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Ms. Shannon Brown  
Purchasing Agent  
Ms. Linda Boles  
Assistant Purchasing Agent  
Dallas County Purchasing Department  
Records Building  
509 Main Street, Room 623  
Dallas, TX 75202

VIA EMAIL & FACSIMILE

Re: RFQ #2007-082-2822 Inmate Phone Service Provider

Dear Shannon and Linda,

I am sure you can imagine how surprised we were to find we had been placed second in your latest evaluation of the BAFO. Especially since we were unanimously recommended last time and enhanced our offer both from the MBE and financial side. We genuinely felt we had once again provided an offer that the county would determine GTL the top vendor in all evaluation aspects.

I know you are aware of what we have been up against especially since our initial offer (prior to the RFQ release) was made public and the fact that a few of the commissioners still view us as the incumbent provider - which we are not. We only handle the long distance service through our acquisition last year of MCI/Verizon's inmate telephone accounts. AT&T and Securus provide all lines, telephones, and site administration to Dallas County today.

I am trying to determine where in the evaluation we lost points and Unisys was given higher ratings than us. I know you cannot discuss the actual evaluation scoring but I would like you to consider the following:

GTL has been in the inmate telephone business far longer than Unisys and with the acquisition of AT&T and MCI/Verizon's inmate accounts our level of expertise is unmatched in the industry. We have a significant presence in the State of Texas. What counties in Texas or in the United States does Unisys have and how long have they been providing inmate telephone service to them? I can guarantee you not as long as we have.

Recognizing how important the Call Check feature was to the county, we provided assurances this function would continue with many enhancements added especially with the technology available today.

Our MBE participation was both realistic and aggressive. There are only a few things a MBE can do in the inmate business today if they are not an actual platform provider or billing clearinghouse themselves. That is to install and maintain the phones and all wiring. Our MBE would not only do that but we also

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included hiring MBE site administrators/technicians (SA/T's) to assist the Sheriff's Office personnel. We allocated 100% of the available work to our MBE.

We actually used one of our subcontractors who also conducts business with Dallas County to accompany us on the walkthroughs. They know your buildings well and this gave us a realistic price quote to include for our MBE. Naturally if the cost increased we would pay our MBE the additional costs.

I am concerned that another company might overstate the dollar amount to be provided to the MBE and if they did and it gave them an "edge" it would not be fair to those of us who realistically stated our MBE contributions. I know how important an MBE can be to the whole project and we always welcome their participation.

Lastly, we once again increased our commission offer to Dallas County. You are important to us and we are committed to providing you not only the best technology in the industry but also an offer that will benefit not only Dallas County but your constituents. We feel we have done that.

I would like to thank you once again for this opportunity and ask that you reconsider the recommendation and render Global Tel\*Link your susceptible vendor.

Warm Regards,

*Cheryl*

Cheryl White Mynar  
Regional Account Manager