



3120 Fairview Park Drive  
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Falls Church, VA 22042  
www.gtl.net

April 26, 2021

Department of Administrative Services  
Attn: Dennis Kapenga c/o Bid Desk RFP 0A1229  
4200 Surface Road  
Columbus, Ohio 43228

RE: Secure Communication, Education, and Entertainment Technology – RFP 0A1229 –  
Addendum/BAFO

Dear Mr. Kapenga:

This letter is an addendum to Global Tel\*Link Corporation's (GTL) response to RFP 0A1229, Secure Communication, Education, and Entertainment Technology for the Ohio Department of Rehabilitation and Correction (ODRC) and Department of Youth Services (DYS). We appreciate the opportunity to present our solution that will not only continue to meet but exceed your expectations. Since 2005, ODRC & DYS have trusted GTL to deliver exceptional communication services to your staff, incarcerated adult and youth population, and their friends and family. Included in this letter, below the Section 1 Cover Letter requirements are the responses to the negotiation notes. Attached is the GTL Pricing Cost Workbook, including a summary of changes made, with our best and final offer.

Per the requirements listed on page 21, **Section 1. Cover letter**, GTL responds accordingly:

1. Legal Structure & RFP Preparation Disclosure:

Global Tel\* Link – Corporation  
GTL Federal EIN (FEIN, Tax ID #): [REDACTED]  
Corporate Headquarters Location:  
Global Tel\*Link Corporation  
3120 Fairview Park Drive, Ste 300  
Falls Church, VA 22042-4570

2. A list of the people who prepared the Proposal, including their titles;

This RFP was prepared by multiple stakeholders within GTL, which includes

- Warren Hall, Director Account Management
- Tom Meriam, VP of Business Development
- Ted Meekins, Director of Field Services
- Adam Long, Manager of Field Services
- Chris Gickler, Director of Account Management
- Curt Clifton, EVP of Product
- Mitch Volkart, VP Intelligence Services
- Jon Walker, EVP of Business Development
- The GTL RFP Team

3. Contact Information for questions:

Minnie McGinnis, RFP Director: [rfp@gtl.net](mailto:rfp@gtl.net) | 972-535-3322

Warren Hall, Director of Account Management: [Warren.Hall@gtl.net](mailto:Warren.Hall@gtl.net) | 610-864-0223

4. A statement certifying the Contractor is a business entity and will not submit the Independent Contractor/Worker Acknowledgement to the ordering agency.

GTL is a business entity and will not be submitting the Independent Contractor/Worker Acknowledgement to the ordering agency.

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## Negotiation Notes Response:

- The State would like a commitment from the offeror to increase its videos offerings in numbers and in breadth over the next few years.
  - Response: GTL commits to increase its videos offerings in numbers and in breadth over the next few years. GTL is a leader in the Corrections Industry in providing video content and will continually improve our offerings.
- The State would like a commitment from the offeror to include network site surveys, reports and resolution strategies for all facilities be performed as within the next three years as part of the Project schedule.
  - Response: GTL commits to include network site surveys, reports, and resolution strategies for all facilities to be performed within the next three years.
- The State would like a commitment from the offeror to move off of all State fiber and copper infrastructure at all facilities within the next three years.
  - Response: GTL commits to move off of State fiber and copper infrastructure at all facilities within the next three years. State fiber and copper infrastructure is defined as the copper and infrastructure between buildings.
- The State would like a commitment from the offeror to meet all current network standards at all facilities within the next three years as part of the Project schedule.
  - Response: GTL will meet applicable network standards at all facilities as outlined in the current 'DRC Network Management Standards' document. This applies to work done in DRC and DYS facilities and connection to DRC or DYS facility infrastructure.
- The State would like a commitment from the offeror to implement mail scanning activities within 60 days of Contract work start as part of the Project schedule.
  - Response: GTL commits to implement mail scanning activities within 60 days of Contract work start. GTL will need cooperation with ODRC to understand the operational needs and access to the facilities.

- The State would like a commitment from the offeror to implement Legal email exchange (already a pilot project) within 120 days of Contract work start as part of the Project schedule.
  - Response: GTL commits to implement Legal email exchange within 120 days of Contract work start. The solution will be comprised of the following:
    - A method for professional contacts (lawyers, clergy, etc.) to register
    - A contact review queue where facility staff review and approve applicants
    - Once approved, those professional contacts' messages to and from inmates will not be available for review by facility staff
    - Facility Staff can revoke a professional status. Doing so will result in an email and an in-app notification informing that person of the loss of their professional status and that any further communication will be monitored and recorded.
    - Inmates will have an app for sending and receiving messages to their professional contacts that will not be monitored
    - We will work with ODRC to define any additional features for future development
- The State would like a commitment from the offeror that all current DRC and DYS facilities are included in the Contract. DYS Montgomery County Center for Adolescent Services (CAS) was not listed in the original list of facilities.
  - Response: GTL commits that all current DRC and DYS facilities will be included in the Contract.
- The State would like a commitment from the offeror to provide Intellectual Property transfers from current tablets to offeror tablets as part of the Project schedule.
  - Response: GTL commits to provide Intellectual Property transfers from current tablets to offeror tablets. GTL's ability to facilitate the transfer relies on the cooperation of the incumbent tablet vendor, JPay. For example, as it relates to purchased music, only file transfers of the actual music files with ownership rights would make it possible for GTL to transfer the music. GTL will build a server-based cloud solution to which each incarcerated individuals' purchased content will be archived and made available for download to the GTL Tablet. Transition of purchased media relies on JPay providing specific information, such as, but not limited to, the actual song files purchased and by whom (name and Inmate ID).
- The State would like confirmation from the offeror that all educational and program offerings listed in the offeror's Proposal and supplemental question responses are at no cost.
  - Response: GTL commits that all educational and program offerings listed in the offeror's Proposal and supplemental question responses are at no cost.
- The State would like confirmation from the offeror that all printing consumables (paper, toner etc.) are included in the Contract at no additional cost.
  - Response: GTL commits that printing consumables (paper, toner etc.) are included in the Contract at no additional cost.
- The State would like a commitment from the offeror to facilitate the implementation of public broadcast of video content for public information or entertainment purposes.
  - Response: GTL commits to facilitate the implementation of public broadcast of video content for public information or entertainment purposes through the use of our GTL suite of apps. A few examples of these are our Facility Info, Notices and Health Notices apps. Information can be made available in a number of formats with mp4 and jpg being the most popular. GTL can also facilitate the distribution of Entertainment content by implementing a movie night format that allows inmates to view a predefined movie during hours defined by ODRC.



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- The State would like confirmation from the offeror that all services under this Contract are available for both DRC and DYS as needs change.
  - Response: GTL commits that all services under this Contract are available for both DRC and DYS as needs change.

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Only GTL is in the position to deliver the services and enhancements requested with little-to-no disruption to your daily operations. As the current provider for telephones and tablets, GTL is also the only provider that can implement the new contract rates on day one since our infrastructure is already in place. Further, our long-standing account management team understands ODRC and will continue to work proactively to ensure that you have access to the latest correctional technology solutions.

In closing, I want to thank you for the confidence and faith you have shown GTL over the course of our 15-year partnership. As the GTL Corporate Executive on this account since 2017, you have my personal commitment that GTL will exceed expectations on products and services going forward.

Sincerely,

A handwritten signature in blue ink, appearing to read 'J Walker', is written over a faint blue circular graphic.

Jonathan Walker  
Executive Vice President  
Business Development