

# West Virginia Division of Corrections

**RFP # COR61453  
Inmate Telephone System**

**COST PROPOSAL**

**July 16, 2014**

**ORIGINAL**



The Corrections Innovation Leader™



**West Virginia Division of Corrections**

**RFP COR61453**

**INMATE TELEPHONE SYSTEM**

**COST Proposal**

**July 16, 2014**

**Submitted By:**

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**ATTACHMENT C - Cost Sheet - Revised by Addendum #16**  
**COR61453 - Inmate Telephone System**

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Vendors must submit an itemized cost proposal as identified below. The Agency will evaluate the proposed costs and apply the evaluation formula to determine the relative score. Proposals must include sufficient, detailed information to support the offered costs.

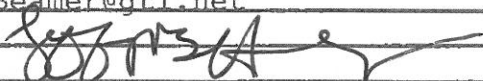
Vendor shall quote a blended rate for all local, IntraLata, and InterLata calls that includes collect, prepaid/debit, or prepay, with all call rates remaining consistent during any time of the day or day of the week. Interstate call rates shall be quoted separately.

The Agency understands that the rates shown below are exclusive of Federal, State, Local Taxes, Tariffs and Regulatory Fees. It is understood that these taxes/fees will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission shall be paid on these taxes/fees.

Item #	Description	Unit of Measure	Estimated Annual Quantity * (Minutes)	Unit Price	Extended Amount
1	Blended Per Minute Rate for all Intrastate Calls (Local, Interlata, Intralata)	Minute	11,500,000	\$0.035	\$402,500.00
2	Interstate Calls - Per Minute Rate	Minute	360,000	\$0.035	\$ 12,600

<b>Grand Total</b>	<b>\$415,100.00</b>
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Commission Percentage Paid to Agency - Will not be used in cost evaluation	20.00 %
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<b>Bidder/Vendor Information:</b>	
Name: Global Tel*Link Corporation	
Address: 12021 Sunset Hills Road, Suite 100	
Reston, VA 20190	
Phone No.: 703-774-3318 (Toll Free: 800-941-1068)	
Fax No.: 800-846-0363	
Email Address: Jim.Beamer@gtl.net	
Authorized Signature 	

\* Estimated quantities are for bidding purposes only. More or less may be utilized by the Agency.  
**Failure to use this form may result in disqualification**



# Cost Proposal

<p>GTL Lowers Cost Per Minute By 78% for All Calls while Providing 20% Commission to the Agency!</p>	<p>GTL Makes Inmate Calling More Affordable to Friends &amp; Family while Providing Revenue to The Inmate Benefit Fund!</p>
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## GTL's Proposed Calling Rate

GTL proposes to simplify and significantly reduce the cost of calling at the Agency facilities! GTL proposes the blended rate of **\$0.035 for ALL Calls!** That includes all Local, IntraLata, Interlata and Interstate calls for all calling options (collect, prepaid/debit, and prepay). The calling rate remains consistent during any time of the day and day of the week. This is a **78% calling rate reduction** from today's per minute rates!

Call Type	Surcharge	Cost per Minute
Local	\$0.00	\$0.035
IntraLata	\$0.00	\$0.035
InterLata	\$0.00	\$0.035
InterState	\$0.00	\$0.035

With the proposed blended rate of 3.5 cents per minute for all call types, inmates and their loved ones will always know exactly what the cost of a call is. **Please notice that these proposed calling rates are below the FCC rates and Safe Harbor Rates.**

Once the Agency elects to continue our 12-year successful partnership, the Agency will have one of the **lowest calling rates in the United States of all State Department of Corrections!**

## GTL Proposed Commission Offering

GTL also understands the financial impact this contract has on the budget for the Agency and its inmate programs. We recognize that budgets are extremely tight and that money for needed technology, security, maintenance, support and upgrades is very hard to procure. In addition, we also realize that budgets for new technologies are constantly being cut. For this reason, and to further solidify GTL's partnership with the Agency, GTL proposes that in conjunction with lowering the calling rates by 78%, GTL provides a **20% commission offering** to the Agency's Inmate Benefit Fund seen below:

GTL's Proposed Commission Offering to Agency
20%



In addition to GTL's commission offering, our proposal includes all of the following hardware/software/technologies that will increase the overall safety, security and efficiency of the Agency facilities at no cost:

- Feature-Rich ICMv Inmate Telephone Platform
- Funding of Two (2) Correctional Officers/Investigators to monitor the inmate telephone system
- Continued use of Inmate Portable PINS to assist with movement of inmates between facilities
- JMS Interface for Inmate Information/PIN Transfer
- Commissary Ordering by Phone
- Continued use of Speed Dials such as PREA Hotline and Critical Incident Hotline
- Replacement of All Inmate Telephones with New Inmate Telephones
- Initial Voice Biometric Inmate Identification
- Voice IQ Continuous Voice Biometrics
- Unlimited Reverse Number Lookup (BNA)
- Called Party IQ for inmate to inmate call detection
- Case Management Tool
- Security Threat Groups (Gang) Investigation
- Android & Apple iOS Mobile Payment Apps
- OffenderConnect® Deposit Kiosks
- OffenderConnect® Web Payment Portal
- OffenderConnect® Electronic Messaging
- Phone & IVR Payment Portals
- Intake/Booking/Work Release Kiosks
- Automated Cardless Debit Calling
- Debit Release Cards
- Two (2) System Laptops
- Twenty-Four (24) computer workstations
- Call Recordings for the Life of the Contract
- Seventeen (17) Portable TTY/TDD Phones
- No Fees



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### **COMMISSION BASIS**

Global Tel\*Link (GTL) pays commissions based on the gross revenue charged for all intrastate inmate calls from all phones covered by the Agreement. For each allowed call type (local, IntraLATA, InterLATA, or international; collect, debit or prepaid) gross revenue is defined as the product of total billable minutes times the agreed upon rate for all completed calls – meaning those accepted by the called party.

Gross revenue on which monthly commission will be paid does not include: (i) taxes and tax-related surcharges; (ii) credits; (iii) interstate revenue and (iv) any amount GTL collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fund, and any costs incurred by GTL in connection with such programs.

GTL is a fully authorized inmate telephone service provider in the State of West Virginia and as such will have complete responsibility for rating and routing call traffic for all call types. We maintain multiple billing and routing agreements with major carriers in order to insure that calls are routed in the most efficient manner.

When an inmate places a call, our validation system will determine the call type (Local, IntraLATA, InterLATA, Interstate, or International) and the best route. The local or long distance carrier used for any given inmate call will depend on the most efficient route to the destination number. Once the called party actively indicates acceptance of an inmates' call, the inmate telephone system begins the billing process by recording the cost of the call, based on the agreed upon rates for the call type.

GTL is tariffed and authorized to handle all calls originating from this contract. GTL is responsible for billing for all calls either through the local telephone company or direct bill from GTL.

### **COMMISSION ACCOUNTABILITY**

GTL's ability to accurately report the Agency's commission is greatly enhanced by the fact that our Inmate Telephone System operates automatically in a dynamic, real-time environment. As inmate calls are placed and completed, call records are created and downloaded to GTL's central processing center in real time. Each incoming call record is electronically evaluated, rated, and formatted immediately for billing (not batched for later processing), then re-checked for format accuracy and transmitted via electronic media to the appropriate LEC or billing agent. This completely automated process eliminates the possibility of human error. Our MIS department routinely places "test calls" and tracks the resulting call records through the entire automated process to insure they are properly routed, rated, formatted, processed, and billed.



Billing statements for inmate calls are issued monthly. The Agency's commission percentage is in no way impacted if a phone bill for inmate calls proves un-collectable. All billed calls within a billing period, contribute to the totals reported on the Agency's monthly commission and call summary sheets.

The Agency will be able to verify call traffic, call revenue, and commission accuracy using reports provided by GTL and/or generated from the Inmate Telephone System.

- **Standard Monthly Commission Reports:** With each monthly commission check, the Agency will receive a set of reports detailing call traffic and total gross revenue. Reports will distinguish collect, prepaid collect, and inmate debit calls (if applicable) by Local, IntraState IntraLATA, IntraState InterLATA, InterState InterLATA\*, and International (if applicable) call types.

*\*GTL does not pay commissions on interstate revenue; however, the commission report will reflect the interstate calls and minutes for reporting purposes.*

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

- **Custom Monthly Commission Reports:** When required or desirable, GTL also provides revenue data and reports at our secure **Internet FTP Site** which can be accessed by authorized Agency staff from on-site system workstations or from authorized computers at remote locations. These data/reports can be formatted in one of three formats, depending on the Agency's preference: comma separated value text files, Excel worksheets, or portable document formatted (.pdf) files.

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





### **Revenue Assurance Team**

GTL maintains a Revenue Assurance Team whose purpose is to review call activity for each facility on a monthly basis. Each month's activity is compared to that of previous months. Should a review reveal any dramatic changes in activity, a more detailed review of that facility is conducted. If necessary, changes will occur to insure that the maximum amount of revenue possible is generated by that facility. This review includes an analysis of traffic engineering to determine if there is a need to provision additional lines or circuits due to increases in inmate population or call activity. Our Revenue Assurance Team will work with the Agency in making these determinations.

GTL commits to full compliance with FCC and state-tariff rates. GTL's rates will not exceed FCC or PSC authorized rates for long distance station-to-station or person-to-person calls. GTL currently is certified to provide inmate phone service in the State of West Virginia.

### **CALL CHARGES**

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