatives either by our toll free telephone number or email. They may also browse our Frequently Asked Questions, which are written in clear, easy to understand language.


Q. How do I view my Offender Trust Fund Statement online?


A. After you've logged into your Offenderconnect account, click on the "Statement" link in the left side panel under the Offender Trust Account heading. Note that you will see your own deposit history but will not be able to view the account balance.


Q. How soon after I make a deposit to an inmate will they receive the money?

A. When you make a deposit to an inmate, the funds are available immediately to the facility. Each facility has its own policies regarding updating the inmate's commissary account with the available funds.

To find out when the inmate has received your funds, click on the Recent Activity under the Offender Trust Fund menu. At the bottom of the screen, under the Per Transaction section, there is a Payment Status table. This table will provide you with an up-to-date status on your current transactions.


An Accepted status  shows when the inmate has received the funds.

A Pending status  shows when the facility has received your funds but has not yet updated the inmate's account.

A Rejected status  shows when your money transfer was not completed.

Section 4, Subsection 5.7.11: Vendor shall be responsible for any fees or costs associated with the interface to Agency's current inmate accounting system and inmate information system.

Vendor Response:

 **GTL Response:** GTL understands and complies



Section 4, Subsection 5.7.12: For all services outlined in this RFP, Vendor must provide the ability for Agency to see connections between inmates and depositors and all transaction history.

Vendor Response:

GTL Response: GTL understands and complies

OffenderConnect.com provides an easy interface that provides users a report of past activity between inmates and depositors as shown below.

[Account Home](#)
[My Phone Account](#)
[Offender Trust Fund](#)
Recent Activity
[Statement](#)
[Make a Deposit](#)
[Locations](#)

Offender Trust Fund > Recent Activity

Current Activity

Below is a summary of your account for the current billing period.

Per Recipient

The list below will display the total amount of all payments for each recipient

Recipient	Facility	Booking #	Permanent #	Total Payments
-----------	----------	-----------	-------------	----------------

Per Transaction

Pending Payments will typically be applied within 24 hours.

= Accepted
 = Pending
 = Rejected

Status	Date/Time	Recipient	Booking #	Payment Method	Deposit Type	Amount	Surcharge
<input type="checkbox"/>	26-Sep-2011 09:26 AM			WEB	CREDIT	\$1.00	\$3.50
<input type="checkbox"/>	09-Sep-2011 07:33 AM			WEB	CREDIT	\$1.00	\$3.50
<input type="checkbox"/>	09-Sep-2011 07:32 AM			WEB	CREDIT	\$4.00	\$3.50
<input type="checkbox"/>	10-Aug-2011 09:33 AM			WEB	CREDIT	\$5.00	\$3.50
<input type="checkbox"/>	10-Aug-2011 09:31 AM			WEB	CREDIT	\$5.00	\$3.50
<input type="checkbox"/>	10-Aug-2011 09:30 AM			WEB	CREDIT	\$5.00	\$3.50

Do you want to [Make Another Transfer?](#)

Do you want to return to your [Account Home Page?](#)

WVDOC's intention to improve intelligence gathering is accomplished when GTL consolidates all electronic and money order deposits for offender accounts; providing a single source for this important information

The details of all deposit transactions will be stored in a database with an on-line interface by which WVDOC may look up transactions. The interface will assist with intelligence gathering by showing **links** between senders and offenders.

Intelligence gathering is further enhanced by the fact that the offender telephone system currently serving WVDOC facilities and OffenderConnect are fully integrated GTL products. The seamless integration of the various GTL systems gives WVDOC investigators complete and easy access to information that will identify and correlate offender usage of telephones, numbers called, and outside individuals contributing funds on behalf of particular offenders.

Following award of the contract to GTL, the types of data available for **data mining** or **investigative link charting** will include, but not be limited to:

- **Number of individual offenders** receiving funds from multiple outside parties.
- **Number of individual outside parties** depositing money to multiple offender accounts
- **Depositor information** collected at time of deposit, including address, phone number, email, and more
- **AdvancePay data** associated with the inmate telephone system (ITS) provides a cross reference to reveal unique anomalies for further investigations.
- **Call detail records** of offender calls to telephone numbers associated with AdvancePay accounts reveal additional intelligence about the nature of the link between offenders and those who provide funding. (e.g. How often does the offender actually call the depositor? How long do they talk? Associated recordings can even reveal what they talk about!)
- **Electronic Messaging data** from in-pod kiosks (if the DOC chooses to add in-pod) provides yet another layer of intelligence to contribute to the investigation and link charting.

GTL Data IQ™ - Turns Data into Information

GTL **Data IQ™** combined with our deposit and kiosk data, deposit data and inmate telephone call data records turns data into information providing investigators with actionable intelligence relative to suspicious activities.





Money transaction analysis, coupled with inmate telephone call records, is often underutilized in criminal investigations due to the sheer volume of data to be processed. When properly conducted, the analysis of money transfer activity can single-handedly expose a variety of deceitful behaviors including drug trafficking patterns; as well it validates associations between people and organizations.

GTL Data IQ™ Investigative Data Sources – Advanced Intelligence Gathering

GTL Data IQ™ is far more intelligent than other packages that just focus on inmate financial transaction data. Inmates have ‘touch points’ with the outside through means other than financial transactions. GTL Data IQ™ was designed with these additional touch points in mind. Its comprehensive data investigation incorporates the following sources of data:

- Financial Transaction Data – **Basic Intelligence**
- Kiosk Data – **Basic Intelligence**
- Inmate Telephone Calls – **Basic Intelligence**
- Jail Management System Data – **Advanced Intelligence**
- Visitation Data – **Advanced Intelligence**
- Video Visitation Data – **Advanced Intelligence**
- Public Information Resources – **Advanced Intelligence**

Public Information Data Sources: GTL Data IQ™ can provide the Agency with a unique investigative resource within the public domain if the State should select our Advanced Data IQ package. Within the State of West Virginia, investigators could pull data from public information data sites across a wide cross section. The following is a sample listing of those public sites:

- Collections
- Consumer Finance Businesses
- Correspondent Lenders
- Health Department License
- Health Facilities No Longer Licensed
- Home Improvement Sellers
- Loan Originators
- Money Transmitters
- Mortgage Broker Branch Offices
- Mortgage Broker Businesses
- Mortgage Brokers
- Mortgage Lenders
- Motor Vehicle Lenders
- Retail Installment Sellers
- Sales Finance Businesses

Data mining technologies allow investigators to uncover linkages between financial transactions, telephone numbers and people/organizations to expose complex communication networks, identify investigative targets, and track chronological or sequential patterns.

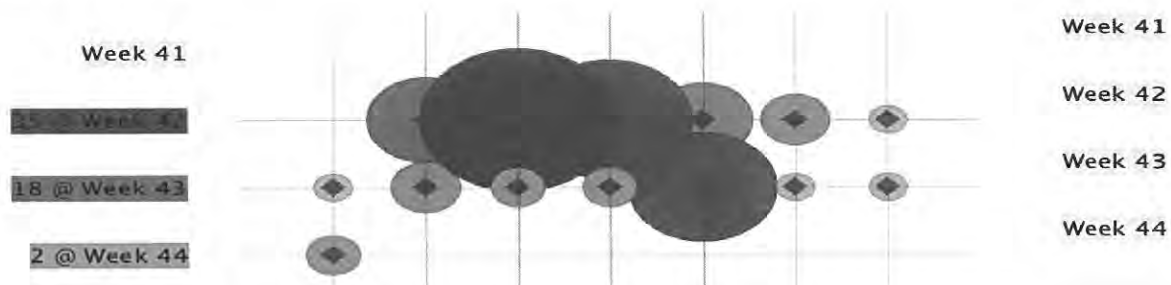
Searching by inmate, depositor, phone number or visitor enables visualization of:

- Connections between inmates and those making deposits to inmate accounts
- Phone numbers being called by multiple inmates
- Visitors (when using GTL's Visitation Scheduling) visiting multiple inmates
- Financial transactions made via kiosk

Closer examination of some links might reveal no untoward activity; for example, a relative making deposits to multiple family members located at different facilities or a single phone number dialed by multiple inmates might belong to an attorney representing each of those inmates. Other links may provide valuable investigative benefit by revealing patterns and evidence indicative of ongoing criminal enterprise, gang activity and communication with former associates.

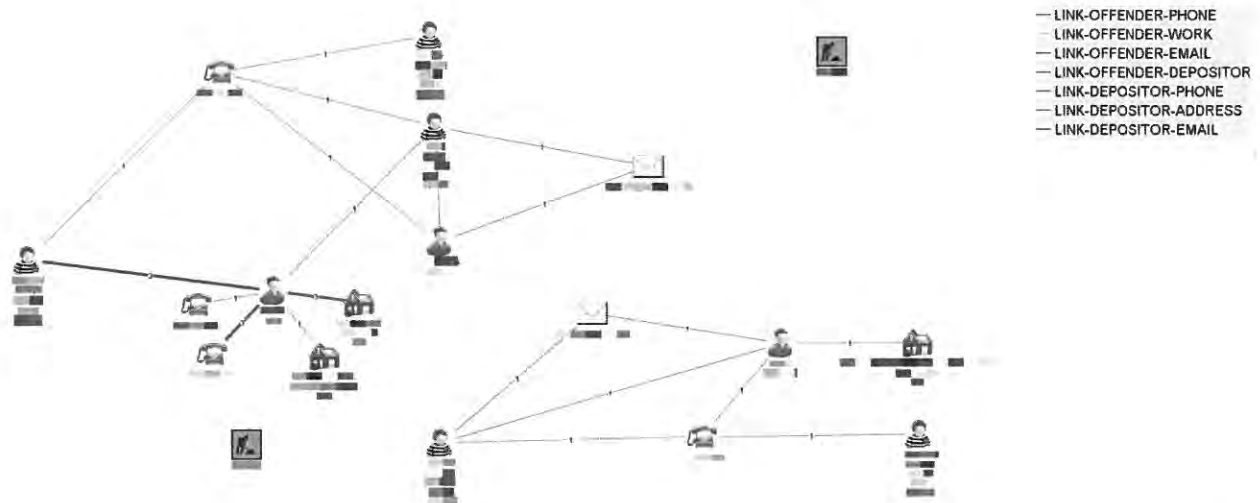
GTL Data IQ™ is one of the most powerful analytical packages available on the marketplace with a specific focus on Law Enforcement and public safety related interests. The system was designed to handle large volumes of data coming from multiple, disparate sources. The unique features of GTL Data IQ™ enable correctional facilities to easily review and analyze the networks, relationships, and connections associated with their inmate population.

There are also several different ways to expose “behavior” based on the patterns detected. Using a very flexible and adjustable temporal display, the individual activity can be displayed according to different dimensions including hour-of-day, day of week, day-of-month, month, week-of-year, and so forth. This approach is used heavily in law-enforcement intercepts, financial crimes, and incident reports (for crime reporting and predictive analytics). The sample diagram below shows the calling behavior for a specific inmate where there was a large increase in the middle of the week – potentially correlated to gang activity or other criminal events. The tool makes this easy to spot and correlate with other dealings.



There are built in alerts to notify investigators if specific numbers are called, if certain networks are changed, or if particular values change in the data. The results can be sent via email or to any push-device for faster notifications. The system also provides options for certain values such as phones, addresses, and names to be checked against public records for exposure of false information or conflicting details to help investigators better understand the ground truth of a situation.

Link charts allow you to view financial ties between depositors and inmates or groups of inmates- identifying potential trouble spots.



The system also come pre-configured with call-outs to various mapping packages including Google Earth, Google Maps, and ESRI products (licenses sold separately). Thus, geo-encoded data such as addresses can be visually mapped to see the locations of other entities (phones, addresses, people) based on the content collected. Content from forensic devices such as Cellebrite can provide additional location detail and reference data, which can be incorporated into the analytics and displays.

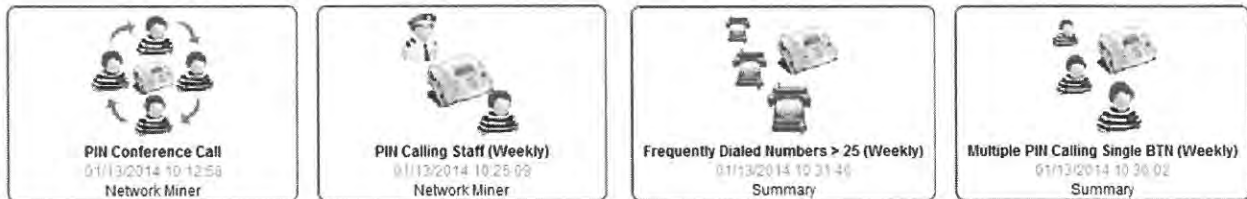
GTL Data IQ is a best-of-breed analytical system that meets the analytical needs of correctional facilities and is able to scale to large numbers of data sources. The system is easy to maintain and does not require the re-entry of any data values because the system overlays on top of the existing databases. The results are easy to share and export for use in other tools; thus, there are no proprietary formats with the system.



GTL Advanced Data IQ also enables correctional facilities to easily share with other facilities – utilizing a federal query interface – to help find common phone numbers, expose larger gang networks, and generally provide the “big picture” of the communications and interactions among the inmates.

Easy Buttons

GTL will set up the user interface with pre-established analysis and reporting queries based on your requirements. These pre-established queries are in the form of an ‘easy button’ so that investigators will only need to select the easy button once and the powerful analytics will begin immediately making it easy for the Agency to retrieve information necessary. These models will be setup based on the Agency’s specific needs and what the Agency wants to see. This easy button process is created at the time of implementation and throughout the life of the contract as new easy buttons are required.



GTL Data IQ is far more advanced than other competing packages. Investigators rely on more than inmate telephone calls to conduct investigations. Shouldn’t your investigative tool do the same?

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	✓	✗

Benefits WVDOC may realize through implementation of the proposed GTL Data IQ™ solution include:




- Generate actionable information from vast amounts of data
- Reduction in valuable time spent investigating suspicious activities
- Discovery and disruption of inmate-based fraud schemes
- Identification of richer corrections intelligence information to inform internal and external investigations
- Assimilation of valuable information to support successful inmate re-entry
- Expose virtually any type of pattern or connection in the collected data including:
 - ✓ Suspicious patterns
 - ✓ Tight networks (discrete)
 - ✓ Deposits by other inmate's families
 - ✓ Deposits by Correctional Officers
 - ✓ Deposits by known Gang members
 - ✓ Local calls
 - ✓ Intra-correctional calls
 - ✓ Calls between inmate
 - ✓ Calls to correctional officers
 - ✓ Calls to other inmate families
 - ✓ Calls to known gang members
 - ✓ Calls to legal representation and many more.
 - ✓ Identify complicated financial networks linking depositors and offenders.
 - ✓ Track the flow of money through the facility and identify offenders of interest.
 - ✓ Identify depositors funding multiple offenders through a variety of payment service methods.
 - ✓ Identify offenders sending money to other offenders' family. *(if applicable)
 - ✓ Combat fraud within the facility and the communities served.
 - ✓ Uncover extortion of offenders by other offenders.

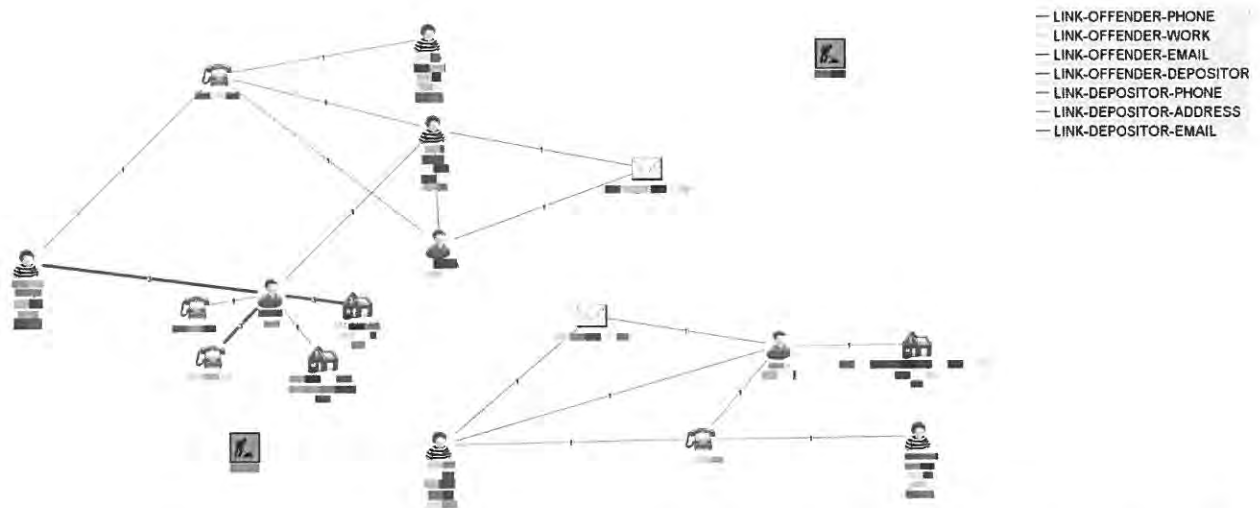
GTL Data IQ™ is offered exclusively by Global Tel*Link which no other provider can offer to WVDOC. This advanced investigative solution is offered as a no cost option to WVDOC and provides vast capabilities unmatched by any other provider.

Section 4, Subsection 5.7.13: For all services outlined in this RFP, Vendor must provide the ability for Agency's investigators to view within the link analysis all transactions in a quick and easy view manner.

Vendor Response:

 **GTL Response:** GTL understands and complies

Via GTL's Data IQ, transactions are shown in a quick and easy view for users. One such visual of the link charting would be the screenshot below:



For additional link analysis information, please refer to the above information regarding GTL's Data IQ Investigative System.



Section 4, Subsection 5.7.14: Resolve all deposit and transferring of funds issues within a twenty-four hour period.

Vendor Response:

GTL Response: GTL understands and complies

Responding to issues as they are presented in a prompt and accurate manner assures the best possible combination of continuing functionality and satisfaction. Support and Maintenance is available 24 hours a day, seven days a week, reflecting the operating hours of a correctional facility.

A state-of-the-art CRM tracking system is utilized to log all incoming support calls, track the progress, and ensure prompt response and resolution of the situation. Every issue is assigned a priority and severity designation reflecting the needs of each situation.

When a call requires expertise outside the scope of the person answering the call, the issue is researched using the appropriate department or specific personnel to provide the most accurate response possible.

Ninety-nine percent of all calls received in the support center are successfully resolved within 15 minutes. On average, calls are answered and triaged in less than one minutes by a live support technician. Calls that can be resolved immediately are addressed and closed by the technician.

GTL's technical support is able to remotely access all kiosks via a secure VPN. This allows our technicians to identify a situation more quickly and offer instruction for resolution. This can be done directly with the customer or on-site technician, while online, seeing exactly what is occurring at the facility.

Should a problem not be able to be resolved remotely, one of the three dedicated Site Technicians will be dispatched.

Work Order Timeframes

- **Correctional Facility Services** – Product Support, Software Upgrades, Reporting loss of service, Technical Support and Product Use questions are handled 24 hours a day by telephone using a Toll-Free number. Emails and Faxes may be submitted 24 hours a day.
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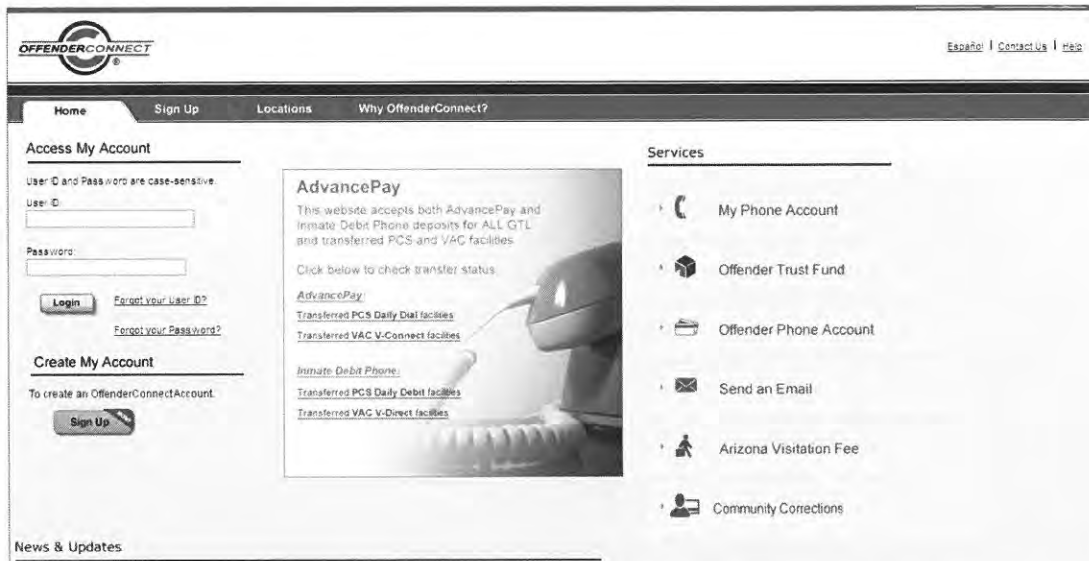
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GTL's Customer Service personnel are well versed in the functions of our products and are skilled in handling questions, complaints, billing disputes and adjustments.

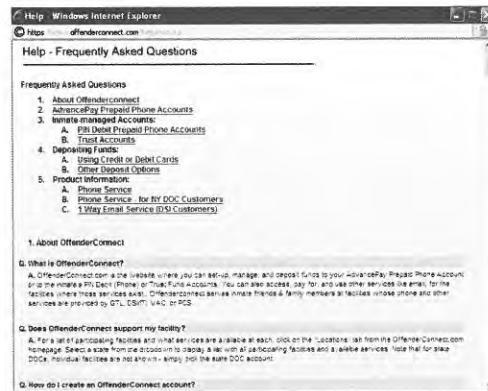
Chain of Command for Problem Resolution: Any issue that cannot be readily resolved by the call center representative is quickly brought to the attention of a Billing Department Supervisor. Escalated issues or complaints that cannot be quickly resolved by Billing Supervisors are passed to a Priority Billing Customer Service group for handling. The Priority Billing Customer Service group targets resolution of 95% of issues within 48 hours. Severe issues are passed to the Billing Services management team for immediate resolution.

Friendly and Informative OffenderConnect.com

GTL's OffenderConnect web portal is friendly and non-complicated. By default the site displays information in English. Clicking the *Espanol* option displays text in Spanish.



In addition to providing easy account set up and deposit options, the site gives intuitive and simple access to Customer Service through *Contact Us* and *Help* links.



Families and friends may contact GTL's Customer Service representatives either by our toll free telephone number or email. They may also browse our Frequently Asked Questions, which are written in clear, easy to understand language.



Section 4, Subsection 5.7.15: Ensure all receipts are properly identified with the name of depositor, the inmate's name and the inmate's DOC ID number.


Vendor Response:

 **GTL Response:** GTL understands and complies

Receipts can be customized to fit the needs of the WVDOC to include the name of the depositor, inmate's name and the inmate's DOC ID number.

Section 4, Subsection 5.7.16: Vendor shall have a formal quality assurance/quality control program in place that demonstrates internal review and quality control processes are in place and routine evaluations of the quality of the system, equipment, and services are performed to ensure compliance with the terms and conditions of this contract.

Vendor Response:

 **GTL Response:** GTL understands and complies

GTL takes pride in providing the best and most reliable services to our valued customers who include many of the largest counties and state departments of corrections in America. We systematically measure, compare with industry and customer standards, and monitor the performance of the products and services we deliver. This focus on quality translates into repeatable and sustainable performance over the life of the contract; ensuring contract compliance and resulting in superior service for the WVDOC inmates and offenders, and the families and friends who financially support those incarcerated in WVDOC facilities.

GTL's quality assurance program for our WVDOC Project involves planned and systematic performance surveillance activities designed to ensure that the WVDOC's performance standards are met. This Quality Assurance Plan is subject to modification during the negotiation process or any time thereafter by the WVDOC and GTL's mutual agreement.

Overview of Mission Critical Quality Control Processes

We include a brief overview of our Mission Critical Quality Control Processes, because these strongly support and ensure the success of our Quality Assurance Plan.



System Design and Change Management

GTL's OffenderConnect kiosks, website, and lockbox functionalities are specifically designed by GTL to meet the unique needs of correctional customers and are manufactured or programmed to meet or exceed industry standards. Specific services are configured to address the WVDOC's stated needs and requirements. Any updates, upgrades, or changes in design or functionality are carefully planned and extensively tested prior to deployment. Every change, small or large is subject to the WVDOC's approval as well as:

- **Management Approval:** All changes must be approved by GTL management prior to being placed in the production environment.
- **Security Department Approval:** Any changes to security elements (firewalls, et cetera) or features that have the potential to impact security must be reviewed and approved by GTL's Security Department.
- **Impact Analysis:** Identification of all features, applications, and processes related to the change that may impact functions available to system users.
- **Test Plan:** Planned tests, specific to the change, to verify that the change accomplished what it was supposed to do and does not adversely affect other system components.
- **Rollback Procedure:** A fallback plan that describes the process of reverting the environment to its original configuration if the change does not proceed as intended.
- **Test Environment:** All software changes must be rigorously tested on the quality assurance test network isolated from the production network.

Installation Check Lists and System Burn-In

A series of detailed check lists are used to ensure the proper installation and implementation of OffenderConnect services for each site. Installation includes a "burn in" process during which all equipment, interface programs, and transaction record creation, storage and retrieval are extensively tested.

GTL Security Architecture and PCI Compliance

With the recent news events of credit card information being compromised, it is important to note that GTL has gone to great lengths to make our customers information as safe as possible. ***GTL is fully PCI Compliant and has never had a breach of its OffenderConnect deposit services!***

All GTL operations, including business practices; system development, deployment and functionality; and data acquisition, handling and storage are subject to stringent, detailed security policies and procedures. We present below only a fraction of the policies and procedures GTL has in place to



ensure fund and financial data security and accuracy. If desirable, GTL's Chief Security Officer will be pleased to set up a meeting with the WVDOC for an in-depth review of our security methodologies.

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

- All GTL data centers are managed using one centralized badge access system to ensure that only appropriate employees have access to physical servers. All data centers are under 24/7 Closed Caption Television monitoring using a centralized system providing access to all live and recorded video feeds. No visitors or janitorial staff members are permitted within our data centers without an approved escort.
- GTL utilizes the SafeNet Key Encryption Appliance to ensure the highest level of protection for our cryptographic keys and the industry's highest level of encryption. Keys used for encryption are housed within the hardware appliance and never leave the device. Three key custodians are required to create each part of a new key ensuring that no one person knows the entire key. PCI permits the storage of encrypted keys on the network. Our device goes above and beyond that requirement.
- Cisco Intrusion Prevention Systems are deployed to alert the Information Security Department to potential attacks and automatically block such attacks. Many companies choose to go with an Intrusion Detection System to simply alert to potential attacks. Our systems automatically block suspected malicious traffic.
- Cisco ASA Firewalls utilize ACL rules to manage network traffic and block unauthorized access.
- A robust centralized log monitoring solution alerts the Information Security Department based on pre-canned and internally developed alarm rules. This application is monitored daily to detect other anomalies that might be indicative of inappropriate use of GTL assets.
- A Wireless Intrusion Prevention System is deployed at all GTL office locations throughout the country to alert and prevent against the installation of rogue wireless access points. This system also ensures that only authorized employees have access to GTL wireless networks. The GTL Information Security Policy dictates that no wireless networks are permitted to be attached to the LAN. Wireless networks are strictly used to provide guest Internet access. PCI-DSS Compliance requirements only dictate that quarterly wireless scanning is required; however GTL goes a step beyond that to better ensure the protection of our customer's data.



- Anti-Virus is installed on all internal GTL servers and workstations. The anti-virus solution is centrally managed and alerts the Technology Group when viruses are detected or security policies are not adhered to.
- Monthly internal and external vulnerability scanning and annual penetration testing is performed. Payment Card Industry Data Security Standard (PCI-DSS) Compliance requirements only dictate that we perform this quarterly.
- All application development adheres to strict coding standards that are in line with security best practices. All web applications are carefully reviewed by dedicated secure coding experts and scanned for the OWASP top ten web-based security risks.
- Network segmentation exists to ensure that only a very select group of GTL employees have access to devices that process, transmit or store credit card information. This also protects these devices from malicious internet traffic by utilizing a Demilitarized Zone (DMZ) that prevents any direct inbound or outbound traffic from the cardholder data environment.
- Two-factor authentication is required for obtaining access to the cardholder data environment. This means that beyond the use of a username and password, anyone attempting to access this environment must also have a physical device that is unique to them.
- All backup tapes are encrypted before they are sent for off-site storage. It should be noted that PCI only requires that tapes be stored in a “secure location”. Encrypting the tapes ensures that if a tape is lost during transit, the data is not accessible to unauthorized persons.
- Billing customer service representatives are prevented from accessing the internet and their machines are locked down to prevent the use of external media such as thumb drives and CD-ROMs. This helps to ensure that electronic credit card data does not leave the premises.
- File integrity monitoring is in place on all servers that process, transmit or store credit card information. This ensures that the Security Department is alerted to all unauthorized modifications of critical system files and internally developed software.

Security Breaches

GTL understands the importance of the WVDOC choosing a vendor that provides the best security features and defenses in order to prevent identify theft to the citizens of West Virginia. **GTL is proud to say we have had NO security breaches to our OffenderConnect® website** and we are the vendor to entrust with all extremely sensitive, personal financial information.



Real Time System Monitoring

GTL has continuous, on-line access to our OffenderConnect network and kiosks. Kiosks are electronically monitored in real time by a “Heartbeat” application. Kiosks are automatically polled at specific intervals (typically every five minutes) and various data, including bill count and device status, are transmitted to GTL’s data center. If a kiosk unit goes off-line for any reason, GTL’s Support Desk is alerted by the Heartbeat application and steps to remotely diagnose and fix the problem would begin immediately. If an issue cannot be handled through remote access, a technician is dispatched to the site to investigate and resolve the problem.

GTL’s virtual private network (VPN) through which all financial transactions are transmitted and recorded is monitored in real time, 24 hours a day, 365 days a year by GTL’s highly trained, certified network specialists.

Quarterly System Surveillance Sweeps

Each quarter, every GTL serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as network health and function, software version numbers, storage capacity, module operation, and database synchronization and capacity.

Technical and Customer Service Tracking

GTL provides round-the-clock technical and customer service and support. Every technical or customer service issue is fully documented in GTL’s Technical or Customer Service tracking systems.

Quarterly Executive Account Review

GTL’s WVDOC Project Team will meet on a quarterly basis with an assigned GTL Executive to review contractual obligations, terms, and conditions, and GTL’s service delivery performance for the previous quarter. The review will include at a minimum:


- WVDOC Performance Standards.
- GTL Performance Surveillance Results as defined in the attached Performance Surveillance Plans.
- Technical and Customer Service Reports.
- Review of transaction volume.
- Review of service issues.



- Performance comparison to previous quarters.
- Action plan for the following quarter if applicable.

Section 4, Subsection 5.7.17: Vendor shall have five years' experience in providing web based deposit services and debit card services in a correctional setting.

Vendor Response:

 **GTL Response:** GTL understands and complies


GTL has been providing fully integrated and automated expedient payment services in support of its Department of Corrections, Federal Bureau of Prisons, and County customers since 1994 through a variety of different channels including: web based portals, telephone IVR and walk up kiosks. We have successfully deployed secure automated payment programs for inmates and their friends and family members across our client base.

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 and Web for a state DOC. As evidence of our ability to safely and reliably process transactions, **GTL processed over 14.5 Million automated payment transactions for our customers nationwide in 2013 representing an increase of 11% year over year. More importantly, GTL has never experienced a credit card breach.**



Section 4, Subsection 5.7.18: Vendor shall provide three (3) professional references, preferably from government owned correctional agencies.

Vendor Response:

 **GTL Response:** GTL understands and complies

Ohio Department of Rehabilitation and Corrections	
Description of Services	Deposit Services, which included the purchase of phone time as well as deposits for commissary/trust electronic processing.
Date of Services	February 2010 to Present
Contact Name	Randy Booth
Contact Telephone	614-728-1100
Contact Address	West Broad Street, Columbus, OH 43222
Montgomery County Correctional Facility, PA	
Description of Services	Automated deposit services for commissary/trust deposits
Date of Services	2008 to Present
Contact Name	Julio Algarin, Warden
Contact Telephone	(610) 630-9390; dial 1; dial 1, dial 7110
Contact Address	60 Eagleville Road, Eagleville, PA 19403



Tulsa County Sheriff's Office	
Description of Services	Deposits services, which also included the purchase of phone time as well as deposits for commissary/trust electronic processing
Date of Services	June 2011 to Present
Contact Name	Michelle Robinette, Chief of Detention
Contact Telephone	918-596-5641
Contact Address	500 S Denver, Tulsa OK 74103



Oral Presentations



6. **Oral Presentations (Agency Option):** The Agency has the option of requiring oral presentations of all Vendors participating in the RFP process. If this option is exercised, it would be listed in the Schedule of Events (Section 1.3) of this RFP. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. Materials and information to be included, but not limited to, at the presentation are listed below:

6.1. Materials and Information Required at Oral Presentation:

- 6.1.1. A history of company and experience/years with all products in RFP.
- 6.1.2. How many current customers? How many correctional facility customers?
- 6.1.3. References for correctional entity customers
- 6.1.4. Are you dependent on any other company as a partner, co-bidder, subcontractor, or any other business relationship in order to provide the services included in this RFP? If so, please explain in detail.
- 6.1.5. What differentiates your services from other providers?
- 6.1.6. Provide a description and general workflow of the services requested in this RFP.
- 6.1.7. With debit cards, are these signature-based, PIN based, or both? Please describe capabilities of both.
- 6.1.8. Do the debit cards have an expiration date? If yes, how often do the cards expire and how are cards renewed, replaced and/or reactivated?
- 6.1.9. After an inmate is released from prison, what happens to the funds of inactive cards that still have a balance? What constitutes an inactive card? Vendor shall provide reports to Agency of all inactive cards.
- 6.1.10. What happens to funds that are sent to an incorrect account number?
- 6.1.11. How do you handle replacement of lost or stolen cards?
- 6.1.12. How are balances transferred from one card to a replacement card? How quickly is this transfer accomplished? Please describe
- 6.1.13. Can Agency maintain a stock of cards to be issued and activated?
- 6.1.14. Can the released and/or work release inmate choose or change their PIN after receipt? If yes, describe how this process works.
- 6.1.15. What liability, if any, does the Agency have for fraud? If applicable, provide examples of scenarios that would trigger the liability.




- 6.1.16. Will overdrafts occur? How is this handled? Is Agency responsible?
- 6.1.17. Can the released and/or work release inmates set up direct bill pay? If yes, please describe.
- 6.1.18. Will Agency be able to set limits on dollar amounts work release inmates can obtain at an ATM? Daily, Weekly, etc.
- 6.1.19. Will Agency be able to set limits on dollar amounts work release inmates can spend or as cash back on a Point of Sale transaction?
- 6.1.20. Other than Point of Sale and ATM, are there any other means by which released or work release inmates can obtain cash?
- 6.1.21. Describe how Agency personnel will access the Vendor's on-line system for management/financial/investigative reports and/or information.
- 6.1.22. Describe security procedures that Vendor has in place to minimize the risk of unauthorized transactions (e.g. encryption/authentication).
- 6.1.23. What controls are in place to protect against lost files or duplication of transmissions?
- 6.1.24. What type of secure data connection does your company provide? Please describe procedures for using an industry standard electronically secure data connection, using point-to-point data encryption, which allows Agency and Vendor to transmit account information.
- 6.1.25. Vendor must describe how it will establish and maintain security safeguards and procedures to guarantee the confidentiality of all data obtained from the Agency.
- 6.1.26. Provide a detailed description of the implementation process for all services outlined in this RFP, including any testing periods and Vendor's suggested implementation schedule.
- 6.1.27. Describe support during the implementation, including training, technical assistance, marketing/training brochures, user manuals, and on-site visits.
- 6.1.28. Describe the level of training support you provide, to the Agency, the inmates, and the families/friends of the inmates.



Vendor shall outline any other technologies available to Agency. Agency reserves the right to add additional technology or upgraded technology during the term of this contract.

Vendor Response:

 **GTL Response:** GTL understands and complies with Section 6, Oral Presentations.

At the oral presentation, GTL will provide the information listed in Section 6 of this RFP.



Exhibits

Exhibit A: Signature Page

Exhibit B: Purchasing Affidavit

Exhibit C: Acknowledgement of Addendum

Exhibit D: Vendor Preference Certification (Not applicable to GTL)

Exhibit E: PCI Compliance Certification

Exhibit F: Sample Implementation Plan

Exhibit G: Staff Certification – Christopher Moore

Exhibit H: GTL Professional Profiles



Exhibit A

REQUEST FOR PROPOSAL

COR61609 - Inmate Banking Services

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Global Tel Link
(Company)

8061348 President and COO
(Representative Name, Title)

317-558-3151
(Contact Phone/Fax Number)

12/20/13
(Date)



Exhibit B

RFQ No. COR61609

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Global Tel Link

Authorized Signature: [Signature] Date: 12/20/13

Commonwealth
State of Virginia

County of Fairfax, to-wit:

Taken, subscribed, and sworn to before me this 20th day of December, 2013

My Commission expires 7/31/2014, 2014.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

Purchasing Affidavit (Revised 07/01/2012)





Exhibit C

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: COR61609

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.


Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input checked="" type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input checked="" type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input checked="" type="checkbox"/> Addendum No. 8 |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input checked="" type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Global Tel*Link

Company


Authorized Signature

3/4/14
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



Exhibit D

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules. Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____ Signed: _____
Date: _____ Title: _____



Exhibit E



**Attestation of Compliance – Service Providers
Payment Card Industry (PCI)
Data Security Standard**

**Attestation of Compliance for
Onsite Assessments – Service Providers**

Version 2.0

October 2010

Instructions for Submission

The Qualified Security Assessor (QSA) and Service Provider must complete this document as a declaration of the Service Provider's compliance status with the Payment Card Industry Data Security Standard (PCI DSS). Complete all applicable sections and submit to the requesting payment brand.

Part 1. Service Provider and Qualified Security Assessor Information

Service Provider Organization Information

Company Name:	Rapid Investments, Inc.	DBA(s):	Rapid Financial Solutions
Contact Name:	Bryan Herbstritt	Title:	CTO
Telephone:	435-535-3454, 801-918-9421	E-mail:	bryan@rpdfin.com
Business Address:	2500 North 55 East	City:	North Logan
State/Province:	Utah	Country:	USA
		Zip:	84341
URL:	http://rpdfin.com/		

Qualified Security Assessor Company Information

Company Name:	ControlCase		
Lead QSA Contact Name:	Pramod Deshmane	Title:	PCI QSA
Telephone:	+91-9892751001	E-mail:	pdeshmane@controlcase.com
Business Address:	2010 Corporate Ridge, Suite 700	City:	McLean
State/Province:	VA	Country:	USA
		Zip:	22102
URL:	www.controlcase.com		

Part 2 PCI DSS Assessment Information

Part 2a. Services Provided that WERE INCLUDED in the Scope of the PCI DSS Assessment (check all that apply)

- | | | |
|---|--|--|
| <input type="checkbox"/> Payment Processing-POS | <input type="checkbox"/> Tax/Government Payments | <input type="checkbox"/> Fraud and Chargeback Services |
| <input type="checkbox"/> Payment Processing-Internet | <input type="checkbox"/> Payment Processing – ATM | <input type="checkbox"/> Payment Processing – MOTO |
| <input checked="" type="checkbox"/> Issuer Processing | <input type="checkbox"/> Payment Gateway/Switch | <input type="checkbox"/> Clearing and Settlement |
| <input type="checkbox"/> Account Management | <input type="checkbox"/> 3-D Secure Hosting Provider | <input type="checkbox"/> Loyalty Programs |
| <input type="checkbox"/> Back Office Services | <input type="checkbox"/> Prepaid Services | <input type="checkbox"/> Merchant Services |
| <input type="checkbox"/> Hosting Provider – Web | <input type="checkbox"/> Managed Services | <input type="checkbox"/> Billing Management |
| <input type="checkbox"/> Network Provider/Transmitter | <input type="checkbox"/> Hosting Provider – Hardware | <input type="checkbox"/> |
| <input type="checkbox"/> Records Management | <input type="checkbox"/> Data Preparation | <input type="checkbox"/> |
| <input type="checkbox"/> Others (please specify): | | |

List facilities and locations included in PCI DSS review: 2500 North 55 East, North Logan, UT 84341, USA

Part 2b. Relationships

Does your company have a relationship with one or more third-party service providers (for example, gateways, web-hosting companies, airline booking agents, loyalty program agents, etc.)? Yes No

Part 2c. Transaction Processing

How and in what capacity does your business store, process and/or transmit cardholder data? Rapid Investments is Card issuer and provides authorization. Client’s card holder data is stored for authorization purposes. Rapid Investments also stores the Track data only as part of Issuance process with business justification.

Please provide the following information regarding the Payment Applications your organization uses:

Payment Application in Use	Version Number	Last Validated according to PABP/PA-DSS
Not Applicable	Not Applicable	Not Applicable

Part 3. PCI DSS Validation

Based on the results noted in the Report on Compliance ("ROC") dated *October 1, 2013*, *ControlCase* asserts the following compliance status for the entity identified in Part 2 of this document as of *October 1, 2013* (check one):

- Compliant:** All requirements in the ROC are marked "in place¹," and a passing scan has been completed by the PCI SSC Approved Scanning Vendor *ControlCase* thereby *Rapid Investments* has demonstrated full compliance with the PCI DSS 2.0.
- Non-Compliant:** Some requirements in the ROC are marked "not in place," resulting in an overall **NON-COMPLIANT** rating, or a passing scan has not been completed by a PCI SSC Approved Scanning Vendor, thereby (*Service Provider Name*) has not demonstrated full compliance with the PCI DSS.
- Target Date** for Compliance:
An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with the payment brand(s) before completing Part 4, since not all payment brands require this section.*

Part 3a. Confirmation of Compliant Status

QSA and Service Provider confirm:

- The ROC was completed according to the *PCI DSS Requirements and Security Assessment Procedures*, Version 2.0, and was completed according to the instructions therein.
- All information within the above-referenced ROC and in this attestation fairly represents the results of the assessment in all material respects.
- The Service Provider has read the PCI DSS and recognizes that they must maintain full PCI DSS compliance at all times.
- No evidence of magnetic stripe (that is, track) data², CAV2, CVC2, CID, or CVV2 data³, or PIN data⁴ storage after transaction authorization was found on ANY systems reviewed during this assessment.

¹ "In place" results should include compensating controls reviewed by the QSA. If compensating controls are determined to sufficiently mitigate the risk associated with the requirement, the QSA should mark the requirement as "in place."

² Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full magnetic stripe data after transaction authorization. The only elements of track data that may be retained are account number, expiration date, and name.

³ The three- or four-digit value printed on the signature panel or face of a payment card used to verify card-not-present transactions.

⁴ Personal Identification Number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

Part 3b. QSA and Service Provider Acknowledgments

Signature of Service Provider Executive Officer ↑	Date: October 1, 2013
Service Provider Executive Officer Name: Bryan Herbstritt	Title: CTO



Signature of Lead QSA ↑	Date: October 1, 2013
Lead QSA Name: Pramod Deshmane	Title: PCI QSA

Part 4. Action Plan for Non-Compliant Status

Please select the appropriate "Compliance Status" for each requirement. If you answer "No" to any of the requirements, you are required to provide the date Company will be compliant with the requirement and a brief description of the actions being taken to meet the requirement. *Check with the payment brand(s) before completing Part 4 since not all payment brands require this section.*

PCI Requirement	Description	Compliance Status (Select One)	Remediation Date and Actions (if Compliance Status is "No")
1	Install and maintain a firewall configuration to protect cardholder data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2	Do not use vendor-supplied defaults for system passwords and other security parameters.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
3	Protect stored cardholder data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4	Encrypt transmission of cardholder data across open, public networks.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
5	Use and regularly update anti-virus software.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
6	Develop and maintain secure systems and applications.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
7	Restrict access to cardholder data by business need to know.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
8	Assign a unique ID to each person with computer access.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
9	Restrict physical access to cardholder data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
10	Track and monitor all access to network resources and cardholder data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
11	Regularly test security systems and processes.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
12	Maintain a policy that addresses information security.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	





Report Date: 2014-03-20

Vulnerability Scan Report: Attestation of Compliance

Scan Customer Information			Approved Scanning Vendor Information		
Company Name:	Global Tel*Link		Company Name:	Trustwave	
Contact:	Jason Marass	Title:	Contact:	Trustwave Support	URL: www.trustwave.com
Telephone:	1 (251) 375-8072	E-mail:	Telephone:	1-800-363-1621	E-mail: support@trustwave.com
Business Address:	2609 Cameron Street		Business Address:	70 West Madison St., Ste 1050	
City:	Mobile	State/Province:	City:	Chicago	State/Province: IL
ZIP/Postal Code:	36607	Country:	ZIP/Postal Code:	60602	Country: US

Scan Status	
Pass	Scan Compliance Status
56	Number of unique components scanned that are in scope
0	Number of identified failing vulnerabilities
0	Number of components scanned by TrustKeeper but confirmed by the customer not to be in scope
2014-03-20	Date Scan Completed
2014-06-20	Scan Expiration Date (3 months from Date Scan Completed)

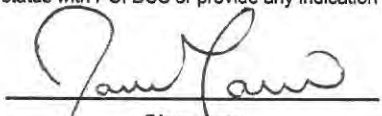
Scan Customer Attestation	Approved Scanning Vendor Attestation
<p>Global Tel*Link attests that: This scan includes all components which should be in scope for PCI DSS, any component considered out-of-scope for this scan is properly segmented from my cardholder data environment, and any evidence submitted to the ASV to resolve scan exceptions is accurate and complete. Global Tel*Link also acknowledges the following: 1) proper scoping of this external scan is my responsibility, and 2) this scan result only indicates whether or not my scanned systems are compliant with the external vulnerability scan requirement of the PCI DSS; This scan does not represent Global Tel*Links overall compliance status with PCI DSS or provide any indication of compliance with other PCI DSS requirements.</p> <p> Signature</p> <p><u>Jason Marass</u> Printed Name</p> <p><u>Information Security Director</u> Title</p> <p><u>3/20/2014</u> Date</p>	<p>This scan and report were prepared and conducted by Trustwave under certificate number 3702-01-07 (2012), 3702-01-06 (2011), 3702-01-05 (2010), according to internal processes that meet PCI DSS requirement 11.2 and the PCI DSS ASV Program Guide.</p> <p>Trustwave attests that the PCI DSS scan process was followed, including a manual or automated Quality Assurance process with customer boarding and scoping practices, review of results for anomalies, and review and correction of 1) disputed or incomplete results, 2) false positives, and 3) active interference. This report and any exceptions were reviewed by the Trustwave Quality Assurance Process.</p> <p><i>Confidential Information: This document may contain information that is privileged, confidential or otherwise protected from disclosure. Dissemination, distribution or copying of this document or the information herein is prohibited without prior permission of Trustwave and Global Tel*Link.</i></p> <p>Copyright 2014 Trustwave, All Rights Reserved</p>



Exhibit F

WVDOC Lobby/InPod Kiosk Implementation Plan

ID	Task Name	Duration	Start	Finish
1	WVDOC - Implementation Plan (InPod Kiosks)	370 days	6/16/14 8:00 AM	11/13/15 5:00 PM
2	Phase 1: Electronic Funds	46 days	6/16/14 8:00 AM	8/18/14 5:00 PM
3	Lobby Kiosk/OffenderConnect Deployment	46 days	6/16/14 8:00 AM	8/18/14 5:00 PM
4	Solution Discussion/Demo	1 day	6/16/14 8:00 AM	6/16/14 5:00 PM
5	Identify/Document Network Requirements (Site Survey)	5 days	6/17/14 8:00 AM	6/23/14 5:00 PM
6	Acquire ACH/Bank Info, Determine Collections Process, Discuss Inmate File Process	1 day	6/24/14 8:00 AM	6/24/14 5:00 PM
7	Build Out/Ship Kiosk	10 days	6/24/14 8:00 AM	7/7/14 5:00 PM
8	Kiosk Installation	2 days	7/8/14 8:00 AM	7/9/14 5:00 PM
9	Network Connectivity	30 days	6/24/14 8:00 AM	8/4/14 5:00 PM
10	Kiosk Configuration	3 days	8/5/14 8:00 AM	8/7/14 5:00 PM
11	Staff Training	2 days	8/8/14 8:00 AM	8/11/14 5:00 PM
12	Test/Turnup	5 days	8/12/14 8:00 AM	8/18/14 5:00 PM
13	Phase 2: Accounting for In-Pods if selected	70 days	6/16/14 8:00 AM	9/19/14 5:00 PM
14	OMS Application/Workstation Installation	12 days	6/16/14 8:00 AM	7/1/14 5:00 PM
15	Install & Configure Workstations	5 days	6/16/14 8:00 AM	6/20/14 5:00 PM
16	Complete network/ domain admin tasks (join to domain, assign IP, etc)	2 days	6/23/14 8:00 AM	6/24/14 5:00 PM
17	Install & Configure database backup software/hardware	2 days	6/25/14 8:00 AM	6/26/14 5:00 PM
18	Install Apache/jboss/databases	2 days	6/27/14 8:00 AM	6/30/14 5:00 PM
19	Establish Three environments : Testing, Training, Production.	1 day	7/1/14 8:00 AM	7/1/14 5:00 PM
20	Custom Modifications	22 days	6/16/14 8:00 AM	7/15/14 5:00 PM
21	Commissary	22 days	6/16/14 8:00 AM	7/15/14 5:00 PM
22	Requirements	16 hrs	6/16/14 8:00 AM	6/17/14 5:00 PM
23	Design	40 hrs	6/18/14 8:00 AM	6/24/14 5:00 PM
24	Development/Unit Testing	80 hrs	6/25/14 8:00 AM	7/8/14 5:00 PM
25	QA	40 hrs	7/9/14 8:00 AM	7/15/14 5:00 PM
26	Data migration	25 days	6/16/14 8:00 AM	7/18/14 5:00 PM
27	Provide legacy data export	1 day	6/16/14 8:00 AM	6/16/14 5:00 PM
28	Review legacy export	2 days	6/17/14 8:00 AM	6/18/14 5:00 PM
29	Develop mapping file	5 days	6/19/14 8:00 AM	6/25/14 5:00 PM
30	Build conversion routine	2 days	6/26/14 8:00 AM	6/27/14 5:00 PM
31	Post conversion	0 days	6/27/14 5:00 PM	6/27/14 5:00 PM
32	Internal conversion review	2 days	6/30/14 8:00 AM	7/1/14 5:00 PM
33	Submit conversion changes	0 days	7/1/14 5:00 PM	7/1/14 5:00 PM
34	Edit script	2 days	7/2/14 8:00 AM	7/3/14 5:00 PM
35	Conversion review	2 days	7/4/14 8:00 AM	7/7/14 5:00 PM
36	Conversion changes documented	2 days	7/8/14 8:00 AM	7/9/14 5:00 PM
37	Edit script	2 days	7/10/14 8:00 AM	7/11/14 5:00 PM
38	Finalize conversion routine developed	5 days	7/14/14 8:00 AM	7/18/14 5:00 PM
39	Design	5 days	7/21/14 8:00 AM	7/25/14 5:00 PM
40	Configure application	5 days	7/21/14 8:00 AM	7/25/14 5:00 PM
41	Business rules/procedures	5 days	7/21/14 8:00 AM	7/25/14 5:00 PM
42	Workqueues	5 days	7/21/14 8:00 AM	7/25/14 5:00 PM

WVDOC Lobby/InPod Kiosk Implementation Plan

ID	Task Name	Duration	Start	Finish
43	Security profiles	5 days	7/21/14 8:00 AM	7/25/14 5:00 PM
44	Code tables	5 days	7/21/14 8:00 AM	7/25/14 5:00 PM
45	Interfaces	5 days	7/21/14 8:00 AM	7/25/14 5:00 PM
46	Installation	2 days	7/25/14 5:00 PM	7/29/14 5:00 PM
47	Confirm production h/ware in place/prepped for install	0 days	7/25/14 5:00 PM	7/25/14 5:00 PM
48	Set up production and test environments	1 day	7/28/14 8:00 AM	7/28/14 5:00 PM
49	Load initial conversion	1 day	7/29/14 8:00 AM	7/29/14 5:00 PM
50	Acceptance Testing	2 days	7/30/14 8:00 AM	7/31/14 5:00 PM
51	Workqueue review	2 days	7/30/14 8:00 AM	7/31/14 5:00 PM
52	Procedure review	2 days	7/30/14 8:00 AM	7/31/14 5:00 PM
53	Report review	2 days	7/30/14 8:00 AM	7/31/14 5:00 PM
54	Interface review	2 days	7/30/14 8:00 AM	7/31/14 5:00 PM
55	Custom modification review	2 days	7/30/14 8:00 AM	7/31/14 5:00 PM
56	Test signoff	0 days	7/31/14 5:00 PM	7/31/14 5:00 PM
57	Training	11 days	8/1/14 8:00 AM	8/15/14 5:00 PM
58	System administration	3 days	8/1/14 8:00 AM	8/5/14 5:00 PM
59	Trainer prep for end user training	3 days	8/6/14 8:00 AM	8/8/14 5:00 PM
60	End user	5 days	8/11/14 8:00 AM	8/15/14 5:00 PM
61	Cutover/Go Live	45 days	7/18/14 5:00 PM	9/19/14 5:00 PM
62	Final go/no-go decision	0 days	8/15/14 5:00 PM	8/15/14 5:00 PM
63	Run final conversion	0 days	7/18/14 5:00 PM	7/18/14 5:00 PM
64	Verify final conversion	0 days	7/18/14 5:00 PM	7/18/14 5:00 PM
65	Go-live	0 days	8/15/14 5:00 PM	8/15/14 5:00 PM
66	Go-live support training	25 days	8/18/14 8:00 AM	9/19/14 5:00 PM
67	Transition to steady state maintenance and support	0 days	9/19/14 5:00 PM	9/19/14 5:00 PM
68	Phase 3: Kiosk Installation if selected	86 days	6/16/14 8:00 AM	10/13/14 5:00 PM
69	Requirements Analysis	27 days	6/16/14 8:00 AM	7/22/14 5:00 PM
70	Kickoff - Requirements Analysis/Validation w/ WVDOC	3 days	6/16/14 8:00 AM	6/18/14 5:00 PM
71	Creation of System Requirements Document (SRS)	10 days	6/19/14 8:00 AM	7/2/14 5:00 PM
72	Creation of Requirements Traceability Matrix	5 days	7/3/14 8:00 AM	7/9/14 5:00 PM
73	Creation of Detailed Design to Test Script Traceability Matrix	5 days	7/10/14 8:00 AM	7/16/14 5:00 PM
74	Creation of Training Plan	2 days	7/17/14 8:00 AM	7/18/14 5:00 PM
75	Review/Approval of items 5, 6, 7, 8	2 days	7/21/14 8:00 AM	7/22/14 5:00 PM
76	Solution Design	7 days	7/23/14 8:00 AM	7/31/14 5:00 PM
77	Creation of Application Architecture Document	2 days	7/23/14 8:00 AM	7/24/14 5:00 PM
78	Creation of Security Architecture Document	2 days	7/25/14 8:00 AM	7/28/14 5:00 PM
79	Review/Approval of Above Items	3 days	7/29/14 8:00 AM	7/31/14 5:00 PM
80	Implementation/Architecture Design/Configuration	12 days	8/1/14 8:00 AM	8/18/14 5:00 PM
81	Site Surveys	1 day	8/1/14 8:00 AM	8/1/14 5:00 PM
82	Creation of Network Architecture Diagram	2 days	8/4/14 8:00 AM	8/5/14 5:00 PM
83	Creation of Network Hardware and Software Configuration Document	2 days	8/6/14 8:00 AM	8/7/14 5:00 PM
84	Creation of Network/Kiosk Security Plan	2 days	8/8/14 8:00 AM	8/11/14 5:00 PM

WVDOC Lobby/InPod Kiosk Implementation Plan

ID	Task Name	Duration	Start	Finish
85	Creation of Installation Plan	2 days	8/12/14 8:00 AM	8/13/14 5:00 PM
86	Review/Approval of Above Items	3 days	8/14/14 8:00 AM	8/18/14 5:00 PM
87	Production/Build Out	30 days	7/23/14 8:00 AM	9/2/14 5:00 PM
88	Kiosks ordered	15 days	7/23/14 8:00 AM	8/12/14 5:00 PM
89	Assemble and test Kiosks	5 days	8/13/14 8:00 AM	8/19/14 5:00 PM
90	Ship Kiosks to Pilot Site	10 days	8/20/14 8:00 AM	9/2/14 5:00 PM
91	Installation/Provision of Hardware/Software	43 days	8/14/14 8:00 AM	10/13/14 5:00 PM
92	Create Installation/Provisioning Plan	1 day	8/19/14 8:00 AM	8/19/14 5:00 PM
93	Create Implementation Plan	1 day	8/20/14 8:00 AM	8/20/14 5:00 PM
94	Create Risk Mitigation Plan	1 day	8/21/14 8:00 AM	8/21/14 5:00 PM
95	Create Operational Support Management Plan	1 day	8/22/14 8:00 AM	8/22/14 5:00 PM
96	Review/Approval of Above Items	1 day	8/25/14 8:00 AM	8/25/14 5:00 PM
97	Network and Power Installation	20 days	8/14/14 8:00 AM	9/10/14 5:00 PM
98	Kiosk/Server Installation	20 days	9/11/14 8:00 AM	10/8/14 5:00 PM
99	Testing	3 days	10/9/14 8:00 AM	10/13/14 5:00 PM
100	Phase 4: Pilot - Commissary (One Site)	74 days	7/23/14 8:00 AM	11/3/14 5:00 PM
101	Development/Configuration	9 days	8/1/14 8:00 AM	8/13/14 5:00 PM
102	Development and Configuration of Software	5 days	8/1/14 8:00 AM	8/7/14 5:00 PM
103	Functional Test	2 days	8/8/14 8:00 AM	8/11/14 5:00 PM
104	Defect Fixes/Regression Testing	2 days	8/12/14 8:00 AM	8/13/14 5:00 PM
105	QA / Test	21 days	8/14/14 8:00 AM	9/11/14 5:00 PM
106	Creation of User Acceptance Test Plan	2 days	8/14/14 8:00 AM	8/15/14 5:00 PM
107	Creation of Test Scripts	5 days	8/18/14 8:00 AM	8/22/14 5:00 PM
108	Review/Approval of items UAT Plan and Test Scripts	1 day	8/25/14 8:00 AM	8/25/14 5:00 PM
109	User Acceptance Testing	5 days	8/26/14 8:00 AM	9/1/14 5:00 PM
110	Load and Stress Testing	5 days	9/2/14 8:00 AM	9/8/14 5:00 PM
111	Revisions based on test results	3 days	9/9/14 8:00 AM	9/11/14 5:00 PM
112	Training	41 days	7/23/14 8:00 AM	9/17/14 5:00 PM
113	Create WVDOC specific Training Materials	5 days	7/23/14 8:00 AM	7/29/14 5:00 PM
114	Training (Admin)	2 days	9/12/14 8:00 AM	9/15/14 5:00 PM
115	Training (Offender)	2 days	9/16/14 8:00 AM	9/17/14 5:00 PM
116	Go-Live	33 days	9/18/14 8:00 AM	11/3/14 5:00 PM
117	Go-Live Operation	3 days	9/18/14 8:00 AM	9/22/14 5:00 PM
118	Ongoing Operation Monitoring	30 days	9/23/14 8:00 AM	11/3/14 5:00 PM
119	Phase 4: Full Rollout - Commissary (Remaining Sites)	45 days	11/4/14 8:00 AM	1/5/15 5:00 PM
120	Configuration/Test	15 days	11/4/14 8:00 AM	11/24/14 5:00 PM
121	Configuration of Software	5 days	11/4/14 8:00 AM	11/10/14 5:00 PM
122	Functional Test	5 days	11/11/14 8:00 AM	11/17/14 5:00 PM
123	Defect Fixes/Regression Testing	5 days	11/18/14 8:00 AM	11/24/14 5:00 PM
124	Training	20 days	11/25/14 8:00 AM	12/22/14 5:00 PM
125	Training (Admin)	10 days	11/25/14 8:00 AM	12/8/14 5:00 PM
126	Training (Offender)	10 days	12/9/14 8:00 AM	12/22/14 5:00 PM

WVDOC Lobby/InPod Kiosk Implementation Plan

ID	Task Name	Duration	Start	Finish
127	Go-Live	10 days	12/23/14 8:00 AM	1/5/15 5:00 PM
128	Go-Live Operation	10 days	12/23/14 8:00 AM	1/5/15 5:00 PM
129	Phase 5: Pilot - Electronic Messaging (One Site)	67 days	1/6/15 8:00 AM	4/8/15 5:00 PM
130	Development/Configuration	9 days	1/6/15 8:00 AM	1/16/15 5:00 PM
131	Development and Configuration of Software	5 days	1/6/15 8:00 AM	1/12/15 5:00 PM
132	Functional Test	2 days	1/13/15 8:00 AM	1/14/15 5:00 PM
133	Defect Fixes/Regression Testing	2 days	1/15/15 8:00 AM	1/16/15 5:00 PM
134	QA / Test	21 days	1/19/15 8:00 AM	2/16/15 5:00 PM
135	Creation of User Acceptance Test Plan	2 days	1/19/15 8:00 AM	1/20/15 5:00 PM
136	Creation of Test Scripts	5 days	1/21/15 8:00 AM	1/27/15 5:00 PM
137	Review/Approval of items UAT Plan and Test Scripts	1 day	1/28/15 8:00 AM	1/28/15 5:00 PM
138	User Acceptance Testing	5 days	1/29/15 8:00 AM	2/4/15 5:00 PM
139	Load and Stress Testing	5 days	2/5/15 8:00 AM	2/11/15 5:00 PM
140	Revisions based on test results	3 days	2/12/15 8:00 AM	2/16/15 5:00 PM
141	Training	4 days	2/17/15 8:00 AM	2/20/15 5:00 PM
142	Training (Admin)	2 days	2/17/15 8:00 AM	2/18/15 5:00 PM
143	Training (Offender)	2 days	2/19/15 8:00 AM	2/20/15 5:00 PM
144	Go-Live	33 days	2/23/15 8:00 AM	4/8/15 5:00 PM
145	Go-Live Operation	3 days	2/23/15 8:00 AM	2/25/15 5:00 PM
146	Ongoing Operation Monitoring	30 days	2/26/15 8:00 AM	4/8/15 5:00 PM
147	Phase 5: Full Rollout - Electronic Messaging (Remaining Sites)	45 days	4/9/15 8:00 AM	6/10/15 5:00 PM
148	Configuration/Test	15 days	4/9/15 8:00 AM	4/29/15 5:00 PM
149	Configuration of Software	5 days	4/9/15 8:00 AM	4/15/15 5:00 PM
150	Functional Test	5 days	4/16/15 8:00 AM	4/22/15 5:00 PM
151	Defect Fixes/Regression Testing	5 days	4/23/15 8:00 AM	4/29/15 5:00 PM
152	Training	20 days	4/30/15 8:00 AM	5/27/15 5:00 PM
153	Training (Admin)	10 days	4/30/15 8:00 AM	5/13/15 5:00 PM
154	Training (Offender)	10 days	5/14/15 8:00 AM	5/27/15 5:00 PM
155	Go-Live	10 days	5/28/15 8:00 AM	6/10/15 5:00 PM
156	Go-Live Operation	10 days	5/28/15 8:00 AM	6/10/15 5:00 PM
157	Phase 6: Pilot - Media/Video Visitation (One Site)	67 days	6/11/15 8:00 AM	9/11/15 5:00 PM
158	Development/Configuration	9 days	6/11/15 8:00 AM	6/23/15 5:00 PM
159	Development and Configuration of Software	5 days	6/11/15 8:00 AM	6/17/15 5:00 PM
160	Functional Test	2 days	6/18/15 8:00 AM	6/19/15 5:00 PM
161	Defect Fixes/Regression Testing	2 days	6/22/15 8:00 AM	6/23/15 5:00 PM
162	QA / Test	21 days	6/24/15 8:00 AM	7/22/15 5:00 PM
163	Creation of User Acceptance Test Plan	2 days	6/24/15 8:00 AM	6/25/15 5:00 PM
164	Creation of Test Scripts	5 days	6/26/15 8:00 AM	7/2/15 5:00 PM
165	Review/Approval of items UAT Plan and Test Scripts	1 day	7/3/15 8:00 AM	7/3/15 5:00 PM
166	User Acceptance Testing	5 days	7/6/15 8:00 AM	7/10/15 5:00 PM
167	Load and Stress Testing	5 days	7/13/15 8:00 AM	7/17/15 5:00 PM
168	Revisions based on test results	3 days	7/20/15 8:00 AM	7/22/15 5:00 PM

WVDOC Lobby/InPod Kiosk Implementation Plan

ID	Task Name	Duration	Start	Finish
169	Training	4 days	7/23/15 8:00 AM	7/28/15 5:00 PM
170	Training (Admin)	2 days	7/23/15 8:00 AM	7/24/15 5:00 PM
171	Training (Offender)	2 days	7/27/15 8:00 AM	7/28/15 5:00 PM
172	Go-Live	33 days	7/29/15 8:00 AM	9/11/15 5:00 PM
173	Go-Live Operation	3 days	7/29/15 8:00 AM	7/31/15 5:00 PM
174	Ongoing Operation Monitoring	30 days	8/3/15 8:00 AM	9/11/15 5:00 PM
175	Phase 6: Full Rollout - Media/Video Visitation (Remaining Sites)	45 days	9/14/15 8:00 AM	11/13/15 5:00 PM
176	Configuration/Test	15 days	9/14/15 8:00 AM	10/2/15 5:00 PM
177	Configuration of Software	5 days	9/14/15 8:00 AM	9/18/15 5:00 PM
178	Functional Test	5 days	9/21/15 8:00 AM	9/25/15 5:00 PM
179	Defect Fixes/Regression Testing	5 days	9/28/15 8:00 AM	10/2/15 5:00 PM
180	Training	20 days	10/5/15 8:00 AM	10/30/15 5:00 PM
181	Training (Admin)	10 days	10/5/15 8:00 AM	10/16/15 5:00 PM
182	Training (Offender)	10 days	10/19/15 8:00 AM	10/30/15 5:00 PM
183	Go-Live	10 days	11/2/15 8:00 AM	11/13/15 5:00 PM
184	Go-Live Operation	10 days	11/2/15 8:00 AM	11/13/15 5:00 PM

WVDOC Lobby/InPod Kiosk Implementation Plan

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WVDOC Lobby/InPod Kiosk Implementation Plan

Predecessors

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WVDOC Lobby/InPod Kiosk Implementation Plan

Predecessors

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WVDOC Lobby/InPod Kiosk Implementation Plan

Predecessors

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WVDOC Lobby/InPod Kiosk Implementation Plan

Predecessors

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Exhibit G

Project Management Institute

THIS IS TO CERTIFY THAT

Christopher Frank Moore

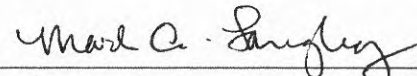
HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE
IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND
RESOURCES AND IS HEREBY BESTOWED THE GLOBAL CREDENTIAL

Project Management Professional

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE



Deanna Landers • Chair, Board of Directors



Mark A. Langley • President and Chief Executive Officer

PMP® Number 1253984

PMP® Original Grant Date 02 May 2009

PMP® Expiration Date 01 May 2015



PCI Security Standards Council, LLC

acknowledges that

Jason Marass

has successfully fulfilled the requirements for designation as a

**Payment Card Industry
Internal Security Assessor**

at the following named Sponsor Company

Global Tel*Link

as of 14 October 2013



Certificate No.: 800-650

A handwritten signature in black ink, appearing to read "R. Russo", written over a thin horizontal line.

Robert Russo, General Manager
PCI SSC

This designation expires after one year and may be terminated for failure to satisfy any requirement applicable to Internal Security Assessors in accordance with the current version of the Payment Card Industry (PCI) Data Security Standard Validation Requirements for Internal Security Assessors.



Exhibit H



**West Virginia Division of Corrections
Inmate Banking Services
RFP No. COR61609**

Professional Profiles

It all starts with the power of people — GTL people to be exact. The members of our team stand ready to provide exemplary customer service.

Throughout our history, we have committed ourselves to essential core principles that drive our behavior:

- **Vision.** As the market leader in integrated correctional technology solutions, GTL offers a vision for the future of the industry. We have our eye on providing tomorrow's indispensable technology today.
- **Value.** Part of providing value and making customers' lives easier is serving as a one-stop shop for integrated corrections technology solutions.
- **Trust.** We work hard to build trusted, long-term relationships with our customers and know that nothing accomplishes this as effectively as keeping our promises.

**Global Tel*Link
Corporation**
Reston, Virginia
www.gtl.net

Our People

- We are proud to have a core team of professionally qualified individuals to serve this contract.
- Many of the GTL associates profiled herein are already in place and well known by the staff of the West Virginia Division of Corrections.



The Global Tel*Link Team

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

Name	Title	Role in Support of WVDOC	Currently Supporting WVDOC
James “Jim” Beamer	Account Executive	Continue as the primary single point of contact for the Agency. Jim has over 7 years of experience with the Agency. He is the primary contact, liaison, and facilitator to ensure that West Virginia DOC’s needs are understood and accommodated.	✓
Chris Tarbert	Senior Vice President, Strategic Accounts	Senior Management Executive Liaison providing executive-level support to the Agency. He ensures that all actions in support of the Agency are expedited at the highest levels of GTL.	✓
Anthony Pellegrino	Vice President of Sales, Mid-Atlantic	Provides executive level support to ensure proper corporate commitment and resources along with monitoring contract compliance. Additionally, Anthony facilitates the escalation process to ensure prompt, satisfactory problem resolution.	✓

Name	Title	Role in Support of WVDOC	Currently Supporting WVDOC
Tom Gibney	Account Executive	Serve as the Associate Account Executive for the Agency. Tom also has experience with numerous large agencies, and will be available to assist in major activities and serves as the alternate contact, liaison, and facilitator for the Agency if Mr. Beamer is not available.	✓
Ron Gibson	Field Service Manager	Responsible for the day-to-day operations, maintenance, and support of the kiosks including the supervision of the full-time Site-Technician. Ron will report to Philip Jones, Director of Field Service, who will manage resources for installations, maintenance, and administration.	✓
Carl Richard (Rick) Muncy	Field Service Manager	Rick will provide backup and emergency support staff to the Agency as required using technicians assigned to the Ohio Department of Rehabilitation and Correction who are physically located in close proximity to West Virginia.	✓
3 Site Technicians We intend to continue to provide this service with Mr. Mike Keplinger, Mr. Bill White, and Mr. Glenn Vavrock, a third CCG technician who has previously provided backup work for Agency facilities.	Site Technicians	Continue to provide local site technicians to service kiosk equipment in Agency facilities. GTL provides qualified local staff through a subcontracted agreement with Cooper Communications Group (CCG), which is organized to provide this service exclusively for GTL accounts.	✓
Toni Long	Kiosk Implementation Manager	Toni is responsible for planning, scheduling, and managing the implementation of the project through cutover and acceptance.	

Name	Title	Role in Support of WVDOC	Currently Supporting WVDOC
Philip Jones	Director of Field Services: Southeast, Mid-Atlantic, North Central	Manages implementation and maintenance activities performed by regional support staff including Ron Gibson and the CCG service technicians. Philip ensures that Ron and local support staff members are provide all resources required to ensure quality service to the Agency.	✓
Steve L. DeForrest	Executive Director of Implementations	Steve will be the GTL Project Implementation Manager for the implementation of the new ITS. Steve is responsible for scheduling, co-coordinating, and managing all resources and tasks associated with the implementation.	
Sunita Mehta	Customer Training Manager	Sunita has coordinated and provided formalized on-site training at the West Virginia DOC.	✓
Matthew Caesar	Senior Vice President, Engineering & Development	Plays a key role in establishing, as well as implementing the corporate architecture, technology and feature set for GTL products.	
Brian Kirkpatrick	Senior Group Manager, Consumer Development Division	Responsible for the kiosk development and maintenance. Oversees the product throughout every step in the development life cycle. Involved in the deployment of the application and works closely with the Professional Services Group, Implementation Specialists, and customers to ensure the installation of the product is successful.	
Jim Bradley	Executive Director, Application Software Delivery and Tech Support	Oversees the management of interfaces with partners throughout the corrections industry. Jim's extensive experience in the automation of services at correctional facilities of all sizes; conducting business process analysis and project management.	

Name	Title	Role in Support of WVDOC	Currently Supporting WVDOC
Breanne Rodgers	Team Lead, Implementation	Supervises the Corporate Trainers and Implementation Engineers, working to provide the best service possible to customers. She will work closely with Project Managers, Account Executives, and the Agency to ensure projects are scheduled in a timely manner and completed with focus on the Agency's satisfaction.	
Chris Moore	Vice President, Product Management	Oversees all product managers and product from design through installation and maintenance. Identifies needs and defines solution strategies that the Agency may need.	
Ron Meadows	Product Manager, Lobby Kiosks	Responsible for facilitating communication and follow-up on all kiosk operational and functionality issues as well as ensuring that kiosk related requirements are fully addressed throughout the duration of the contract. Ron also identifies needs and defines solution strategies that the WVDOC may need. He will also plan future kiosk designs and services.	

James W. Beamer

office location: York, Pennsylvania | phone: (610) 621-2249 | email: james.beamer@gtl.net

General Background

Qualifications	Jim began with GTL in 2004 as an Account Executive in the Northeast with responsibility for all accounts from Virginia to Maine. Mr. Beamer has been able to leverage GTL offerings to satisfy client needs and gain a positive position for GTL, thereby building long-term relationships with major customers that endure beyond their initial contract periods. Jim's high level of project management and technical knowledge allows him to address a wide range of customer requirements and define bid strategies for RFPs that span secure inmate calling platforms, video visitation systems, and related systems associated with correctional technology.
Areas of Expertise	<ul style="list-style-type: none">• Relationship Management• Business Development• Problem Solving
Key Projects	<ul style="list-style-type: none">• Conversion of West Virginia DOC from a Telequip system to GTL's LazerNet• Implementation of Phone Commissary ordering at the West Virginia Regional Jail Authority• Migration of PADOc from MCI prepaid to GTL AdvancePay• Migration of Virginia DOC from MCI prepaid to GTL AdvancePay• Massachusetts DOC

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

Job Title	Account Executive (2004-present)
Responsibilities	Direct point of contact for assigned accounts with responsibility for maintaining positive and productive relationships with all customers, anticipating their needs and responding to new requirements with innovative solutions, and managing all contract issues. Also focused on maintaining good working relationships with key state and regional correctional associations to maximize the level of quality support provided to customers.
Major Accomplishments	<ul style="list-style-type: none">• Managed the RFP process for the positive outcome of the Massachusetts DOC and Maryland DOC RFPs• Made the first sale of GTL's Video Visitation product – Norfolk, Virginia• Collaborated with the PA Department of Corrections on the development and implementation of an Inmate Restriction Elimination Program for their inmate telephone system• Supported two major customers – PADOc and Virginia DOC – as they migrated inmates' friends and families from MCI's prepaid calling to GTL AdvancePay• Implemented a debit calling program with the Virginia DOC• Introduced ordering commissary by phone to the West Virginia Regional Jail Authority

Work History - Prior to Global Tel*Link

Company Name	ComTec Installations
Job Title	Installation Project Coordinator (2001-2004)
Responsibilities	Worked with major inmate telephone companies to develop a proactive strategy for resolving issues associated with the systems operations and Installations.
Major Accomplishments	<ul style="list-style-type: none">• Developed proactive strategy in new subcontracting opportunities, thereby establishing a reputation as being a reliable and indispensable contact for jail administrative staff• As a subcontractor for DSI (later acquired by GTL), developed an implementation plan for the installation of the inmate phone system at the District of Columbia Jail• Responsible for the management of network operations and installation of the network servers for a large national association

Education and Certification

Education	B.A., Economics University of Pittsburgh – Pittsburgh, Pennsylvania
Professional Training and Certifications	BICSI Copper Cat 5 Certification CompTIA A+ Certification

Christopher R. Tarbert

office location: Reston, Virginia | phone: (703) 955-3912 | email: chris.tarbert@gtl.net

General Background

Qualifications	Mr. Tarbert joined Global Tel*Link in January of 2006. In his current position, Chris is responsible for all aspects of GTL's pricing and business development activities. Chris brings to GTL more than 17 years of diversified business experience in the telecom industry, including leadership positions within Cambrian Communications, Teligent, and Winstar. Other experience includes consulting to leading private equity groups involved in acquisitions within the telecom industry.
Areas of Expertise	<ul style="list-style-type: none">• Pricing• Product Management• Training
Key Projects	<ul style="list-style-type: none">• Managed Access• Revenue Assurance• EBITDA Projects

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

Job Title	Senior Vice President, Pricing and Business Development (2012-present)
Responsibilities	Responsible for revenue assurance, pricing, and products. Leads all EBITDA initiatives for the company.
Major Accomplishments	<ul style="list-style-type: none">• Panelist before a U.S. Senate hearing on the elimination of contraband cell phones

Job Title	Senior Vice President, Product Management and Business Development (2006-2012)
Responsibilities	Was responsible for all product management, marketing, training, and business development.
Major Accomplishments	<ul style="list-style-type: none">• Guided the company through a period of major transformation and growth to become the corrections industry's largest provider of telecommunications and technology solutions with the broadest portfolio of products and services.

Christopher R. Tarbert (continued)

Work History – Prior to Global Tel*Link

Company Name	Cambrian Communications
Job Title	Vice President, Sales and Marketing (2000-2004)
Responsibilities	Led all sales and marketing efforts for a regional CLEC.

Education and Certification

Education	B.S., Communication Radford University – Radford, Virginia
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Anthony J. Pellegrino, Jr.

office location: Altoona, Pennsylvania | phone: (814) 515-1760 | email: anthony.pellegrino@gtl.net

General Background

Qualifications	Anthony Pellegrino has over 22 years of experience as an Account Executive/Sales Manager in the correctional service industry. He has accrued more than a quarter century of proficiency in computer-related fields, including multiple server operating systems, various programming languages, and relational databases. He is currently responsible for the supervision of sales-related endeavors for the Northeastern U.S. and provides direct input into current and future marketing plans and sales strategies. Tony's extensive knowledge and experience enable him to intelligently discuss correctional issues with clients and explain how technology can resolve their issues. He maintains an unwavering commitment to driving progressive and successful client engagements while simultaneously solidifying new relationships.
Areas of Expertise	<ul style="list-style-type: none">• Account Management• Building Relationships• Jail Management Systems• Inmate Telephone Systems
Key Projects	<ul style="list-style-type: none">• Cobb County, Georgia (OMS)• Delaware County, Pennsylvania (ITS & OMS)• Montgomery County, Pennsylvania (ITS & OMS)• Bucks County Pennsylvania (ITS & OMS)• Maine Jail Association (ITS; all counties within the State of Maine)

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

Job Title	Vice President of Sales, Mid-Atlantic (1992-present)
Responsibilities	Manage key accounts within the Northeast territory while providing education to clients on additional products and services that can help them fulfill their automation objectives. Counsels clients on how technology can be utilized and deployed to deliver cost savings and manpower efficiencies. Provide oversight and assistance to Account Executives to ensure correctional clients throughout the region are provided with the latest technological innovations relative to inmate telephony and offender management solutions.
Major Accomplishments	<ul style="list-style-type: none">• Provided expert subject matter input for the development of the accounting portion of the GTL's Offender Management System (OMS)• 98% client retention rate

Anthony J. Pellegrino, Jr. (continued)

Work History - Prior to Global Tel*Link

Company Name	NJC Computer Management Services
Job Title	Director of Information Services (1988-1992)
Responsibilities	Responsible for all computer-related projects including coding, hardware and software procurement, interfacing, organization of training, disaster recovery design, implementation, and testing. Mr. Pellegrino was also responsible for managing financial aspects of R&R Vending, NJC's sister company.

Education and Certification

Education	B.A., Computer Science Indiana University of Pennsylvania – Indiana, Pennsylvania
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Thomas J. Gibney

office location: Altoona, Pennsylvania | phone: (814) 201-5938 | email: tom.gibney@gtl.net

General Background

Qualifications	Tom Gibney has been involved in delivering offender management and inmate telephone solutions to the corrections industry since 2006. He is an experienced sales and marketing professional with a consistent track record of outstanding achievement. Mr. Gibney has an in-depth understanding of technology that addresses the unique communication/management challenges in correctional and detention environments, and his unfailing attention to the details of each client's needs ensures the delivery of ideal solutions and exceptional support following implementation.
Areas of Expertise	<ul style="list-style-type: none">• Account Management• Customer Support• Correctional Industry Knowledge• GTL Product Functionality
Key Projects	<ul style="list-style-type: none">• Managed most of the county customers in the Commonwealth of Pennsylvania including Allegheny County, Bucks County, Dauphin County, and Chester County• Involved in the OMS migration project to the web-based Evolution platform at the District of Columbia (DC) Department of Corrections as well as DC DOC's GTL-provided Video Visitation solution comprising more than 100 video stations

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

Job Title	Account Executive (2011-present)
Responsibilities	Responsible for managing state, regional, county, and municipal customer accounts in the State of Pennsylvania and surrounding areas. This includes cultivation of new accounts, account retention, and ensuring successful customer service and contract compliance. Identifies client needs and defines solution strategy for requests for proposals for secure inmate calling platforms, jail management systems, and related technologies. Guides solution development for each client, interfacing with platform engineers and evaluating partner products and services to meet each client's unique needs.
Major Accomplishments	<ul style="list-style-type: none">• Renewed and retained many customers as an Account Executive since 2011• Won the inmate telephone RFP for Allegheny County, Pennsylvania• Renewed Bucks County, Pennsylvania, via an RFP process and award

Thomas J. Gibney (continued)

Job Title	Client Services Manager (2010-2011) Inside Sales Associate (2007-2010) Director of Market Research (2006)
Responsibilities	Was the lead contact for select customers, maintaining accounts throughout the installation phase and ensuring customer satisfaction for day-to-day operations. Conducted a variety of special projects for the Client Services group. Generated jail management system (JMS) and inmate telephone leads. Collected competitor information and executed a variety of special projects for the sales team. Orchestrated product demonstrations, provided trade show support, prepared proposals, and attended customer go-live events.
Major Accomplishments	<ul style="list-style-type: none">• Created the Inside Sales Model for Digital Solutions Inc. (DSI/ITI)• Worked with an Account Executive to bring on many new customers in the Texas and New Mexico region for both inmate telephones and the Offender Management System (OMS)• Managed a team of six (6) individuals that successfully completed a cold calling campaign to every county correctional facility in the United States to gain market intelligence (e.g., market share, competition, satisfaction levels, etc.)

Education and Certification

Education	B.S., Biology: Environmental Science (minor: Spanish) Saint Francis University – Loretto, Pennsylvania
Professional Training and Certifications	Dale Carnegie Sales Advantage Training

Industry Recognition and Involvement

Affiliations	Pennsylvania County Corrections Association Pennsylvania Prison Wardens Association County Commissioners Association of Pennsylvania New York State Sheriffs' Association Virginia Sheriffs' Association, Virginia Association of Regional Jails
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Ron Gibson

office location: Cartersville, Georgia | phone: (770) 317-3250 | email: ron.gibson@gtl.net

General Background

Qualifications	<p>Ron Gibson has been directly involved in the inmate phone business since 2001 and in the corrections business since 1990. He has worked in the public and private sectors, and this background gives him a unique perspective of both sides of the industry and enables him to deliver solutions that perfectly match a customer's needs.</p> <p>In 1990 Mr. Gibson went to work for the Georgia Department of Corrections wiring facilities for staff phones, setting up local area networks, and installing radio systems. He quickly became an asset to the department and moved into a project management role overseeing multiple contractors and staff. He was instrumental in getting the DOC ready for the 21st century.</p> <p>Mr. Gibson's performance at GTL has been very impressive with 13 straight years of reviews that exceeded expectations of his management team. He has provided support for many wiring and data projects. Ron has a very good working knowledge of the GTL offerings as well as a good understanding of customer needs.</p>
Areas of Expertise	<ul style="list-style-type: none">• Project Management and Coordination• Cat 5 / 6 wiring install and termination• Fiber install and termination• Trouble management and resolution
Key Projects	<ul style="list-style-type: none">• Install projects: Georgia DOC, Alabama DOC• Georgia DOC PIN conversion

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

Job Title	Associate Director of Field Service Southeast (2011-present)
Responsibilities	Ron directly oversees the day-to-day operations for Alabama counties, Georgia DOC, West Virginia DOC, and West Virginia Regional Jail Authority (RJA). He also provides management support to two Field Service Managers in Florida who cover Florida counties and Puerto Rico.
Major Accomplishments	<ul style="list-style-type: none">• Has consistently maintained a 99.5% or better uptime record across all accounts, thereby minimizing facility complaints and maximizing phone availability to the inmates• Has worked to keep the necessary spare parts in possession of all technicians for speedy repairs, ensuring that inmates have ready access to telephones

Ron Gibson (continued)

Job Title	Field Service Manager (2001-2011)
Responsibilities	Managed the development and production of marketing collateral, provided planning and support for multiple trade shows, and conducted customer training demonstrations at trade shows, site visits, and on-site training.
Major Accomplishments	<ul style="list-style-type: none"> • Worked with a vendor to produce a customer instructional video for Virginia Department of Corrections • Managed trade show budget, purchase of branded items, and product demonstrations • Supervised key revisions of GTL marketing collateral

Work History - Prior to Global Tel*Link

Company Name	Americo Manufacturing
Job Title	Controller / Assistant CFO (1998-2001)
Responsibilities	Ensured all orders were profitable prior to being sent to production. Set minimum pricing and established a tiered commission strategy based upon pricing. Established bill of materials for inventory tracking and costs.
Major Accomplishments	<ul style="list-style-type: none"> • Developed the bill of materials for 2,000+ products • Tracked \$3 million worth of inventory • Established costs for all products • Participated in turning a company with \$100,000 in profits per year into a company with \$2.5 million in profits per year program

Company Name	Georgia Department of Corrections
Job Title	Telecommunications Support (1990-1997)
Responsibilities	Installed and coordinated the install of telecommunication facilities for all sites within GA DOC's realm. Provided telecommunications support for other state agencies when needed and served as a liaison for interagency projects.
Major Accomplishments	<ul style="list-style-type: none"> • Implemented first 900 MHz trunked radio system within GA DOC • Wired all facilities for local area networks • Streamlined trouble reporting for all facilities • Helped develop state-wide wiring standards

Carl Richard (Rick) Muncy

office location: Crown City, Ohio | phone: (614) 569-8236 | email: rick.muncy@gtl.net

General Background

Qualifications	Carl has been in the communications field since 1970, with vast knowledge in all concepts of the industry. He has been assigned to Ohio Department of Rehabilitation and Correction (ODRC) since joining GTL 2000, including 10 years as a Lead Technician and since 2009 as a Field Service Manager. He has also been Field Service Manager for numerous county and city jails during this period. He understands and adheres to the policies and procedures of the ODRC and other accounts he is responsible for.
Areas of Expertise	<ul style="list-style-type: none">• Inmate Telephone Systems - On and Off Premise• Network and telephony wiring• Certified in Fiber Splicing• Time Management for Technicians
Key Projects	<ul style="list-style-type: none">• Involvement in all ODRC contract installations since 2000• Linked together several site controllers to work as a primary and secondary when sites were combined• Orchestrated the installation of 36 Lobby Kiosks for ODRC

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

Job Title	Field Service Manager – State of Ohio (2009-present)
Responsibilities	Supervise eight technicians and two site administrators in time management and completing tickets in timely manner. Oversee site assignments; develop schedules; and coordinate adds, moves, and changes. Interface with site staff on a daily and as-needed basis.
Major Accomplishments	<ul style="list-style-type: none">• Scheduled equipment installations and equipment change-outs on each contract renewal• Scheduled installation of Lobby Kiosks for ODRC• Re-assigned site responsibilities for better coverage and for cost saving measures

Job Title	Team Lead (2000-2009)
Responsibilities	Was responsible for technician site assignments, providing training to technicians, and mentoring technicians as needed. Tracked T&E for all technicians in Ohio.
Major Accomplishments	<ul style="list-style-type: none">• All installations were performed on schedule with work completed in a timely manner• Maintained time management on trouble tickets• Scheduled monthly preventative maintenance visits

Carl Richard (Rick) Muncy (continued)

Work History – Prior to Global Tel*Link

Company Name	Shawntech Communications
Job Title	Ohio Lead Technician (2000-2006)
Responsibilities	Responsible for the installation and maintenance of inmate telephone management systems (ITMS), technician time management, and training as required.
Major Accomplishments	<ul style="list-style-type: none">• Completed all scheduled work on time• Trained and mentored other techs

Company Name	Data Com
Job Title	Project Manager (1998-2000)
Responsibilities	Managed network and telephony installations at various U.S. Government locations, including PBX, network, and fiber installation.
Major Accomplishments	<ul style="list-style-type: none">• Completed all assigned projects on schedule and within budget

Education and Certification

Professional Training and Certifications	<p>Certifications on multiple PBX systems:</p> <ul style="list-style-type: none">• Stromberg-Carlson• Nortel• Teltronics• Mitel• NEC• Harris <p>Also completed fiber splicing training and numerous GTE technical courses</p>
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Toni Long

office location: Plano, Texas | phone: (972) 517-5714 | email: toni.long@gtl.net

General Background

Qualifications	Toni Long has over 21 years successful project and account management experience in the areas of telephony and information technology solutions for correctional clients. She has a proven track record of providing solutions for difficult problems and ensuring customer satisfaction.
Areas of Expertise	<ul style="list-style-type: none">• Technology Installations• Customer Service

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

Job Title	Service / Implementation Manager (2001-present)
Responsibilities	Management of all GTL kiosk installations and on-going services related to kiosk functionality.
Major Accomplishments	Completed PCI Compliance upgrade/retrofit on all GTL kiosks
Job Title	Customer Service/Installation/Maintenance Manager (1998-2001)
Responsibilities	Responsible for all aspects of new correctional & hospitality installations, ordering all inmate telephone lines, T-1's and frame relay circuits. Issued orders for equipment necessary to complete install. Dispatched technicians/contractors for site install. Also responsible for maintaining approximately 125 prison accounts. Opened Trouble Tickets and tracked until problem resolved/system back on line.
Job Title	Account Manager, New York State Department of Corrections (1992-1996)
Responsibilities	Coordinated 67 individual prison installations and scheduled 25 technicians to complete project in 45 days. Responsible for first level maintenance and all coordination for this project.

Education and Certification

Education	Richland College, Dallas, Texas Associate's Degree - Sociology
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Philip Jones

office location: Louisville, Kentucky | phone: (502) 239-4375 | email: philip.jones@gtl.net

General Background

Qualifications	<p>Philip Jones has over ten years of experience in systems analysis and 10 years of experience in software development and 14 years of project management / field services management. He joined the team in 1999 as a Field Service manager, managing the states of Kentucky, Arkansas, Mississippi, Louisiana and Tennessee. Philip has been a director for over 5 years managing 19 States in the Southeast, Mid-Atlantic and North Central. Philip has successfully managed over 600 facilities, and 30,000 inmate telephones.</p> <p>Mr. Jones has managed projects for the United States Department of Motor Vehicle Registrations, written communication emulations and transfer protocols, managed large DOC Implementations and continued support for maintenance, repairs and point of contract.</p>
Areas of Expertise	<ul style="list-style-type: none"> • Telecommunications / Telephony • Computer Hardware / Software • Implementation / Project Management
Key Projects	<p>Philip was involved in managing the implementation for field services and the ongoing management of the support of the several major projects.</p> <ul style="list-style-type: none"> • State Agencies: Alabama DOC, Arkansas DOC, Florida DOC, Georgia DOC, Kentucky DOC, Louisiana DOC, Minnesota DOC, Mississippi DOC, North Carolina DOC, South Carolina DOC, Tennessee DOC, Virginia DOC, West Virginia DOC, West Virginia RJA • County Agencies: Brevard County, Fla.; Charlotte County, Fla.; Cobb County, Ga.; Davidson County, Tenn.; DuPage County, Ill.; Duval County, Fla.; Greenville County, S.C.; Hamilton County, Tenn.; LaSalle County, La.; Madison County, Ala.; Mecklenburg County, N.C.; Miami Dade, Fla.; Mobile County, Ala.; Montgomery County, Tenn.; Pinellas County, Fla.; Polk County, Fla.; Orange County, Fla.; Shelby County, Tenn.

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

Job Title	<p>Director of Field Services: Southeast, Mid-Atlantic, North Central (1999-present)</p>
Responsibilities	<p>Philip provides both pre-sales and post-sales support by serving as liaison between Corrections administration, field vendor management, network provider management, and account team members within the company and the Executive Director of Field Services. In addition to operating and managing activities within an approved budget for the region, he performs daily management of resources to oversee inmate telephone services contractual requirements, service offerings, processes, maintenance and administrative activities, and responsibilities as it relates to Field Services. Philip develops monthly management reports on Operational Compliance, Escalations, MTTR, Install and Relocations, and Field Service Managers activities.</p>

Philip Jones (continued)

Major Accomplishments	<ul style="list-style-type: none"> • Led implementation team to install all new equipment at all Louisiana DOC facilities within two weeks – a full month ahead of schedule. • Led implementation team to install all new phones and call control equipment for Arkansas DOC facilities within 30 days – well ahead of schedule – thus saving the DOC man-hours for escort and support. • Continued management of 19 states and managing budget constraints. • Conversion project of all inmate phones and call control equipment for Shelby County, Tennessee, when it was mandated that they change from a previous vendor in an expedited manner.
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Work History – Prior to Global Tel*Link

Company Name	Fulfillment Concepts Inc.
Job Title	Executive VP (1989-1999)
Responsibilities	Managed teams of Network System Administrators that supported Windows NT 4.0 Servers, Novell Network Servers, 100+ Workstations (DOS, Windows 3.1, Windows 9x, Windows NT Workstation) using TCP/IP, IPX/SPX, NETBIOS and NetBEUI protocols over 100 / 10 MB twisted pair cabling with multiple routers, bridges and network hubs. Researched new hardware, software, and emerging technologies to identify cost effective means of improving processing efficiencies and/or expanding network and user capabilities. Managed teams of software developers and engineers.
Major Accomplishments	<ul style="list-style-type: none"> • Managed installation and support of wireless network connection to the Internet for all users and housing of local Web Based systems for on-line order entry. Also managed staff of support personnel that installed and maintained SQL Server, email and Exchange Servers, and email administration. • Managed and provided offsite hardware and software sales and support for customers throughout the Louisville area. This included custom building PCs and Networks, installation of wiring, installation of software from Novell to Windows NT networks, and Microsoft products including Microsoft Office. • Managed ongoing Y2K project for all in-house computers.

Philip Jones (continued)

Education and Certification

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

Steve L. DeForrest

office location: Mobile, Alabama | phone: (251) 375-8102 | email: steve.deforrest@gtl.net

General Background

Qualifications	Since joining Global Tel Link in 1993, Steve has been directly involved in the development and growth of GTL's inmate phone products. His support spans procurement, production, back office setup, and installation on customers' property. Over the past 20 plus years of servicing and installing inmate phone products, Steve has gained a unique understanding of GTL's internal and external customers' needs.
Areas of Expertise	<ul style="list-style-type: none"> • Project Management • Implementations • Cost Estimating • Cost Management • Purchasing • Field Service and Support
Key Projects	<ul style="list-style-type: none"> • California Department of Corrections and Rehabilitation • Los Angeles County • New York Department of Corrections • Virginia Department of Corrections

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

Job Title	Executive Director of Implementations (2010-present) Director of Implementations (2000-2010) Director of Operations (1995-2000) Purchasing Manager (1993-1995)
Responsibilities	Steve's primary objective is to ensure that Global Tel*Link's products and services are installed in a timely manner, in accordance with contractual requirements, and to the satisfaction of each customer. Mr. DeForrest has been directly involved in every major implementation of the company's inmate phone offering for the past 20 years.
Major Accomplishments	<ul style="list-style-type: none"> • Implemented GTL's first large-scale deployment of its Sentinel System for the Louisiana Department of Corrections in 1994 • Developed and implemented Total Quality Management (TQM) documents and procedures for Purchasing and Implementation • Implemented GTL's first completely digital LazerPhone platform for the Commonwealth of Virginia in 1999 • Since 1999 have overseen successful implementations of GTL's platforms in 35 state Departments of Corrections and the Commonwealth of Puerto Rico • Instrumental in the integration of GTL acquired companies into the GTL Standards of Practice relative to implementations

Steve L. DeForrest (continued)

Work History – Prior to Global Tel*Link

Company Name	Wilson Electric Company
Job Title	Vice President (1990-1993)
Responsibilities	Formulated cost estimates and managed costs to those estimates while ensuring quality of work. Dispatched service technicians for commercial and industrial customer base. Managed large-scale industrial projects from contract execution through customer acceptance.
Major Accomplishments	<ul style="list-style-type: none">• Instrumental in the diversification of Wilson Electric from a purely electrical contractor to a company that provided voice, data, and electrical service to commercial and industrial accounts in the Southeast• Started supporting GTL customers when in 1991 Wilson Electric began performing all installation and service work for Global Tel*Link

Sunita Mehta

office location: Mobile, Alabama | phone: (251) 338-8862 | email: sunita.mehta@gtl.net

General Background

Qualifications	<p>Sunita Mehta joined Global Tel* Link in 2001 in the Technical Support Department working with customers to troubleshoot system issues and provide resolution and provide user training on a one-to-one basis. In 2005 she assumed the role of Assistant Marketing Manager with responsibility for the production of marketing collateral, providing trade show support, conducting product demonstrations, and delivering customer-facing training (on-site and web-based) and internal training on new system features. In 2008 Ms. Mehta was promoted to GTL Customer Training Manager where she led thousands of customer training sessions across all GTL telecommunications platforms. During her tenure, she pioneered an e-learning initiative to provide web-based training as a flexible alternative to on-site training. As well, she led the development of a video tutorial library to allow users to learn at their own pace from the convenience of their workstations.</p>
Areas of Expertise	<ul style="list-style-type: none">• Training Needs Analysis• Training Product Development• Classroom Training• Web-based Training• E-Learning
Key Projects	<p>As the GTL Customer Training Manager, Sunita has led a team of training professionals in the following key customer accounts:</p> <ul style="list-style-type: none">• Los Angeles County, California – Led multiple classroom trainings for over 300 users during a platform transition• Maryland Department of Public Safety and Correctional Services – Delivered over 30 web-based training sessions for different shifts across all MDPSCS sites; led regional initiative to train over 200 users• Michigan Department of Corrections – Directed pre/post-installation training for key personnel and provided on-site training for over 250 users• Cobb County, Georgia – Provided web-based training prior to installation for key administrative personnel; provided on-site training to over 100 users after installation and refresher training for new hires

Sunita Mehta (continued)

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

Job Title	Customer Training Manager (2005-present)
Responsibilities	Sunita Mehta leads the GTL Customer Training team which provides user training for GTL telecommunications platforms. She manages a team of trainers that provide on-site and web-based training for multiple platforms. Sunita also oversees the internal training efforts for other GTL departments such as Technical Support, Field Service, and Sales to keep them apprised of upcoming changes. Sunita also leads the development of training materials and help documentation for GTL telephone platforms.
Major Accomplishments	<ul style="list-style-type: none">• Developed an e-learning initiative to provide web-based training to users across GTL's user base for all platforms• Introduced the development of product tutorials to allow users to learn content from the convenience of their desks• Organized and conducted multiple regional on-site training sessions for multiple platforms

Job Title	Assistant Marketing Manager (2004-2005)
Responsibilities	Managed the development and production of marketing collateral, provided planning and support for multiple trade shows, and conducted customer training demonstrations at trade shows, site visits, and on-site training.
Major Accomplishments	<ul style="list-style-type: none">• Worked with a vendor to produce a customer instructional video for Virginia Department of Corrections• Managed trade show budget, purchase of branded items, and product demonstrations• Supervised key revisions of GTL marketing collateral

Job Title	Technical Support Representative (2001-2004)
Responsibilities	Worked with customer to identify and troubleshoot issues, log information in the ticket management system, and resolve issues in a timely manner.
Major Accomplishments	<ul style="list-style-type: none">• Proactively researched and monitored tickets for resolution• Provided high quality customer service to hot customers to resolve issues and improve the customer experience with the Technical Support organization• Trained with Team Lead and Technical Support Trainer to learn new features and functions of the system• Provided one-to-one training for customers as needed

Sunita Mehta (continued)

Work History – Prior to Global Tel*Link

Company Name	Goodwill Easter Seals
Job Title	Adult Literacy Instructor (2000-2001)
Responsibilities	Sunita worked with disadvantaged adults ages 25 to 60 in the Goodwill Easter Seals Adult Literacy program. In this role, she provided class room training to course participants to help them improve their reading comprehension and writing skills.
Major Accomplishments	<ul style="list-style-type: none">• Developed course syllabus and classroom material for literacy classes• Incorporated real-world writing situations to education students on challenges they would face in the job market• Conducted letter writing and resume writing workshops for course participants• Researched and applied for additional grant funding for the adult literacy program

Company Name	Alabama School of Math and Science
Job Title	Minority Outreach Coordinator/Instructor (1998-2000)
Responsibilities	Served as outreach coordinator for Project See which provided a summer enrichment program for minority middle school students to encourage pursuit of education in engineering, math, and science.
Major Accomplishments	<ul style="list-style-type: none">• Coordinated with local school systems to identify prospective program participants• Met with teachers and parents to explain the program benefits• Met with potential students to educate students on the purpose of the program and encourage interest in the school• Followed up with program participants to encourage continued study in Engineering, Science, and Mathematics and recommend participant application to the Alabama School of Math and Science

Education and Certification

Education	B.S., Marketing Spring Hill College – Mobile, Alabama
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Matthew Caesar

office location: Pittsburgh, Pennsylvania | phone: (412) 833-3140 | email: matt.caesar@gtl.net

General Background

Qualifications	Matt Caesar has been with the Global Tel*Link family since 1997, having become a part of GTL in 2010 with the Digital Solutions, Inc. acquisition. He is responsible for software development and engineering for the complete GTL product suite. Prior to taking on his current role, Matt spent more than a decade in a variety of technology and management roles, culminating with running the day-to-day operations of both the Product Development and Technical Services divisions.
Areas of Expertise	<ul style="list-style-type: none">• Product Development• Software Development• Application Engineering

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

Job Title	Senior VP Engineering & Development (2012-present)
Responsibilities	Responsible for software development and engineering for the entire GTL product portfolio. Plays a key role in conceiving and implementing the corporate architecture, technology, and feature set for GTL products.

Job Title	Executive Director of Development (2010-2012)
Responsibilities	Played a key role in developing and implementing the corporate architecture, technology, and feature set directions for the DSI software product suite. He supervised the software development and professional services teams in the organization that was responsible for building and delivering products to the field. Additionally, Mr. Caesar interfaced with strategic partners in regards to product and data interface and integration issues.

Job Title	Chief of Product Development (2007-2010)
Responsibilities	Responsible for overall management of division responsible for producing and delivering company product and service offerings to the field. Managed software development and professional services teams. Guided all aspects of product development from concept, to feature definition, to implementation, packaging and deployment. Mr. Caesar provided direction and leadership in change management, strategic planning, call center management, business process redesign, vendor management, and people development.

Matt Caesar (continued)

Job Title	Software Team Lead (2002-2007)
Responsibilities	Directly supervised team of 8-10 Java Developers. Managed various software development projects, including OMS Evolution. Executed supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities included interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and problem resolution. Planned and coordinated all team activities and make project-level decisions.

Job Title	Project Lead Developer (1997-2002)
Responsibilities	Project Manager for CDI CIMS package and various other projects. Designed, planned, and developed software applications. Managed small team of developers. Interacted/negotiated with clients. Developed intranet/Internet sites.

Education and Certification

Education	B.S., Computer Science Saint Francis University – Loretto, Pennsylvania
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Brian Kirkpatrick

office location: Altoona, Pennsylvania | phone: (814) 201-3862 | email: brian.kirkpatrick@gtl.net

General Background

Qualifications	Brian possesses nearly 20 years of software development experience, 18 of which are in the corrections industry. Prior to becoming Senior Group Manager, Brian was a Senior Software Engineer for many of the GTL products.
Areas of Expertise	<ul style="list-style-type: none">• Software Development• OffenderConnect Application and Banking Interfaces• Java• JBoss• Hibernate

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

Job Title	Senior Group Manager , Consumer Development Division (2010-present)
Responsibilities	Development and maintenance of Consumer Development Division suite of applications. Oversees the products through every step in the development life cycle. Involvement in the deployment of applications, in conjunction with Professional Services Group, Implementation Specialists, and clients to ensure successful product installation.

Job Title	Software Engineer II (2001-2010)
Responsibilities	Development of all major modules in the OffenderConnect application and Banking Interfaces. Development of server-side Java classes in a J2EE environment using Hibernate as a persistence layer and JBoss application server; development of the presentation layer of the application using JSP/JavaScript Technologies.

Job Title	Software Engineer I (1998 - 2001)
Responsibilities	Development of interfaces for products including Juvenile Probation and Criminal courts Fines and Costs System.

Education and Certification

Education	Saint Francis University Bachelor of Science, Computer Science / Minor in Mathematics
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James Bradley

office location: Altoona, Pennsylvania | phone: (814) 201-3461 | email: jim.bradley@gtl.net

General Background

Qualifications	<p>Jim Bradley was appointed as Executive Director, Application Software Delivery and Technical Support in 2012 and has served in various roles at GTL since 2000. Jim served solely as a software engineer until 2005, when he assumed the role of team lead of the client/server Offender Management System (OMS). The position later expanded to include the Quality Assurance and Interface Design teams. In 2010, Jim was named Director, DSI Client Services, supervising the OMS, inmate banking and intelligence technical support division.</p> <p>Jim has managed numerous development efforts throughout the entire software life cycle – from concept through implementation – and has overseen project deliveries for facilities of all sizes. Additionally, his experience has given him the opportunity to work not only with various customers but also with a number of the company's partners throughout the corrections industry.</p>
Areas of Expertise	<ul style="list-style-type: none">• Project management• Business process analysis• Software development• Database administration
Key Projects	<ul style="list-style-type: none">• OMS project delivery enhancement and realignment• Orange County Corrections Department (Florida)• Corrections Corporation of America• Washington DC Department of Corrections

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

Job Title	Executive Director, Application Software Delivery & Technical Support (2012-present)
Responsibilities	Jim Bradley leads GTL's divisions responsible for the implementation and technical support of the Offender Management System, deposit services, and intelligence product lines.
Major Accomplishments	<ul style="list-style-type: none">• Doubled the size of the OMS project delivery organization with a focus on increased business analysis depth and experience• Implemented new procedures for OMS project collaboration• Oversight of a team averaging one OMS implementation per month since 2012

James Bradley (continued)

Job Title	Director, DSI Client Services (2010-2012)
Responsibilities	Managed the division responsible for training and technical support of the GTL Offender Management System, deposit services, and intelligence product lines.
Major Accomplishments	<ul style="list-style-type: none">• Management of technical support division during transition to GTL from former DSI• Overhaul of inmate banking technical support procedures to support tremendous volume growth

Job Title	Software Development Team Lead (2005-2010)
Responsibilities	Responsible for management of client/server software development team. This included Offender Management, Adult Probation, and Imaging systems. Was also accountable for the management of the quality assurance and technical writing teams. Directly supervised employees in the Software Development Team.
Major Accomplishments	<ul style="list-style-type: none">• Oversight of OMS 5.5, 6.0, and 7.0 series• Orange County Corrections Department (Florida) installation and maintenance• Corrections Corporation of America installation and maintenance• Bucks County Department of Corrections (Pennsylvania) installation and maintenance

Job Title	Software Engineer (2000-2005)
Responsibilities	Assisted in the development of the Offender Management System and Imaging System. Tasks included development of client/server products, ensuring quality, and mentoring the junior developers on the team. Responsible for various interfaces throughout criminal justice industry. Interface development process included requirements analysis, testing, documentation, and delivery.
Major Accomplishments	<ul style="list-style-type: none">• Offender Management System – Booking Wizard• Offender Management System – Incidents Module

Education and Certification

Education	M.S., Business Administration Saint Francis University – Loretto, Pennsylvania B.S., Computer Science Allegheny College – Meadville, Pennsylvania
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Breanne Leigh Rodgers

office location: Altoona, Pennsylvania | phone: (814) 201-3855 | email: breanne.rodgers@gtl.net

General Background

Qualifications	<p>Breanne Rodgers began with GTL in 2002 as a Software Engineer dedicated to the accounting portion of our legacy OMS system. When the new OMS Evolution was being designed, Ms. Rodgers assisted with the research and complete re-design of the accounting module. After her work was complete, a need arose for a Software Engineer to become a permanent member of the Support Department. Ms. Rodgers took the position and acted as liaison to the Product Development Division.</p> <p>While acting as liaison, Ms. Rodgers was given the task of managing the company Master Resource Calendar due to her good organizational skills. She coordinated the various webex and onsite sessions between the Application Specialists and customers that are needed to setup the OMS and train users on the application. A position then opened for Team Lead of Implementation. Due to her many years of experience and lengthy tenure with the company, Ms. Rodgers took the position and now manages the Application Specialists and Implementation Engineers.</p>
Areas of Expertise	<ul style="list-style-type: none"> • Software Engineering • Accounting • Business Management and Finance • Customer Relationship Management (CRM)
Key Projects	<p>During her time as Software Engineer, Breanne Rodgers was involved in deployments with Corrections Corporation of America (CCA) and Orange County, Florida. During her time as manager of the Master Resource Calendar and Implementation Team Lead, Ms Rodgers has been and is involved in <u>all</u> of the OMS Evolution projects.</p>

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

Job Title	Team Lead of Implementation (2009-present)
Responsibilities	<p>Breanne Rodgers manages the Application Specialists and Implementation Engineers. She is responsible for overseeing all of the company's OMS software installations and OMS training engagements. She also manages the Master Resource Calendar for the company.</p>
Major Accomplishments	<ul style="list-style-type: none"> • Involved in every OMS Evolution project, including both new software installs and upgrades from our legacy application • Coordinated the software installations, software upgrades, and interface work for almost all our OMS Evolution projects • Coordinated the system setup, webex sessions, onsite sessions, and go-live dates for almost all our OMS Evolution projects • Coordinated numerous kiosk deployments • Helped manage two high profile clients – Cobb County (Georgia) and Bucks County (Pennsylvania) – in the form of weekly meetings and customized support reports

Breanne Leigh Rodgers (continued)

Job Title	Support Services Analyst (2006-2009)
Responsibilities	Acted as liaison between the Support Department and the Product Development Division. She provided regular reports on department metrics and maintained/analyzed customer service surveys. She also coordinated the necessary project work of the Application Specialists.
Major Accomplishments	<ul style="list-style-type: none"> • Evaluated and Designed Standard Operating Procedures • Served as Administrator of CRM software • Created an automated customer survey process • Managed Master Resource Calendar

Job Title	Software Engineer (2002-2006)
Responsibilities	Served as a Software Engineer dedicated to the accounting portion of the OMS legacy application. Also contributed to the research and complete re-design of the accounting module for the OMS Evolution system.
Major Accomplishments	<ul style="list-style-type: none"> • Provided enhancements to the OMS legacy accounting system that customers had desired for several years • Did thorough research of facility accounting practices and incorporated their needs into a complete re-design of the accounting module for the OMS Evolution system

Work History – Prior to Global Tel*Link

Company Name	Portage National Bank
Job Title	Customer Service Representative (1998-2004)
Responsibilities	Performed assistance to customers in the form of cash deposits, cash withdrawals, and other banking services. Also assisted in new account creation, cash drawer management, and vault balancing.
Major Accomplishments	<ul style="list-style-type: none"> • Drawer Balancing Recognition • Certification of various bank teller practices through online training programs

Education and Certification

Education	B.S., Computer Science / B.A., Business Finance (double major) University of Pittsburgh at Johnstown – Johnstown, Pennsylvania
Professional Training and Certifications	Criminal Justice Boot Camp Certification DSI-ITI (subsidiary of Global Tel*Link)

Chris Moore

office location: North Carolina | phone: (336)676-9770 | email: chris.moore@gtl.net

General Background

Qualifications	Chris began with GTL in 2002 as a Project Manager with responsibility to exceed implementation objectives and customer expectations in regards to project planning, engineering, timeliness of implementation, performance against budget, and post-implementation support. Chris's high level of project management and self motivation allows him to lead, plan, engineer, sell, and implement highly complex projects successfully
Areas of Expertise	<ul style="list-style-type: none">• Strategic Planning• Sales and Solutions Engineering• Project and Product Management• Team Building• Vendor Management• Problem Solving• Technical Writing
Key Projects	<ul style="list-style-type: none">• Led the design and implementation of service for the Missouri Department of Corrections• Led the design, sale and implementation of service for the Michigan Department of Corrections• Led the design, sale and implementation of service for the Indiana Department of Corrections

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

Job Title	Vice President of Product Management (2013-present)
Responsibilities	Mr. Moore currently leads the Product Management team and provides leadership, counsel, and evaluation of inter-departmental functions relating to sales, marketing, and client solution development.
Major Accomplishments	<ul style="list-style-type: none">• Built a Product Management organization from the ground up to include disciplines in Inmate Phones, Investigations and Analytics, Offender Management Systems, Payment Services, In-Pod solutions, Video Visitation, and Contraband Cell Phone Control.• Led bid strategy, sales and contract negotiations for large scale department of corrections opportunities• Designed customer solutions to include the hardware, software configuration, network and peripherals for the Missouri DOC, Michigan DOC and Indiana DOC as well as a number of large Counties.• Developed and implemented the project management approach and methodology of the Project Management Institute (PMI)

Chris Moore (continued)

Job Title	Director of Sales Midwest (2009-2012)
Responsibilities	Successfully lead Sales and Solutions engineering initiatives for 13 Midwestern States.
Major Accomplishments	<ul style="list-style-type: none"> • Led bid strategy, sales and contract negotiations for large scale department of corrections opportunities

Job Title	Solutions Engineer and Program Manager (2009-2012)
Responsibilities	Designed customer solutions to include the hardware, software configuration, network and peripherals.
Major Accomplishments	<ul style="list-style-type: none"> • Provided solutions for top DOCs including Missouri DOC, Michigan DOC and Indiana DOC as well as a number of large counties. • Competitively bid and won the State of Michigan and the State of Indiana. • Responsible for bid strategy and sales for State, Federal, and International Prisons and owns the design of the overall solution for each client, including the network, hardware, and partner products/services.

Job Title	Program Manager (2007-2009)
Responsibilities	Developed and directed the strategic initiatives for the Project Operations Department
Major Accomplishments	<ul style="list-style-type: none"> • Created processes and documents to align sales efforts with implementation results to guarantee customer satisfaction. • Aligned project budgeting with financial cost modeling to facilitate true project cost accounting. • Developed processes and procedures that instill accountability and PMI best practices and guide the Project Operations team to improve implementation effectiveness and efficiency. • Teamed with Sales and Technical Services to create a Quality Assurance Program for that services PCS provided to the Department of Homeland Security, Immigration & Customs Enforcement.

Job Title	Senior Project Manager (2002-2007)
Responsibilities	Lead project planning, engineering, timeliness of implementation, performance against budget, and post-implementation support.
Major Accomplishments	<ul style="list-style-type: none"> • State of Missouri DOC - Led 3 project teams over 9 weeks to implement a new offender phone system more than a week ahead of schedule and 10% under budget. • San Diego Sheriff's Department - Compressed the project plan for new offender phone system to successfully implement a 60-day project in less than two weeks while delivering quality and exceptional service to the customer. • Demonstrated proficiency in engineering and implementing VoIP, WAN, VLAN, IDM, IP, Frame, and MPLS networks.

Chris Moore (continued)

Work History – Prior to Global Tel*Link

Company Name	PayTel Communications
Job Title	Operations Manager (1999-2001)
Responsibilities	Responsible for implementing more than 30 inmate telephone system solutions in seven states and instituting quality controls to increase efficiency and decrease expenses related to implementations.
Major Accomplishments	<ul style="list-style-type: none">• Developed proactive strategy in new subcontracting opportunities, thereby establishing a reputation as being a reliable and indispensable contact for jail administrative staff• As a subcontractor for DSI (later acquired by GTL), developed an implementation plan for the installation of the inmate phone system at the District of Columbia Jail• Responsible for the management of network operations and installation of the network servers for a large national association

Education and Certification

Education	M.B.A. Florida State University – Tallahassee, Florida B.S., E Business Management North Carolina State University – Raleigh, North Carolina
Professional Training and Certifications	2008 Beta Gamma Sigma Academic Honor Society 2012 Six Sigma Black Belt 2011 Six Sigma Green Belt 2009 Certified Project Management Professional (PMP)

Industry Recognition and Involvement

Professional Honors and Industry Awards	2006 Employee of the Year 2004 Employee of the Month 2003 Outstanding Achievement Award
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Ron Meadows

office location: Indianapolis, Indiana | phone: (317) 558-3157 | email: ron.meadows@gtl.net

General Background

Qualifications	<p>Ron oversees GTL payment services products which include: Lobby and Intake / Booking Kiosks, release cards, and money collection services.</p> <p>As an experienced police officer and corrections technology director, Mr. Meadows bring a vast range of governmental and correctional experiences to GTL. His experience provides assistance to agencies that are seeking processes and technology enhancements to enable their agency to operate more efficiently.</p>
Areas of Expertise	<ul style="list-style-type: none">• Strategic planning within corrections and local government• Project management experience to maximize efficiencies• Experienced in utilizing technology to streamline correctional processes• Motivating and organizing cross functional teams
Key Projects	<p>As the Product Manager, Ron has achieved the below in his area of expertise.</p> <ul style="list-style-type: none">• Implementing new technology for money handling within small and large correctional institutions• Designing and developing new equipment / processes for corrections• Contracting with key partners to offer services and support to our customers

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

Job Title	Product Manager (2011-present)
Responsibilities	<p>Ron oversees the payment services kiosk product line that enables correctional and governmental agencies to provide the most efficient methods of payment processing to their citizens. As an experienced police officer with a vast range of correctional experiences he brings years of experience in process improvement with regards to implementing technology to solving problems</p>
Major Accomplishments	<ul style="list-style-type: none">• Implementing new technology for money handling within small and large correctional institutions• Designing and developing new equipment / processes for corrections• Contracting with key partners to offer services and support to our customers

Ron Meadows (continued)

Work History – Prior to Global Tel*Link

Company Name	Franklin College – Franklin, Indiana
Job Title	Security Officer (2010-2011)
Responsibilities	Provided safety of students, staff members and visitors while on campus. This included the protection of college property.
Major Accomplishments	<ul style="list-style-type: none">• Provided prior police experience to improve operational efficiencies• Improved student and staff knowledge as it related to safety and security

Company Name	Marion County Indiana Sheriff's Office
Job Title	Director of Information Services (1976-2010)
Responsibilities	Ron oversaw and managed the technology support of 1,100 users in a correctional facility that housed over 2,500 inmates. This included the development and evaluation of multiple correctional related RFP's (Request for Proposals).
Major Accomplishments	<ul style="list-style-type: none">• Managed computer related development staff that created an internal offender management system resulting in significant savings to county• Participated in the design of a wireless infrastructure to support technologies including RFID

Education and Certification

Education	B.S., Computer Technology Purdue University – West Lafayette, Indiana
Professional Training and Certifications	Law Enforcement Officer Certification Indiana Law Enforcement Academy Police Executive Leadership College Ohio Association of Chiefs of Police

Industry Recognition and Involvement

Professional Honors and Industry Awards	Marion County Indiana Sheriff's Office – Officer of the Year Marion County Indiana Sheriff's Office – Administrative Officer of the Year
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