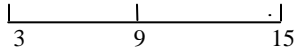
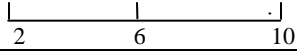
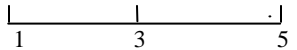
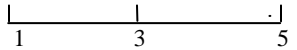
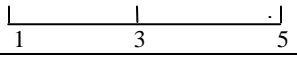
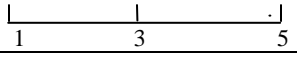
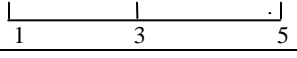
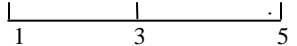
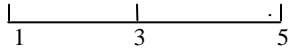
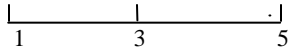
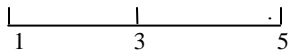
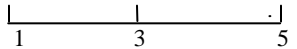
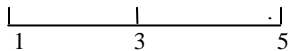
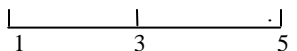
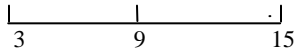


Inmate Telephone System (IPS) Evaluation Summary and Scoring
Solicitation No. ADOC14-00003887 / ADC No. 14-066-24

CRITERION 1 – Commission Rate	Available Points	SCALE	CenturyLink Public Communications, Inc.	Global Tel*Link Corporation	Securus Technologies, Inc	Telmate
Commission Rate:	1500	Calculated at the rate of 15 points for every percentage of commission. (For example: 60.0 % commission rate = 60.0 X 15 = 900 points).	Points: 1408.50 Commission rate: 93.90%	Points: 1410 Commission rate: 94%	Points: 1249.50 Commission rate: 83.30%	Points: 1080 Commission rate: 72.00%
CRITERION 1 Total Available Points:			Total Points: 1408.50	Total Points: 1410	Total Points: 1249.50	Total Points: 1080
CRITERION 2 – Technical Requirements	Available Points					
Introduction/IPS Components 2.4.3	15		Points: 12 Exceeds Requirements S = being able to handle all calls simultaneously. Has the ability to shutdown a specific facility or yard at specified time 2.4.3.20. ICER program detects inmate to inmate calling.	Points: 12 Exceeds Requirements S = being able to handle all calls simultaneously. Has the ability to shutdown a specific facility or yard at specified time 2.4.3.20. Caller IQ program detects inmate to inmate calling. The system allows inmate family to unblock numbers previously blocked 2.4.3.24.	Points: 12 Exceeds Requirements S = Provides secondary database and an off-site tape backup, effectively creating a third redundancy location. 3 way calling tested by an independent party. Being able to handle all calls simultaneously. THREADS investigative tool is good.	Points: 15 Significantly Exceeds Requirements S= Live operators review every flagged “3-Way Suspected” call to ensure accuracy and eliminate false positives. Reports are issued on relevant calls drastically reducing staff resources. 100% simultaneously call usage. Telmate Investigator included. Provides secondary database and an off-site tape backup, effectively creating six redundancy locations. Has the ability to import voice bio-metric from hand held recorders.
Personal Identification Numbers (PINs) 2.4.4	10		Points: 6 Meets Requirements Continuous voice bio-metric is available and at a reduced commission rate.	Points: 6 Meets Requirements S = Basic voice bio-metric is included. Continuous voice bio-metric is available and at an additional cost.	Points: 8 Exceeds Requirements S = Basic voice bio-metric is included. Continuous voice bio-metric Investigator Pro is available and is included.	Points: 8 Exceeds Requirements S = Continuous voice bio-metric is included. Ability to update staff and vendor voice bio-metric.
General System Management Requirements 2.4.5	5		Points: 3 Meets Requirements S = HTTPS a secured website can access anywhere with login.	Points: 3 Meets Requirements S = HTTPS a secured website can access anywhere with login.	Points: 3 Meets Requirements S = HTTPS a secured website can access anywhere with login.	Points: 3 Meets Requirements S = HTTPS a secured website can access anywhere with login.
Restrictions, Fraud Control			Points: 4 Exceeds Requirements S= three options were given for possible	Points: 3 Meets Requirements S = IQ technology available with strong	Points: 5 Significantly Exceeds Requirements	Points: 5 Significantly Exceeds Requirements

	Available Points	SCALE	CenturyLink	Global Tel*Link	Securus Technologies, Inc	Telmate
Options and System Security 2.4.6	5		fraud activity, flag the call for investigation play warning msg, and call termination. Detection features have a highly configurable parameter. ICER technology from JLG takes digital print of voice, stores in system flags two inmates communicating. Also data detective feature showing links to other inmates, Friends and Family Members and others.	fraud detection. Three options were given for possible fraud activity, flag the call for investigation play warning msg, and call termination. Also data IQ feature showing links to other inmates, Friends and Family Members and others. W = 3 way calling detection function is weak	S = THREADS technology available with strong fraud detection. Three options were given for possible fraud activity, flag the call for investigation play warning msg, and call termination. Also Investigator Pro/THREADS feature showing links to other inmates, Friends and Family Members and others.	S = Geo position (True Location) eliminates the advantage families gained by using third party call diverters. Three options were given for possible fraud activity, flag the call for investigation play warning msg, and call termination.
General Operational Requirements 2.4.7	5		Points: 5 Significantly Exceeds Requirements S = Can escalate to our sister divisions, Aznet is used; IPS provider is also the provider of the network services;	Points: 3 Meet Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements
System Call Recording 2.4.8	5		Points: 4 Exceeds Requirements S =system for recording is highly configurable. Platform more robust than current system.	Points: 4 Exceeds Requirements S =system for recording is highly configurable. Platform more robust than current system. Integrated Keyword search ability.	Points: 4 Exceeds Requirements S = the proposed IPS platform is more robust than the current platform. Keyword search ability (Word Spotting).	Points: 4 Exceeds Requirements S = At the conclusion of the contract, Telmate will provide the Department with call recordings in a non-proprietary format (.WAV, .MP3, etc), on a medium of the Department's choosing, such as an external hard drive.
Live Monitoring 2.4.9	5		Points: 4 Exceeds Requirements S = Platform more robust than current system; Multiple calls can be monitored simultaneously by using the call player any active call can be paused, advanced, reversed or terminated.	Points: 4 Exceeds Requirements S = Platform more robust than current system; Multiple calls can be monitored simultaneously by using the call player any active call can be paused, advanced, reversed or terminated. The investigator monitoring an inmate's conversation may also cut-in and talk to each party and/or terminate the call from his/her phone, workstation, or remote computer, section 2.4.9.5. Allows the user to activate Scan, which causes the system to sequentially select and "play" the live conversion of each active call for a specified interval (e.g. 30 seconds), before scrolling to the next active call listed on the Live Monitoring screen.	Points: 4 Exceeds Requirements S = Platform more robust than current system; Multiple calls can be monitored simultaneously by using the call player any active call can be paused, advanced, reversed or terminated. The investigator monitoring an inmate's conversation may also Barging in and out of call and talk to each party and/or terminate the call from his/her phone, workstation, or remote computer, section 2.4.9.5. Allows the user to activate Scan Patrol, which functions like a scan button on an automobile AM/FM radio.	Points: 3 Meets Requirements Platform is basic.
General Telephone Equipment Requirements 2.4.10	5		Points: 3 Meets Requirements WinTel 7090SSE telephone can be provided at no cost to the Department. No security concerns.	Points: 3 Meets Requirements WinTel 7090SSE telephone can be provided at no cost to the Department. No security concerns.	Points: 3 Meets Requirements WinTel 7090SSE telephone can be provided at no cost to the Department. No security concerns.	Points: 3 Meets Requirements WinTel 7090SSE telephone can be provided at no cost to the Department. No security concerns.

	Available Points	SCALE	CenturyLink	Global Tel*Link	Securus Technologies, Inc	Telmate
Data Back-Up 2.4.11	5		Points: 3 Meets Requirements All call records and data are backed up in San Antonio, Atlanta, St Louis.	Points: 3 Meets Requirements All call records and data are backed up in Dallas, Texas, Mobile Alabama.	Points: 3 Meets Requirements All call records and data are backed up in Dallas Texas x 2, and Atlanta,	Points: 3 Meets Requirements Oakland, California, Dallas Texas, Houston Texas, Atlanta GA
IPS Management/Administration Requirements 2.4.12	5		Points: 3 Meets Requirements	Points: 2 Does Not Meet Requirements W =Data IQ requires VPN access to DOC or to GTL to access outside DOC network.	Points: 4 Exceeds Requirements All functions for Investigators are located in one site SCP.	Points: 4 Exceeds Requirements All functions for Investigators are located in one site.
PIN Transfer Between Department Sites 2.4.13	5		Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements
Semi-Annual Review 2.4.14	5		Points: 4 Exceeds Requirements S = offer quarterly review	Points: 4 Exceeds Requirements S = offer quarterly review	Points: 5 Significantly Exceeds Requirements S = THREADS provides ongoing review of the PIN database.	Points: 3 Meets Requirements
System Reporting Function 2.4.15	5		Points: 4 Exceeds Requirements S = reverse directory look up capability; Automatic reinstatement after suspension. Ability to specify time frame for suspensions.	Points: 4 Exceeds Requirements S = reverse directory look up capability; Automatic reinstatement after suspension. Ability to specify time frame for suspensions. Graphs/reports function detailing call results. Detail graphs and ease of use.	Points: 5 Significantly Exceeds Requirements S = reverse directory look up capability; Automatic reinstatement after suspension. Ability to specify time frame for suspensions. Work order tracking within the Facility Portal as well as additional administrative reports.	Points: 4 Exceeds Requirements S = Destination Numbers (reverse directory look up) capability, Automatic reinstatement after suspension. Ability to specify time frame for suspensions.
Training Requirements 2.4.16	5		Points: 3 Meets Requirements S = Webinars available on demand training and scheduled. Offer a 24/7 technical services.	Points: 4 Exceeds Requirements S = Webinars available on demand training and scheduled. Offer a 24/7 technical services. Detailed training plan in document.	Points: 5 Significantly Exceeds Requirements S = training through online instructor-led classes or on-site, one-on-one and classroom training sessions. Offer a 24/7 technical services. Will send training staff to assist and development of ADC DVD.	Points: 4 Exceeds Requirements S = Webinars available on demand training and scheduled. Offer a 24/7 technical services.
Service & Maintenance 2.4.17	15		Points: 12 Exceeds Requirements S= Committed to hire current provider field technicians. Has the ability to provide significant additional staff/resources if necessary. Ability to zero out to live operator. CenturyLink's procedure for blocking of uncollected LEC billing is preferable.	Points: 9 Meets Requirements S = have two downloadable apps for Family account management. Live support chat line. W = unable to zero-out to speak to a live operator. Unable to confirm any number listed on the GTL webpage on 7/24/14. Did locate numbers on Connectnetwork website. GTL's procedure for blocking of	Points: 9 Meets Requirements S = Securus is the only vendor that allows users the ability to calculate the cost of a call using our "Rate Calculator" function of the web site. Live support chat line. Able to speak to a live operator after multiple menu options.	Points: 12 Exceeds Requirements S = Zero out feature is strong – 1 minute waiting time. Service alerts can be sent to the facility personnel if desired. Local technicians with a 2 hour response window.

	Available Points	SCALE	CenturyLink	Global Tel*Link	Securus Technologies, Inc	Telmate
				uncollected LEC billing is weak.		
Equipment/System Maintenance 2.4.18	5		Points: 4 Exceeds Requirements S = Technician will provide monthly preventative maintenance; Manager will provide Monthly Operation Review – Network, Software checks	Points: 3 Meets Requirements S = Technician/manager will provide quarterly preventative maintenance. Provides detailed method on IPS maintenance	Points: 3 Meets Requirements	Points: 3 Meets Requirements
Response to Maintenance Calls 2.4.19	5		Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 4 Exceeds Requirements S = Local technicians with a 2 hour response window.
Critical Component Availability 2.4.20	5		Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements
Escalation Procedures During Service Maintenance 2.4.21	5		Points: 4 Exceeds Requirements S = Provided a detail escalation procedure to senior management	Points: 4 Exceeds Requirements S = Provided a detail escalation procedure to senior management	Points: 4 Exceeds Requirements S = Provided a detail escalation procedure to senior management	Points: 4 Exceeds Requirements S = Provided a detail escalation procedure to senior management. Company president cellphone number available to everyone.
Maintenance Records 2.4.22	5		Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements
Contractor Performance 2.4.23	5		Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements	Points: 3 Meets Requirements
Catastrophic Network Failure Conditions 2.4.24	5		Points: 3 Meets Requirements	Points: 3 Meets Requirements Recovery plan is presented in great detail.	Points: 3 Meets Requirements Recovery plan is presented in great detail.	Points: 3 Meets Requirements Recovery plan is presented in great detail.
Post Installation and Expansion Requirements 2.4.25	5		Points: 4 Exceeds Requirements S = Committed to customer satisfaction and making system modifications at no cost.	Points: 3 Meets Requirements Inmate Telephones, cabling, wiring become property of the Department at the end of contract.	Points: 4 Exceeds Requirements PCs, laptops, printers, and wireless headsets will be the property of the Department. Committed to customer satisfaction and making system modifications at no cost.	Points: 3 Meets Requirements All wiring will remain the property of the Department.

	Available Points	SCALE	CenturyLink	Global Tel*Link	Securus Technologies, Inc	Telmate
System Administrators 2.4.26	10		Points: 10 Significantly Exceeds Requirements S = A total of five (5) Field Service Technicians and three (3) System Administrators will be hired to provide onsite maintenance and repair of the new inmate calling platform. Access to twelve additional existing technicians across the state who are familiarize with ADC current policies and procedures.	Points: 6 Meets Requirements A total of four (4) Field Service Technicians and three (3) System Administrators, and 1 senior project manager. Provides trained SAs and SATs.	Points: 6 Meets Requirements A total of three (3) Field Service Technicians and three (3) System Administrators.	Points: 6 Meets Requirements S = Telmate will hire the existing system administrators and technicians if desired by the Department. 3 system administrators
CRITERION 2 Total Available Points:	150		Total Points: 110	Total Points: 98	Total Points: 108	Total Points: 109
CRITERION 3 – Contractor Qualification Requirements	Available Points					
System-wide inmate telephone systems 2.6.5	10		Points: 6 Meets Requirements CenturyLink serves as the inmate telephone system provider for five state Departments of Correction (Alabama, Kansas, Nevada, Texas, and Wisconsin) and is in the process of installing a sixth IPS at the Idaho Department of Corrections.	Points: 6 Meets Requirements GTL provides service to 29 of 50 state DOCs including 12 of the 20 largest.	Points: 6 Meets Requirements Prime contractor in 10 Department of Corrections. Additionally they are the prime contractor for inmate telephone services in 1,124 Counties.	Points: 6 Meets Requirements Serves more than 240 facilities across the country, at the city, county, and state DOC levels.
Local inmate telephone systems 2.6.6	10		Points: 6 Meets Requirements	Points: 6 Meets Requirements	Points: 6 Meets Requirements	Points: 6 Meets Requirements
Inmate Telephone Systems and Services 2.6.7	15		Points: 12 Exceeds Requirements 23 years correctional market experience; currently serve 243,000 inmates, third largest telecom company in US.	Points: 9 Meets Requirements S = GTL has extensive market presence in the IPS industry. GTL has over 2200+ facilities and 1.1 million inmates. For nearly 25 years, GTL has been the trusted, one-stop source for integrated technology solutions for the corrections market.	Points: 12 Exceeds Requirements S = Technology leadership - largest number of patents in the industry with over 100 issued and over 50 pending patent approval. Serves approximately 2,200 state, county, local, and private correctional facilities.	Points: 9 Meets Requirements Has 9 years experience in the phone industry. Highly customer service focused.
References/Experience 2.6.8	20		Points: 15 Exceeds Requirements Alabama and Kansas DOC highly recommended.	Points: 12 Meets Requirements	Points: 12 Meets Requirements	Points: 12 Meets Requirements
Contractor Resources 2.6.9	15		Points: 9 Meet requirements	Points: 9 Meets Requirements	Points: 9 Meets Requirements	Points: 9 Meets Requirements
Added Value to the Department 2.6.10	15		Points: 9 Meets Requirements S = Keefe is a partner with ICS; Offer	Points: 15 Cellsense cellphone detection devices are	Points: 12 THREADS, AIS and Investigator Pro are	Points: 9 Meets Requirements Cell phone detections and Access Data

	Available Points	SCALE	CenturyLink	Global Tel*Link	Securus Technologies, Inc	Telmate			
			several additional phone features not currently provided. Reduced commission rate on cell phone detection feature page 189.	inadequate. GTL agreed to provide CEIA product in place of Cellsense. Cellebrite Mobile Forensic Devices availability is a plus.	included. W = Limited value of value added products. Proposal provides additional features, i.e, cell phone data extraction, video visitations, etc.	are offered at additional cost. Video Visitation is included.			
Contractor Financial Responsibility 2.6.11	15	<table border="1"> <tr> <td>3</td> <td>9</td> <td>15</td> </tr> </table>	3	9	15	Points: 15 Significantly Exceeds Requirements CenturyLink has the strongest financial performance for both sales and net income.	Points: 12 Exceeds Requirements GTL presents a strong financial position.	Points: 9 Meets Requirements	Points: 9 Meets Requirements
3	9	15							
CRITERION 3 Total Available Points:	100		Total Points: 72	Total Points: 69	Total Points: 66	Total Points: 60			
CRITERION 4 – Implementation Plan	Available Points								
Introduction/ Implementation and Cutover Plan 2.7.1, 2.7.2	10	<table border="1"> <tr> <td>2</td> <td>6</td> <td>10</td> </tr> </table>	2	6	10	Points: 8 Exceeds Requirements Centurylink will be able to complete the installation of the phones and cutover of the IPS platform in less than 70 working days, based on normal working hours (Monday – Friday, eight hours each day). The 70 day timeframe could be compressed if the Department would allow work outside normal working hours. In the presentation, CenturyLink identified 56 days implementation plan during their presentation.	Points: 8 Exceeds Requirements S = GTL has successfully converted over 12,000 inmate telephones from 57 former Securus platforms/customers since 2006. 70 days implementation plan	Points: 10 Significantly Exceeds Requirements The Preliminary Implementation Plan provided in Appendix C calls for installation in 88 calendar days. During the presentation Securus identified 58 days implementation plan, due to equipment being in place implementation can be reduced even further.	Points: 6 Meets Requirements Telmate’s installations typically take 90 days from the time a data circuit is installed.
2	6	10							
System Implementation and Transition 2.7.3	10	<table border="1"> <tr> <td>2</td> <td>6</td> <td>10</td> </tr> </table>	2	6	10	Points: 6 Meets Requirements S = Additional technology available.	Points: 8 Exceeds Requirements S = Additional technology available. GTL’s implementation and transition plan were thorough. In most cases the transition will be under 2 hours.	Points: 8 Exceeds Requirements S = Additional technology available. Securus’ implementation and transition plan were thorough.	Points: 6 Meets Requirements
2	6	10							
System Testing 2.7.4	10	<table border="1"> <tr> <td>2</td> <td>6</td> <td>10</td> </tr> </table>	2	6	10	Points: 6 Meets Requirements	Points: 6 Meets requirements	Points: 6 Meets Requirements	Points: 8 Exceeds Requirements Free calls for one day to test the system
2	6	10							
System Acceptance 2.7.5	10	<table border="1"> <tr> <td>2</td> <td>6</td> <td>10</td> </tr> </table>	2	6	10	Points: 6 Meets Requirements	Points: 6 Meets Requirements	Points: 6 Meets Requirements	Points: 6 Meets Requirements
2	6	10							
System Documentation 2.7.6		<table border="1"> <tr> <td>2</td> <td>6</td> <td>10</td> </tr> </table>	2	6	10	Points: 6 Meets Requirements	Points: 6 Meets Requirements	Points: 6 Meets Requirements	Points: 6 Meets Requirements
2	6	10							

	Available Points	SCALE	CenturyLink	Global Tel*Link	Securus Technologies, Inc	Telmate
	10					
CRITERION 4			Total Points: 32	Total Points: 34	Total Points: 36	Total Points: 32
Total Available Points:	50					

SCORING SUMMARY

TOTAL POINTS ATTAINABLE: 1800
1800 Points Possible

Assigned Criterion Points	CenturyLink	Global Tel*Link	Securus Technologies, Inc	Telmate
Criterion 1 – Total Possible Points: 1500 Points Received:	1408.50	1410	1249.50	1080
Criterion 2 – Total Possible Points: 150 Points Received:	110	98	108	109
Criterion 3 – Total Possible Points: 100 Points Received:	72	69	66	60
Criterion 4 – Total Possible Points: 50 Points Received:	32	34	36	32
MAXIMUM TOTAL POINTS: 1800 Total Points Received:	1622.5	1611	1459.5	1281