

COMPETITIVE BID #WG20-28
EXCEPTIONS

Vendor: Inmate Calling Solutions, LLC d/b/a IC Solutions

IC Solutions proposes only one partial exception (alternative solution) to the bid specifications:

Specifications reads: Section E.2.B - 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".

*IC Solutions proposes to keep in place the same model V17 inmate video stations that we already have in place today. These stations feature a 17" color monitor/touchscreen, and their overall dimensions are 18" by 18". Because this same model is already installed at the Baldwin County Corrections Center, the wall space is already allotted to accommodate these dimensions. Reducing the overall dimensions to meet this requirement would require unnecessarily reducing the monitor size, which would significantly diminish the inmate's user experience. Thus, IC Solutions proposes to provide video stations of the exact same model and size as those that are in place today.

Vendor: Global Tel*Link Corporation

Global Tel*Link send an email dated 7/10/2020 clarifying that they would be not be taking an exception to the bid specifications as originally stated in their bid response regarding General Liability and Workers Comp. They will be adding Baldwin County Commission as additional certificate holder on their policies.

Vendor: NCIC Inmate Communications

Visitation Management Software

NCIC takes exception to the bid specifications - Section E.3 - Subsection e.i) 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.

NCIC takes exception to Section E.3 Subsection e.xxxi.1) VVS shall allow the facility to display visitor check-in status.

NCIC takes exception E.3 Subsection e.xxxi.3) VVS shall allow the facility to hide assigned visitor station(s) number until the visitor has checked in.

NCIC takes exception E.3 Subsection e.xxxii.1) VVS shall allow the facility to determine if the visitor is required to check-in for a video visit to start.

NCIC takes exception E.3 Subsection e.xxxii.3) VVS shall allow the facility to check in those visitors visiting over the Internet via video chat between the officer and the visitor(s).

NCIC takes exception E.3 Subsection e.xxxiii) VVS shall automatically attempt to reconnect stations if connectivity is lost.

NCIC takes exception E.3 Subsection e.xxxvi) VVS shall allow for facility staff to setup automated email notification of visits to notify staff, investigators, i.e. of visits for a particular inmate or visitor.

NCIC takes exception E.3 Subsection e.xxxviii.8) VVS shall incorporate an audit trail to track who has viewed and/or downloaded the recording file(s).

NCIC takes exception E.3 Subsection e.xlv.1-4) VVS shall provide visitor warrant check management settings to control facility 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.

NCIC takes exception E.3 Subsection f.iii) Vendor must provide support services directly to visitors through integrated live chat functionality built into the visitor registration, scheduling and remote/internet video visitation website. Visitor support to also include phone and email support services.

NCIC takes exception E.3 Subsection e.xxx.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.)