Intergovernmental Cooperative Purchasing Agreement
Procurement Officer Determination
COMAR 21.05.09.04

Agency: Department of Public Safety and Correctional Services (DPSCS)
Contract: Inmate Payphone Equipment and Services
Contractor: Global Tel*Link (GTL) d/b/a ViaPath Technologies
Original Contract: Q00B9400038
Option ADPICS: Q00B7600063
Option 5 Term: January 1, 2027 – December 31, 2027
Total Contract Amount Including Option 5: $44,366,004.00

Option Amount: **$5,000,000** estimated cost to incarcerated persons

In accordance with COMAR 21.05.09.05, the Department of General Services Office of State Procurement (DGS OSP) Procurement Officer, on behalf of the Department of Public Safety and Correctional Services (DPSCS), seeks approval to exercise the fifth and final renewal option under the existing Intergovernmental Cooperative Purchasing Agreement (ICPA) with Global Tel*Link Corporation d/b/a ViaPath Technologies for the Inmate Payphone Equipment and Services contract, for the period January 1, 2027, through December 31, 2027.

The original contract was approved on August 14, 2019, BPW Item 7-IT, for September 1, 2019, through December 31, 2022, with five one-year renewal options. The contract was procured through an ICPA with Prince William County, Virginia. Option 4 of this contract was approved by BPW on December 17, 2025, DGS Item 37-S-OPT, for calendar year 2026.

Under Renewal Option #5, Global Tel*Link Corporation would continue to provide telecommunications and related information technology services for incarcerated people, including local, long-distance, debit/prepaid, and collect calls, as well as access to other technology services within the contract scope. DPSCS reports a domestic call rate of $0.032 per minute, negotiated flat service rates, and no additional charges are permitted. DPSCS states that incarcerated people pay directly from their accounts, the contract is at no cost to the State, and the Department receives no revenue. These terms support affordable communications for incarcerated people and their families. The estimated $5,000,000 for Option 5 represents the costs paid by incarcerated people, not an expenditure of State funds.

DGS OSP reviewed the rate comparison provided by DPSCS and conducted additional market research using published government-agency contract records, correctional-agency rate schedules, and provider pricing notices. Table 1 presents a comparison of established government contract pricing in effect during 2025–2026, rather than relying solely on the historical multistate chart included with earlier ICPA documentation.

Table 1. Selected Published Correctional Telephone Service Rates

Jurisdiction / Provider	Contract or published arrangement	Domestic rate/minute	15-minute call
Maryland / GTL (ViaPath)	DPSCS contract Q00B9400038; agency-reported Option #5 rate	$0.032	$0.48
Washington / Securus	Washington DOC Contract K11720; DOC published rate	$0.050	$0.75
Orange County, FL / GTL (ViaPath)	Contract Y15-114; published rate notice effective Jan. 1, 2025; Sept. 2026 extension	$0.060	$0.90
Alabama / ICSolutions	Alabama DOC provider arrangement effective Aug. 1, 2025	$0.080	$1.20

Maryland's $0.032 per-minute rate is lower than the three selected published benchmarks. Compared with Maryland's $0.48 charge for a 15-minute call, the selected published base charges are $0.75 in Washington, $0.90 in Orange County, and $1.20 in Alabama. Although the services and contract requirements may vary among jurisdictions, the comparison supports the reasonableness of Maryland's negotiated rate. Maintaining the established negotiated rate and avoiding additional charges provides continued cost benefits to incarcerated individuals and their families. Additionally, because the contract does not require direct State expenditure, the renewal allows DPSCS to maintain essential telecommunications services without additional financial obligations to the State, while preserving the administrative and operational benefits of the existing agreement.

Global Tel*Link Corporation has provided satisfactory services and continues to meet the Department's operational needs. Exercising the fifth and final renewal option would maintain essential telecommunications services in 2027 while reducing administrative resources and transition risks associated with conducting a separate interim procurement. This renewal will also allow DPSCS to continue working with the Department of Information Technology (DoIT) to develop a new procurement for future services without disrupting ongoing operations.

In accordance with COMAR 21.05.09.04, the Procurement Officer has determined that exercising the fifth and final renewal option under the Intergovernmental Cooperative Purchasing Agreement with Global Tel*Link Corporation d/b/a ViaPath Technologies is in the best interest of the State. The renewal provides cost benefits, supports DPSCS's operational requirements, maintains essential telecommunications services, and promotes administrative efficiencies while the Department prepares for future procurement. Furthermore, continued participation in this ICPA is not intended to evade the purposes of State procurement law as set forth in COMAR 21.01.01.03. Accordingly, approval of Renewal Option #5 is requested.

SIGNATURE PAGE FOLLOWS

Tammie Wells
Tammie Wells (Oct 28, 2026 14:28:35 EDT)

Tammie Wells, Procurement Officer III, DGS OSP — Date 10/28/2026

Dominic Edet

Dominic Edet, Associate Director of Procurement, DSG OSP — Date 10/28/2026

JAMIE TOMASZEWSKI (Oct 29, 2026 17:06:22 EDT)

Jamie Tomaszewski, Acting Deputy Chief Procurement Officer, DSP OSP — Date 10/29/2026

Amit Khardori

Amit Khardori, Deputy Chief Procurement Officer, Infrastructure DGS OSP — Date 10/30/2026

Linda Dangerfield (Oct 30, 2026 06:40:43 EDT)

Linda Dangerfield, Acting Chief Procurement Officer, DGS OSP — Date 10/30/2026

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Procurement Officer's Determination
Intergovernmental Cooperative Purchasing Agreement (Renewal Option)
COMAR 21.05.09.04

Contract Title:	Payphone Equipment and Services for Incarcerated Individuals (Q00B7600063)
Contractor Name:	Global Tel*Link Corporation d/b/a ViaPath 3120 Fairview Park Drive, Suite 300 Falls Church, VA 22042
Contract Amount:	$0.00 (cost to the State) $5,000,000.00 (est. cost incarcerated individuals)
Contract Term:	January 1, 2027 – December 31, 2027
Date:	October 6, 2026

I. BACKGROUND

The State of Maryland, Department of Public Safety and Correctional Services (DPSCS) through the Department of General Services (DGS) seeks to execute the fifth of five unilateral renewal options available in the Payphone Equipment and Services for Incarcerated Individuals contract. This contract was procured using an Intergovernmental Cooperative Purchasing Agreement (ICPA) through Prince William County, Virginia's PWMRADC Inmate Telephone System contract (PWMRADC Inmate Telephone System contract). The PWMRADC Inmate Telephone System contract is available to other public bodies, public agencies, or institutions of the United States. Under the PWMRADC Inmate Telephone System contract, the Prince William County Government acts only as the "Contracting Agent" for these public bodies and Global Tel*Link Corporation (GTL) is permitted to deal directly with public bodies utilizing the contract. It was awarded by a public competitive procurement process compliant to Maryland State Procurement Statues.

Under the Renewal, Global Tel*Link Corporation would provide DPSCS with telecommunication services for Incarcerated Individuals. Telecommunication services include local and long distance calls, debit/prepaid and collect telephone services, as well as other services, like electronic mailing, video conferences, and tablets.

II. BASIS FOR SELECTION

DPSCS reviewed telecommunication contracts for Incarcerated Individuals throughout the country and determined the contract established by the Prince William County Procurement Office in Virginia provided the most comprehensive telecommunication services at a cost benefit to the State. GTL has provided telecommunication services for DPSCS through the ICPA with

Prince William County Procurement Office since 2019, and the continuance of this ICPA with Prince William County will be advantageous to the State.

III. PRICING JUSTIFICATION

A comparison of phone call costs per minute for Incarcerated Individuals throughout the East Coast and shows Maryland has the second cheapest calls per minute rate in the East Coast (Table 1). In addition, DPSCS negotiated a flat rate for each service provided and GTL cannot ask for additional charges.

Table 1 below provides a cost comparison of how costs for calls for both Incarcerated Individuals and their friends and families compare to states within the East Coast.

Table 1	
State	**Rate per Minute**
New Hampshire	$0.01300/min
Maryland	**$0.03200/min**
Delaware	$0.04000/min
West Virginia	$0.04000/min
Virginia	$0.04090/min
New York	$0.04300/min
New Jersey	$0.04384/min
Pennsylvania	$0.05900/min
Vermont	$0.06900/min non-local, 0.039/min local
Washington DC	$0.08000/min
Maine	$0.09000/min
Massachusetts	Tax Payer Funded

IV. RECOMMENDATION

Based on the facts presented above, DPSCS has determined the continuance of an ICPA with Prince William County, Virginia provides a cost benefit to the State. In accordance with COMAR 21.05.09.04, the procurement officer recommends that DPSCS executes this ICPA's fifth renewal option.

SIGNATURES ON THE FOLLOWING PAGE

Determination:

Michelle Frierson — Procurement Officer — 10/6/2026 — Date

Concur:

Executive Director — 10/7/2026 — Date

For Legal Form and Sufficiency:

Assistant Attorney General — 10/7/2026 — Date

Approve:

Toyin Bakare — Secretary or Designee — 10/13/2026 — Date