

COMPETITIVE BID #WG23-51 BID TABULATION  
INMATE TELEPHONE & VIDEO VISITATION SERVICES  
Page 1 of 2

BIDDER: Securus Technologies, LLC		Bid Bond: Yes
PROPOSED RATES & COMMISSION SCHEDULE		
Inmate calling rate including mileage bands where applicable:		
Local	\$0.21 per minute	
IntraLATA	\$0.21 per minute	
InterLATA	\$0.21 per minute	
Interstate	\$0.21 per minute	
Provide your proposed Cost of Recovery offer to the County for the following call types. Include your proposed Cost of Recovery offer for prepaid calls.		
Local	80% 1st Year / 88% 2nd Year / 90% 3rd Year and renewals	
IntraLATA	80% 1st Year / 88% 2nd Year / 90% 3rd Year and renewals	
InterLATA	80% 1st Year / 88% 2nd Year / 90% 3rd Year and renewals	
Interstate	80% 1st Year / 88% 2nd Year / 90% 3rd Year and renewals	
Prepaid	80% 1st Year / 88% 2nd Year / 90% 3rd Year and renewals	
Total Cost of Recovery Rate Percentage	80% 1st Year / 88% 2nd Year / 90% 3rd Year and renewals	
Installation Time: Within 60 days post award		
10% Commission paid on E-Messaging		
20% Commission paid on Remote Video Sessions maintain current video rates		
<u>Optional Product Costs</u>		
Onsite Technician - Reduction of 15% In ITS Commissions		
GEX Video Monitoring - Reduction of 6% In ITS Commissions		
Digital Mail Center - Reduction of 3% In ITS Commissions		
Word Alert - Reduction of 3% In ITS Commissions		
Exceptions: See Attached		

BIDDER: Inmate Calling Solutions, LLC (ICSolutions)		Bid Bond: Yes
PROPOSED RATES & COMMISSION SCHEDULE		
Inmate calling rate including mileage bands where applicable:		
Local	\$0.21 per minute	
IntraLATA	\$0.21 per minute	
InterLATA	\$0.21 per minute	
Interstate	\$0.21 per minute	
Provide your proposed Cost of Recovery offer to the County for the following call types. Include your proposed Cost of Recovery offer for prepaid calls.		
Local	\$0.21 per minute	
IntraLATA	\$0.21 per minute	
InterLATA	\$0.21 per minute	
Interstate	\$0.21 per minute	
Prepaid	\$0.21 per minute	
Total Cost of Recovery Rate Percentage	95% OR 90% + \$155,000.00 Signing Bonus	
Installation Time: 30 days		
Inmate Calling U.S. - Usage Rate \$0.21 per minute; 95% Cost Recovery (no signing bonus); 90% Cost Recovery + \$155,000.00 Signing Bonus		
Inmate Calling International - Usage Rate - Cost* + \$0.21 per minute; 95% Cost Recovery (no signing bonus); 90% Cost Recovery + \$155,000.00 Signing Bonus		
Keep Families Connected Program - Usage Rate - Two (2) free calls per inmate per week		
Remote Video Visitation - Usage Rate - \$0.25 per minute; 50% Cost Recovery (no signing bonus); 50% Cost Recovery + \$155,000 Signing Bonus		
Voice Messaging - Usage Rate - \$0.25 per message; 25% Cost Recovery (no signing bonus); 25% Cost Recovery + \$155,000.00 Signing Bonus		
*If the County chooses to receive the Signing Bonus, the full \$155,000.00 bonus will be paid in full within thirty (30) days of activation of ICSolutions services. The bonus may be spent entirely as the County sees fit to address the Corrections Center's most pressing budgetary needs.		
<u>Prepaid Account Funding Fees</u>		
<u>Funding Type</u>	<u>ICSolutions Fee Amount</u>	<u>Applies To</u>
Funding Fee-IVR (including QuikCall) or Website	\$3.00 per transaction	Prepaid
Funding Fee - Live Agent	\$5.95 per transaction	Prepaid
Refund Fee	\$0.00-ICS provides @ no charge	Prepaid
Mail-In Payment by Western Union	\$0.00-ICS provides @ no charge	Prepaid
Inmate Purchase from Trust Account	\$0.00-ICS provides @ no charge	Debit
Exceptions: N/A		

BIDDER: NCIC Inmate Communications		Bid Bond: Yes
Option 1		
PROPOSED RATES & COMMISSION SCHEDULE		
Inmate calling rate including mileage bands where applicable:		
Local	\$0.16 per minute	
IntraLATA	\$0.16 per minute	
InterLATA	\$0.16 per minute	
Interstate	\$0.16 per minute	
Provide your proposed Cost of Recovery offer to the County for the following call types. Include your proposed Cost of Recovery offer for prepaid calls.		
Local	80% Commission onn Gross Calling Revenue	
IntraLATA	80% Commission onn Gross Calling Revenue	
InterLATA	80% Commission onn Gross Calling Revenue	
Interstate	80% Commission onn Gross Calling Revenue	
Prepaid	80% Commission onn Gross Calling Revenue	
Total Cost of Recovery Rate Percentage	80% Commission on Gross Calling Revenue / 30% of Gross Video Visitation Revenue	
Prepaid Collect & Debit	Cuba Calls \$0.99 per minute	
Prepaid Collect & Debit	Other International calls \$0.35 per minute	
Prepaid Collect & Debit	Mexico / Canada calls \$0.16 per minute	
Inbound Voicemail	\$0.75 (up to 3- Minutes duration)	
Commission Amount /MMG	80% of Gross Call Revenue	
In addition, NCIC will also provide a Minimum Monthly Guarantee ("MMG") of \$81.00/inmate. On a monthly basis, the greater of the two amounts (the contractual percentages OR the MMG of \$81.00 /inmate) will be the applicable commission payment (whichever is greater).		
Technology Grant	\$150,000.00 (one-time payment)	
<u>Video Visitation &amp; Optional Secure Messaging</u>		
Remote (off-site) Video Visitation - Per Minute Rate \$0.25		
On-Site Video Visitation - Per Minute Rate \$0.00		
Secure Messaging-Rates Text Messages - \$0.25		
Picture Attachments - \$0.35		
Video Messages (30 Seconds) - \$0.35		
GIFs - \$0.05		
Remote Video Visitation & Secure Messaging-Commission 30% of Gross Visit / Messaging Revenue		
<u>Correctional Communication System-Fees</u>		
Live Operator Transaction Fee - \$5.95		
Automated Operator & Web Transaction Fee- \$3.00		
Refund Fee - \$0.00		
Option 2		
All Calls within the US - Prepaid Collect & Debit - \$0.20 per minute		
Prepaid Collect & Debit - Mexico / Canada - \$0.25 per minute		
Prepaid Collect & Debit	Cuba Calls \$0.99 per minute	
Prepaid Collect & Debit	Other International calls \$0.35 per minute	
Inbound Voicemail	\$1.50 (up to 3- Minutes duration)	
Commission Amount /MMG	95% of Gross Call Revenue	
In addition, NCIC will also provide a Minimum Monthly Guarantee ("MMG") of \$79.60/inmate. On a monthly basis, the greater of the two amounts (the proposed contractual percentages OR the MMG of \$79.60/inmate) will be the applicable commission payment (whichever is greater). This proposed MMG is equal to the current per-inmate monthly commission amount being provided to BCSO from the incumbent Provider, based on the Revenue & Commission Analysis that NCIC has completed.		
Single Pay Calls	NCIC is proposing to offer a Single Pay billing option allowing called parties to pay for a single call without having to establish an account.	
Remote (off-site) Video Visitation - Per Minute Rate \$0.25		
On-Site Video Visitation - Per Minute Rate \$0.00		
Secure Messaging-Rates Text Messages - \$0.25		
Picture Attachments - \$0.35		
Video Messages (30 Seconds) - \$0.35		
GIFs - \$0.05		
Remote Video Visitation & Secure Messaging-Commission 25% of Gross Visit / Messaging Revenue		
<u>Correctional Communication System-Fees</u>		
Live Operator Transaction Fee- \$5.95		
Automated Operator & Web Transaction Fee- \$3.00		
Refund Fee - \$0.00		
Installation Time: Within 45 days		
Exceptions: N/A		

COMPETITIVE BID #WG23-51 BID TABULATION  
INMATE TELEPHONE & VIDEO VISITATION SERVICES  
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BIDDER: Global Tel*Link Corporation d/b/a ViaPath Technologies ("ViaPath")		Bid Bond: Yes
PROPOSED RATES & COMMISSION SCHEDULE		
Inmate calling rate including mileage bands where applicable:		
Local	\$0.21 per minute	
IntraLATA	\$0.21 per minute	
InterLATA	\$0.21 per minute	
Interstate	\$0.21 per minute	
Provide your proposed Cost of Recovery offer to the County for the following call types. Include your proposed Cost of Recovery offer for prepaid calls.		
Local	90%	
IntraLATA	90%	
InterLATA	90%	
Interstate	90%	
Prepaid	90%	
Total Cost of Recovery Rate Percentage	90%	with \$175,000.00 Increased One-Time Signing Bonus
Installation Time: 55 days		
ViaPath Advantages & Differentiators(Based on average daily population of 630)		
\$575,000.00 Increased ITS Minimum Annual Guarantee		
\$175,000 Increased One-Time Signing Bonus		
One Free 5-Minute Call per Inmate per week (\$34,398 annual value)		
Investigative IQ Products (\$182,728 annual value)		
Data IQ DEX - Advanced Intelligence/Analytics Platform (\$87,134 annual value)		
50% Revenue Share on Remote Video Visitation		
Remote Visitation - per minute \$0.25		
Exceptions:	See Attached	

BIDDER: Smart Communications Holding, Inc.

Bid Bond: Yes

PROPOSED RATES & COMMISSION SCHEDULE

Inmate calling rate including mileage bands where applicable:

Local	\$0.19 per minute
IntraLATA	\$0.19 per minute
InterLATA	\$0.19 per minute
Interstate	\$0.19 per minute

Provide your proposed Cost of Recovery offer to the County for the following call types. Include your proposed Cost of Recovery offer for prepaid calls.

Local	Offer Option #1 - 80%	Offer Option #2 - 50%
IntraLATA	Offer Option #1 - 80%	Offer Option #2 - 50%
InterLATA	Offer Option #1 - 80%	Offer Option #2 - 50%
Interstate	Offer Option #1 - 80%	Offer Option #2 - 50%
Prepaid	Offer Option #1 - 80%	Offer Option #2 - 50%
Total Cost of Recovery Rate Percentage	Offer Option #1 80% / Offer Option #2 - 50%	

Installation Time: 45 days

Note: Offer Option #1 (80% ITS Commission Rate) requires the County to allow Smart Communications to offer SmartInmate™ Electronic Messaging to inmates and public users.

Cost Proposal/Financial Offer Overview

Smart Communications is pleased to present Baldwin County with two separate inmate communication technology and service package offer options (Option #1 and Option #2). Both options include the following technologies, services and benefits:

SmartEvo™ ITS with voice biometrics, call transcription, visitation telephones and other advanced call management/investigative tools.

Patented MailGuardLegal Privileged Mail System service (\$226,800.00 annual value). 24/7/365 live, U.S.-based customer and technical support.

Patented MailGuard- Postal Mail Elimination System service(\$226,800 annual valve). Smartlaw™ Digital Law Library (\$10,000 annual value).

Jail Management System (JMS), Commissary and Related Systems Interfacing with Automated Information Service (AIS) Based on ADP of 630.

The only differences between offer Option #1 and #2 are the commission rates associated with SmartEvo™ ITS service:

Offer Option	ITS Rate/Minute	ITS Commission Rate
#1	\$0.19	80.00%
#2	\$0.19	50.00%

\*Option 1 requires the County to allow Smart Communications to offer SmartInmate™ Electronic Messaging to inmates and public users.

Exceptions: N/A

BIDDER: HomeWAV, LLC		Bid Bond: Yes
PROPOSED RATES & COMMISSION SCHEDULE		
Inmate calling rate including mileage bands where applicable:		
Local	\$0.20 per minute	
IntraLATA	\$0.20 per minute	
InterLATA	\$0.20 per minute	
Interstate	\$0.20 per minute	
Provide your proposed Cost of Recovery offer to the County for the following call types. Include your proposed Cost of Recovery offer for prepaid calls.		
Local	80% for voice	
IntraLATA	80% for voice	
InterLATA	80% for voice	
Interstate	80% for voice	
Prepaid	All HomeWAV calls are prepaid. The above referenced cost recovery rates (revenue share) apply	
Remote Video Calls: \$1,000.00 per mont		
Total Cost of Recovery Rate Percentage	80% for voice calls / \$1,000.00 per month for video calls	
Installation Time: Within 60 days after execution of Contract		
\$150,000.00 Technology Grant to be paid over the course of the contract according to the following payment schedule:		
\$20,000.00 to be paid at the end of year one (1)		
\$20,000.00 to be paid at the end of year two (2)		
\$20,000.00 to be paid at the end of year three (3)		
Upon Contrat Extension:		
\$45,000.00 to be paid at the end of year four (4)		
\$45,000.00 to be paid at the end of year five (5)		
Minimum Monthly Guarantee (MMG*)	HomeWAV will pay the County a Minimum Monthly Guarantee (MMG) payment of \$60.00 per inmate, per month based on the monthly ADP, or the commission percentages described above, whichever is greater each month. *HomeWAV's MMG per inmate is more desirable than a gross monthly or gross annual guarantee because it can accurately adjust to your anticipated increase in ADP. This will ensure that the County's guaranteed share always increases in line with your population.	
Usage Fees		
Domestic Voice Calls - \$0.20 per minute		
International Voice Calls - International rate + \$0.20 per minute		
Onsite Video Calls - No Cost		
Remote Video Calls - \$0.20 per minute		
Transaction Fees		
Online Deposit - \$2.00		
PayNearMe.com - \$1.99		
Surcharge - \$0.00		
Connection - \$0.00		
Refund - Issued upon request less 10% of the current balance		
*Subject to change based on recommended retail price		
Exceptions:	See Attached	



## COMPETITIVE BID #WG23-51 - EXCEPTIONS

### Vendor: Securus Technologies, LLC

Page 10; D.20 – Bid specifications reads - Officer Check-in requires: The system must have the capability of allowing corrections officers to “check-in” from any phone in the system, entering his/her unique identifier number and creating a report log of the time, date, and location of the phone used to “check-in”. Securus has read, understands and does not comply with the bid specifications. Securus has discontinued our “Officer Check-In” features since this technology was not used by many agencies in the past. Securus provides officer activity tracking capability through NextGen’s System Logs.

Page 27; Item X – Bid specifications reads - VVS shall have mass email notifications to make all or select visitors aware of facility events, policy changes, etc. Securus has read, understands and does not comply with the bid specifications.

Page 28; Item viii – Bid specifications reads – VVS shall have integration with LDAP. The vendor’s system needs to work with LDAP or Activity Directory so that we sign in with one sign on. Securus has read, understands and does not comply with the bid specifications. Securus uses Microsoft Active Directory version 88 to manage user authentication to access NextGen SCP. This version of MS Active Directory is compatible with LDAP versions 2 and 3. All user credential authentication is performed against this system. At this time, we do not integrate with any external LDAP systems.

Page 30; Item xxvi. 4. – Bid specifications reads – Review warrant check results. Securus has read, understands and does not comply with the bid specifications.

Item xxix. – Bid specifications reads – VVS shall provide the means for agency staff to create an unscheduled visit/station connection where the inmate’s and visitor’s information is not required (Quick Connect). Securus has read, understands and does not comply with the bid specifications. Authorized agency staff can create unscheduled visits in the Manage>Visits screen and requires inmate and visitor information to be entered.

Item xxix. 2. – Bid specifications reads – VVS shall have an ID card reader which can read magnetic-stripe or 2-D barcode for ANY state issued ID – reader shall automatically populate VVS with name, DOB, address, ID number or visitors. Securus has read, understands and does not comply with the bid specifications.

Item xxx. 12. - Bid specifications reads – Web-based scheduling application shall allow the agency to customize the top banner with an image and customizable text and font size. Securus has read, understands and does not comply with the bid specifications.

Page 31; Item xxx. 13. - Bid specifications reads – Public web-based scheduling application shall allow for agency to create and post Public Message Posts with programming of start and end dates of posts, allow for multiple posts at one-time and ability for posts to appear and be specific to separate screens. Securus has read, understands and does not comply with the bid specifications.

Item xxxi. - Bid specifications reads – VVS shall allow the agency to display upcoming and running visit information on one or multiple monitor(s) and/or station(s) that automatically refresh. Securus has read, understands and does not comply with the bid specifications. Securus sends all upcoming information to a visitor prior to their visit. When the guest arrives at the facility, they are directed to the designated video session to terminal area. At the terminal, the video guest enters a PIN unique to that video session to validate the appointment and enjoy a video session with their inmate. The PIN is provided to the guest when scheduling the session and is also emailed to the guest separately. Video guests may schedule their onsite video session using the Securus Mobile App (Android or Apple), onsite at a scheduling terminal in the lobby, or using Securus online at [www.videovisitanywhere.com](http://www.videovisitanywhere.com)

Item xxxi. 1. – Bid specifications reads – VVS shall allow the agency to configure information for display type(s) (visitation center informational monitor, inmate station, dorm officer, etc.) Securus has read, understands and does not comply with the bid specifications.

Item xxxi. 2. - Bid specifications reads – VVS shall allow the agency to display visitor check-in status. Securus has read, understands and does not comply with the bid specifications.



Item xxxi. 3. – Bid specifications reads – VVS shall allow the agency to hide assigned visitor station(s) number until the visitor has checked in. Securus has read, understands and does not comply with the bid specifications.

Page 33. Item xlvi. – Bid specifications reads – VVS shall provide visitor warrant check management settings to control agency warrant check policies. Securus has read, understands and does not comply with the bid specifications.

Item xlvi. 1. – Bid specifications reads – Allow settings for how often warrant checks are required. Securus has read, understands and does not comply with the bid specifications.

Item xlvi. 2. – Bid specifications reads – Ability to run reports to see which visitors are due for warrant checks and export the visitor information for use in 3<sup>rd</sup> party warrant check systems. Securus has read, understands and does not comply with the bid specifications.

Item xlvi. 3. – Bid specifications reads – Ability to import warrant check results allowing system users, investigators, etc., access to see when the last warrant check was run and what the results were. Securus has read, understands and does not comply with the bid specifications.

Item xlvi. 4. – Bid specifications reads – Ability to run reports to see any visitors with outstanding warrants. Report options to include visitation date ranges as well as options to include all visitors or only those visitors with upcoming scheduled visits. Securus has read, understands and does not comply with the bid specifications.

**Vendor: Global Tel\*Link Corporation d/b/a ViaPath**

Page 9, A.7. – Bid specifications reads – Indemnity and Hold Harmless Provision - To the fullest extent allowed by law, the Contractor shall at all times indemnify, defend and hold County and its Commissioners, the Baldwin County Sheriff's Office and their affiliates, employees, agents, and representatives (collectively referred to in this Section A.7 as the "County") harmless from and against all claims, demands, liabilities, damages, losses, judgments, costs, and expenses including, without limitations, attorneys' fees, and costs, for any and all personal injury (including death), property damage and loss of services, on account of any injury to persons or property, occurring from any cause whatsoever in the work involved in the contract, and will, at his expense, defend on behalf of the County, their officers and employees, either or all, any suit brought against them or any of them arising from any such cause.

ViaPath has read, understands, and takes the following exception to, the conditions and specifications – The foregoing notwithstanding, The foregoing notwithstanding, Contractor's shall not be obligated to indemnify, defend, and hold County (as defined above) harmless for any claim arising from or related to any action or omission of County, any action or omission of Contractor taken or done at County's direction, or Contractor's work in compliance with any County specifications stated in the RFP or in this contract. Furthermore, County shall indemnify, defend and hold Contractor and its affiliates, employees, agents, and representatives from and against all claims, demands, liabilities, damages, losses, judgments, costs, and expenses including, without limitations, attorneys' fees, and costs, arising out of related to Contractor's work in with compliance any County specifications stated in the RFP or in this contract. A condition precedent to any obligation to indemnify shall be for the party being indemnified ("Indemnified Party") to promptly advise the indemnifying party and to turn over its defense. The Indemnified Party must cooperate in the defense and/or settlement of the claim, but the indemnifying party shall have sole control over the defense or settlement. If the defense is properly and timely tendered to the indemnifying party, the indemnifying party must pay all litigation costs, reasonable attorney's fees, settlement payments and any damages awarded; provided, however, that this shall not be construed to require the indemnifying party to reimburse attorney's fees or related costs that the Indemnified Party incurs either to fulfill its obligation to cooperate, or to monitor litigation being defended by the indemnifying party. The indemnifying party shall not enter into any settlement of any claim that (i) does not fully release the Indemnified Party from all claims and all future claims arising out of or related to the claim, (ii) contains an admission of liability on the part of any Indemnified Party, or (iii) contains any equitable or non-monetary obligation on the part of the Indemnified Party, without the Indemnified Party written authorization.

Page 35, Item E.4. Investigations / Analytics – Bid specifications reads - The proposed System must include voice biometric technology.

ViaPath response: ViaPath has read, understands, and takes the following exception to, the conditions and specifications of this bid. In consideration of applicable privacy laws, further review and development of a called party's voice print biometric information is required. The ViaPath VVS solution



offered to Baldwin County allows authorized officers to live monitor all non-professional video visit sessions. With this feature, officers are able to visually identify the inmate shown in the visit to ensure that the correct inmate is indeed the one that is supposed to be on the VVS session. In addition, the authorized officer live monitoring the VVS session can continually confirm the identity of the inmate visually during the VVS session and visually identify if another inmate is shown on the screen or if the inmate leaves the session. While a voice biometric feature is useful in specific applications, we assert to Baldwin County that the ViaPath live monitoring feature for officers to visually identify the inmate identity is a superior option for the County.

Page 35, Item E.4.5. – Bid specifications reads - Every single target in the System, whether inmate or called party, must be covertly enrolled.

ViaPath Response - ViaPath has read, understands, and takes the following exception to, the conditions and specifications of this bid. In consideration of applicable privacy laws, further review and development of a called party's voice print biometric information is required.

Page 35, Item E.4.6. – Bid specifications reads - The investigative System must provide:

- a. Continuous voice identification.
- b. Options to query by voice.
- c. Identify unique identifier sharing.
- d. Link civilians by voice.
- e. Create voiceprints on request.
- f. Monitor PIN imposters.

ViaPath response: In consideration of applicable privacy laws, further review and development of a called party's voice print biometric information required.

Page 35, Item E.4.7. – Bid specifications reads - The proposed System must be able to quickly query results and promptly translate conversations.

ViaPath response: Via Path has read, understands, and takes the following exception to, the conditions and specifications of this bid. In consideration of applicable privacy laws, further review and development of a called party's voice print biometric information is required.

#### **Vendor: HomeWAV, LLC**

HomeWAV \$150,000.00 Technology Grant offer is based on a 5-year contract. Per Code of Alabama 41-16-57 (f) Contracts for the purchase of personal property or contractual services shall be let for periods not greater than three years.

Page 10, Section A.10 – Bid specifications reads - Work shall begin within forty-five (45) days after award of contract unless otherwise notified. Project must be completed within sixty (60) days after work begins. HomeWAV will commence work at Baldwin County within 60 days of contract signature (dually signed by both parties).

Page 11, Section B.4 – Bid specifications reads - The County will unilaterally determine the locations as well as the need for future installations and disconnects. Successful Vendor will be responsible for all costs associated with the installation or disconnection throughout the term of the Contract.

HomeWAV response - Kiosk Location Placement - When installing kiosks in a housing unit, two factors must be considered. The first is inmate privacy while showering and using the restroom. HomeWAV chooses a location inside the housing unit to install the kiosks, so the camera does not point to these locations. The second factor is visibility to the inmates. For the system to be effective, kiosks must be installed in a location where the screen is visible to inmates. This allows the inmate to see when they have friends and family online so they can initiate a call. HomeWAV will work together with the county to determine the best location for kiosks that works best for the county while meeting the above requirements.

Page 13, Section D.2.5 – Bid specifications reads - System must meet the FCC mandates for ADA compliance for hearing impaired inmates to make assisted telephone calls as required by January 1, 2024. This may be in the form of Video Relay, IP Relay, IP CTS or other FCC approved method. HomeWAV has responded to this requirement with an exception to ensure the integrity of our proposal. HomeWAV takes a stance of transparency and always endeavors to ensure their proposals are 100% factual. It is important to note that the HomeWAV system already accommodates several ADA requirements given the nature of our all-in-one kiosk with video capabilities. HomeWAV has the ability to adjust their pricing for inmates identified as hearing impaired so that they have access to video services at the same price that other inmates use for voice calls. In addition, HomeWAV will be in compliance with all upcoming TRS requirements by the end of 2023 as mandated by the FCC.

Page 13, Section D.2.6 – Bid specifications reads - The proposed System must meet CJIS compliance at least on the administrative portion of the platform where officers and administrators access the user analytics and monitoring.

HomeWAV would like to better understand this requirement and looks forward to additional discussions with the County.

Page 14, Section D.4.1 - Bid specifications reads - The inmate telephone system must provide outgoing collect service with no access to direct dialed or operator handled service. Inmates are allowed to direct dial number for collect calling services. This does not include DTMF numbers unless specifically requested by the facility. Visitors must accept the call and add funds before communication commences.

Page 14, Section D.5 – Bid specifications reads - Each telephone shall have easy to follow voice instructions for the type of calls allowed. In addition, voice prompt instructions will be provided to the inmate in up to ten (10) languages chosen by the County.

Easy to Follow Instructions -Call Branding

When a visitor receives a call from an inmate, they will hear the following script.

"You have a call from [Inmate Name], an inmate from [Facility Name].

This call is being monitored and recorded.

If you are an attorney and require this call to be confidential, please hang up and call [Facility Name] for account approval.

Press 1 to accept.

Press 8 to block calls from this inmate.

Press 9 to block all calls from this facility.

The permitted call cost of this facility is \$[Cost per minute]

If you have any questions or concerns, please call 314. 764.2872"

If the called party requests that their number be blocked, they will press the specified number within the call script.

Call Acceptance

Currently, the call acceptance is played once before it disconnects the call. It is important to note that the called party CAN interrupt the prompts by selecting a digit.

Recorded Message to the Inmate

The following list outlines our menu of available recordings, each designed to inform the inmate why the call was not completed:

1. Globally (facility-wide) Blocked Number: When an inmate attempts to call a number that is globally blocked by the facility.
2. Called Party Blocked Number: When an inmate attempts to call a number that is blocked by the called party either globally or specifically to the inmate.
3. Declined Call: When the called party "declines" the call.
4. Busy: When the called party has a busy signal.

Instructions In Ten Languages

HomeWAV does not have multiple languages for voice instructions as our voice calls commence from the all-in-one kiosk. In addition, all aspects are visual with the option for Google Translate to change the device language to any one of 60+ languages. Available languages are provided on the page that follows.

Page 14, Section D.6 – Bid specifications reads - The proposed system should have automated problem reporting system that provides visual notification to the Vendor when issues arise. Vendor must be required to fully describe those capabilities in response to this paragraph. Vendor must notify the County of any failures immediately with an estimated restoration time. Vendor will provide updates every four hours until service is restored. HomeWAV does not have an automated system in place for outage notification. However, notifications will be sent to the specified parties when there is a system wide outage.

Page 15, Section D.8 - Bid specifications reads - In addition, the system must have the capability to inform the called party at selected intervals during the conversation that they are speaking with an inmate and that the call is being monitored and/or recorded.

HomeWAV's system does not interrupt the ongoing call to inform the users they are speaking to an inmate on a recorded line. Visitors must actively accept an incoming call, and the inmate's name, facility, and the call recording status are in the pre-recorded message prior to acceptance.

When a visitor receives a call from an inmate, they will hear the following script.

"You have a call from {Inmate Name}, an inmate from [Facility Name].  
This call is being monitored and recorded.  
If you are an attorney and require this call to be confidential, please hang up and call [Facility Name] for account approval.  
Press 1 to accept.  
Press 8 to block calls from this inmate.  
Press 9 to block all calls from this facility.  
The permitted call cost of this facility is \$[Cost per minute]  
If you have any questions or concerns, please call 314. 764.2872"

Page 16, Section D.11 – Bid specifications reads - Agency officials must be given total flexibility to limit the length of calls placed by inmates, e.g., 15 minutes. The inmate must be warned prior to disconnecting that the call time limit is about to expire. The system must provide the ability to set such time limits at the unique identifier (i.e., PIN, passwords, biometrics, etc.) and station level, as well as globally across the system. The system must also allow the ability to limit the numbers of call made per allotted time frame as determined by BCSCC.

#### Increased Inmate Usage

##### Support for Inmate Reentry and Increased Revenue for Baldwin County

HomeWAV's system does not limit the number of calls that can be made in a specific time period as we want to encourage inmates to use the system as much as they would like while operating inside the jails hours of availability.

HomeWAV understands the role that inmate calls to family and friends play when reducing recidivism. Many studies conclude that the more calls the incarcerated receive, the less they are to recidivate. By streamlining the inmate call process through HomeWAV's inmate communications solutions, we can help by not only eliminating the burden of requiring facility staff to connect visitors with inmates through scheduled calls but also by reducing the re-entry process through positive social interaction. Moreover, we have found that the distance between inmates and their family and friends also plays a part in impacting recidivism. When the distance of traveling makes it difficult to visit an inmate, the HomeWAV system can easily close that gap. The HomeWAV system is more economical than the cost of the gas it takes to travel even short distances-making it easier for approved visitors to receive calls from virtually anywhere.

#### HomeWAV's System Capabilities

HomeWAV's system is capable of customizing visit durations while warning the inmate and visitor prior to the call disconnecting.

#### Customizable Visit Durations

The HomeWAV system allows for the maximum call length to be set by the County. As illustrated by the graphic that follows, the maximum call length is 30 minutes. County staff, with appropriate permissions, can set the Call Length from one (1) to thirty (30) minutes. Facility Administrators will be able to access call duration settings through the Administrator Dashboard. Refer to the screenshot below for an example of how to customize the call duration. The inmate will be warned prior to disconnecting the call that the call time limit is about to expire. The system provides the ability to set such time limits at the PIN and station level, as well as globally across the system. The HomeWAV system provides a continual clock that changes color as a visual warning message to both the inmate and visitor. The clock starts out white in color. The timer on the screen will turn yellow when there are five (5) minutes left on the visit. It will turn red when there are 60 seconds or less left on the call.

Page 17, Section D.12.6 - Bid specifications reads - System users with the appropriate password level should have the ability to break-in on a specific inmate call in progress and talk to both parties (the inmate and the called party). County users, with proper permissions, can text break-in on a specific inmate's call, but cannot talk to both parties.

Page 17, Section D.13.3 - Bid specifications reads - Unique identifier (i.e., PIN, password, biometrics, etc.), allowed number lists and blocked number lists must be part of the validation process and maintained centrally. Inmates are allowed to call direct dial phone numbers, meaning they do not have to be pre-approved by jail staff to start the call. This allows inmates to contact users that do not wish to put their personal information on the HomeWAV platform. County users can block any number from the entire jail, or from a specific inmate.

Page 18, Section D.15.3 - Bid specifications reads - The system must have the capability to detect the dialing of additional DTMF's following call connection. Upon detection, the system should play a warning message to the inmate and the called party.

HomeWAV's system does not automatically allow inmates to call DTMF numbers. The number must be whitelisted as DTMF for it to allow the inmate to select additional options by pressing another number.

This allows the facility complete control over these types of calls.

Page 19, Section D.17.2 – Bid specifications reads - When the system detects a problem, a visual notification should immediately be displayed to the support staff in the vendor's maintenance center. HomeWAV's support team monitors multiple internal dashboards to detect issues from the site level all the way down to the device level. The development team also constantly monitors the system health to ensure peak performance and uptime. There is not, however, a location for facility staff to see this real-time monitoring.

Page 19, Section D.19.2 -Call duration, call velocity (# of calls allowed within a specified time frame), programmable free calls and phone usage periods must be programmable by individual inmate unique identifier. HomeWAV does not put limitations on the call velocity as the goal is for inmates to have the ability to call their friends and family as often as they see fit, while still operating inside the facilities visitation availability schedule. It is important to note that call duration, free calls and phone usage periods are completely programmable.

Page 19, Section D.19.3 - Bid specifications reads -Each inmate unique identifier must have the ability to have an associated call allowed number list that includes telephone numbers the inmate is permitted to call. HomeWAV's system does not create an allowed number list per inmate. These users will have access to direct dial options to call non-DTMF numbers and pending the active acceptance from the user, they will connect. County users, with proper permissions, can manage blocked numbers on a site level and per inmate level list.

Page 19, Section D.19.4 - Bid specifications reads -The inmate telephone system must provide a method for inmates to automatically build their own allowed number list. Please describe the system's ability to provide this feature in detail. Within the system, there is not a location where inmates can build an allowed number list. They must either know the number of the user they would like to call and manually enter it or have their loved one(s) sign up through HomeWAV, add the inmate, get the account approved, and use the voice direct dial option to call the visitor.

Page 20, Section D.20 - Bid specifications reads -Officer Check-In - The system must have the capability of allowing connections officers to "check in" from any phone in the system, entering his/her unique identifier number and creating a report log of the time, date, and location of the phone used to "check in". HomeWAV's system does not produce reports of an officer "check in", however HomeWAV can create an inmate account for specified County users where they will be able to log into a kiosk to ensure it is working properly. In addition, County users can run an audio-visual test of the system to ensure it is working properly.

Page 20, Section D.21 - Bid specifications reads -The system must allow an administrator to designate "Hot" Unique identifiers and "Hot" destination numbers. When the system detects that a call is being made using any of these Pre-programmed "Hot" Unique identifiers or destination numbers, the system must automatically call destination numbers designated by the County. These designated numbers should include direct-dial desk phones, officer cell phones, home telephones, any digital device such as tablet, laptops and smart devices, and pagers. Ale1is to any type of phone should prompt the recipient for a security code, and, after receiving a proper code, conference them into the call. The recipient should be undetected by the inmate and called party; however, they should have the ability to disconnect the call or cut into the call and talk to each party. Alerts should send information including the number being dialed, the Unique identifier used in dialing, etc.

County users, with proper permissions, can set up call alerts on specific inmates that will send an email or text notification to the numbers entered into this feature. It does not have the ability to call a specific number or set the ability to be notified when a specific phone number is called. Call Lock Feature - Via a readily accessible via any PC with a modern browser and active Internet without the need to download additional software to authorized users, the system must allow administrators to "lock" call recordings to ensure their retrieval beyond the on-line storage period. Once a call recording is locked, it must be available on-line until unlocked.

HomeWAV's system does not have the capability to lock specific calls from being removed from on-demand access. Any call can be downloaded minutes after the call takes place and stored in any location the facility admin deems appropriate.

Search and Play Parameters - Via a readily accessible via any PC with a modern browser ai1d active Internet without the need to download additional software to authorized users, the system must allow administrators to search for calls completed and recorded during a specific time period, calls placed at a



specific inmate telephone, calls placed to a specific destination number, or calls made by phones assigned to a specific group.

Video and voice calls that just concluded are not readily available for immediate playback.

These calls take time to combine the voice and audio streams from both parties. This can take up to a couple hours depending on the current call volume, but the system scales appropriately and calls are usually available for playback under 30 minutes. Calls that have successfully combined can immediately be played.

Attaching Notes to Call Detail Records - System users must be able to attach a note document to any call record for the purposes of inclusion of information such as the case number or other investigative data. This note should become a permanent part of the call detail record and have the capability to be saved to disk and used in word processing programs such as Microsoft Word and still retain the formatting. In addition, the inmate telephone system should have the capability to conduct searches on the information contained within the notes, (i.e., case number, inmate name, etc.) Facility admin can add notes to any call or message, but the notes do not export with the call.

#### Printing Inmate Notes

To print "Notes," the Administrator (with proper permissions) can follow the steps below:

- Click on the "Inmates & Visitors" tab.
- To print the notes, located the specific inmate.
- Under the Options column, click Inmate Notes.
- Highlight the notes with the left mouse button.
- Hover the mouse over the highlighted text and click the right mouse button.
- A dialog box will appear, and you may print the Notes.

#### Print a Report

From the "Reports" tab, an Administrator would select their desired criteria for their report. Once it is refreshed, the report can be downloaded as a PDF file. Once downloaded, this report can be printed.

User Log -As a security precaution, the system must provide a user log. Only those users with administrator level access should be able to review the user log. The log must include user access to the system, the time and date of each access, and the action taken during the user access.

User logs are not available to County users as they are only available to HomeWAV administrators with the correct permissions. This feature will be available in the future for County users.

Page 22, Section D.26.3 – Bid specifications reads - The recording system must store call recordings for the length of the contract on-line for immediate retrieval without requiring PCSO personnel for media changes. Must provide Baldwin County Corrections Center access to the data for a period of ten (10) years after the end of the contract to meet the requirements of the Alabama Records Retention requirements.

HomeWAV will provide ninety days of on-demand storage for video calls and 365 days of on-demand storage for voice calls and messages. On-demand storage is defined as immediate

County facility administrator access to recordings via the HomeWAV administrator panel.

Archived storage (beginning on day 91 or 366) will be available upon request for a fee. Archived storage is defined as recordings that can only be retrieved via request via HomeWAV technical support.

Page 27, Section E.2.b.ii – Bid specifications reads - Enclosure shall be wall mounted using no more surface area than a standard inmate "mini phone" measuring a height of 11.5" and width of 5".

The below graphic will showcase HomeWAV's kiosk dimensions.

Kiosk Dimensions: Width: 18.60 inches, Depth: 4.66 inches, Length: 16.15 inches

Page 27, Section E.2.e - Bid specifications reads - VVS servers shall be installed locally within the agency's internal server environment or optionally, if agency desires, at remote data center.

HomeWAV is a cloud-based system that uses AWS to host the platform. We have the necessary infrastructure in place for failovers and proper security protocols. We do not install on site servers for our calling solution. By using cloud-based applications and off-site storage, the opportunity of failure of the system in a facility is greatly reduced.

Page 27, Section E.3.f.i - Bid specifications reads - VVS must be successfully installed and functional in at least 25 facilities, with at least 5 installations being larger than 75 VVS stations and at least 2 installations being larger than 200 VVS stations. HomeWAV's current site list is provided as Appendix B. As the reader will note, we currently have 166 partners across the United States. HomeWAV's largest installation to date included 169 kiosks. Since that time, HomeWAV has added several team members to our installation and project management team. HomeWAV is fully prepared for an installation that is the size and scope of Baldwin County.

Page 27, Section E.3.f.iii – Bid specifications reads - VVS must have multiple current customers where the system is scheduling and managing visits of all types (video, face to face, contact, personal, and professional, etc.) for at least 2,000 inmates per agency. HomeWAV's current site list is provided as Appendix B. As the reader will note, HomeWAV's contracts all differ in scope. Our site list details the scope and services provided at each HomeWAV facility. HomeWAV's largest facility to date supports 990 inmates. We are confident in our ability to support a facility the size and scope of Baldwin County.

Page 28, Section E.3.i.x - Bid specifications reads - VVS shall allow the agency to automatically notify a user(s) and/or user group(s) via email when a visitation station is added, modified and/or taken offline. HomeWAV's system does not automatically notify County users via email when a visitation station is added, modified and/or taken offline. However, our Technical Support team monitors the kiosks, and when one or multiple go down, the County will be notified by our team.

Page 28, Section E.3.f.viii - Bid specifications reads - VVS shall have integration with LDAP. The vendor's system needs to work with LDAP or Activity Directory so that we can sign in with one sign on. HomeWAV's system does not currently have an integration with LDAP or Active Directory. County users will create accounts specific to the HomeWAV system and will be assigned permissions based on the level of access required to perform their duties.

Page 28, Section E.3.f.x - Bid specifications reads - VVS shall have mass email notifications to make all or select visitors aware of facility events, policy changes, etc. HomeWAV does not currently have a solution for County users to communicate policy changes using HomeWAV registered visitors. However, staff can set up a rules document that visitors must agree to prior to adding an inmate. This can be updated at the facilities' discretion.

Page 28, Section E.3.f.xiii – Bid specifications reads - VVS shall track all inmate housing unit assignments, movements, and inmate releases to validate scheduled visitation integrity. VVS shall automatically attempt to reschedule all visits associated with the inmate if the inmate has changed housing locations. VVS shall automatically cancel all visits associated with an inmate if the inmate has been released. HomeWAV's system does not cancel or reschedule onsite visits automatically. We do notify visitors when a visit is cancelled by push notification, email, and automated phone call.

Page 28, Section E.3.f.xiv - Bid specifications reads - VVS shall allow the agency to manage and schedule Internet video visitation, on premise video visitation, and non-video visitations including face to face, and contacts visits with shared or separate quotas, stations, visitation center hours, time slots, and scheduling policies. HomeWAV's scheduling system can only be used for registered HomeWAV visitors and works with scheduled video visits or face to face visits but does not work for both simultaneously.

Page 28-29, Section E.3.f.xvi - Bid specifications reads - VVS shall allow the agency to create specific personal and professional visitation time slots for Internet video visits, on premise video visits, face-to-face visits and contact visits. VVS must allow the agency to customize visitation time slot duration. HomeWAV does not have separate scheduling modules for professional users.

Page 29, Section E.3.f.xvii – Bid specifications reads - VVS shall allow the agency to determine what type of visits (Internet, on-premises, face-to-face, and contact) are allowed for each housing unit. HomeWAV does not have the capability to change the type of on-site visitation allowed on a per pod level. However, the system can set scheduled visitation hours individually for each pod.

Page 29, Section E.3.f.xxi – Bid specifications reads - Restrict an inmate from visiting a minor. Restrict an inmate from having contact visits. Restrict an inmate from visiting at the same time as another inmate. Restrict a visitor from visitation at the same time as another visitor. We require HomeWAV users to be 14 or older, and County users will be able to approve/disapprove any HomeWAV visitor from contact with any inmate in their facility. We do not have a way to restrict inmates from onsite visits, restrict inmates from visiting at the same time, or restrict a visitor from visiting an inmate at the same time as another visitor.

Page 29, Section E.3.f.xxii - Bid specifications reads - VVS shall allow the agency to establish and automatically enforce different inmate and visitor quotas for Internet video visits, on premise video visits face-to-face visits, and contact visits. HomeWAV manages onsite visitation at the facility level. We can base this visitation limit on the inmate, visitor, or the inmate-visitor pair.

Page 29, Section E.3.f.xxiii – Bid specifications reads -VVS shall allow the agency to set the age at which a minor can register and schedule a visit as an adult. HomeWAV sets this limit at age 14. Staff can approve or disapprove of visitors outside of this as they see fit.

Page 29, Section E.3.f.xxiv - Bid specifications reads - VVS shall allow the agency to create custom visitation quotas. 1 -VVS shall allow the agency to create inmate and visitor quotas based upon time ( example: 25 min/day). 2 -VVS shall allow the agency to create inmate and visitor quotas based upon count ( example: 1 visit/week). 3 -VVS shall allow the agency to create inmate and visitor quotas with a customizable duration (day, week or month). 4 -VVS shall allow the agency to establish separate quotas for personal and professional visits. 5 -VVS shall allow the agency to create quotas for specific types of visits (Internet Video, On-Premises Video, Face-to-Face, and contact). 6 -VVS shall allow the agency to establish the total number of visitors (as well as any rules regarding the number of adults and minors per visit) allowed per visit for Internet video visits, on premise video visits, face-to-face visits, and contact visits.

7 -VVS shall allow the agency to specify unique quotas for each housing unit.

HomeWAV does not set quota limits on inmates or visitors. Based on our experience, it is best to provide access to inmates to call unlimitedly, pending they have funds to do so, while within the system availability hours.

Page 29 – 30, Section E.3.f.xxvi – Bid specifications reads - VVS shall have individual profile pages for each inmate and visitor allowing the agency staff to: 4 -Review warrant check results. HomeWAV does not have access to warrant check information so we will be unable to display this information in our system.

Page 30, Section E.3.f.xxix – Bid specifications reads - VVS shall provide the means for agency staff to create an unscheduled visit/station connection where the inmate's and visitor's information is not required (Quick Connect). To schedule a visit, an inmate and visitor pair must be registered in the HomeWAV system. We do have the ability to set up a generic inmate-visitor pair account for the facility if they desire.

Page 30, Section E.3.f.xxx - Bid specifications reads - VVS shall be a single web-based scheduling application allowing public and professional visitors to register and schedule visits using a standard internet browser and an internet connection. 3 - VVS shall allow the agency to determine if visitors must register in person (rather than online registration) prior to scheduling a visit. 6 - VVS public and professional scheduling must be available in English and Spanish. 7 - VVS shall have an optional inmate scheduling capability for inmates to schedule and review schedules from in-pod-kiosks. 9 - Professional visitors will have the additional option of selecting the visitor station and stations characteristics. (i.e., have a video visit from their desk or conference room, contact visit, private room, etc.) 12 - Web-based scheduling application shall allow the agency to customize the top banner with an image and customizable text and font size. 13 - Public web-based scheduling application shall allow for agency to create and post Public Message Posts with programming of start and end dates of posts, allow for multiple posts at one time and ability for posts to appear and be specific to separate screens. All registration must be done online using the HomeWAV web or mobile portal. All onsite scheduling settings are for both public and professional users as we do not currently have a way to create global settings for each independently. The way the scheduling system works requires inmates to initiate an onsite schedule, and the visitor confirms or rejects the invite. Confirmed scheduled onsite visits are assigned to predetermined lobby/inmate pod stations. Visitors do not have the ability to select the station. County users can, however, assign a visitor to a station if they set up the scheduled call. County users will not be able to customize the banner on the kiosk themselves, but they can submit a support ticket and the technical support team will be happy to assist.

Page 31, Section 3.E.f.xxxi – Bid specifications reads - VVS shall allow the agency to display upcoming and running visit information on one or multiple monitor(s) and/or station(s) that automatically refresh. 1 - VVS shall allow the agency to configure information for display for each individual display type(s) (visitation center informational monitor, inmate station, d01m officer, etc.) 2 - VVS shall allow the agency to display visitor check-in status. 3 -VVS shall allow the agency to hide assigned visitor station(s) number until the visitor has checked in. HomeWAV does not have the ability to display check-in status or hide the visitation station information until a visitor has checked in with staff. Facility admin cannot change kiosk messages without the assistance of HomeWAV staff.

Page 31, Section E.3.f.xxxii - Bid specifications reads - VVS can automatically start each video visit at the designated start time. 1 -VVS shall allow the agency to determine if the visitor is required to check-in for a video visit to start. 2 -For remote (Internet) visits officer must be able to have a real time video check-in with audio and video to determine authenticity and match with visitor picture on file with agency.



3 -VVS shall allow the agency to determine if a visit is to be canceled if the visitor does not check-in on time or after a set amount of time and if that visit will count against the inmate's visitation quota. HomeWAV's system does not know the visitor check in status and cannot make rules around this. County users can cancel visits manually as they see fit, and the notification will go to the proper parties.

Page 31, Section E.f.xxxiii - Bid specifications reads - VVS shall automatically attempt to reconnect stations if connectivity is lost. HomeWAV does not automatically attempt to reconnect a video visit as we require positive confirmation to start a video call and do not want a user to walk away while the system attempts to reconnect a call. An inmate can re-initiate a video call at any point manually.

Page 31, Section E.3.f.xxxiv - Bid specifications reads - VVS shall allow for an option to limit the number of simultaneous remote/internet video visits. HomeWAV does not limit the number of simultaneous remote video calls. All non-privileged active calls can be live monitored simultaneously.

Page 31 – 32, Section E.3.f.xxxv – Bid specifications reads - VVS shall allow for real-time visitation monitoring of all live personal video visits. 1 -VVS shall allow agency staff to stop, pause and restart any running visit. 4 -VVS shall allow for Real-time monitoring of audio/video for up to eight visitations simultaneously per monitoring station screen. 5 -VVS shall rotate through all visits at user defined monitoring rate. 6 -VVS shall allow the agency to customize the number of visits per screen and the page rotation duration. 7 -User shall be capable of scanning through all active visits and select particular visit for monitoring. County users will not be able to pause or restart an active call. They can stop a visit by disconnecting the call at any point as they see fit. Calls processed after the fact can be paused or stopped at any point. While monitoring all calls simultaneously, the audio is muted. A County user can click into a single call to listen to the call details without the other parties knowing. The live monitoring view does not rotate through calls, it displays all simultaneously allowing a user to pick and choose which one they listen to.

Page 32, Section E.3.f.xxxviii - Bid specifications reads - VVS shall provide synchronized digital video and audio recording for all video visitation sessions. 2 -VVS shall allow facilities to configure recordings such that all video visitations will be recorded, only certain visitations will be recorded, and/or certain inmates and visitor will be recorded. 3 -VVS must allow the agency to determine the quality and storage size for video visitation recordings independent of the visitation quality. The agency must be able to select from H.264, MPEG2 and MPEG 4 recording formats. Minimum storage size must be equal to 120MB per hour. 4 -Authorized users shall have the ability to mandate specific visits, visitors and/or inmates to be recorded. 5 -VVS shall provide two levels of recording permissions (standard and investigative) to ensure execution of recording mandate. Video call recording is based on the relationship the visitor uses when adding an inmate. Privileged user types always require facility staff to approve the account prior to any communications being available. Non-privileged users can be auto approved, manually approved, or any combination of these options. HomeWAV video calls are stored with optimal quality and size standards not configurable on a facility basis.

Page 32, Section E.3.f.xxxix – Bid specifications reads - VVS shall provide the option to display a startup message and no less than two separate visual warning messages on each visitation monitor. Time placement and messaging shall be fully configurable. All HomeWAV video calls for both inmates and visitors have a message visible through the entire length of the call informing the user the call is either being recorded and monitored, or not being recorded and monitored depending on the user.

Page 33, Section E.3.xliv – Bid specifications reads - VVS shall allow the use of 3rd party reporting tools to generate additional custom reports from the VVS database. HomeWAV cannot give the County access to the HomeWAV database but the system can produce reports in Excel, Word and PDF.

Page 33, Section E.3.f.xlv -Bid specifications reads - VVS shall provide visitor warrant check management settings to control agency warrant check policies. 1 -Allow settings for how often warrant checks are required. 2 -Ability to run reports to see which visitors are due for warrant checks and export the visitor information for use in 3rd party warrant check systems. 3 -Ability to import warrant check results allowing system users, investigators, etc. access to see when the last warrant check was run and what the results were. 4 -Ability to run reports to see any visitors with outstanding warrants. Report options to include visitation date ranges as well as options to include all visitors or only those visitors with upcoming scheduled visits. HomeWAV's system does not have any infrastructure to support warrant check management.

Page 33, Section E.3.f.xlvi - Bid specifications reads - VVS shall allow the agency to create visitation billing charges. 1 -VVS shall allow the agency to charge for visits when an inmate has exceeded his/her

established free visit quota. 2 -VVS shall allow the agency to charge for all visits for a specific visitation center (example: all Internet video visits). 3 -VVS must have the ability to differentiate between professional visitors (e.g., allow public defenders to have free visits, while charging private attorneys for remote visits etc.) 4 -VVS shall allow visitation charges to be based upon per minute or per visit. 5 -VVS shall allow the agency to implement a non-refundable processing fee. 6 -VVS shall allow the agency to assign billing rules to selected visitation centers and/or specific visitation center days or hours. 7 -VVS shall take into account inmates mandated free visit quota and dynamically calculate charges during the scheduling process. 8 -VVS shall allow the agency to create a custom visitation cancellation policy that allows for varying cancellation charges based upon when the visitor cancels the visit. 9 - VVS shall dynamically display the cancellation and refund policy while the visitor is scheduling and canceling visits. 10 - VVS shall have capability of automatically refunding a visitor for a charged visit that has been cancelled as a result of: A - Inmate release B - Agency imposed restriction C - Station unavailability D - Facility event (example: weather closure, dorm lockdown) 11 - VVS shall allow authorized agency staff to override or refund visitation charges. HomeWAV operates in per minute video call charging. County users can request specific visitor accounts to be free of charge for specific professional use. HomeWAV can make onsite visits free or paid for depending on facility requirements.

Page 34, Section E.3.h - Bid specifications reads - The VVS must offer facial detection and content filtering software that meets the following requirements: When a human face is undetectable, the software must: 1 - Automatically temporarily suspend the transmission of the inmate and/or visitor's video visit in which a human face is unable to be detected. 2 - Automatically display a visual notice on the inmate and visitor's monitor to notify them that the video has been suspended due to the inability to detect a human face. The text notice shall also include details relating to what corrective action must be performed (i.e., face device's camera) to resume the video visit. 3 - Automatically resume video visit when software detects a human face (corrective action has been performed). iii - Be configurable to allow authorized agency staff to enable or disable the software in advance or in real-time based upon the name of a specific inmate, public user, or both, and for specific user profile types such as inmate, visitor and/or professional. Additional details regarding HomeWAV's innovative Background Blur/Filtering feature is provided throughout our proposal. HomeWAV has custom background filtering technology that automatically blurs/filters the entire screen when a face is not detected. This technology makes turning the screen off during a video call not required. HomeWAV cannot turn this feature on/off on a per user basis.

Page 37, Section G.1 – Bid specifications reads - The County will provide a single point of contact for the Vendor during the installation phase of the contract and Vendor shall do same. Vendor will cooperate fully with any reasonable scheduling requirements issued by the County. Vendor will be responsible for keeping the County informed of their progress at all times. All software and hardware as proposed must be installed and fully operational per manufacturer's specifications for such equipment within forty-five (45) days after bid award. HomeWAV will commence work at Baldwin County within 60 days of contract signature (dually signed by both parties).