

**INMATE KIOSKS AND  
COMMUNICATIONS**

Led by the State of Nevada

Contractor: **GLOBAL TEL\*LINK CORPORATION (GTL)**

Participating Entity: **STATE OF MISSOURI**

**Master Agreement Terms and Conditions:**

1. Scope: This addendum covers the Inmate Kiosks and Communications contract led by the State of Nevada for use by state agencies and other entities located in the Participating State authorized by that State's statutes to utilize State contracts with the prior approval of the State's Chief Procurement Official.
2. Participation: This NASPO ValuePoint Master Agreement may be used by all state agencies, institutions of higher institution, political subdivisions and other entities authorized to use statewide contracts in the State of Missouri. Issues of interpretation and eligibility for participation are solely within the authority of the State Chief Procurement Official.
3. Primary Contacts: The primary contact individuals for this Participating Addendum are as follows (or their named successors):

Contractor

Name:	David Henion
Address:	3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042
Telephone:	404-775-7010
Fax:	855-631-8857
Email:	david.henion@gtl.net

Participating Entity

Name:	Autumn Deacon
Address:	301. W. High St.
Telephone:	573-522-0001
Email:	<a href="mailto:Autumn.deacon@oa.mo.gov">Autumn.deacon@oa.mo.gov</a>

4. Participating Entity Modifications or Additions to the Master Agreement: For informational purposes, the contractor is requested to complete **Attachment #1** of this PA regarding their economic impact to the State of Missouri.



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☒ The following changes are modifying or supplementing the Master Agreement terms and conditions.



***State of Missouri Contract Document CT200100002***

5. Subcontractors: All contactors, dealers, and resellers authorized in the State of Missouri as shown on the dedicated Contractor (cooperative contract) website, are approved to provide sales and service support to participants in the NASPO ValuePoint Master Agreement. The contractor's dealer participation will be in accordance with the terms and conditions set forth in the aforementioned Master Agreement.
  
6. Orders: Any order placed by a Participating Entity or Purchasing Entity for a product and/or service available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the order agree in writing that another contract or agreement applies to such order.

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IN WITNESS, WHEREOF, the parties have executed this Addendum as of the date of execution by both parties below.

Participating Entity: State of Missouri	Contractor: Global Tel*Link Corporation
Signature: 	Signature: 
Name: Karen Boeger	Name: Jonathan Walker
Title: Director, Division of Purchasing	Title: EVP, Business Development
Date: 4-23-2020	Date: 09/06/19

For questions on executing a participating addendum, please contact:

NASPO ValuePoint

Cooperative Development Coordinator:	Ted Fosket
Telephone:	(907) 723-3360
Email:	tfosket@naspovaluepoint.org

***[Please email fully executed PDF copy of this  
document to***

***[PA@naspovaluepoint.org](mailto:PA@naspovaluepoint.org)***

***to support documentation of participation and posting  
in appropriate data bases.]***



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**ATTACHMENT 1**

**MISSOURI ECONOMIC IMPACT**

The utilization of Missouri businesses and Missouri employees and other positive economic impact in the provision of the products and/or services under Missouri Contract Number CT200100002 is highly desirable for the State of Missouri. Therefore, please provide responses to the following to describe your Missouri economic impact.

1. Provide a description of the company's economic presence within the State of Missouri, including Missouri employees statistics, Missouri business facilities (size, type of facility, location), Missouri subcontractors, etc.

GTL has eight Missouri based employees. Depending on the services selected GTL and its partners could potentially have 85 employees in Missouri.

2. Provide a description of the proposed services that will be performed and/or the proposed products that will be provided by the Missourians and/or Missouri products under Missouri Contract Number CT200100002.

**INMATE KIOSKS – IN-POD**

GTL offers an integrated In-Pod Kiosk solution including a correction-hardened, multi-function device and an integrated software system that includes a wide range of applications and the complete administration/monitoring environment. GTL's in-pod system has the advantage of using the identical software environment as that of the wireless tablet system.

The in-pod kiosk is custom built by GTL with a secure operating system, offering vastly superior security over product offerings based on "off the shelf" components. GTL builds our kiosk from the ground up blending our custom-built OS with secure, durable hardware, ensuring only GTL software can function on the hardware and vice versa.

- CPU: RK3288 Quad-Core Cortex A17 1.8 GHz
- GPU: Mali T-764
- Display: 1920 x 1200 pixels 8" IPS touch-screen display
- RAM: 2GB
- Flash Memory: 32GB Flash
- OS: Proprietary GTL OS built on Android v7.1; Signed, encrypted bootloader



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- Battery: 3.7V 6200 mAh rechargeable non-removable Li-Polymer; Up to 7 hours of usage
- Camera: 5.0 MP front-facing camera
- Power Connection: Micro USB 2.0 port w/ data input
- Can be configured with or without handset; former allows kiosk to be used for Video Visitation and standard telephone calls (with GTL Inmate Telephone System)
- External Housing: Corrections-hardened, ruggedized housing; UL certified for impact resistance
- Footprint: Approximately same as a standard inmate telephone
- Environmental: temperature -4 – 176 degrees Fahrenheit and ~ 50% humidity

The kiosks are powered by using either dedicated power runs or Power over Ethernet, depending on the specific facility environment.

## **Applications**

GTL's application environment includes multiple services:

- Inmate calling through the GTL telephone platform
- Video Visitation and Video Relay Services (VRS)
- Secure inmate electronic mail with photo/video sharing
- Display inmate & facility information, including PDF documents
- Inmate grievance automation
- Inmate requests automation
- Commissary ordering
- Inmate educational programs
- Law Library access
- Secure Access to Approved Web Sites (Access to a selection of news, jobs, legal, finance, health/wellness, spiritual, sports, and entertainment web sites)

Our application environment allows the Customer complete control over which applications are deployed in a facility. The application environment requires PIN-access so that applications can be made available on a per-inmate basis.

## **MEDIA PLAYER DEVICE**

GTL's media player device is rugged, shatter-proof and constructed of corrections grade materials such that inmates will not be able to access the interior components including the interior circuitry of the

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device. As the GTL players are shatter-proof there is no need for additional casing to be purchased. GTL uses transparent cases to distinguish the device from contraband. As with other corrections grade electronics.

The color LCD screen for the GTL media player is 4.3" x 2.5" and has a resolution of 800 x 400. All current devices are configured with 32 GB of memory. The GTL base device is built so that there are no upgrades needed.

The media player devices come complete with ear bud headphones and wall plug charger. There is a manual on/off switch and a volume control.

GTL is able to upgrade the media player to our wireless device, that is capable of also hosting streaming music.

### **Wireless Device**

The wireless device allows GTL to provide inmates access to inmate services, music and media content, facility and informational documents, educational content as well as other communication products such as e-mail directly from their housing units.

Our wireless device has rugged external housing and was drop-tested to meet military-grade 810G (**MIL-STD-810G**) standards. Inmates will find it difficult to break the tablet or access interior components, like the motherboard. Inspire tablets feature a black, bezel bumper to protect against impact and purposeful discoloration. The clear back cover discourages inmates from trying to hide contraband inside the device. Additionally, our device is protected from inmate access to the inside of the case via our specialty security screws, which require a custom tool to remove.

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

GTL's tablets feature an 8" multi-touch screen with LED backlight, 2GB memory, 32GB Flash Memory and a front-facing 5MP camera.

## **INMATE KIOSKS – BOOKING/INTAKE**

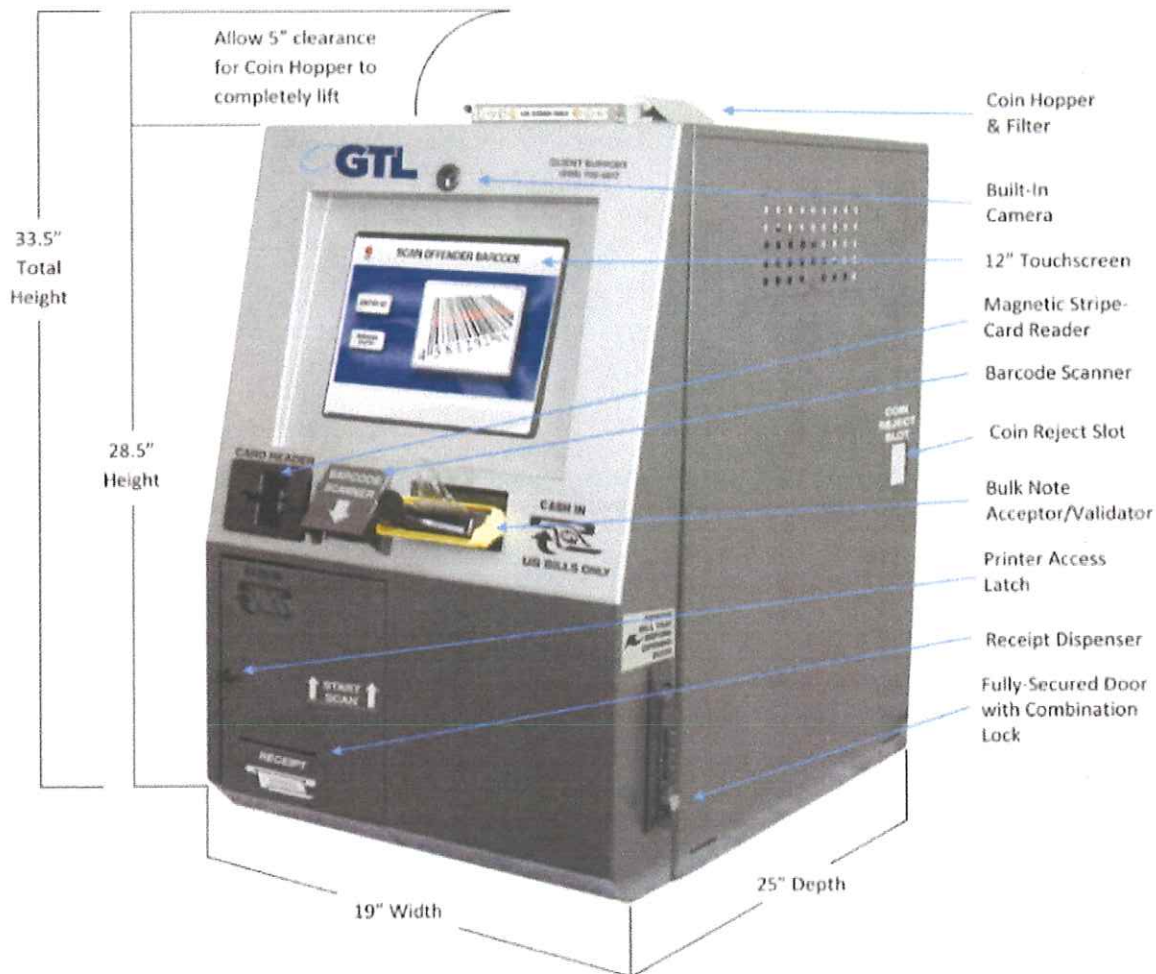


GTL proposes our GTL Financial Services Intake/Booking Kiosk to automate the counting, processing, and deposit of an arrestee's cash bills and coins in the customer facility intake/booking areas. Funds collected are deposited to the inmate's trust fund; available for commissary purchases during the inmate's incarceration. The kiosk is powered via a standard 120V, 60Hz, 15-amp AC outlet. Assuming the electrical wiring of the facility is up to code, the electrical outlet provides the grounding.



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The GTL Financial Services Intake Kiosk was specifically designed to replace manual, time-consuming currency processing and cash-management activities. It can simultaneously count and process U.S. cash bills and coins, thus reducing the time, labor, and expense to manually process cash at booking. The kiosk rugged design is built with advanced technology to withstand the rigorous booking environment.

Our intake kiosk accepts and counts up to 30 bills and up to 300 coins at a time. Bulk bill and coin processing are unique to GTL's Intake Kiosk. Competitor kiosks process only one coin and one bill at a time.

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Features and benefits of the GTL Financial Services Intake Kiosk are summarized below:

FEATURES	BENEFITS
<i>Counts US cash bills and coins in BULK—up to 30 bills at a time and up to 300 coins per minute</i>	<ul style="list-style-type: none"> <li>- Eliminates manual cash counting and management</li> <li>- Reduces inmate booking time and intake congestion</li> </ul>
<i>24/7/365 self-service turnkey solution</i>	<ul style="list-style-type: none"> <li>- Includes installation, training, monitoring, service, cash pick up, client support, and reporting</li> <li>- Requires no facility maintenance</li> <li>- Allows employee allocation to mission-critical tasks vs. cash-handling activities</li> </ul>
<i>Real-time transactions and reporting</i>	<ul style="list-style-type: none"> <li>- Posts to inmate's account immediately</li> <li>- Provides immediate access to transaction records</li> </ul>
<i>Bulk-note feeder with fast-load bill tray</i>	<ul style="list-style-type: none"> <li>- Reads, validates, counts, and stacks notes securely</li> <li>- Rejects counterfeit currency</li> </ul>
<i>Barcode scanner</i>	<ul style="list-style-type: none"> <li>- Automates inmate identification at booking</li> <li>- Eliminates manual entry and identification errors</li> </ul>
<i>Voice Alert Messaging</i>	<ul style="list-style-type: none"> <li>- Allows booked inmate to notify friends and family of their arrest with a facility-approved message</li> <li>- Foster goodwill among facility, arrestee, friends and family</li> </ul>
<i>Impact-resistant touch screen operation</i>	<ul style="list-style-type: none"> <li>- Provides ease of use for arresting officers</li> </ul>
<i>Printed receipts</i>	<ul style="list-style-type: none"> <li>- Provides a transaction record, which is placed in inmate's property bag</li> </ul>

Additional Intake Kiosk features include:

- Accepts \$1, \$2, \$5, \$10, \$20, \$50, and \$100 US Currency in bulk and in any order
- Locking coin tray
- Coin rejection slot
- Non-secured receipt paper access
- Single-sided access for easier service and installation
- Built-in digital camera—no additional equipment required for monitoring
- Fully-secured door with combination lock for courier and maintenance service
- Remote online monitoring by GTL for kiosk status and service
- Courier services and all kiosk supplies provided by GTL



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### **Intake/Booking Countertop Terminal**

The payment flow on the Countertop Terminal establishes the identity of the inmate by punching in the inmate ID number, scanning an ID card, or inputting the name and birth date. Once the inmate's identity is confirmed, a credit or debit card deposit is processed exactly as it is with the other payment portals that accept cards. The Countertop Terminal can also be used to load release cards for inmates being released.

The Countertop Terminal functions in conjunction with the Booking Kiosk proposed by GTL. By using the Countertop Terminal, the person being booked by Customer has the option to add funds using a Credit/Debit card immediately to their JMS trust account. This allows the booked inmate to immediately can make Debit phone calls and order commissary items.



By allowing the inmate add funds via Credit/Debit card at booking using the Countertop Terminal allows NASPO and Lead State to receive booking fees and other cost recoveries immediately upon an inmate being booked.

GTL is just beginning to deploy a new version of the Countertop Terminal that has touchscreen operation and an optical scanner along with a barcode scanner.

The new Countertop Terminal (PPS-100)

- Accepts Visa, MasterCard, Discover and American Express Credit/Debit Cards
- Has a touchscreen based interactive interface for users
- Has an electronic stripe reader and a barcode scanner
- Is simple to use without training
- Provides real-time account validation and consumer fraud protection
- Includes on-demand electronic reporting
- Provides real-time payment processing
- Provides instant customer receipts
- Seamlessly reconciles with all GTL automated payment portals

*All payment transactions are made through TouchPay Holdings, LLC d/b/a GTL Financial Services, wholly owned by GTL Corp.*

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### FAMILY & FRIEND KIOSKS

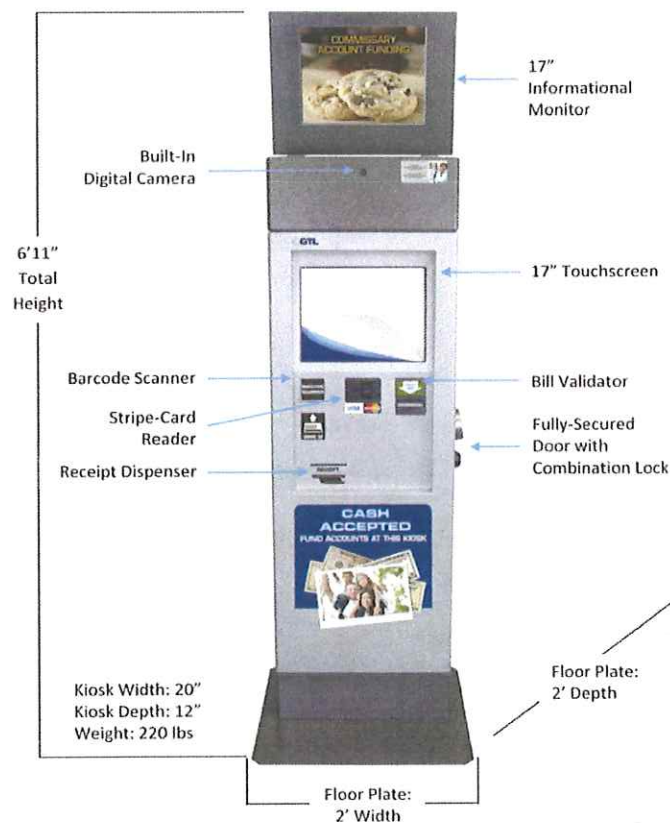


GTL proposes our GTL Financial Services Lobby Deposit Kiosk to provide Customer a variety of methods by which funds may be deposited including commissary accounts, inmate trust accounts and prepaid telephone accounts as well as functions such as cash or credit/debit card payments.

GTL's Financial Services Lobby Deposit Kiosk will accept cash as well as Visa and MasterCard credit/debit cards. Transactions are made in real time and operating the GTL Financial Services kiosk is as easy as using an ATM. With easy to follow step-by-step instructions, deposits to inmate accounts can be made in minutes.

The kiosk is powered via a standard 120V, 60Hz, 15 amp AC outlet. Assuming the electrical wiring of the facility is up to code, the electrical outlet provides the grounding.

GTL Financial Services Lobby Deposit Kiosk specifications:





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Benefits of cash automation for Customer include:

- It offers a convenient payment option for un-bankable and cash-only customers
- It increases collections and transaction revenues
- It provides extended payment hours with 24/7/365 availability
- It reduces facility cash handling, the need for management, facility liability, the need for back-office accounting, and the risks of misappropriation
- GTL is a Payment Card Industry Data Security Standard (PCI-DSS) compliant vendor

GTL's Financial Services Lobby Kiosk is built with a rugged, all metal design, an impact-resistant touchscreen, and fully-secured door to withstand high-traffic environments and rigorous use.

FEATURES	BENEFITS
Accepts CASH—including \$1 Accepts Credit/Debit Cards	- Provides options for un-bankable and cash-only customers—not all kiosk vendors accept \$1 bills
24/7/365 Self-Service Turnkey Solution	- Includes installation, training, monitoring, service, cash pick up, marketing, customer support, and reporting—requires no facility maintenance - Allows employee time allocation to mission-critical tasks vs. cash-handling activities
Real-Time Transactions, Reporting, and Customer Service	- Posts to account immediately - Provides immediate access to transaction records - Enables customer service to answer questions on a transaction, even if it just occurred
Multiple Payment Types Accepted	- Increases efficiencies gained from automation - Streamlines all payment processing and reporting
Toll-Free Customer Service Number on Kiosk	- Reduces customer inquiries to the facility
Bill Validator	- Rejects counterfeit bills
Built-In Digital Camera	- Increases auditing and investigative efforts with photo of each customer



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FEATURES	BENEFITS
<i>Bilingual Touchscreen</i>	- <i>Offers ease of use—as easy to use as an ATM</i>
<i>Barcode Scanner</i>	- <i>Increases speed and accuracy of customer identification</i> - <i>Ensures data integrity</i>
<i>Receipt</i>	- <i>Provides transaction record, which reduces disputes</i>
<i>17" Informational Monitor</i>	- <i>Displays client logos, branding, messages, and information as requested by the client</i>

Each kiosk takes a high-resolution photo of the customer during the transaction and provides a printed receipt once the transaction is complete. The receipt includes details of the transaction as well as GTL's toll-free Customer Support number.

Canned messaging is another available feature that can be included on the kiosk. A list of facility-approved messages is loaded to the kiosk and available for friends and family members to select during their transaction.

GTL's lobby kiosk can be programmed to accept many types of transactions, which allow the various departments of our clients to take advantage of all, or some of GTL's kiosk functions such as cash or credit/debit card payments. Transactions for each department can be set up as an independent order type so customers can make multiple payments to various departments while at the kiosk.

*All payment transactions are made through TouchPay Holdings, LLC d/b/a GTL Financial Services, wholly owned by GTL Corp.*

**Additional Payment Services**

Although the GTL lobby kiosk will already increase Customer facilities' operational efficiencies by removing the need to use the Cash Window to make deposits to inmate trust and inmate debit accounts (inmate debit is proposed in this proposal), it offers much more capabilities. This include the ability to bail / bond inmates via the kiosk and the ability to take a variety of new payments in many domains including courts, child support, municipal, and parole / probation.

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### **MARKETS WE SERVE**

#### **PAYMENT AUTOMATION FOR GOVERNMENT AGENCIES**



##### **COURTS**

Fines  
Fees  
Tickets  
Child Support  
Restitution  
Collections



##### **MUNICIPALITIES**

Utilities  
Permits  
Fees  
Parking



##### **CORRECTIONS**

Booking  
Trust Accounts  
Inmate Phones  
Bail  
Release Cards  
Fees



##### **PROBATION & PAROLE**

Supervision  
Program Fees  
Drug Testing  
Monitoring



**OUR PORTALS:** Kiosk • Web • IRV • Card Swipe Terminals • Retail Locations

## **Bail / Bond**

The GTL Self-Release solution dramatically reduces the number of overnight stays and significantly decreases facility labor hours by providing a convenient release option. As with all GTL's deposit services, we guarantee the payment with no risk to Customer.

As with other deposit services, the Lobby Kiosk provides an intuitive touch-screen process to identify the inmate and submit the bail / bond.

GTL's automated bail / bond service provides:

- Lower cash handling, booking, processing and holding costs.
- Convenient, real time funding alternatives to efficiently release inmates.
- Lower costs than traditional options.
- Reduced overnight stays.
- Immediate e-mail notifications on release transactions and real-time reporting.

## **Other Domain Payments**

The GTL Lobby Kiosk includes applications that will greatly expand the utility of the kiosk. Far beyond utility for the Correctional Facility (commissary, trust, and inmate phone deposits), our kiosk will allow citizens to make payments in many other Government domains, including:



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COURTS - Fines and Fees, Restitution, Tickets

CHILD SUPPORT - Child Support Payments, Court Ordered Payments

MUNICIPALITIES - Utilities, Courts, Licensing, Permits, Certificates, Records

PAROLE AND PROBATION - Fines, Restitution, Fees: Supervision, Drug Tests, Electronic Monitoring

Benefits of payments through the GTL Lobby Kiosk include:

- Increase transaction revenues and collections
- Eliminate the costs associated with manual-payment processing and cash handling
- Reduce time spent on payment related customer care issues
- Allocate employees to mission-critical tasks rather than payment processing and cash management
- Access real-time, on-demand reports —complete with transaction details and customer photo

3. Provide a description of the economic impact returned to the State of Missouri through tax revenue obligations.

GTL and its Missouri-based partners will have offices and personnel in the State of Missouri, and will pay all applicable taxes, thus providing significant economic impact in the State. Based on the services contracted, GTL and its subcontractors will provide jobs in the State, along with purchasing local goods and services as required. GTL and its subcontractors have a total of 85 employees in Missouri.

4. List all Missouri certified Minority Business Enterprises (MBE)/Women Business Enterprises (WBE) as defined at Website: <http://oeo.mo.gov> you will use in the provision of products and services under the contract:

To be determined based on the location and scope of services selected by the agency. Although, GTL has identified two MBE partners and a WBE partner that, if work required, we would be able to subcontract. Both MBE subcontractors, ShawnTech and BCforward, are based in Missouri and provide service technician services (maintenance and repair). WBE subcontractor Huber and Associates is based in Jefferson City. The facility is approximately 20,000 square feet and includes office space for sales, technical, and administrative staff; training facilities; a Data Center and Business Partner Innovation Center; and space for disaster recovery sites. Huber & Associates also leases approximately 1,300 square feet of office space in Springfield, MO, for its sales, technical, and administrative team which services the southern portion of Missouri and surrounding states. Huber & Associates has remote sales staff in St. Louis and Kansas City, providing coverage for both the



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eastern and western areas of the state. Huber and Associates provides Offender Banking, Kiosk, Canteen interface services.

5. List all Missouri Organizations for the Blind or any Missouri Sheltered Workshops as listed at Websites <http://dese.mo.gov/special-education/sheltered-workshops/directories>, <http://www.lhbindustries.com> and <http://www.alphapointe.org> you will use in the provision of products and services under the contract:

To be determined based on the location and scope of services selected by the agency. Although, GTL has identified a partner that, if work required, we would be able to subcontract.

6. List all Missouri Service-Disabled Veteran Business Enterprises (SDVE's) as listed at Websites <http://oa.mo.gov/purchasing/vendor-information/missouri-service-disabled-veteran-business-enterprise-sdve-information> you will use in the provision of products and services under the contract:

To be determined based on the location and scope of services selected by the agency. Although, GTL has identified a partner that, if work required, we would be able to subcontract.