

## AGREEMENT

**THIS AGREEMENT (“Agreement”)** is made by and between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City”), and **B.I. INCORPORATED**, a Colorado corporation with a principal place of business address of 4955 Technology Way, Boca Raton, FL 33431 (the “Contractor”). For purposes of this Agreement, the City and the Contractor shall also be referred to collectively as the “Parties.”

**WHEREAS** the City awarded this Agreement to the Contractor as the result of a competitive selection process for purposes of providing offender monitoring products, services, and solutions to the City (this “Agreement”);

**WHEREAS** the Contractor participated in said selection process and agreed to be bound by the terms governing said selection process and the provision of offender monitoring products, services, and solutions to the City;

**NOW, THEREFORE**, in consideration of the foregoing recitals, the covenants and obligations contained herein and other valuable consideration set forth below, and the sufficiency and receipt of which is hereby acknowledged, the Parties agree and covenant as follows:

**1. DEFINITIONS:** The capitalized terms used in this Agreement and any and all exhibits hereto, will have the meanings given such terms in the paragraph in which such terms are parenthetically defined. The meanings given to terms defined will be equally applicable to the singular and plural forms of such terms. In addition, the following capitalized terms shall have the following meanings:

**A.** “City” means and refers to the City and County of Denver or a person authorized to act on its behalf.

**B.** “Contractor” means and refers to the Contractor, its agents, employees, officers, and anyone acting on its behalf.

**C.** “Services” shall mean and include those services described in the attached **Exhibit A** “Services.”

**D.** “State Law” shall mean and include any laws of the State of Colorado which govern funds that are or may become obligated under this Agreement. State Law includes, but is not limited to, the state laws set forth in this Agreement, as well as amendments thereto that may currently or hereafter be in effect.

**E.** “Subcontractor” means an entity, other than a Contractor, that furnished or furnishes to the City or the Contractor services or supplies (other than standard office supplies, office space or printing services) pursuant to this Agreement.

**2. TERM:** The Agreement will commence on **February 1, 2022** and will expire on **January 31, 2025** (the “Term”). Subject to the Executive Director’s (as defined in Paragraph 3, below) prior written authorization, the Contractor shall complete any work in progress as of the

expiration date and the Term of the Agreement will extend until the work is completed or earlier terminated by the Director.

**3. COORDINATION AND LIAISON:** The Contractor will fully coordinate all services under this Agreement with the Executive Director (“Director”) of the Denver Department of Safety (“Agency”) and/or the Director’s designee.

**4. SERVICES TO BE PROVIDED:**

**A.** At the direction of the Director, the Contractor shall diligently undertake, perform, and complete all of the services, achieve all of the performance measures, and produce all the deliverables set forth on **Exhibit A, the Scope of Services** (“Services”), to the City’s satisfaction.

**B.** The Contractor is ready, willing, and able to provide the Services required by this Agreement.

**C.** The Contractor shall faithfully perform the Services in accordance with the standards of care, skill, training, diligence, and judgment provided by highly competent individuals performing services of a similar nature to those described in the Agreement and in accordance with the terms of the Agreement.

**D.** The Contractor shall not establish practices that create disincentives to providing Services to individuals with barriers to employment who may require longer-term Services, such as intensive employment, training, and education services.

**5. COMPENSATION AND METHOD OF PAYMENT:**

**A. Budget:** The City shall pay, and the Contractor shall accept as the sole compensation for Services rendered, performance measures achieved, and costs incurred under the Agreement in accordance with the rates contained in **Exhibit B** (“Pricing”).

**B. Reimbursable Expenses:** There are no reimbursable expenses allowed under this Agreement. All expenses to be incurred by the Contractor under this Agreement are expressed in the rates expressed in **Exhibit B**. The City will not be obligated to pay the Contractor for any other fees, costs, expenses, or charges of any nature that may be incurred and paid by the Contractor in performing services under this Agreement including but not limited to, any charges or expenses related to personnel, benefits, contract labor, overhead, administrative costs, operating costs, supplies, equipment, and/or out-of-pocket expenses.

**C. Invoices.**

**(1)** Contractor shall provide the City with periodic invoices in a format and with a level of detail acceptable to the City in accordance with the rates set forth in **Exhibit B**. Contractor’s invoices must identify reasonable allowable direct costs and allocable indirect costs actually incurred in accordance with the budgeted categories and amounts contained in **Exhibit B**. Invoices from Contractor shall be accompanied by documentation of expenses for which Contractor

seeks reimbursement as well as other supporting documentation required by the City. The City's Prompt Payment Ordinance – §§ 20-107 to 20-118, D.R.M.C., applies to invoicing and payment under this Agreement. Funds will be disbursed in appropriate monthly increments, upon receipt and approval of the Contractor's monthly invoices and any City required budget documents or reports. The Contractor's invoices will include all appropriate supporting documentation that may be pertinent to the services performed or expenses incurred and paid under this Agreement. The Contractor's invoices must identify costs and expenses incurred and paid in accordance with the rates expressed in **Exhibit B**. Funds payable by the City hereunder shall be distributed to the Contractor on a reimbursement basis only for work performed and expenses incurred and paid during the prior month. Invoices submitted for payment must be received by the Agency as directed. Invoices submitted for services rendered that are submitted after such deadline are untimely and must be submitted separately to be considered for payment. Payment for any late-submitted invoices shall be made only upon a showing of good cause for the late submission. Timesheets must reflect the amount of time, in hours and quarter-hours, attributable to each activity performed under this Agreement. If the Contractor allocates allowable costs to more than one grant, project, or contract, then timesheets must further identify the allocation of allowable costs for each grant, project, or contract.

**E. Maximum Contract Amount:**

(1) Notwithstanding any other provision of the Agreement, the City's maximum payment obligation under this Agreement will not exceed **ONE MILLION, FIVE HUNDRED THOUSAND DOLLARS AND ZERO CENTS (\$1,500,000.00)** (the "Maximum Contract Amount"). The City is not obligated to execute an agreement or any amendments to this Agreement for any further services, including any Services, performed by Contractor beyond that specifically described in **Exhibit A**. Any services performed beyond those in **Exhibit A** are performed at Contractor's risk and without authorization under the Agreement.

(2) The City's payment obligation, whether direct or contingent, extends only to Federal Funds received and budgeted for the Program, appropriated annually by the Denver City Council, paid into the Treasury of the City, and encumbered for the purpose of this Agreement. The City does not by this Agreement irrevocably pledge present cash reserves for payment or performance in future fiscal years. The Agreement does not and is not intended to create a multiple-fiscal year direct or indirect debt or financial obligation of the City.

**F. Recovery of incorrect payments:** The City has the right to recover from the Contractor any and all incorrect payments issued to the Contractor due to any omission, error, fraud, and/or defalcation including but not limited to applying a deduction from subsequent payments under this Agreement or other means of recovery by the City as a debt due to the City or otherwise as provided by law. If as a result of any audit or program review relating to the performance of the Contractor or its officers, agents or employees under this Agreement, such audit or program review identifies any irregularities or deficiencies in the Contractor or its officers, agents, or employees' performance of the Contractor's obligations under this Agreement, then the Contractor will, upon notice from the City, correct all identified irregularities or deficiencies within the time frames designated in the City's written notice. If the required corrections are not made by such date, then the final resolution of identified deficiencies or disputes shall be deemed to be

resolved in the City's favor unless the Contractor obtains a resolution in its favor from the responsible official conducting the audit or review. In any event, the Contractor shall be responsible to indemnify and save harmless the City, its officers, agents, and employees, from and against all disallowed costs.

**G. Budget modifications:** Budget line items may only be modified in accordance with Budget Modification Policy No. 1703-495, as amended. Notwithstanding the preceding sentence, each modification to the rates in **Exhibit B** shall not take effect until approved in writing in accordance with Budget Modification Policy No. 1703-495, and any modification to **Exhibit** that requires an increase in the Maximum Contract Amount shall be evidenced by a written amendment prepared and executed by both Parties in the same manner as this Agreement.

**6. PERFORMANCE MONITORING/INSPECTION:** The Contractor shall permit the Director to monitor and review the Contractor's performance under this Agreement. The Contractor shall make available to the City for inspection all files, records, reports, policies, minutes, materials, books, documents, papers, invoices, accounts, payrolls and other data, whether in hard copy or electronic format, used in the performance of any of the services required hereunder or relating to any matter covered by this Agreement to coordinate the performance of services by the Contractor in accordance with the terms of this Agreement. All such monitoring and inspection shall be performed in a manner that will not unduly interfere with the services to be provided under this Agreement.

**7. STATUS OF CONTRACTOR:** The Contractor is an independent contractor retained to perform professional or technical services for limited periods of time. Neither the Contractor nor any of its employees are employees or officers of the City under Chapter 18 of the Denver Revised Municipal Code, or for any purpose whatsoever.

**8. ENFORCEMENT REMEDIES/TERMINATION OF AGREEMENT:** The City has the following rights of enforcement and termination:

**A. Enforcement Remedies.** If the Contractor materially fails to comply with the terms of this Agreement, the terms of any other agreement between the City and the Contractor, or any federal statute, rule, regulation, or terms and conditions of this Agreement, and fails to cure such noncompliance within ten (10) days (or such longer period as the City may allow in its sole discretion) after receipt from the City of a notice specifying the noncompliance, the City may take one or more of the following enforcement actions at its election:

(1) Withhold any or all payments to the Contractor, in whole or in part, until the necessary Services, deliverables, or corrections in performance are satisfactorily completed during the authorized period to cure default;

(2) Deny any and all requests for payment and/or demand reimbursement from Contractor of any and all payments previously made to Contractor for those Services or deliverables that have not been satisfactorily performed and which, due to circumstances caused by or within the control of the Contractor, cannot be performed or if performed would be of no value to the Program. Denial of requests for payment and demands for reimbursement shall be reasonably related to the amount of work or deliverables lost to the City;

(3) Disallow or deny all or part of the cost of the activity or action not in compliance.

(4) Suspend or terminate this Agreement, or any portion or portions thereof, effective immediately or (or such longer period as the City may allow) upon written notice to Contractor;

(5) Deny in whole or in part any application or proposal from Contractor for funding of the Program for a subsequent program year regardless of source of funds;

(6) Reduce any application or proposal from Contractor for refunding for the Program for a subsequent program year by any percentage or amount that is less than the total amount of compensation provided in this Agreement regardless of source of funds;

(7) Refuse to award Contractor, in whole or in part, any and all additional funds for expanded or additional services under this Agreement;

(8) Deny or modify any future awards, grants, or contracts of any nature by the City regardless of funding source for Contractor; or

(9) Modify, suspend, remove, or terminate the Services, in whole or in part. If the Services, or any portion thereof, are modified, suspended, removed, or terminated, the Contractor shall cooperate with the City in the transfer of the Services as reasonably designated by the City.

(10) Take other remedies that may be legally available.

**B. Termination due to criminal offenses.** The City may terminate the Agreement if the Contractor or any of its officers, agents, or employees are convicted, plead *nolo contendere*, enter into a formal agreement in which they admit guilt, enter a plea of guilty or otherwise admit culpability to criminal offenses of bribery, kick backs, collusive bidding, bid-rigging, antitrust, fraud, undue influence, theft, racketeering, extortion or any offense of a similar nature in connection with Contractor's business. Termination for the reasons stated in this paragraph is effective upon receipt of notice.

**C. Termination With or Without Cause:** The City has the right to terminate the Agreement with cause upon written notice effective immediately, and without cause upon ten (10) days prior written notice to the Contractor. However, nothing gives the Contractor the right to perform services under the Agreement beyond the time when the Contractor's services become unsatisfactory to the Director. Upon termination of the Agreement with or without cause, the Contractor shall have no claim against the City by reason of, or arising out of, incidental or relating to termination, except for compensation for work duly requested and satisfactorily performed as described in the Agreement

**D. Termination for convenience.** The City is entering into this Agreement to serve the public interest. If this Agreement ceases to further the City's public interest, the City, in its sole discretion, may terminate this Agreement, in whole or in part, for convenience by giving written notice to the Contractor.

**E. Termination for delinquent loans, contract obligations, and taxes.** Further, the City may also suspend or terminate this Agreement, in whole or in part, if Contractor becomes delinquent on any obligation to the City inclusive of any loan, contractual, and tax

obligation as due, or with any rule, regulations, or provisions referred to herein; and the City may declare the Contractor ineligible for any further participation in City funding, in addition to other remedies as provided by law. In the event there is probable cause to believe the Contractor is non-compliant with any applicable rules, laws, regulations, or Agreement terms, the City may withhold up to one hundred (100) percent of said Agreement funds until such time as the Contractor is found to be in compliance by the City or is otherwise adjudicated to be in compliance, or to exercise the City's rights under any security interest arising hereunder.

**F. Termination due to Impossibility:** Notwithstanding anything contained herein to the contrary, the City and the Contractor may terminate this Agreement upon a joint determination of the impossibility of the Contractor to perform its obligations hereunder in conformance with any continuing and effective public health orders issued by the State of Colorado or the City (collectively and as may be adopted, amended, revised, or supplemented, "Public Health Orders"). Notwithstanding the foregoing, such right of termination shall only be exercised after the Contractor has, to the reasonable satisfaction of the City, exhausted all other alternative methods of performance to comply with such Public Health Orders while performing all obligations hereunder. Such alternative methods of performance shall include, without limitation: 1) temporarily suspending performance of applicable portions or all of the Services with no monetary penalties imposed by the City due to such suspension; 2) engaging in approved social distancing requirements as described in the Public Health Orders; and/or 3) performing all or a portion of the Services remotely or electronically where feasible. All determinations of impossibility shall be reasonably determined jointly by the City and the Contractor upon consultation in good faith and, if so determined, shall also specify an effective date of termination of this Agreement to occur no later than twenty (20) days from the date of such determination. Nothing contained herein shall be construed as prohibiting or limiting the right of the City to otherwise terminate this Agreement in conformance with the terms and conditions of this Agreement. If this Agreement is terminated in accordance with this clause, the City shall be liable only for payment under the provisions of this Agreement for Services satisfactorily rendered by the Contractor before the effective date of termination.

**G. Payment upon termination.** Upon termination of the Agreement, upon any ground, the Contractor shall have no claim against the City by reason of, or arising out of, incidental or relating to termination, except for compensation that has not been disallowed by the City for Services duly requested and satisfactorily performed or deliverables satisfactorily provided as described in the Agreement.

**H. Return of materials and equipment.** If the Agreement is terminated, the City is entitled to and will take possession of all materials, equipment, tools and facilities it owns that are in the Contractor's possession, custody, or control by whatever method the City deems expedient. The Contractor shall deliver all documents in any form that were prepared under the Agreement and all other items, materials and documents that have been paid for by the City to the City. These documents and materials are the property of the City. The Contractor shall mark all copies of work product that are incomplete at the time of termination "DRAFT-INCOMPLETE".

**9. REQUIRED BACKGROUND CHECKS:** The Contractor shall cooperate and comply with the Agency's then-in-effect background check policy or policies for programs and services provided to youth under the age of eighteen (18) years.

**10. EXAMINATION OF RECORDS/AUDIT REQUIREMENTS:**

A. The Contractor shall maintain true and complete records of all business transactions under this Agreement, as well as records of the documentation supporting the use of all funds Contractor receives from the City under this Agreement for the latter of three (3) years after final payment under this Agreement or the expiration of the applicable statute of limitations. Any authorized agent of the City, including the City Auditor and/or his or her representative, has the right to access, and the right to examine, copy and retain copies, at the City's election in paper or electronic form, any pertinent books, documents, papers and records related to the Contractor's performance under this Agreement, provision of any goods or services to the City, the receipt of payment for the provision of goods or services to the City, and/or any other transactions related to this Agreement. The Contractor shall cooperate with City representatives and City representatives shall be granted access to the foregoing documents and information during reasonable business hours and until the latter of three (3) years after the final payment under this Agreement or expiration of the applicable statute of limitations. When conducting an audit of this Agreement, the City Auditor shall be subject to government auditing standards issued by the United States Government Accountability Office by the Comptroller General of the United States, including with respect to disclosure of information acquired during the course of an audit. No examination of records and audits pursuant to this paragraph shall require the Contractor to make disclosures in violation of state or federal privacy laws. The Contractor shall at all times comply with D.R.M.C. 20-276.

**11. WHEN RIGHTS AND REMEDIES NOT WAIVED:** In no event will any payment or other action by the City constitute or be construed to be a waiver by the City of any breach of covenant or default that may then exist on the part of the Contractor. No payment, other action, or inaction by the City when any breach or default exists will impair or prejudice any right or remedy available to it with respect to any breach or default. No assent, expressed or implied, to any breach of any term of the Agreement constitutes a waiver of any other breach.

**12. INSURANCE:**

A. If the Contractor is a "public entity" within the meaning of the Colorado Governmental Immunity Act, §§ 24-10-101, *et seq.*, C.R.S., as amended ("CGIA"), the Contractor shall maintain insurance, by commercial policy or self-insurance, as is necessary to meet the Contractor's liabilities under the CGIA. Proof of such insurance shall be provided upon request by the City.

B. If the Contractor is not a "public entity" then, the following general conditions apply:

(1) **General Conditions:** The Contractor agrees to secure, at or before the time of execution of this Agreement, the following insurance covering all operations, goods or services provided pursuant to this Agreement. The Contractor shall keep the required insurance coverage in force at all times during the term of the Agreement, including any extension thereof, and during any warranty period. The required insurance shall be underwritten by an insurer licensed or authorized to do business in Colorado and rated by A.M. Best Company as "A-VIII" or better. Each policy shall require notification to the City in the event any of the required policies

be canceled or non-renewed before the expiration date thereof. Such written notice shall be sent to the Parties identified in the Notices section of this Agreement. Such notice shall reference the City contract number listed on the signature page of this Agreement. Said notice shall be sent thirty (30) days prior to such cancellation or non-renewal unless due to non-payment of premiums for which notice shall be sent ten (10) days prior. If such written notice is unavailable from the insurer, the Contractor shall provide written notice of cancellation, non-renewal and any reduction in coverage to the parties identified in the Notices section by certified mail, return receipt requested within three (3) business days of such notice by its insurer(s) and referencing the City's contract number. The Contractor shall be responsible for the payment of any deductible or self-insured retention. The insurance coverages specified in this Agreement are the minimum requirements, and these requirements do not lessen or limit the liability of the Contractor. The Contractor shall maintain, at its own expense, any additional kinds or amounts of insurance that it may deem necessary to cover its obligations and liabilities under this Agreement.

(2) **Proof of Insurance:** Contractor may not commence services or work relating to this Agreement prior to placement of coverages required under this Agreement. Contractor certifies that the certificate of insurance attached as **Exhibit C ("Certificate of Insurance")**, preferably an ACORD form, complies with all insurance requirements of this Agreement. The City requests that the City's contract number be referenced on the certificate of insurance. The City's acceptance of a certificate of insurance or other proof of insurance that does not comply with all insurance requirements set forth in this Agreement shall not act as a waiver of Contractor's breach of this Agreement or of any of the City's rights or remedies under this Agreement. The City's Risk Management Office may require additional proof of insurance, including but not limited to policies and endorsements.

(3) **Additional Insureds:** For Commercial General Liability, Auto Liability and Excess Liability/Umbrella (if required), Contractor and subcontractor's insurer(s) shall name the City and County of Denver, its elected and appointed officials, employees and volunteers as additional insured.

(4) **Waiver of Subrogation:** For all coverages required under this Agreement, with the exception of Professional Liability, Contractor's insurer shall waive subrogation rights against the City.

(5) **Subcontractors and Subconsultants:** Contractor shall confirm and document that all subcontractors and subconsultants (including independent contractors, suppliers or other entities providing goods or services required by this Agreement) procure and maintain coverage as approved by the Contractor and appropriate to their respective primary business risks considering the nature and scope of services provided.

(6) **Workers' Compensation/Employer's Liability Insurance:** Contractor shall maintain the coverage as required by statute for each work location and shall maintain Employer's Liability insurance with limits of \$100,000 per occurrence for each bodily injury claim, \$100,000 per occurrence for each bodily injury caused by disease claim, and \$500,000 aggregate for all bodily injuries caused by disease claims. The Parties recognize and agree that the Contractor is engaged in an independent occupation and profession and is free from

control and direction in the performance of the services contracted for herein consistent with that mandated by C.R.S. § 8-40-202(2)(a). It is understood and agreed by the Parties that the City does not: (i) require the Contractor to work exclusively for the City, provided that the Contractor may have elected to work exclusively for the City for the period of time specified in the term of this Agreement; (ii) establish a quality standard for the Contractor, provided that the Parties agree that while the City may provide plans regarding its expectancy of the work to be performed by the Contractor, the City will not oversee the actual work of the Contractor or instruct the Contractor as to how the work will be performed; (iii) pay a salary or hourly wage to the Contractor instead of the fixed contract rate stated herein; (iv) terminate the work of the Contractor for cause during the term of this Agreement unless the Contractor violates the terms of this Agreement or fails to produce a work product or result that meets the specific terms provided in this Agreement; (v) provide any training for the Contractor other than minimal orientation to the site or other parameters of the Contractor activity; (vi) provide tools or benefits to the Contractor; (vii) dictate the time of performance; except that this Agreement completion date together with the range of negotiated and mutually agreeable work hours has been established herein; (viii) pay the Contractor personally instead of making City warrants payable to the professional name of the Contractor, except that in this Agreement the Contractor is an individual and sole proprietor; and (ix) combine the regular operation of the City in any way with the professional or business operations of the Contractor instead of maintaining office operations separately and distinctly.

(7) **Commercial General Liability:** Contractor shall maintain a Commercial General Liability insurance policy with minimum limits of \$1,000,000 for each bodily injury and property damage occurrence, \$2,000,000 products and completed operations aggregate (if applicable), and \$2,000,000 policy aggregate. Policy shall not contain an exclusion for sexual abuse, molestation or misconduct.

(9) **Business Automobile Liability:** Contractor shall maintain Business Automobile Liability with minimum limits of \$1,000,000 combined single limit applicable to all owned, hired and non-owned vehicles used in performing services under this Agreement.

(9) **Cyber Liability:** Contractor shall maintain Cyber Liability coverage with minimum limits of \$1,000,000 per occurrence and \$1,000,000 policy aggregate covering claims involving privacy violations, information theft, damage to or destruction of electronic information, intentional and/or unintentional release of private information, alteration of electronic information, extortion and network security. If claims Made, the policy shall be kept in force, or a Tail policy placed, for three (3) years.

(10) **Professional Liability (Errors & Omissions):** Contractor shall maintain limits of \$1,000,000 per claim and \$1,000,000 policy aggregate limit. The policy shall be kept in force, or a Tail policy placed, for three (3) years for all contracts except construction contracts for which the policy or Tail shall be kept in place for eight (8) years.

### **13. DEFENSE AND INDEMNIFICATION:**

A. The Contractor hereby agrees to defend, indemnify, reimburse and hold harmless City, its appointed and elected officials, agents and employees for, from and against all

liabilities, claims, judgments, suits or demands for damages to persons or property arising out of, resulting from, or relating to the work performed under this Agreement (“Claims”), unless such Claims have been specifically determined by the trier of fact to be the sole negligence or willful misconduct of the City. This indemnity shall be interpreted in the broadest possible manner to indemnify City for any acts or omissions of the Contractor or its subcontractors either passive or active, irrespective of fault, including City’s concurrent negligence whether active or passive, except for the sole negligence or willful misconduct of City.

**B.** The Contractor’s duty to defend and indemnify City shall arise at the time written notice of the Claim is first provided to City regardless of whether Claimant has filed suit on the Claim. The Contractor’s duty to defend and indemnify City shall arise even if City is the only party sued by claimant and/or claimant alleges that City’s negligence or willful misconduct was the sole cause of claimant’s damages.

**C.** Contractor will defend any and all Claims which may be brought or threatened against City and will pay on behalf of City any expenses incurred by reason of such Claims including, but not limited to, court costs and attorney fees incurred in defending and investigating such Claims or seeking to enforce this indemnity obligation. Such payments on behalf of City shall be in addition to any other legal remedies available to City and shall not be considered City’s exclusive remedy.

**D.** Insurance coverage requirements specified in this Agreement shall in no way lessen or limit the liability of the Contractor under the terms of this indemnification obligation. The Contractor shall obtain, at its own expense, any additional insurance that it deems necessary for the City’s protection.

**E.** This defense and indemnification obligation shall survive the expiration or termination of this Agreement.

**14. COLORADO GOVERNMENTAL IMMUNITY ACT:** In relation to this Agreement, the City is relying upon and has not waived the monetary limitations and all other rights, immunities and protection provided by the Colorado Governmental Act, C.R.S. § 24-10-101, et seq.

**15. TAXES, LATE CHARGES, AND PERMITS:** The City is not liable for the payment of taxes, late charges or penalties of any nature, except for any additional amounts that the City may be required to pay under the City’s prompt payment ordinance D.R.M.C. § 20-107, et seq. The Contractor shall promptly pay when due, all taxes, bills, debts and obligations it incurs performing the services under the Agreement and shall not allow any lien, mortgage, judgment or execution to be filed against City property.

**16. ASSIGNMENT AND SUBCONTRACTING:** The Contractor shall not voluntarily or involuntarily assign any of its rights or obligations under the Agreement or subcontract performance obligations without obtaining the Director’s prior written consent. Any assignment or subcontracting without such consent will be ineffective and void, and shall be cause for termination of this Agreement by the City. The Director has sole and absolute discretion whether to consent to any assignment or subcontracting, or to terminate the Agreement because of unauthorized assignment or subcontracting. In the event of any subcontracting or unauthorized

assignment: (i) the Contractor shall remain responsible to the City; and (ii) no contractual relationship shall be created between the City and any sub-consultant, subcontractor or assign.

Services subcontracted under this Agreement shall be specified by written agreement and shall be subject to each applicable provision of this Agreement and any and all applicable Federal and State Laws with appropriate changes in nomenclature in referring to such subcontract. The Contractor shall submit proposed subcontract agreements to the Director for the Director's review and approval. Such consent of the City obtained as required by this paragraph shall not be construed to constitute a determination of approval of any cost under this Agreement, unless such approval specifically provides that it also constitutes a determination of approval of such cost.

**17. INUREMENT:** The rights and obligations of the Parties to the Agreement inure to the benefit of and shall be binding upon the parties and their respective successors and assigns, provided assignments are consented to in accordance with the terms of the Agreement.

**18. NO THIRD-PARTY BENEFICIARY:** Enforcement of the terms of the Agreement and all rights of action relating to enforcement are strictly reserved to the Parties. Nothing contained in the Agreement gives or allows any claim or right of action to any third person or entity. Any person or entity other than the City or the Contractor receiving services or benefits pursuant to the Agreement is an incidental beneficiary only.

**19. NO AUTHORITY TO BIND CITY TO CONTRACTS:** The Contractor lacks any authority to bind the City on any contractual matters. Final approval of all contractual matters that purport to obligate the City must be executed by the City in accordance with the City's Charter and the Denver Revised Municipal Code.

**20. SEVERABILITY:** Except for the provisions of the Agreement requiring appropriation of funds and limiting the total amount payable by the City, if a court of competent jurisdiction finds any provision of the Agreement or any portion of it to be invalid, illegal, or unenforceable, the validity of the remaining portions or provisions will not be affected, if the intent of the parties can be fulfilled.

**21. CONFLICT OF INTEREST:**

**A.** No employee of the City shall have any personal or beneficial interest in the services or property described in the Agreement; and the Contractor shall not hire, or contract for services with, any employee or officer of the City in violation of the City's Code of Ethics, D.R.M.C. §§ 2-51, *et seq.*, or the Charter §§ 1.2.8, 1.2.9, and 1.2.12.

**B.** The Contractor shall not engage in any transaction, activity or conduct that would result in a conflict of interest under the Agreement. The Contractor represents that it has disclosed any and all current or potential conflicts of interest which shall include transactions, activities or conduct that would affect the judgment, actions or work of the Contractor by placing the Contractor's own interests, or the interests of any party with whom the Contractor has a contractual arrangement or other relationship, in conflict with those of the City. During the Term, the Contractor shall disclose promptly any potential conflicts of interest that arise from its activities and relationships with training or other service providers. The City, in its sole discretion, will

determine the existence of a conflict of interest and may terminate the Agreement in the event it determines a conflict exists, after it has given the Contractor written notice describing the conflict. The Contractor will have thirty (30) days after the notice is received to eliminate or cure the conflict of interest in a manner which is acceptable to the City.

**22. NOTICES:** All notices required by the terms of the Agreement must be hand delivered, sent by overnight courier service, mailed by certified mail, return receipt requested, or mailed via United States mail, postage prepaid, if to Contractor at the address first above written, and if to the City at:

Department of Safety  
Attn: Contract Administrator  
1331 Cherokee Street  
Room 302  
Denver, Colorado 80204

With an additional copy to:

Denver City Attorney's Office  
1437 Bannock St.,  
Room 353  
Denver, Colorado 80202

Notices hand delivered or sent by overnight courier are effective upon delivery. Notices sent by certified mail are effective upon receipt. Notices sent by mail are effective upon deposit with the U.S. Postal Service. The Parties may designate substitute addresses where or persons to whom notices are to be mailed or delivered. However, these substitutions will not become effective until actual receipt of written notification.

**23. NO EMPLOYMENT OF A WORKER WITHOUT AUTHORIZATION TO PERFORM WORK UNDER THE AGREEMENT:**

**A.** This Agreement is subject to Division 5 of Article IV of Chapter 20 of the Denver Revised Municipal Code, and any amendments (the "Certification Ordinance").

**B.** The Contractor certifies that:

**(1)** At the time of its execution of this Agreement, it does not knowingly employ or contract with a worker without authorization who will perform work under this Agreement, nor will it knowingly employ or contract with a worker without authorization to perform work under this Agreement in the future.

**(2)** It will participate in the E-Verify Program, as defined in § 8-17.5-101(3.7), C.R.S., and confirm the employment eligibility of all employees who are newly hired for employment to perform work under this Agreement.

(3) It will not enter into a contract with a subconsultant or subcontractor that fails to certify to the Contractor that it shall not knowingly employ or contract with a worker without authorization to perform work under this Agreement.

(4) It is prohibited from using the E-Verify Program procedures to undertake pre-employment screening of job applicants while performing its obligations under this Agreement, and it is required to comply with any and all federal requirements related to use of the E-Verify Program including, by way of example, all program requirements related to employee notification and preservation of employee rights.

(5) If it obtains actual knowledge that a subconsultant or subcontractor performing work under this Agreement knowingly employs or contracts with a worker without authorization, it will notify such subconsultant or subcontractor and the City within three (3) days. The Contractor shall also terminate such subconsultant or subcontractor if within three (3) days after such notice the subconsultant or subcontractor does not stop employing or contracting with the worker without authorization, unless during the three-day period the subconsultant or subcontractor provides information to establish that the subconsultant or subcontractor has not knowingly employed or contracted with a worker without authorization.

(6) It will comply with a reasonable request made in the course of an investigation by the Colorado Department of Labor and Employment under authority of § 8-17.5-102(5), C.R.S., or the City Auditor, under authority of D.R.M.C. 20-90.3.

C. The Contractor is liable for any violations as provided in the Certification Ordinance. If Contractor violates any provision of this section or the Certification Ordinance, the City may terminate this Agreement for a breach of the Agreement. If the Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the City. Any such termination of a contract due to a violation of this section or the Certification Ordinance may also, at the discretion of the City, constitute grounds for disqualifying Contractor from submitting bids or proposals for future contracts with the City.

**24. DISPUTES:** All disputes between the City and the Contractor arising out of or regarding this Agreement will be resolved by administrative hearing pursuant to the procedure established by Denver Revised Municipal Code, § 56-106(b)-(f). For the purposes of that procedure, the City official rendering a final determination shall be the Director as defined in this Agreement.

**25. GOVERNING LAW; VENUE:** The Agreement will be construed and enforced in accordance with applicable federal law, the laws of the State of Colorado, and the Charter, Revised Municipal Code, ordinances, regulations and Executive Orders of the City and County of Denver, which are expressly incorporated into the Agreement. Unless otherwise specified, any reference to statutes, laws, regulations, charter or code provisions, ordinances, executive orders, or related memoranda, includes amendments or supplements to same. Venue for any legal action relating to the Agreement will be in the District Court of the State of Colorado, Second Judicial District.

**26. NO DISCRIMINATION IN EMPLOYMENT (City Executive Order No. 8):**

In connection with the performance of work under the Agreement, the Contractor may not refuse to hire, discharge, promote, demote, or discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, ethnicity, citizenship, immigration status, gender, age, sexual orientation, gender identity, gender expression, marital status, source of income, military status, protective hairstyle, or disability. The Contractor shall insert the foregoing provision in all subcontracts.

**27. NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY:**

**A.** In carrying out its obligations under the Agreement, Contractor and its officers, employees, members, and subcontractors hereby affirm current and ongoing compliance with 29 CFR Part 37, Title VII of the Civil Rights Act of 1964, The Americans With Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, and all other nondiscrimination and equal employment opportunity statutes, laws, and regulations. Contractor agrees not discriminate against any employee or applicant for employment because of race, religion, national origin, ancestry, color, gender, gender identity, sexual orientation, age, disability, political affiliation or belief, or veteran status. Contractor will ensure that all qualified applicants are hired, and all employees are considered for promotion, demotion, transfer; recruitment or recruitment advertising, layoff, termination, rates of pay, other forms of compensation, selection for training (including apprenticeship), or any other employment-related opportunities, without regard to race, religion, national origin, ancestry, color, gender, gender identity, sexual orientation, age, disability, political affiliation or belief, or veteran status.

**B.** Contractor agrees to post notices affirming compliance with all applicable federal and state non-discrimination laws in conspicuous places accessible to all employees and applicants for employment. Contractor will affirm that all qualified applicants will receive consideration for employment without regard to race, religion, national origin, ancestry, color, gender, gender identity, sexual orientation, age, disability, political affiliation or belief, or veteran status in all solicitations or advertisements for employees placed by or on behalf of Contractor.

**C.** Contractor will incorporate the foregoing requirements of this Section in all of its subcontracts.

**D.** Contractor agrees to collect and maintain data necessary to show compliance with the nondiscrimination provisions of this section.

**28. COMPLIANCE WITH APPLICABLE LAWS:** The Contractor shall perform or cause to be performed all Services in full compliance with all applicable laws, rules, regulations, and codes of the United States, State of Colorado, and with the Charter, ordinances, regulations, policies, and Executive Orders of the City and County of Denver whether or not specifically referenced herein. Any references to specific Federal, State, or local laws or other requirements incorporated into this Agreement are not intended to constitute an exhaustive list of Federal, State, and City requirements applicable to this Agreement. Applicable statutes, regulations and other documents pertaining to administration or enforcement of the Services referenced in this

Agreement and all other applicable provisions of Federal, State or local law are deemed to be incorporated herein by reference.

**29. STATUTES, REGULATIONS, AND OTHER AUTHORITY:** Reference to any statute, rule, regulation, policy, executive order, or other authority means such authority as amended, modified, codified, replaced, or reenacted, in whole or in part, and in effect, including rules and regulations promulgated thereunder, and reference to any section or other provision of any authority means that provision of such authority in effect and constituting the substantive amendment, modification, codification, replacement, or reenactment of such section or other provision, in each case except to the extent that this would increase or alter the Parties respective liabilities under this Agreement. It shall be the Contractor's responsibility to determine which laws, rules, and regulations apply to the services rendered under this Agreement and to maintain its compliance therewith.

**30. LEGAL AUTHORITY:** Contractor represents and warrants that it possesses the legal authority, pursuant to any proper, appropriate and official motion, resolution or action passed or taken, to enter into the Agreement. Each person signing and executing the Agreement on behalf of Contractor represents and warrants that he, she or they has/have been fully authorized by Contractor to execute the Agreement on behalf of Contractor and to validly and legally bind Contractor to all the terms, performances and provisions of the Agreement. The City shall have the right, in its sole discretion, to either temporarily suspend or permanently terminate the Agreement if there is a dispute as to the legal authority of either Contractor or the person signing the Agreement to enter into the Agreement.

**31. LICENSES, PERMITS, AND OTHER AUTHORIZATIONS:** The Contractor shall secure, prior to the Term, and shall maintain, at its sole expense, all licenses, certifications, permits, and other authorizations required to perform its obligations under this Agreement. This Section is a material part of this Agreement.

**32. PROHIBITED TERMS:** Any term or condition that requires the City to indemnify or hold the Contractor harmless; requires the City to agree to binding arbitration; requires the City to obtain certain insurance coverage; limits the Contractor's liability for damages resulting from death, bodily injury, or damage to tangible property; or that conflicts with this provision in any way shall be *void ab initio*. Any agreement containing a prohibited term shall otherwise be enforceable as if it did not contain such term or condition, and all agreements entered into by the City, except for certain intergovernmental agreements, shall be governed by Colorado law notwithstanding any term or condition to the contrary.

**33. DEBARMENT AND SUSPENSION:** The Contractor acknowledges that neither it nor its principals nor any of its subcontractors are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from entering into this Agreement by any federal agency or by any department, agency, or political subdivision of the State of Colorado. The Contractor shall immediately notify the City if any subcontractor becomes debarred or suspended, and shall, at the City's request, take all steps required to terminate its contractual relationship with the subcontractor for work to be performed under this Agreement.

**34. NO CONSTRUCTION AGAINST DRAFTING PARTY:** The Parties have participated jointly in the negotiation and drafting of this Agreement and the Parties and their respective counsel have had the opportunity to review the Agreement. In the event of any ambiguity or question of intent or interpretation regarding the terms of this Agreement, the Agreement shall be construed as if drafted jointly by the Parties and no presumption or burden of proof shall arise favoring or disfavoring any Party by virtue of the authorship of any of the provisions of this Agreement.

**35. INTELLECTUAL PROPERTY RIGHTS:** Except as limited by Paragraph E of this Section, the City and the Contractor intend that any and all copyright, trademark, servicemark, trade secret, patent, patent applications, or other intellectual property or proprietary rights, both registered and unregistered, whether existing now or in the future (collectively, “Intellectual Property”) related to the specific Services in the Agreement provided on behalf of the City, any other affiliated services supplied by the Contractor, directly or indirectly, and any creative works, inventions, discoveries, know-how, social media accounts, websites, domain names, and mobile applications, and any improvements to and derivative works of any of the foregoing, created, purchased, licensed, used, or supplied by the Contractor, a Subcontractor, or a third party contractor in connection with the Services are the sole property of the City (“City Intellectual Property”), so long as said works are created during the term of this Agreement, solely in relation to the Services in the Agreement and paid for by the City.

**A. Copyrightable Intellectual Property.** The City and the Contractor intend that Intellectual Property includes without limitation any and all records, case files, databases, materials, information, text, logos, websites, mobile applications, domain names, templates, forms, documents, videos, podcasts, newsletters, e-mail blasts, booklets, manuals, references, guides, brochures, advertisements, music, sketches, plans, drawings, prints, photographs, multimedia or audiovisual materials, negatives, specifications, software, data, products, ideas, inventions, templates, know-how, studies, reports, and any other work or recorded information created, purchased, licensed, used, or supplied by the Contractor, or any of its Subcontractors or other third party contractors, in connection with the services provided under this Agreement, in preliminary or final forms, in paper or electronic format, and on any media whatsoever (collectively, “Materials”). The Contractor shall not use, willingly allow another to use, or cause any Materials which are City Intellectual Property (“City Materials”) to be used for any purpose other than for the performance of the Contractor’s duties and obligations under this Agreement without the prior, express written consent of the City. To the extent permitted by the U.S. Copyright Act, 17 U.S.C. §§ 101, *et seq.*, the City Materials are a “work made for hire” and all ownership of copyright in the City Materials shall vest in the City at the time the City Materials are created. To the extent that the City Materials are not a “work made for hire,” the Contractor hereby sells, assigns and transfers all rights, title and interest in and to the City Materials to the City, including the right to secure copyright, patent, trademark, and other intellectual property rights throughout the world and to have and to hold such copyright, patent, trademark and other intellectual property rights while the Agreement is in effect and for the term limit of the Agreement as described herein.

The Contractor shall not create, purchase, license, supply or use any logos, software programs, software as a service, websites, mobile applications, domain names, social media accounts, or third party software, social media, applications or websites in connection with the Services or any other affiliated services supplied by the Contractor unless the program, product or service, in each case, is specifically identified as an expense on **Exhibit A**, or **Exhibit B**, or Contractor has obtained the Director's prior written permission to create, purchase, license, supply or use the program, product or service and otherwise complied with all requirements of the City concerning said matter. The Contractor shall maintain and keep current an inventory, in such format as designated by the Director, of all such Materials. The Contractor will submit a copy of the most current version of the Materials inventory with the Contractor's periodic request for payment. The City will have final decision-making authority to determine and/or edit the final content, design, layout, format, and "look and feel" of any such City Materials. The Contractor will ensure that all Materials, or any portion or version thereof, do not, directly or indirectly, in whole or in part, infringe upon any third party's copyright, trademark, patent, or other intellectual property rights, title or interests.

**B. Patentable Intellectual Property.** The City and the Contractor intend that Intellectual Property includes any and all software that is excluded from copyright materials as well as any improvement, invention, discovery, know-how, business method, or other invention which is or may be patentable or otherwise protectable under the laws of the United States (whether or not produced in the United States), conceived or first actually reduced to practice in the performance of work under this Agreement by the Contractor, or any of its third party contractors, in connection with the Services provided under the Agreement. The Contractor shall immediately notify the Director in writing of any such patentable Intellectual Property and provide the Director with a complete written report describing in detail each specific software, know-how, method, invention, improvement or discovery.

**C. Third Party Products, Materials and Processes.** The Contractor represents and warrants that the Services, and any other affiliated services supplied by the Contractor in connection with this Agreement, will not infringe upon or violate the City's Intellectual Property, any other rights held by the City to any intellectual property, or the intellectual property or proprietary rights of any third party. If the Contractor employs any third-party product, design, device, material or process covered by letter of patent or copyright, it shall provide for such use by suitable legal agreement with the third-party patentee or copyright owner. The Contractor shall defend, indemnify, and hold harmless the City from any and all claims for infringement by reason of the use of any such patented design, device, material or process, or any trademark or copyright, and shall indemnify the City for any costs, expenses and damages which it may be obligated to pay by reason of any infringement, at any time during the prosecution or after the completion of services. Where the Services, or any other affiliated services provided by the Contractor, contain false, offensive, or disparaging content or portray the City, its appointed and elected officials, agents and employees, or any third-party in a disparaging way, either as solely determined by the City or the third-party, as appropriate, the Contractor will immediately remove the false, offensive, or disparaging content. If the Contractor fails to do so, the City will have the right, at the City's sole election, to immediately enforce any remedies available to it under this Agreement or applicable laws. The requirements and obligations contained in the preceding

sentences of this section will not apply to a specific third-party patented device, material or processes that the Director has directed, in writing, the Contractor to use.

**D. Other City intellectual property.** The Contractor will not use, reproduce, transmit, copy, distribute, alter, modify, register, or incorporate any registered or unregistered trademark or servicemark, logo, seal, flag, official insignia, name, icon, copyright, patent, or domain name of the Agency or the City without, in each case, the prior written permission of the Director and the City's Director of Marketing, or their designated representatives. Upon receipt of such permission, the Contractor shall fully coordinate all logo use with the Director of Marketing or, if and as directed, with a designated employee of the Agency.

**E. Contractor's Pre-existing Intellectual Property:** Notwithstanding the language in Section 18, as between the Parties, the Contractor shall retain all rights in its Intellectual Property and Materials, including copyrights, trademarks, service marks, trade secrets, patents, patent applications, moral rights, contract rights and other proprietary rights in any and all pre-existing tools, routines, programs, designs, technology, ideas know-how, processes, formulas, techniques, improvements, inventions and works of authorship (and any derivative works thereof) which were made, developed, conceived or reduced to practice by the Contractor prior to the commencement of work under this Agreement.(collectively, the "Contractor's Pre-existing Intellectual Property"). The Contractor will within thirty (30) days from the commencement of the Term, disclose to the Director in writing all such Contractor's Pre-existing Intellectual Property in general terms. The failure of Contractor to disclose any Contractor's Pre-existing Intellectual Property shall not act a waiver of any of Contractor's rights hereunder. The Contractor need not disclose information that Contractor has taken measures to treat as a Trade Secret and from becoming available to persons other than those selected by the Contractor to have access thereto for limited purposes. Notwithstanding the foregoing, the City shall have access to said Trade Secrets for the limited purposes of the term of this Agreement and to the extent such Trade Secrets are necessary for the Parties to perform their functions under the Agreement.

**36. SURVIVAL OF CERTAIN PROVISIONS:** The terms of the Agreement and any exhibits and attachments that by reasonable implication contemplate continued performance, rights, or compliance beyond expiration or termination of the Agreement survive the Agreement and will continue to be enforceable. Without limiting the generality of this provision, the Contractor's obligations to provide insurance and to indemnify the City will survive for a period equal to any and all relevant statutes of limitation, plus the time necessary to fully resolve any claims, matters, or actions begun within that period.

**37. ADVERTISING AND PUBLIC DISCLOSURE:** The Contractor shall not include any reference to the Agreement or to services performed pursuant to the Agreement in any of the Contractor's advertising or public relations materials without first obtaining the written approval of the Director. Any oral presentation or written materials related to services performed under the Agreement will be limited to services that have been accepted by the City. The Contractor shall notify the Director in advance of the date and time of any presentation. Nothing in this provision precludes the transmittal of any information to City officials.

**38. CITY EXECUTION OF AGREEMENT:** The Agreement will not be effective or binding on the City until it has been fully executed by all signatories of the City and County of Denver, and if required by Charter, approved by the City Council.

**39. AGREEMENT AS COMPLETE INTEGRATION/AMENDMENTS:** The Agreement is the complete integration of all understandings between the Parties as to the subject matter of the Agreement. No prior or contemporaneous addition, deletion, or other modification has any force or effect, unless embodied in the Agreement in writing. No subsequent novation, renewal, addition, deletion, or other amendment will have any force or effect unless embodied in a written amendment to the Agreement properly executed by the Parties. No oral representation by any officer or employee of the City at variance with the terms of the Agreement or any written amendment to the Agreement will have any force or effect or bind the City. The Agreement is, and any amendments thereto will, be binding upon the Parties and their successors and assigns. Amendments to this Agreement will become effective when approved by both Parties and executed in the same manner as this Agreement.

**40. USE, POSSESSION OR SALE OF ALCOHOL OR DRUGS:** The Contractor shall cooperate and comply with the provisions of City Executive Order 94 and Attachment A thereto concerning the use, possession or sale of alcohol or drugs. Violation of these provisions or refusal to cooperate with implementation of the policy can result in the City barring the Contractor from City facilities or participating in City operations.

**41. CONFIDENTIAL INFORMATION; OPEN RECORDS:**

**A. Confidential Information:** The Contractor acknowledges and accepts that, in the performance of all work under the terms of this Agreement, the Contractor will or may have access to the following types of information: (1) City Proprietary Data or confidential information that may be owned or controlled by the City (“City Proprietary Data”); (2) confidential information pertaining to persons receiving services from the Agency (“Client Data”), or (3) confidential proprietary information owned by third parties (“Third Party Proprietary Data”). For purposes of this Agreement, City Proprietary Data, Client Data, and Third Party Proprietary Data shall be referred to collectively as “Confidential Information.” The Contractor agrees that all Confidential Information provided or otherwise disclosed by the City to the Contractor or as otherwise acquired by the Contractor during its performance under this Agreement shall be held in confidence and used only in the performance of its obligations under this Agreement. The Contractor shall limit access to any and all Confidential Information to only those employees who have a need to know such information in order to provide services under this Agreement. The Contractor shall exercise the same standard of care to protect any and all Confidential Information as a reasonably prudent contractor would to protect its own proprietary or confidential data. Contractor acknowledges that Confidential Information may be in hardcopy, printed, digital or electronic format. The City reserves the right to restrict at any time Contractor’s access to electronic Confidential Information to “read-only” access or “limited” access as such terms are designated by the Director.

**B. Use of Confidential Information:** Except as expressly provided by the terms of this Agreement, the Contractor agrees that it shall not disseminate, transmit, license,

sublicense, assign, lease, release, publish, post on the internet, transfer, sell, permit access to, distribute, allow interactive rights to, or otherwise make available any Confidential Information or any part thereof to any other person, party or entity in any form or media for any purpose other than performing its obligations under this Agreement. The Contractor further acknowledges that by providing access to Confidential Information, the City is not granting to the Contractor any right or license to use such data except as provided in this Agreement. The Contractor further agrees not to reveal, publish, disclose, or distribute to any other party, in whole or in part, in any way whatsoever, any Confidential Information without prior written authorization from the Director.

**C. City Methods:** The Contractor agrees that any and all ideas, concepts, know-how, business method, templates, data processing techniques and other innovations and discoveries provided by the City to the Contractor in connection with this Agreement shall be deemed to be the sole intellectual property of the City and all rights, including copyright, shall be reserved to the City. The Contractor agrees, with respect to such City Methods, that: (a) the Contractor shall not copy, recreate, reverse, engineer or decompile such data, in whole or in part, unless authorized in writing by the Director; (b) the Contractor shall retain no copies, recreations, compilations, or decompilations, in whole or in part, of such data; (c) the Contractor shall, upon the expiration or earlier termination of the Agreement, destroy (and, in writing, certify destruction) or return all such data or work products incorporating such data or information to the City.

**D. Employees and Subcontractors:** The requirements of this provision shall be binding on the Contractor's employees, agents, officers and assigns. The Contractor warrants that all of its employees, agents, and officers who designated to provide Services under this Agreement will be advised of this provision. All requirements and obligations of the Contractor under this Agreement shall survive the expiration or earlier termination of this Agreement.

**E. Disclaimer:** Notwithstanding any other provision of this Agreement, the City is furnishing Confidential Information on an "as is" basis, without any support whatsoever, and without representation, warranty or guarantee, including, but not in any manner limited to, fitness, merchantability, accuracy and completeness of the Confidential Information. The Contractor acknowledges and understands that Confidential Information may not be completely free of errors. The City assumes no liability for any errors or omissions in any Confidential Information. Specifically, the City is not responsible for any costs including, but not limited to, those incurred as a result of lost revenues, loss of use of data, the costs of recovering such programs or data, the cost of any substitute program, claims by third parties, or for similar costs. If discrepancies are found, the Contractor agrees to contact the City immediately.

**F. Open Records:** The Parties understand that all the material provided or produced under this Agreement may be subject to the Colorado Open Records Act, §§ 24-72-201, *et seq.*, C.R.S., and that in the event of a request to the City for disclosure of such information, the City shall advise the Contractor of such request in order to give the Contractor the opportunity to object to the disclosure of any of its proprietary or confidential material. In the event of the filing of a lawsuit to compel such disclosure, the City will tender all such material to the court for judicial determination of the issue of disclosure and the Contractor agrees to intervene in such lawsuit to protect and assert its claims of privilege and against disclosure of such material or waive the same.

The Contractor further agrees to defend, indemnify, and save and hold harmless the City, its officers, agents and employees, from any claims, damages, expenses, losses or costs arising out of the Contractor's intervention to protect and assert its claim of privilege against disclosure under this section including, but not limited to, prompt reimbursement to the City of all reasonable attorney fees, costs and damages that the City may incur directly or may be ordered to pay by such court.

**42. DATA PROTECTION:** The Contractor shall comply with all applicable international, federal, state, local laws, rules, regulations, directives, and policies relating to data protection, use, collection, disclosures, processing, and privacy as they apply to the Contractor under this Agreement, including, without limitation, applicable industry standards or guidelines based on the data's classification relevant to the Contractor's performance hereunder. The Contractor shall maintain security procedures and practices consistent with §§ 24-73-101 et seq., C.R.S., and shall ensure that all regulated or protected data, provided under this Agreement and in the possession of the Contractor or any subcontractor, is protected and safeguarded, in a manner and form acceptable to the City and in accordance with the terms of this Agreement, including, without limitation, the use of appropriate technology, security practices, encryption, intrusion detection, and audits.

**43. TIME IS OF THE ESSENCE:** The Parties agree that in the performance of the terms, conditions, and requirements of this Agreement, time is of the essence.

**44. TRANSITION:**

**A.** Upon termination or expiration of this Agreement, or upon the City's request, Contractor shall ensure that all Personal Information, or access to all Personal Information, is securely transferred to the City, or to a party designated in writing by the City, within thirty (30) calendar days of such termination or expiration. At the City's request, Contractor shall ensure that such Personal Information will be provided to the City in an industry-standard format. Contractor shall provide to the City with no less than ninety (90) calendar days' notice of impending cessation of its business or that of any subcontractor providing any Services described hereunder, and shall provide reasonably sufficient contingency plans to the City in the event of notice of such cessation to effect a reasonable transition of the Services described herein to another successor contractor of the City's choosing. In connection with any cessation of Contractor's business with its customers, Contractor shall implement its contingency or exit plans and take all reasonable actions to provide for an orderly, effective, efficient transition of Services with minimal disruption to the City.

**B.** Contractor shall reasonably coordinate in good faith with any successor contractors retained by the City to provide the Services described herein upon the expiration of the term of this Agreement, including any extensions or renewals thereof. As soon as may be reasonably practicable, but under no circumstances later than ninety (90) days' prior to the expiration of the term of this Agreement, including any extensions or renewals thereof, the City shall notify Contractor in writing if the City has retained one or more successor contractors to provide the Services described herein. The Contractor shall work closely and coordinate in good faith with its successor contractor and the City to ensure a successful, expedient and efficient transition of all Services, staffing, personnel, customers, casefiles, as well as both City-owned and

Contractor-owned equipment, technology (including, without limitation, software, hardware, telephones, computers, monitors, printers, copiers, fax machines, scanners, servers, administrator identification passwords and logins, switches, etc.), City-owned and Contractor-owned workspace (including, without limitation, all office furniture), and facilities from Contractor to the successor contractor identified by the City, with reasonably minimal downtime and negative effects imposed upon the City and the recipients of the Services described herein. All transitional work shall be coordinated and performed in advance of the formal and final transition date mutually agreed upon by the City and Contractor, and all of Contractor's costs and expenses associated with such transitional work shall be borne solely by Contractor.

C. For purposes of this Section 44, "Personal Information" means all information that individually or in combination, does or can identify a specific individual by or from which a specific individual can be identified, contacted, or located. Personal Information includes, without limitation, name, signature, address, e-mail address, telephone number, social security number (full or partial), business contact information, date of birth, national or state identification numbers, and any other unique identifier or one or more factors specific to the individual's physical, physiological, mental, economic, cultural, or social identity.

D. This Section 44 shall survive the termination or expiration of this Agreement.

45. **PARAGRAPH HEADINGS**: The captions and headings set forth herein are for convenience of reference only and shall not be construed to define or limit the terms and provisions hereof.

46. **ELECTRONIC SIGNATURES AND ELECTRONIC RECORDS**: The Contractor consents to the use of electronic signatures by the City. The Agreement, and any other documents requiring a signature under the Agreement, may be signed electronically by the City in the manner specified by the City. The Parties agree not to deny the legal effect or enforceability of the Agreement solely because it is in electronic form or because an electronic record was used in its formation. The Parties agree not to object to the admissibility of the Agreement in the form of an electronic record, or a paper copy of an electronic document, or a paper copy of a document bearing an electronic signature, on the ground that it is an electronic record or electronic signature or that it is not in its original form or is not an original.

47. **ATTACHED EXHIBITS INCORPORATED**: The following attached exhibits are hereby incorporated into and made a material part of this Agreement: **Exhibit A**, Scope of Services; **Exhibit B**, Pricing; and **Exhibit C**, Certificate of Insurance.

**SIGNATURE PAGES AND EXHIBITS FOLLOW THIS PAGE**

**Contract Control Number:** SAFTY-202161198-00  
**Contractor Name:** BI Incorporated

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of:

**SEAL**

**CITY AND COUNTY OF DENVER:**

**ATTEST:**

By:

\_\_\_\_\_

\_\_\_\_\_

**APPROVED AS TO FORM:**

**REGISTERED AND COUNTERSIGNED:**

Attorney for the City and County of Denver

By:

By:

\_\_\_\_\_

\_\_\_\_\_

By:

\_\_\_\_\_

**Contract Control Number:**  
**Contractor Name:**

SAFTY-202161198-00  
BI Incorporated

By:   
69E380AB6BFE4C5...

Name: Danna Coapland  
(please print)

Title: VP, Finance  
(please print)

ATTEST: [if required]

By: \_\_\_\_\_

Name: \_\_\_\_\_  
(please print)

Title: \_\_\_\_\_  
(please print)

**EXHIBIT A****Department of General Services  
PURCHASING DIVISION**[www.denvergov.org/purchasing](http://www.denvergov.org/purchasing)

Phone: 720.913.8100

FAX: 720.913.8101

**DENVER**  
THE MILE HIGH CITY**City and County of Denver**

Purchasing Division

201 W. Colfax Ave.

Department 304, 11<sup>th</sup> Floor

Denver, CO 80202

Procurement Analyst: Brenda Hannu

Email: [brenda.hannu@denvergov.org](mailto:brenda.hannu@denvergov.org)**REQUEST FOR PROPOSAL No. 0790A - 2021****Offender Monitoring Products, Services, and Solutions**

## SCHEDULE OF EVENTS

• RFP Issued	8/2/2021		
• Deadline to Submit Additional Questions	8/11/2021	5:00 P.M.	Local Time
• Response to Written Questions	8/16/2021		
• Proposal Due Date	9/2/2021	5:00 P.M.	Local Time

Vendor offers to furnish the City and County of Denver the materials, supplies, products, or services requested in accordance with the specifications and subject to the terms and conditions described herein.

**VENDOR SIGN HERE**Company: BI IncorporatedAddress: 6265 Gunbarrel Avenue, Suite B, Boulder, CO 80301

Contact:  | Danna Coapland  
**(Authorized Signature)** | **(Print Name)**

Signature constitutes acceptance of all Terms and Conditions listed on this form and all documents attached.

Email: bidsvcs@bi.comPhone: 303.218.1000

The City contracts with Rocky Mountain E-purchasing System (BidNet®) in the advertisement and facilitation of solicitations administered by the City's General Services Purchasing Division; therefore, respondents must ONLY rely on documents provided on the Rocky Mountain E-purchasing System (BidNet®) website or as communicated directly from the buyer. Only rely on this web address: <https://www.bidnetdirect.com/colorado>

***THIS PROPOSAL MUST BE RETURNED ELECTRONICALLY THROUGH THE ROCKY MOUNTAIN E-PURCHASING SYSTEM (BIDNET®).***

## Company Information (RFP Section B.4.A)

BI was originally founded in 1978 as an engineering and consulting firm that was heavily involved in the research, development, and manufacture of RF identification products. BI's first RF product was released in 1982 and was used to monitor the feeding schedules of dairy cattle. The founding members of BI soon recognized other needs and applications of RF monitoring. BI partnered with a pioneer in the electronic monitoring industry, a New Mexico judge who saw the potential for RF technology to provide a cost-effective house arrest solution. In 1984, BI introduced the Home Escort System which enabled agencies to monitor clients remotely. The first individual monitored by the Home Escort System violated curfew within 15 minutes of the device being installed. The system reported the violation accurately, the individual was apprehended, and BI became the first company to successfully monitor individuals.

We began our long history of innovation and strong partnerships with correctional institutions to create this groundbreaking product. BI was the first company in the industry to manufacture technology specifically designed to monitor defendants and offenders.

Over the years, BI has continued to conduct research while developing and strengthening partnerships with other technology providers and government institutions.

### History of Innovation

BI is dedicated to keeping our solutions current and providing the latest products, services, standards, and technology to our customers. A fundamental part of these efforts is to provide cost savings ideas and advancements related to our products and services.

BI is continually refreshing and improving our offerings to stay current with modern technologies and providing cutting-edge solutions to our customers. This ongoing effort enables BI to provide the City and County of Denver with responsive and comprehensive support and industry-leading technologies. BI continually makes investments in developing products and services that amount to millions of dollars annually.

In addition, BI is continually pursuing cost savings ideas, such as investing in analytics, crime scene correlation, and Smartphone Applications to reduce officer workload.



- GPS Monitoring
- Alcohol Detection
- Software Solutions
- Radio Frequency Monitoring
- Other

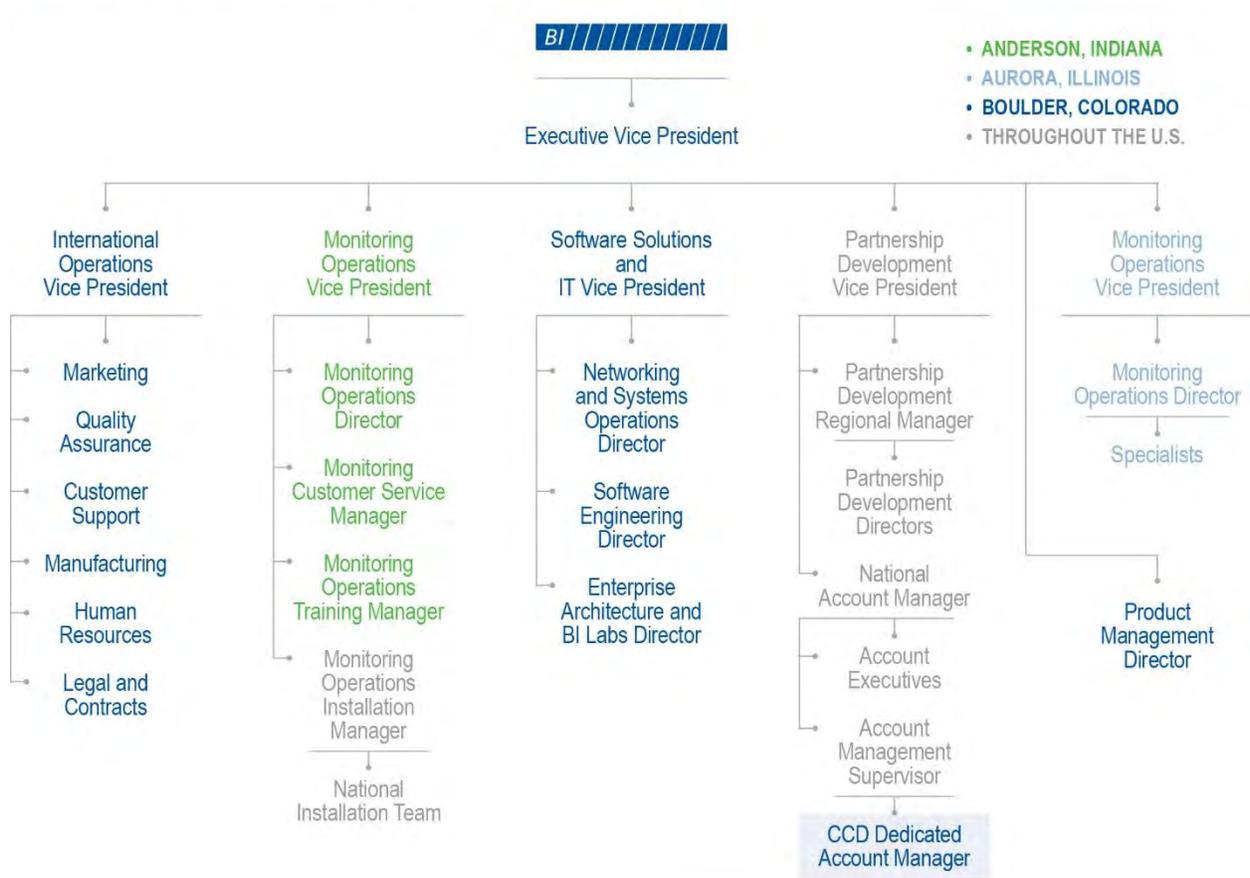
Provide the names, qualifications, experience, and proposed responsibilities for the personnel you propose as Key Personnel for the City for work under the resulting awarded contract. This shall include the assigned account representative, who will serve as a liaison for all aspects of contract performance as stated in section B.2.3, all trainers, project manager and project team, including members assigned to the contract transition phase.

**Organization-Wide Support**

BI will leverage the expertise of many divisions within our organization to implement the new contract in a manner that mitigates risks and causes minimal disruptions to daily operations. By selecting BI to continue to support the agency’s program, the agency will experience the same consistent service from an experienced implementation team familiar with the processes and procedures in place with the City.

An overview of BI’s proposed team is provided in the figure below.

**ORGANIZATION CHART**



**Figure 1. Organization-Wide Support: BI Corporate Structure**

The entire BI organization is committed to continue to support the successful monitoring of clients throughout the City and County of Denver. Many of the key personnel included have supported the agency for the entire length of the contract.

The City will be fully supported by a comprehensive range of BI organizational departments throughout the life of a new contract, including:

- Manufacturing, Shipping, and Receiving personnel will follow ISO-certified processes to supply high quality equipment during implementation
  - BI's Boulder-based corporate headquarters houses our manufacturing facility and is located in close proximity to the City and County of Denver
- Customer Business Services regarding billing processes
- Hardware and Software Engineers regarding TotalAccess customizations
- Business Development staff that will assist with statewide training activities
- Quality Assurance will provide oversight on all aspects of contract fulfillment—from sourcing components to enforcing policies—to ensured compliance with RFP and ISO requirements
- Human Resources will support recruitment and hiring efforts, ensure staff are compliant with agency requirements, and implement any organization structural changes



**Figure 2. Experienced Live Customer Support 24/7**

The average tenure of our Monitoring Specialists is seven years, and Monitoring Operations management staff have an average tenure of more than twenty years.



**Established Relationship with City and County of Denver.** During the last contract term, BI Executive Leadership met with agency stakeholders to address objectives and challenges, operational changes and adjustments, and the introduction of innovative electronic monitoring solutions. BI reaffirms our continued commitment to the City during the next contract term.

## Key Personnel

Successful electronic monitoring programs require support from an experienced, knowledgeable, and properly staffed vendor. All key personnel listed in this response are trained and experienced in performing their essential roles and duties. As detailed in the table below, BI's proposed key personnel have an average of 20 years of experience operating programs similar in size and scope to the agency.

**Table 1. Key Personnel Experience**

Name, Title	Responsibilities	Relevant Experience
<b>Executive Vice President</b> <i>Mr. Jock Waldo</i>	Oversees BI electronic monitoring equipment manufacturing and monitoring operations. Responsible for the managing operations and resources of all aspects of BI's operations.	32 years
<b>Vice President of Partnership Development</b> <i>Mr. Robert Murnock</i>	Ensures delivery of BI electronic monitoring equipment and services in compliance with contract requirements. Leverages internal company divisions and departments as needed in order to provide on-going responsive support for agency customers.	23 years
<b>National Account Manager</b> <i>Mr. Jeremy Elliott</i>	Oversees project management, program implementation/transition, and operational set-up activities to ensure seamless service delivery upon contract award.	20 years

**Table 1. Key Personnel Experience**

Name, Title	Responsibilities	Relevant Experience
<b>Regional Manager, Partnership Development</b> <i>Ms. Kimberly King</i>	Provides oversight for account management activities and ensures delivery of equipment and services. Supports contract negotiation and program implementation procedures.	20 years
<b>Account Executive</b> <i>Mr. Ken Campbell</i>	Assists with transitioning programs to new contracts. Provides troubleshooting for customers with software and hardware and conducts product demonstrations.	1 year
<b>Vice President of Monitoring Operations</b> <i>Mr. Henry Conforti</i>	Oversees all aspects of BI Monitoring Operations—including the management and administration of BI's call center in Anderson, Indiana; BI Monitoring Customer Service; BI Installer Operations; BI Training; and quality assurance.	18 years
<b>Manager of Monitoring Customer Service</b> <i>Mr. Tim Hughley</i>	Ensures that monitoring notification procedures and protocols comply with contract requirements. Implements customized solutions in response to specialized agency requests.	27 years
<b>Manager of Training</b> <i>Ms. Sherry Smith</i>	Manages BI's Training department. In addition to customer training, Ms. Smith and her team are responsible for providing training and product orientation to BI staff.	26 years
<b>Director of Product</b> <i>Mr. Duke Hanson</i>	Provides leadership and directs bringing BI products and services to agencies, and ensures that those products are delivered according to required specifications	18 years
<b>Product Management</b> <i>Mr. Paul Towlen</i>	Leads the product development and marketing processes for assigned products from determination of market need, through design, development, delivery, and end of life.	3 years

Immediately following this page, please find resumes for proposed personnel.

# JOCK WALDO

## EXECUTIVE VICE PRESIDENT

Joining BI in 1991, Mr. Waldo has been a part of BI's executive management team for more than two decades. He has played an integral role in expanding the company's sales, marketing, engineering, purchasing, and manufacturing operations. This includes introducing a new organizational structure to better address sales and account management needs, and serving as a company spokesperson and overseeing media relations. Mr. Waldo provides executive leadership and oversight for all aspects of BI's proposed solution.



34 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE



34 YEARS  
GOVERNMENT  
EXPERIENCE



30 YEARS  
WITH BI  
INCORPORATED



FULLY CERTIFIED  
IN ALL BI  
TECHNOLOGIES



MASTER OF  
BUSINESS AND  
FINANCE

BACHELOR OF  
SCIENCE,  
GEOPHYSICS

### BI Incorporated | 1991-Present

EXECUTIVE VICE PRESIDENT

- Overall management and Profit & Loss Statement responsibility for BI Incorporated—an organization with contracts in all 50 US states dedicated to supporting community supervision programs
- Develops long-range strategies for establishing partnerships and business relationships to market the Company's products or services
- Markets new and existing customers through creation, development and implementation of innovative business solutions
- Provides input to the management team on new products or services to be developed to meet current and future customer needs
- Researches all emerging trends in the industry

DIVISIONAL VICE PRESIDENT

VICE PRESIDENT, STRATEGIC MARKETING

VICE PRESIDENT, MARKETING

VICE PRESIDENT, SALES, MARKETING, AND OPERATIONS

VICE PRESIDENT, SALES

REGIONAL SALES REPRESENTATIVE/REGIONAL SALES MANAGER

### Lifeloc Systems | 1989-1991

DIRECTOR OF SALES AND MARKETING

- Created a national, independent sales channel for hand-held, evidentiary alcohol breath testing devices
- Created a program funded by Nationwide Insurance that donated breath testing units to law enforcement agencies throughout the US

### Guardian Technologies | 1986-1989

SALES REPRESENTATIVE

- Managed a sales territory within the Eastern US and responsible for business development regarding the company's electronic monitoring and ignition interlock products
- Introduced the concept of electronic monitoring to the Administrative Office of the United States Courts (AOUSC)—resulting in a pilot program that became the largest electronic monitoring contract in the US

### North American Exploration Company | 1984-1986

SALES REPRESENTATIVE

- Developed and managed joint partnerships with Exxon, Mobile, and Texaco in order to produce geophysical data for oil and gas exploration efforts throughout the Northern Rocky Mountains

CONFIDENTIAL AND PROPRIETARY

# ROBERT MURNOCK

## VICE PRESIDENT, PARTNERSHIP DEVELOPMENT

Mr. Murnock's more than two decades within the criminal justice system is complimented by his business development background. He ensures BI delivery of electronic monitoring equipment and services in compliance with contract requirements by managing Partnership Development Directors across the United States. He leverages other internal company divisions and departments as needed in order to provide ongoing responsive support for agency customers.



23 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE



23 YEARS  
GOVERNMENT  
EXPERIENCE



13 YEARS  
WITH  
BI INCORPORATED



FULLY CERTIFIED  
IN ALL BI  
TECHNOLOGIES



BACHELOR  
OF SCIENCE,  
CRIMINAL JUSTICE

### BI Incorporated | 2008-Present

VICE PRESIDENT, PARTNERSHIP DEVELOPMENT

- Provides national oversight and management of BI's electronic monitoring accounts, business development and field support
- Collaborates with executive management to plan for product development and service needs for customers
- Assists and guides the BI Partnership Development management team in developing territory-specific sales plans and strategies for revenue retention, revenue growth, and market share
- Responsible for maintaining operational budget and providing strategic planning needs based on customer feedback and support

EASTERN REGIONAL SALES MANAGER

- Developed and monitored a system that measured effective sales activities
- Provided training, mentoring, and strategic and tactical direction for the sales force
- Developed professional relationships with government agencies and private companies within the industry
- Promoted company products and services, ensured customer satisfaction and contract compliance

### Alcohol Monitoring Systems, Inc. | 2006-2008

MIDWEST REGION MANAGER

- Promoted sales, program management, and business development
- Negotiated contracts and territory management for service providers and direct government customers

### Venango County Court Supervision Services, Pennsylvania | 2001-2006

ASSISTANT DIRECTOR

- Managed adult and juvenile probation operations
- Interfaced with government and social services agencies
- Provided oversight of electronic monitoring and alcohol testing programs

### Crawford County Juvenile Probation, Pennsylvania | 1998-2000

DEPUTY CHIEF

- Directed a team of staff in investigating and processing juvenile delinquents
- Developed and presented speeches and programs on juvenile justice, criminal justice, and government

JUVENILE PROBATION OFFICER

- Monitored and supervised juvenile clients within the community

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# JEREMY ELLIOTT

## NATIONAL ACCOUNT MANAGER

Mr. Elliott has more than two decades of experience developing, coordinating, and providing staff and agency training and certification on BI's continuum of electronic monitoring products. He assumed his current National Account Manager position in September 2010. He oversees project management, program implementation/transition, and operational set-up activities to ensure seamless service delivery upon contract award.



23 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE



23 YEARS  
GOVERNMENT  
EXPERIENCE



23 YEARS  
WITH  
BI INCORPORATED



FULLY CERTIFIED  
IN ALL BI  
TECHNOLOGIES



ASSOCIATE OF  
ARTS,  
CRIMINAL  
JUSTICE/  
CRIMINOLOGY

### BI Incorporated | 1998-Present

#### NATIONAL ACCOUNT MANAGER

- Manages a nationwide team of BI Account Executives and BI Account Support Representatives
- Oversees new account and new contract implementations to ensure efficient product and service delivery
- Assesses BI account staff performance and provides staff training, mentoring and direction to ensure a high level of customer satisfaction, growth, and retention
- Responsible for meeting the management and training needs of identified large and strategic accounts
- Ensures proper, efficient, and effective agency demonstration and testing of BI products and services
- Communicates product performance feedback to internal company departments in order to assist in BI product design, development, enhancement, and delivery

#### ACCOUNT EXECUTIVE

- Provided ongoing customer support via training, assistance, and systematic contact
- Developed and delivered customer trainings on the effective and proper use of BI equipment and software
- Worked with customers to identify opportunities for growth and implement new and evolving requirements
- Worked with BI Customer Business Services to assist with billing-related administrative tasks as needed

#### SENIOR TRAINING SPECIALIST

- Developed, coordinated, and conducted product training and certification for new and existing BI staff
- Developed, scheduled, and delivered in-person and web-based BI equipment and software training and certification for agency personnel
- Assisted the BI Training Manager with daily internal department operations as needed
- Trained BI Training Specialists to ensure consistent and appropriate delivery of BI training modules
- Maintained database to document all training information and records—including certification processes

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# KIMBERLY KING

## REGIONAL MANAGER, PARTNERSHIP DEVELOPMENT

Ms. King is responsible for the supervision of Partnership Development Directors in the Western Region. She will oversee contract negotiation, program implementation/transition oversight, training coordination and contract compliance oversight with agency requirements.



20 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE



20 YEARS  
GOVERNMENT  
EXPERIENCE



3 YEARS  
WITH BI  
INCORPORATED



FULLY CERTIFIED  
IN ALL BI  
TECHNOLOGIES



BACHELOR OF  
ARTS,  
PSYCHOLOGY  
SCIENCE

### BI Incorporated | 2018-Present

WESTERN REGIONAL MANAGER, PARTNERSHIP DEVELOPMENT

- Develops and implements plans for a specified regional area for ongoing sales activity and to ensure revenue retention and growth
- Develops and monitors a system to measure effective sales activities
- Identifies and develops relationships with key customer contacts, including government agencies and private companies in the electronic monitoring market, to promote Company products and services, and business partnerships

### GEO Reentry | 2015-2018

BUSINESS DEVELOPMENT DIRECTOR

- Maintained and enhanced business development opportunities and customer relations to foster positive client relations at all levels
- Presented Reentry Services solutions to corrections and criminal justice agencies
- Expert in understanding government sales and procurement processes

### Justice Benefits, Inc. (JBI) | 2001-2015

SENIOR VICE PRESIDENT, BUSINESS DEVELOPMENT | 2006-2015

- Oversaw the Company's marketing and development function by developing new business opportunities, establishing strategic and marketing agendas, building and maintaining client relationships, delivering company sales while managing a team of marketing and sales professionals
- Developed and coordinated marketing strategy for over 600 counties/cities across the nation
- Responsible for the research and development of new product initiatives that benefit the Sheriff Departments, District Attorney/Prosecutor, County Jails and Juvenile Departments
- Member of corporate governing board and executive leadership team dedicated to overall company business—including finance, operations, human resources, and development planning

DIRECTOR OF MARKETING | 2004-2006

- Oversaw the business expansion of all JBI federal programs This included the State Criminal Alien Assistance Program, IV-E, SSI, CWS, Cost Allocation Plans, and Jail Cost Studies
- Planned and directed all aspects of marketing policies, objectives, and initiatives

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# KEN CAMPBELL

## ACCOUNT EXECUTIVE

Mr. Campbell assists in implementing, transitioning, and maintaining agency electronic monitoring programs—including providing product demonstrations, comprehensive training on BI equipment and software technologies, and on-going customer support.



1 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE

### BI Incorporated | 2020-Present

ACCOUNT EXECUTIVE

- Works with BI Partnership Development Director and BI National Account Manager to directly manage customer accounts
- Maintains full understanding of all existing and new BI equipment, software, and systems in order to educate agency customers on product features, functionalities, and innovations
- Liaison between agency personnel and internal BI departments, ensures on-going customer satisfaction



1 YEARS  
GOVERNMENT  
EXPERIENCE

### Independent-Outsourced Services and Consulting | 2016-2020

PRINCIPAL

- Contributed to sales growth and expansion by recommending and developing strategic messaging/branding to clients
- Provided regional Account Management services for remote monitoring Tech companies, providing critical client services during high growth periods



1 YEARS  
WITH BI  
INCORPORATED

### Econa Network | 2017-2019

VICE PRESIDENT

- Developed and established the company's operational procedures, workflows, service level contract agreements
- Maximized marketing impact by overseeing website development, email marketing, meeting face-to-face with potential new customers, and representing the company at annual tradeshow events to generate new leads



FULLY CERTIFIED  
IN ALL BI  
TECHNOLOGIES

### DKI Ventures | 2015-2016

VICE PRESIDENT OF SALES AND BUSINESS DEVELOPMENT

- Turned around stagnant sales by rebuilding the sales culture, resolving morale issues, improving sales rep accountability, and working with the CFO to restructure the salary/commission plans to attract top sales talent
- Developed and trained the National Sales Team and doubled it in size and in productivity in 1 year



BACHELOR OF  
SCIENCE,  
PUBLIC POLICY

### Steamatic, Inc. | 2012-2015

VICE PRESIDENT OF SALES AND MARKETING

### Certified Restoration Drycleaning Network | 2003-2012

NATIONAL ACCOUNT MANAGER

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# HENRY CONFORTI

## VICE PRESIDENT OF OPERATIONS, PROTOCOL

Mr. Henry Conforti began his criminal justice career as a Head Resident Counselor for the Safer Foundation program within the Illinois Department of Corrections, where he supervised counselors, assisting them with providing direct services to clients and implementing short and long range program goals. Mr. Conforti joined Protocol in 1993, where he currently oversees all operations for the entity, manages the budget, develops and implements long and short term program plans, and developed BI's offender automated management solution.



18 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE



21 YEARS  
GOVERNMENT  
EXPERIENCE



18 YEARS  
WITH  
BI INCORPORATED



FULLY CERTIFIED  
IN ALL BI  
TECHNOLOGIES



BACHELOR OF  
SCIENCE,  
CRIMINAL JUSTICE

### Protocol | 1993-Present

#### VICE PRESIDENT OF OPERATIONS

- Oversees all operations for Protocol Government Solutions
- Develop annual budget and maintain profit/loss statement
- Develop bids and proposals for regional contract negotiations
- Develop annual organizational business plans, employee performance objectives, and departmental incentive programs
- Develop all sales and marketing materials
- Manages a division of 185 employees
- Developed Protocol's offender automated management solution

### McLaughlin Research, Inc. | 1990-1993

#### REGIONAL SALES MANAGER

- Negotiated State of Illinois contract three consecutive years, resulting in revenue growth from \$300,000 to \$1.2 million annually
- Developed new strategies to increase sales, which have been utilized by the company nationwide
- Hired, trained and managed 16 employees
- Provided extensive support to national sales force through demonstration of home incarceration equipment and presentation of field services
- Determined staffing needs upon receipt of new contract
- Trained over 100 state and county officials in use of equipment and procedures

### Safer Foundation, Illinois Department of Corrections | 1988-1990

#### HEAD RESIDENT COUNSELOR

- Supervised five resident counselors
- Provided direct services to counselors' caseloads
- Projected and implemented short- and long-range goals

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# TIM HUGHLEY

## MANAGER, MONITORING CUSTOMER SERVICE

Since joining BI in 1991, Mr. Hughley has held a variety of technical and supervisory positions. This extensive electronic monitoring experience includes working as a Supervisor for BI call center operations and for BI Monitoring Customer Service. Mr. Hughley assumed his current position as Manager, Monitoring Customer Service in 1999. He ensures that monitoring notification procedures and protocols comply with contract requirements. Implements customized solutions in response to specialized agency requests.



30 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE



30 YEARS  
GOVERNMENT  
EXPERIENCE



30 YEARS  
WITH BI  
INCORPORATED



FULLY CERTIFIED  
IN ALL BI  
TECHNOLOGIES



BACHELOR OF  
ARTS,  
INTERNATIONAL  
AFFAIRS

### BI Incorporated | 1991-Present

#### MANAGER, MONITORING CUSTOMER SERVICE

- Responsible for the management and administration of BI Monitoring Customer Service—which serves more than a thousand across the US
- Manages the department's planning, staffing, budget, and data entry, and tracking responsibilities
- Liaison between various BI departments, BI field staff, and customers
- Processes escalated customer service requests and troubleshooting
- Works with customers to refine individual programs with full use of applicable BI equipment and services
- Generates and distributes mass customer communications from BI Monitoring Operations

#### SUPERVISOR, MONITORING CUSTOMER SERVICE

- Supervised department operations—including service for more than 1,000 contracts, performance evaluations, and staffing responsibilities
- Coordinated with various BI departments, BI field staff, and customers

#### SENIOR MONITORING TECHNICAL SPECIALIST

- Second-tier technical support for customers
- Provided technical equipment updates to BI monitoring center staff
- Assisted with field testing new BI products

#### MONITORING CENTER SUPERVISOR/COORDINATOR

- Managed daily call center operations—including supervision of monitoring center staff
- Oversaw the monitoring center's inventory management

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# SHERRY SMITH

## TRAINING MANAGER

Ms. Smith has a long history in creating comprehensive, easy-to-access training materials and onsite lessons. She implements remote training for our software application, which provides distance learning opportunities to customers in all time zones. With nearly three decades of training experience at BI, Ms. Sherry Smith expertly manages BI's Training department. In addition to customer training, Ms. Smith and her team are responsible for providing training and product orientation to BI staff.



29 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE



29 YEARS  
GOVERNMENT  
EXPERIENCE



29 YEARS  
WITH BI  
INCORPORATED



FULLY CERTIFIED  
IN ALL BI  
TECHNOLOGIES



MASTER OF  
EDUCATION

### BI Incorporated | 1992-Present

#### TRAINING MANAGER

- Develop and implement training policies and standards for the Monitoring Operations center
- Develop new online training courses and upgrade existing courses for staff and customers
- Manages and oversees software training for customers
- Works in collaboration with marketing to create company hardware and software training materials
- Assists in the development and execution of large contract training programs
- Manages staff of four employees
- Administer training budget for electronic monitoring division

#### TRAINING COORDINATOR

- Developed training curriculum for Monitoring Services Specialist certification
- Managed training process of all new employees and secondary level training
- Researched, coordinated, and implemented in-house training for career development of all employees
- Managed quality checks of all Monitoring Services Specialists
- Oversaw two direct reports of training specialists
- Maintained all employee training files and records of achievements

#### MONITORING SERVICES SPECIALIST I

- Monitored participant compliance with electronic house arrest and monitoring supervision
- Communicated with probation officers of house arrest clients
- Addressed technical problems pertaining to electronic monitoring equipment

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# DUKE HANSON

## DIRECTOR OF PRODUCT MANAGEMENT

Mr. Hanson provides leadership and oversees bringing BI products and services to agencies. With an emphasis on innovation and reliability, Mr. Hanson ensures BI's products are delivered according to required specifications, industry standards, and evolving technical capabilities. He serves as the key focal point for addressing ongoing product performance and driving continued value-added capabilities for long-term viability.



18 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE

### BI Incorporated | 2003-Present

DIRECTOR OF PRODUCT | 2019-Present

- Oversee product management team of six developing all hardware, external and internal desktop and mobile software and technical writing
- Responsible for gathering and evaluating customer feedback and guiding that feedback into development of new products and features along with ensuring performance of existing products
- Guided the release of four hardware and software products in 11 months
- Propose and plan new product launches



18 YEARS  
GOVERNMENT  
EXPERIENCE

DIRECTOR OF FINANCIAL PLANNING | 2012-2019

- Oversee analysis of revenue and expenses for \$90M group
- Manage company pricing strategy ranging from national procurement cooperatives to individual government agencies
- Assist in annual budgeting, quarterly guidance forecasts and monthly reviews
- Manage a team focusing on sales contracting, cost reduction and telecommunication expenses



18 YEARS  
WITH  
BI INCORPORATED

MANAGER OF FINANCIAL PLANNING | 2003-2012

- Prepare business cases for new products and features
- Part of team that evaluates and negotiates acquisitions and partnerships
- Coordinate and understand financial analysis for manufacturing and call centers



FULLY CERTIFIED  
IN ALL BI  
TECHNOLOGIES

INTERNATIONAL PARTNERSHIP DEVELOPMENT DIRECTOR | 2011-Present

- Learn and evaluate customer needs and market trends for government agencies outside of the United States
- Build relationships with potential foreign customers
- Coordinate responses to foreign government requests for proposals along with building and exporting technology outside of the United States



MASTERS OF  
BUSINESS  
ADMINISTRATION

### Sunrise Medical, Inc. | 2002-2003

SENIOR FINANCIAL ANALYST

### Alpine Access, Inc. | 2000-2002

MANAGER OF OPERATIONAL PLANNING AND ANALYSIS

### Ryder TRS, Inc./Budget Truck Group | 1998-2000

SENIOR FINANCIAL ANALYST

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# PAUL TOWLEN

## SENIOR PRODUCT MANAGER

Mr. Towlen has experience leading the product development and marketing processes for assigned products from determination of market need, through design, development, delivery, and end of life.



3 YEARS  
OFFENDER  
MANAGEMENT  
EXPERIENCE



3 YEARS  
GOVERNMENT  
EXPERIENCE



3 YEARS  
WITH BI  
INCORPORATED



FULLY CERTIFIED  
IN ALL  
BI  
TECHNOLOGIES



BACHLEORS OF  
ARTS,  
BUSINESS  
MANAGEMENT

### BI Incorporated | 2018-Present

#### SENIOR PRODUCT MANAGER

- Manages GPS tracking, house arrest, and remote alcohol monitoring products while being the single point of contact internally and externally for all hardware product issues
- Manages product lifecycle from gathering requirements and product design, to beta testing and launch as well as organizes the cross-functional activities to ensure product/project completion is in line with internal requirements
- Drives the Hardware Engineering and Software Engineering departments in the development and implementation of company technology products and features
- Collaborates with Hardware Engineering and Software Engineering on new product and sustaining engineering projects
- Partners with Manufacturing on a product redesign project for improved reliability and ease of assembly (DFMA)
- Manages the project workload for a team of 12 engineers for all Hardware Engineering projects, including mechanical, electrical, firmware, and validation engineers
- Manages project for the implementation and configuration of a Product Lifecycle Management (PLM) system
- Responsible for the product management of the photo review process in TotalAccess, including feature design and leading cross-functional teams focused on the delivery of software
- Organizes cross-functional activities to ensure product completion in line with internal requirements
- Works with Software Development department to convert market requirements into engineering requirements.
- Drives the priorities of Software Engineering department in the development and implementation of Company technology products and features.

### Corvena | 2017- 2018

Solution Engineer

### Intrado | 2011 – 2017

Senior Product Manager

### Amgen | 2007 – 2011

Sr. Associate Project Manager

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### Assigned Account Representative

To support the complex programmatic needs of the City's program, BI will hire and train a dedicated, locally-based account representative, **exceeding** RFP requirements. This newly-hired individual will act as the single point of contact for all agency inquiries, including training, status updates, administrative duties, and discussing the overall health of the agency's electronic monitoring program. The Account Manager will conduct status meetings in person or via teleconference at the direction of the agency. In addition, the Account Manager will meet with the agency onsite throughout the life of the contract to address any programmatic concerns and provide continual communication with officers, supervisors, administrators, and all other applicable agency personnel.

The Account Manager will be supported by the entire BI organization. Local BI experts are also available to the agency to address issues and improvements throughout the life of the contract. BI's Account Manager will remaining in close contact with the City and County of Denver and the entire BI organization, from engineering to billing to manufacturing and training. In addition to this local, dedicated representative, the City will have access to the entire team of BI experts who will leverage our decades of experience to support the City throughout the next contract term.

See *Proposal Section E—Proposer Representative* on page 51 for additional information.

### Company Experience

Community supervision programs rely on the experience and technologies of electronic monitoring providers to ensure officers have the tools they need to accurately monitor caseloads on a 24/7/365 basis. Experienced contractors familiar with the complexities of technology and monitoring systems can increase user confidence and public safety. As the first company to monitor individuals mandated to house arrest and GPS tracking, BI's experience is unparalleled.



**Figure 3. Dedicated Account Manager**

BI will leverage our more than two decades of experience with the City and County of Denver to hire a highly experienced, dedicated Account Manager.

#### Proven Provider

*BI's key personnel have decades of experience working directly with judges, clients, officers, and procurement personnel to ensure electronic monitoring programs are accurately meeting agency objectives and increasing public safety.*

### Experience with the City and County of Denver

The City and County of Denver has a long-standing partnership with BI—the electronic monitoring program contract has been continuously re-awarded to our company since 1994. For more than two decades, BI has collaborated with City leadership to ensure our solutions meet the needs of their high-profile electronic monitoring program. BI currently provides:

- 100 alcohol monitoring units, including TAD and SL3
- 460 LOC8 XTs for GPS tracking
- 90 BI HomeGuard 20|20s for cellular-based RF monitoring

### Introducing Innovation in the Last Contract Term

As the City needs change and evolve, our solutions evolve to meet those needs. Since we are constantly introducing and improving technologies, the City has been at the forefront of pioneering these solutions. Milestones that reflect the City's emphasis on innovation include the following:

- In August 2020, the City moved from LOC8 Classic to LOC8 XT. LOC8 XT offers extended battery life (up to 60 hours on a single charge when used in conjunction with a beacon), an innovative



**Experience with Large Programs**

BI's experience is demonstrated by the length of our relationship with many of the agencies we support. Many of our largest customers have continued to select BI through multiple contract cycles. The following figure summarizes the large accounts that have re-awarded contracts to BI.



**Figure 5. Contract Tenure of BI Customers**

Our customers have repeatedly chosen BI through the competitive procurement process as their preferred vendor. No other provider in the industry has the same level of experience supporting large, geographically diverse programs.

Currently, BI has more than 2,115 electronic monitoring contracts in place across the nation, and more than 177,170 active electronic monitoring technologies in the field. The table below provides a sampling of our history and experience with providing advanced solutions to large-scale programs.

Table 2. Experience Operating Large Programs		
Agency	Summary of Partnership	Populations Served
<b>Delaware Department of Corrections</b> <i>1986-Present</i>	BI has a long history of successfully supporting the implementation and evolution of the Department's Home Confinement Program. The program uses BI technologies to monitor non-violent offenders throughout the state and relies on our flexible GPS collection and reporting rates.	<b>700 Clients</b> Radio Frequency Transdermal Alcohol GPS
<b>Alaska Department of Corrections</b> <i>1994-Present</i>	BI provides, manages, supports, and maintains electronic monitoring technologies for the Department's House Arrest Program. The Department estimates that it saves \$1 million annually through its partnership with BI.	<b>2,450 Clients</b> Radio Frequency Transdermal Alcohol Mobile Breath Alcohol GPS SmartLINK

**Table 2. Experience Operating Large Programs**

Agency	Summary of Partnership	Populations Served
<b>South Carolina Department of Probation, Parole and Pardon Services</b> <i>1997-Present</i>	BI assists the Department in monitoring multiple populations throughout the state—including juveniles, probationers, and parolees. Starting with program implementation more than two decades ago, BI RF and GPS technologies have been consistently used as part of the Department's sanctions and alternative reporting methodologies.	<b>1,130 Clients</b> GPS
<b>Illinois Department of Corrections</b> <i>2003-Present</i>	BI supports the Department with supervising individuals in Illinois communities that are parolees or pre-release inmates. Working closely with the Department, our solution for this agency includes advanced support services—highly customized based on agency needs—through BI Agency Assist.	<b>11,630 Clients</b> Radio Frequency GPS SmartLINK
<b>Arizona Administrative Office of the Courts</b> <i>2011-Present</i>	The agency uses BI GPS units to monitor high-risk offenders on supervised probation. As a prime example of our support capabilities, BI successfully installed tracking units on more than 300 clients—at five agency sites—within four days.	<b>250 Clients</b> GPS
<b>North Carolina Department of Public Safety</b> <i>2012-Present</i>	BI successfully supports the Department's Electronic House Arrest program, Sex Offender Management program, and various Department of Juvenile Justice programs. During program implementation, BI installed 1,000 GPS units within one week and trained 600 officers within two weeks.	<b>4,200 Clients</b> RF GPS
<b>Missouri Department of Corrections</b> <i>2010-Present</i>	The Missouri Department of Corrections relies on BI to provide products and services for its electronic monitoring program. The program uses BI's continuum of products, including RF monitoring through HomeGuard, GPS monitoring through the ExacuTrack One, and breath alcohol monitoring through the Sobrieter and TAD.	<b>1,210 Clients</b> RF GPS Breath Alcohol Transdermal Alcohol SmartLINK
<b>Minnesota Department of Corrections</b> <i>2014-Present</i>	The Minnesota Department of Corrections uses BI equipment to monitor a select group of high-risk offenders. BI provides reliable technology and comprehensive services, supporting the Department by enhancing public safety and increasing released offenders' accountability and compliance with conditions of release.	<b>334</b> GPS RF Breath Transdermal Alcohol
<b>Colorado Department of Corrections</b> <i>2012-Present</i>	The Colorado Department of Corrections partners with BI to aid the supervision of formerly incarcerated adult parolees, younger adults that progress from incarceration, and offenders who are assigned to community corrections facilities and programs. This flexible and robust continuum of BI products provides the ability to monitor varying offender populations.	<b>1,280</b> GPS RF Breath Alcohol Transdermal Alcohol
<b>Indiana Department of Corrections</b> <i>2018-Present</i>	The Indiana Department of Corrections promotes public safety by providing meaningful, effective opportunities for offenders to reenter the community successfully. After awarding a contract to BI, we transitioned the program over a six week period, during which we trained 50 personnel on our technology and installed approximately 400 devices on participants.	<b>410</b> GPS RF

### Detailed Reference Information

BI has exceptional experience supporting programs similar in size and scope to the City and County of Denver; please see *Proposal Volume: Section 2* for the RFP-required reference form. These accounts are ready and willing to answer any evaluator questions about BI performance, and include:

- Minnesota Department of Corrections
- Colorado Department of Corrections/Colorado State Judicial Department
- Administrative Office of the United States Courts

## General Scope (RFP Section B.4.b)

*Include a narrative on your acceptance and understanding of the Scope of Work and Technical Requirements as outlined in Section B of this RFP, along with how you plan to support and/or administer each requirement.*

The Community Corrections Division of the City and County of Denver provides alternatives to incarceration for approved individuals, saving the Denver County Jail more than 100,000 bed days per year. Through the use of electronic monitoring, Community Corrections upholds public safety while effectively managing people within the community. The City’s needs continued to evolve during the unprecedented times of the COVID-19 pandemic, and the agency was challenged with a large population of incarcerated individuals and offenders released into the community. The reliance on electronic monitoring solutions and technologies to support individuals re-entering the community is critical to meeting these needs.

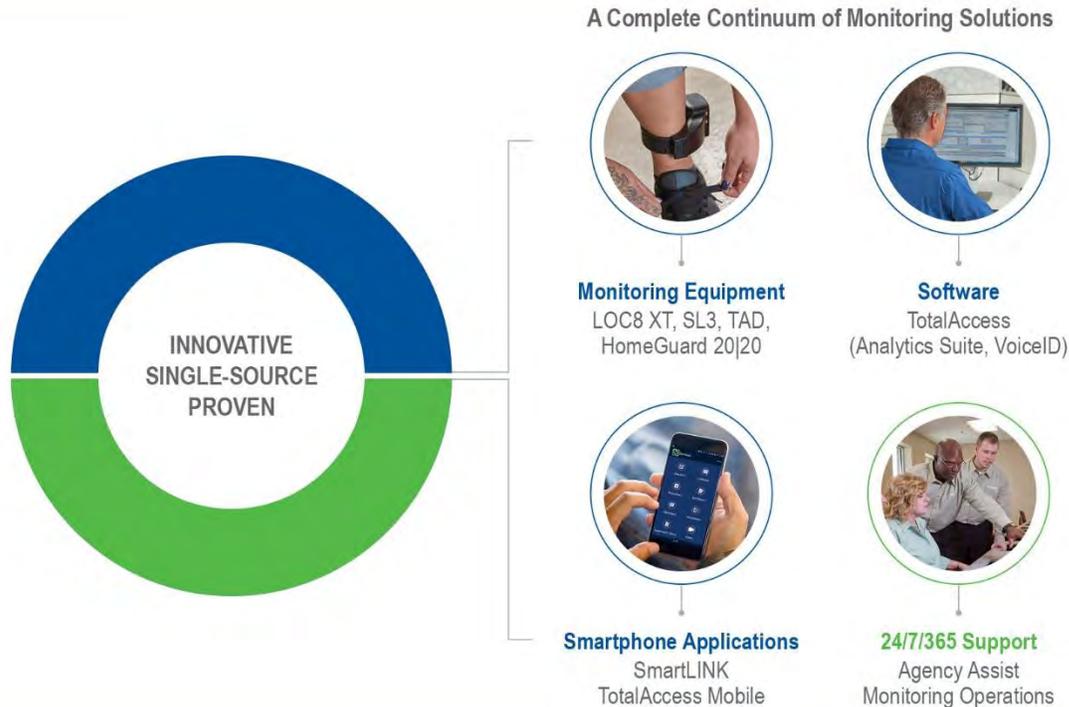


During the next contract term, the City will continue to require reliable technologies to hold participants accountable as individuals are monitored in the community.

With the submission of our proposed solution, BI Incorporated renews our commitment to continue supporting the City and County of Denver’s program into the future—with single-source, innovative, and proven solutions. As detailed within this section, BI has a history of releasing advanced electronic monitoring equipment to the City and County of Denver; most notably, we introduced the client-facing Smartphone application, SmartLINK in May 2021.

### THE SOLUTION: Single Source, Innovative Solution from a Proven Vendor

BI can offer innovative solutions for every product category throughout the life of the contract as the monitoring environment changes and new challenges arise. Summarized below, our solution will continue to provide a reliable, single source approach to monitoring individuals in Denver communities.



**A SINGLE-SOURCE SOLUTION:** *increase efficiencies, minimize workload*

Contracting with a vendor that relies on third parties or multiple systems—for example, subcontracted software applications, disparate monitoring center locations, or different equipment manufacturers—inherently introduces risk. Successfully supporting a program of the size and scope of City and County of Denver requires a solution completely operated from a single source.

**Integrated Software.** TotalAccess, BI's a consolidated software platform provides a single interface to manage all monitoring equipment and applications, including our suite of alcohol, GPS, and curfew monitoring devices. Unlike other providers that subcontract equipment from disparate manufacturers, a single software platform simplifies agency training, eliminates duplicate data entry, and provides officers with the capability to view their entire caseload, regardless of monitoring technology, from a single view. BI has made significant investments to deliver this type of feature-rich, consolidated platform.

**Operational Support.** A single source solution simplifies every aspect of City operations:

- One training department with consistent curricula, training agendas, materials, and instructions
- A single monitoring center; specialists can directly respond to officer questions without transferring callers to a disparate monitoring center
- One account management team that is responsible for managing a single contract, including consistent inventory practices, regardless of unit type
- One full-time dedicated Account Manager onsite at City facilities
- A single invoice, simplifying billing processes, inventory reconciliation practices, and supporting overall accuracy

**Original Equipment Manufacturer.** BI can offer advanced technologies and responsive services to the City as the monitoring environment changes and new challenges arise. As the OEM for all electronic monitoring units proposed herein, BI has the flexibility and capability to manufacture and process units in the quantities required or in larger quantities if the agency's needs expand. Our in-house manufacturing facility can produce high volumes of units in a short time. In addition, our devices and components are manufactured exclusively in the United States.

**United States-Based Supply Chain.** Our ability to offer single-source solution stems from our U.S.-based supply chain. As we manufacture all of our products in the United States, our supply chain has remained robust even in the face of the COVID-19 pandemic. With zero reliance on foreign sources for product manufacturing, BI is well positioned to offer new devices quickly and efficiently.

BI's streamlined approach to supporting the City extends far beyond a consolidated software platform: every aspect of our operations, from manufacturing to monitoring support, is wholly owned and operated by BI. This integrated approach mitigates risk and provides a continuity of services unavailable from any other provider.

**STREAMLINED  
 APPROACH**


**Manufacturing Center**  
 All required GPS, Alcohol,  
 RF and Mobile Solutions



**Software Platform**



**Monitoring Center**



**Central Computer System**



**Quality Assurance Program**

## COMMITMENT TO INNOVATIVE SOLUTIONS

Modern technologies play a crucial role in addressing ongoing electronic monitoring needs—from equipment, to monitoring center accuracy, to software features. Innovative solutions have the potential to increase monitoring accuracy, support officer and client communications, and positively impact public safety in the community. Our suite of monitoring technologies and services continue to expand to meet the future needs of community supervision programs. Looking ahead to the new contract that results from this procurement process, BI commits to providing advanced, innovative solutions.

### Innovations in Electronic Monitoring Hardware and Software

- **LOC8 XT.** Our newest generation GPS device communicates on LTE cellular networks. The internal battery can operate up to 60 hours from a single charge. Internal component upgrades increase the durability of the device.
- **HomeGuard 20|20.** BI's continuous RF monitoring solution ensures clients are restricted to their approved residence. Officers can send messages to display on the HomeGuard 20|20's LCD screen. If the client attempts to move the receiver, the device will collect a GPS point every minute while the receiver is in motion and up to 10 minutes after the receiver becomes motionless.
- **SL3.** This remote breath alcohol device builds on the success of the SL2 and offers significant improvements in durability and security. The fuel cell sensor in the SL3 remains accurate for 1,500 tests, approximately one year of testing, requiring fewer calibrations than the previous model.
- **TotalAccess Platform Enhancements.** By migrating the City to our enterprise version of TotalAccess, personnel will experience our intuitive, convenient user interface. BI adopted Agile software development practices to quickly implement software improvements based on officer feedback.
- **SmartLINK.** BI's client smartphone application supports client rehabilitation and reentry by offering access to agency-approved resources, streamlining client and officer communications, and confirming compliance with court-ordered mandates.
- **TotalAccess Mobile.** Our advanced software application increases officer efficiencies via our fully-functioning mobile version of TotalAccess. Now officers can perform all the essential functions of their job from their smartphone.

BI's history of releasing innovative solutions, for example the use of Wi-Fi location positioning, leave other electronic monitoring providers imitating our technologies.

In the last 14 months, BI has introduced several of these new product offerings to the City and County of Denver, including the LOC8 XT, HomeGuard 20|20, SL3, SmartLINK, and TotalAccess Mobile.

## BI LOC8 XT



LTE Cellular Coverage

Proximity Tamper Sensor

Up to 60 Hour Battery Life

Wi-Fi Location Detection



### Innovative Monitoring Operations Services

Fully integrated with TotalAccess, BI Agency Assist offers monitoring center interaction with both individuals that are wearing EM devices and individuals that require a lower level of supervision. This suite of services provides timesaving tools that eliminate administrative tasks required of officers.

#### In 2020, BI Monitoring Operations:

- Answered all phone calls within **1.7 seconds**, on average
- Answered **99% of calls** within 60 seconds
- Responded to more than **200,000 phone call inquiries**
- Placed approximately **996,000 outbound calls**

**A PROVEN PROVIDER MITIGATES RISK:** *more than 25 years supporting the City*

Transitioning to a new vendor inherently introduces significant risks that have the capability to negatively impact public safety, and an experienced provider is crucial to providing solutions that evolve in tandem with shifting agency needs. A valuable partner since 1994, BI's history and understanding of City operations is unparalleled. Examples of the past successes—consistently provided by BI and often exceeding contractual requirements—include:

- The agency currently uses BI equipment, software, and services, including more than 650 devices
- BI currently supports the Colorado Department of Corrections and Judicial districts, with 4,345 active monitoring units across the state
- BI is the largest provider of electronic monitoring in the United States
- We support 1,155 unique agencies at the County, State, and Federal levels
- There are active BI units in every state in the nation, evidencing the reliability and accuracy of our technologies
- There are more than 170,000 individuals across the nation monitored by BI technologies

We thoroughly understand the mission, priorities, and initiatives of the City and have demonstrated our ability to carry them out efficiently and effectively. Our expert technical staff are currently supporting the agency's electronic monitoring program, and we are fully committed to continuing to provide highly efficient services and innovations that exceed performance requirements. We can proceed swiftly with no learning curve, enabling agency leadership to focus on administering the electronic monitoring program rather than managing contractor transition.

**CONCLUSION:** *BI's Single-Source, Innovative, and Proven Solutions are Unmatched*

BI's proposed solution, combined with our unmatched level of understanding, program expertise and experience with City and County of Denver enables us to continue to anticipate and develop solutions that will directly benefit the agency. Throughout BI's submission, we will differentiate ourselves as the lowest risk, highest value vendor to support the future of City and County of Denver operations.

**Dedication to  
Community Reentry  
and Supervision**

*BI's reputation as an industry leader is based on our strong tradition of quality, trust, and integrity in all aspects of our business. There is little margin for error when considering community public safety.*


**Colorado-Based Operations**

BI's Corporate Headquarters are located in Boulder, Colorado

BI has more than two decades supporting the Colorado Department of Corrections and Judicial Districts

During COVID-19, our close proximity to the City and County of Denver mitigated risks associated with changing operations and supply chain challenges

During the last contract term, the City and County of Denver experienced no interruption in service or supplies

BI remains solely dedicated to electronic monitoring technologies, services, and technologies

## Maintenance and Support

*Fully describe your proposed 24/7/365 maintenance and support for this contract.*

BI fully understands the importance of high-quality maintenance and support available around the clock. As a leading provider in this industry, BI delivers comprehensive support, operations, and maintenance. BI's maintenance and support infrastructure includes the following key components:

- Monitoring Operations.** BI's Monitoring Operations Centers, located in Indiana and Illinois, are the first tier of support for the agencies we serve. Monitoring Specialists are physically present within the operations center 24/7/365 to provide live customer service such as client enrollment, schedule modifications, equipment inventory, troubleshooting, client status checks, software assistance, reports, and on-time alert notification.
- Technical Infrastructure Support.** Our primary and secondary data center locations each include a team of Technical/Information Systems personnel for support and tactical response for our monitoring systems and infrastructure. Our automated tools and team of technicians continuously monitor our network infrastructure and server applications to ensure uninterrupted service, enhanced performance, and streamlined operations.

BI's proposed maintenance and support approach for the City is very straightforward. BI will be responsible for all aspects of maintenance and support—provided through our 24/7 Monitoring Operations, tenured account management staff, established manufacturing center, and all other BI departments. The following table further summarizes our maintenance and support approach.

**Table 3. Maintenance and Support Responsibilities**

Maintenance and Support Activity	Responsible Party				
	City and County of Denver	BI Monitoring Operations	BI Account Management	BI Manufacturing and Engineering	BI Billing and Invoicing
Alerting BI of potential equipment or technical issue	✓				
Providing first line of support for all inquiries		✓			
Providing onsite services, as needed (training, inventory support, etc.)			✓		
Providing remote, refresher training sessions as needed		✓			
Shipping units to/from agency locations					✓
Supporting inventory management activities			✓		✓
Issuing invoices that accurately reflect active/inactive unit status					✓
Using ISO-certified processes to manufacture and improve hardware				✓	
Conducting failure analysis				✓	
Keeping agency personnel abreast of technological advancements to BI hardware and software		✓	✓		
Implementing ongoing improvements to manufacturing processes and equipment				✓	

## Response to General Scope Requirements (RFP Section B.2)

Devices designed to monitor client compliance in the community are unique from other technologies that are available today. This type of equipment must be compact to minimize impact on the client's daily activities, while robust enough to withstand wear and tear and potential tamper attempts. Equipment needs to operate in all types of environments (rural and urban), but also not be impacted by other electrical equipment or signals. Similarly, electronic monitoring hardware should be able to communicate all events and data to the central monitoring computer to ensure appropriate alerts are directed to defined City personnel.

### Secure, Reliable, Available Systems

*By leveraging BI's virtual and physical security measures, our highly tenured technical administrators, and vast experience supporting supervision programs, BI is confident that our solution will provide a high level of availability and uptime.*

BI designed each of our proposed electronic monitoring devices with these intricacies and reliability needs in mind. This portion of our proposal demonstrates how our equipment operates normally in all environments, detects attempts to tamper with equipment, escalates notifications, and communicates other events to the BI central monitoring computer. The following graphic summarizes BI's proposed solution.

## ELECTRONIC MONITORING PROGRAM

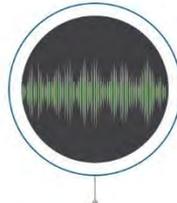
Single-Source, Innovative, Proven



**BI LOC8 XT**  
Active, Passive and/or Hybrid GPS Tracking Device



**BI HomeGuard 20|20**  
Radio Frequency Device (Including CAM RF Features)



**BI VoicelD**  
Video and/or Voice Tracking/Verification and Message Reporting System



**BI SL3**  
Handheld Alcohol Monitoring Device



**BI TAD**  
Transdermal Alcohol Monitoring (CAM)



**BI SmartLINK**  
**BI TotalAccess Mobile**  
Smartphone Applications



**Analytics Suite**  
Data Analytics Software



**Monitoring Operations**  
Customer Service  
24/7/365



**Agency Assist**  
Supplemental Support Services

• TECHNOLOGY • SERVICES

## A. Monitoring Center Services

*The Proposer's monitoring center services facilities shall be located within the United States of America. The primary monitoring center shall be capable of uninterrupted operation 24/7/365. The Proposer's central monitoring service center shall include a central computer system, compatible software and all the needed equipment capable of monitoring the participants on electronic monitoring as defined below, in addition to maintenance, communications, and support services.*

Based in Anderson, Indiana, BI Monitoring Operations is a complete, secure, and advanced technical support center and customer support hub that BI wholly owns and operates. Monitoring Specialists are onsite 24/7/365 to assist agency personnel with troubleshooting, managing alerts, training, and special requests. BI Monitoring Operations provides the following key advantages:

- **24/7/365 Support.** Electronic monitoring programs operate on a continuous basis. The agency needs constant access to hardware, software, and service support to supervise clients effectively. Since BI is a single source provider, agency personnel can contact Monitoring Operations 24/7/365 for prompt assistance on any BI technology—streamlining support services by providing the agency with a single point of contact. BI Monitoring Specialists ensure that agency personnel have the information needed to handle program tasks effectively.
- **Secure Facilities and Data.** At the facility level, BI Monitoring Operations is equipped with alarms, secure-access entryways, and the highest-quality network protections and redundancies to maintain and protect data. We understand that electronic monitoring programs generate data that is proprietary in nature, and BI Monitoring Operations safely stores all information in our secure data facilities.
  - BI maintains accurate records and provides this information to support court activities and measure program outcomes.
- **Qualified Operations Staff.** Proper staff training is an essential part of increasing program effectiveness. BI Monitoring Operations staff must understand how all BI technologies work to assist agency personnel with program inquiries effectively. For example, Monitoring Specialists that are highly familiar with equipment can readily help agency personnel interpret alerts—such as a tamper event that occurs frequently because the device is not installed properly against the client's leg.
  - Monitoring Specialists must successfully complete a comprehensive training and certification program for the full continuum of BI products. The BI Training Department delivers a seven-week new hire training program and provides required ongoing training sessions. In addition, staff must obtain annual re-certification.
  - Monitoring Quality Department regularly perform call and alert critiques to confirm Monitoring Specialists follow established procedures and provide high quality customer service.



**Figure 6. BI Monitoring Operations**

BI's Monitoring Specialists are fully trained on current City procedures and are prepared and excited to support the agency during the next contract term—offering a continuity of services no other vendor can provide.

1) A security protocol, including but not limited to, the following considerations:

a) General security/Facility Access

Access to BI's Monitoring Operations Center is controlled with a limited number of building entrances, which are all secured with swipe cards. BI personnel escort visitors at all times while onsite at the facility. BI maintains internal security with electronic door controls, which are accessible only through security swipe cards. The outside lighting on the perimeter of the building illuminates both the building and its adjacent parking lots. The facility is continuously monitored by a closed circuit TV system, and cameras are strategically placed throughout the facility, both inside and outside.

### b) Data protection assurance

BI has established strategies, processes, and measures that we designed and implemented to continuously monitor clients and prevent data loss. BI is in the process of achieving a FedRAMP Authority to Operate (ATO).



**FedRAMP Authority to Operate (ATO).** BI is in the process of acquiring FedRAMP ATO, a complex security process that requires collaboration with government agencies. Other vendors claim to be FedRAMP compliant, but only vendors listed on the official FedRAMP Marketplace website are authorized. Only 1% of organizations have achieved a FedRAMP ATO, including such companies as Google and Amazon.

As summarized below, every aspect of our operations includes data protection strategies.

**Table 4. Data Protection Strategies**

Topic	Summary
<b>Data, Network, and Server Protection</b>	The BI monitoring computer system incorporates a variety of security protocols to protect the overall system and to ensure that only authorized personnel access client and program data.
<b>Data Protection Assurance</b>	BI maintains documented policies and procedures for network security, application security, data transmission, data security, and physical security.
<b>Awareness Training</b>	BI will continue to provide basic security awareness training to all information users (including Department staff and BI managers, senior executives, and contractors) as part of initial training for new users, when required by system changes, and annually thereafter. All BI users of TotalAccess must: 1) read and sign a Computer Technology Use Policy before accessing the network; 2) complete an annual Information Technology Security Training Test and submit to the Training Department; and 3) complete online training for TotalAccess.
<b>User Access Authentication and Authorization</b>	Login and PIN authentication ensure that only authorized individuals access monitoring data. BI does not compromise on data security and password protection. Our software platforms include various levels of security that comply with National Institute of Standards and Technology (NIST) security standards, including data encryption, protocols for password expiration, maximum login attempts, and forgotten passwords.
<b>System Software Controls</b>	Access to the system is strictly controlled and restricted through the roles defined for each Department. BI's Systems Administration Department utilizes a series of automated systems and platform checks to detect anomalies in the system, and all log data is captured to a logging server. Critical systems are contained in security-controlled computer rooms.
<b>Records Retention</b>	Established procedures ensure agencies always have access to historical monitoring data. BI performs data backups on a daily, weekly, and monthly basis to support record retention.

### c) Drug and alcohol policies for Vendor staff

BI leverages our existing *Staffing Plan* to hire employees that meet our strict ethical standards and confidentiality requirements. As a component of this plan, we will execute the following policies and procedures to hire individuals who meet agency staffing requirements:

- Provide detailed job requirements and working environment information to employees to ensure they understand the position responsibilities and contractual requirements.
- Use an independent employment-screening agency to conduct background investigations; administer pre-employment drug screens; and check FBI, state, county criminal records, motor vehicle records, and central registries.



**Figure 7. Qualified Staff**

BI's Staffing Plan ensures that we hire the most qualified candidates and adhere to all City staffing requirements.

- Evaluate candidates to confirm they are authorized to work in the United States. BI will take precautions to avoid discrimination violations under the purview of the Department of Justice's Office of Special Counsel.
- Use behavioral interviewing techniques to ensure we hire the strongest candidates. During behavioral interviews, candidates describe how they have reacted in various situations, emphasizing their life experiences and past behaviors. BI uses this interviewing technique to predict future behavior versus relying on the candidates' self-assessments.

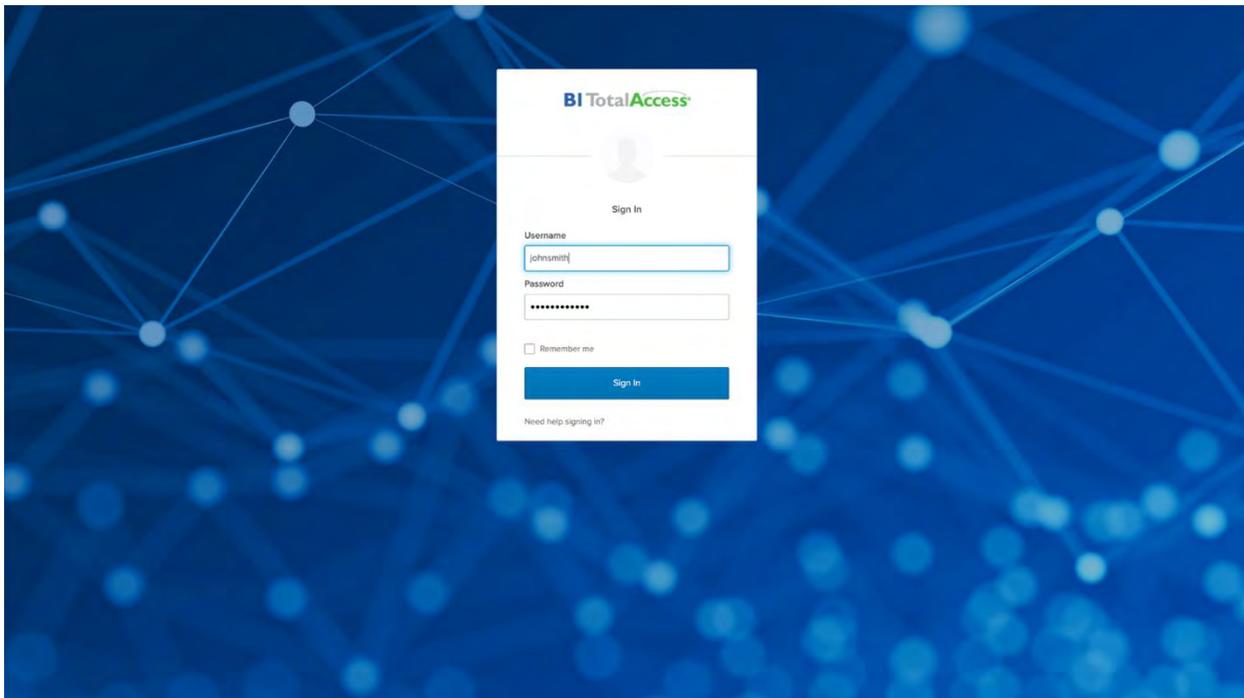
*d) User access authentication and authorization, including read only access*

### User Access Authentication

TotalAccess has remote capability and is available 24/7/365 from any web-enabled computer, smartphone, or tablet. From this streamlined platform, authorized users can view their caseloads, close alerts, send messages, and view client locations.

Authorized personnel must enter their unique username and password to access the TotalAccess platform. BI uses Okta for this authentication every time a user logs in to the software. The BI-issued login restricts each internal and external user's access to specific data, as appropriate. TotalAccess also requires users to periodically change passwords every 60 days, for an added level of protection. BI's system will automatically deactivate login credentials that have no activity for a period of 45 days.

An audit trail feature security log records all login and log-off activities. The system also records all changes to program information. Login ID codes enable the BI System Administrator to identify who modified the information, when it was modified, and the original information before the change. In addition, BI offers an *Audit Trail Report* detailed on page 21. The following figure details the TotalAccess Login Page.



**Figure 8. TotalAccess Login Screen**

All authorized personnel create their own unique password to login to TotalAccess. For security purposes, all passwords must include one number and one symbol in addition to alphanumeric characters.

### Read Only Access: User Roles

To provide agencies with multiple layers of control over who can access and alter data, TotalAccess includes two levels of user permissions that are able to edit data, and one level of permissions for read-only users. Specific user roles include:

- The **Agency Administrator** level of permissions allows a user to edit the agency profile, as necessary, after initial setup. The Agency Administrator can perform the following tasks:
  - Complete initial setup of agency personnel, enter and manage users, and enter login, personal, and contact information for each staff member
  - Complete initial setup of agency-level settings, such as Master Inclusion Zones and Group Zones
  - View the agency's equipment inventory and transfer equipment to various departments within the agency, as applicable
  - Set up and manage contact lists
  - Set default settings for alert notifications
  - Transfer clients to specific departments and/or agency staff members
- The **Officer Level user** can perform the following tasks:
  - Set up clients
  - Monitor clients
  - Create client-level zones and schedules
  - Configure individual defaults according to the officer's profile
  - Transfer clients to specific departments and/or officers
- The **Officer Read-Only user** can access and view program and client data without altering any information in the system.

### e) System software controls

BI operationally controls access to TotalAccess via the following methods:

- Agency personnel are strongly recommended to attend TotalAccess training prior to getting a user account
- Users can only see relevant data within their designated agency/agencies
- Users are required to provide a valid agency number and email address to BI to generate a user account
- TotalAccess includes various user roles and permissions, including read-only access, as detailed above
- Following industry-best password and security protocols; see response to *Item d)* above for additional information on two-factor authentication

#### Advanced Password Protection

*When logging into TotalAccess, authorized personnel must enter a unique username and password. The BI-issued login restricts each internal and external user access to specific data, as appropriate. The system also requires that passwords be periodically changed for an added level of protection.*

### f) Logging and reporting

TotalAccess includes more than 40 standard reports regarding client activity, violations and alerts, caseload statistics, equipment inventory, and historical data. Users can schedule reports for automated delivery to an email address, as well as export reports from TotalAccess to Word, Excel, CSV or PDF applications.

Detailed information about TotalAccess reporting capabilities is provided within this response on page 38. Please also see *Attachment 1—Sample TotalAccess Reports*.

### *g) Records retention*

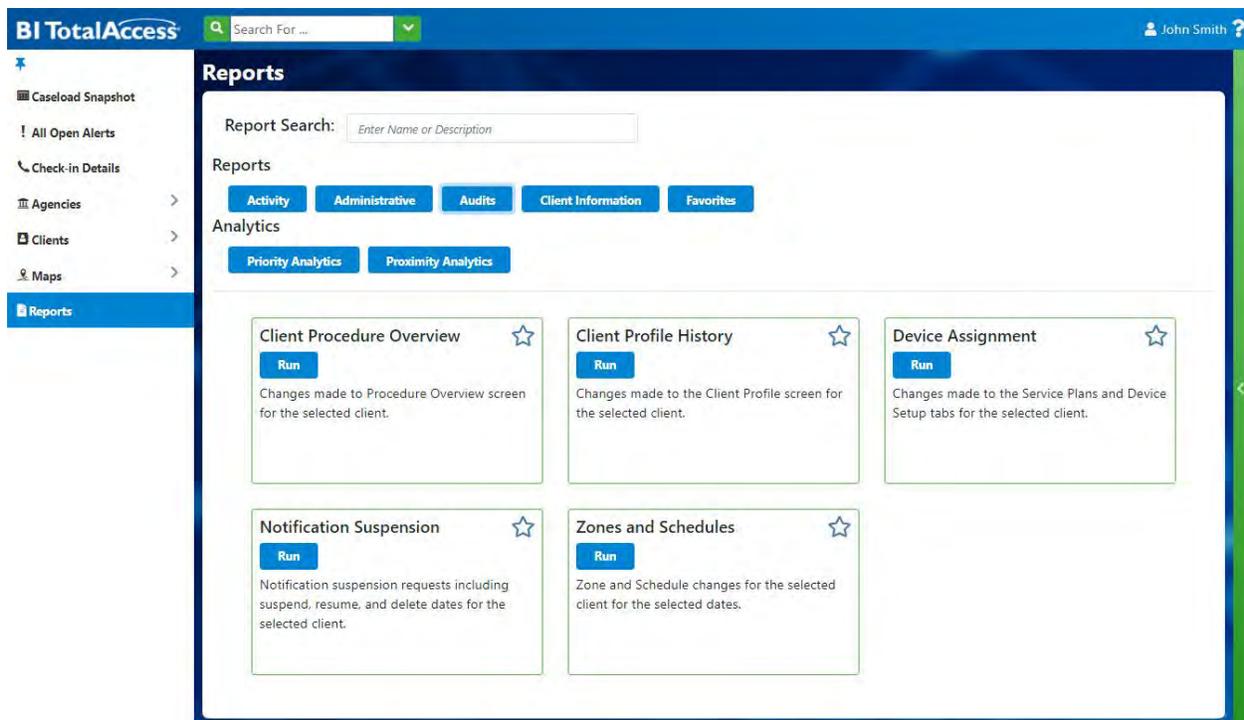
BI has established data retention systems, policies and procedures that will meet or exceed the City's standards. Key components of our approach to maintaining and storing records includes:

- Performing regular backups for all information housed in TotalAccess, including:
  - Automated incremental backup of all newly modified data runs twice daily
  - A full database backup runs weekly
- Replicating data across multiple servers in different geographic locations
  - BI maintains the information in the TotalAccess database across four different server clusters
- Retaining weekly backups for one month

### *h) Audit trail*

BI's central monitoring computer system stores all data with a historical transaction record, which includes all changes made to data, when the user modified the information, and the user who made the change. To track this information, TotalAccess includes an *Audit Trail Report* that allows authorized users to view activity. The agency will have a record of the history of a client profile, device assignment, procedure, and service level. BI tracks all data with date and timestamps, including the following:

- All additions, changes, or deletions to system data
- All activity that causes any additions, changes, or deletions
- The user who made the changes



**Figure 9. TotalAccess Auditing Tools**

TotalAccess includes a suite of reports that enable authorized City personnel to audit all aspects of the agency's program—including procedure overviews, client profiles, device assignments, notifications, and zones and schedules.

*2) Maintain a secure, environmentally controlled access facility and provide 24/7/365 monitoring.*

BI securely maintains our monitoring computer system in restricted areas. Authorized personnel with the proper security clearance must use an access card to enter the server rooms. Each server room contains multiple security features—including interior and exterior cameras and alarms—and BI System Administration staff are onsite and/or on-call 24/7/365.

For further protection, our data centers incorporate smoke detection equipment, FM-200 fire suppression systems, redundant cooling systems that maintain proper temperature and humidity levels, and sensors to help prevent water damage. We use Microsoft System Center Operations Manager (SCOM) to actively monitor these systems and the server rooms. If an abnormal or critical condition occurs in the server room environment, the SCOM system automatically and promptly alerts System Administration staff. In addition, System Administration regularly runs and reviews system analysis reports to track operational trends and proactively identify potential issues.



**Single Point of Contact.** Regardless of the type of monitoring technology utilized, authorized City personnel can call BI Monitoring Operations for technical and customer support. Other vendors use disparate monitoring centers based on the type of equipment being used by officers; this results in multiple points of contact for officers for differing Monitoring Centers.

*3) Complete support of all interface hardware and software equipment necessary to ensure service.*

Unique to the industry, BI is a single source solution that offers a continuum of electronic monitoring solutions—including our wholly-owned, Boulder, Colorado-based Monitoring Operations Center—without relying on third parties. We confirm that our solution includes complete support of all interface hardware and software necessary to operate the City's program. Other vendors in the industry rely heavily on contracted 24/7 monitoring services or manufacturers to support community supervision programs. This approach can result in disparate service issues and contractual complications. Selecting a provider that supports a suite of monitoring technologies—including GPS, RF and alcohol monitoring devices—inherently increases the quality of services.



**Figure 10. Single Source Solution**  
 BI strongly recommends that the City considers a single vendor for all aspects of agency monitoring programs—including a contractor that wholly-owns and operates its Monitoring Centers, software development, and manufacturing capabilities.

*4) Highly trained and qualified staff.*

The Monitoring Specialist Certification program is the entry-level training program for an individual hired to become a Monitoring Specialist in the Monitoring Operations. As summarized by the following table, candidates must complete all certification course modules within seven weeks from the training start date.

**Table 5. Monitoring Specialist Certification Modules**

Module	Title	Topic
<b>Module I</b>	History of BI Incorporated	This training session is designed to acquaint staff with the history of BI, our mission and vision, quality policy, and corporate officers
<b>Module II</b>	Customer Service	This training session is designed to provide an overview of customer service skills as they relate to the Monitoring Operation.
<b>Module III</b>	Technical Training	This training session is designed to acquaint staff with the physical and functional characteristics of the continuum of BI technologies.

**Table 5. Monitoring Specialist Certification Modules**

Module	Title	Topic
Module IV	Software System Training	This training session is designed to familiarize the new employee with the application programs used for monitoring individuals on the system.
Module V	Internal Operating Procedures	This module will cover various operating procedures new employees should know and understand before working independently in the Monitoring Operations Center.

BI maintains a comprehensive certification and training program for all Monitoring Specialists. Security and confidentiality of program and client data is a key component of training. Successful completion of security and confidentiality training and certification is required for all Monitoring Operations personnel, and they must achieve certification prior working in Monitoring Operations. Intensive security and confidentiality training occurs during new hire training and ongoing refresher training.

*5) Toll-free contact number staffed and accessible.*

Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the City will have access to our advanced technical specialists group at BI that will receive specialized training on City procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center. All of our devices that call in via 800 numbers are programmed with two numbers, a primary and a secondary. If one number is not functional, the units will continue to communicate via the alternate number.



**Innovative Approach to Staffing.** BI regularly monitors inbound and outbound call volumes to our Monitoring Operations facilities. This monitoring includes 24/7/365 troubleshooting and officer support. Monitoring Operations reviews this data on a regular basis, and uses these metrics to determine a staffing plan appropriate to the needs of the agency.

Additional key features of BI's ability to support the City on a continuous basis include:

- **Access to Monitoring Operations.** Agency staff can call, toll-free at any time to speak with BI Monitoring Specialists physically present within the Monitoring Operations Center. Monitoring Specialists provide live customer service on topics such as equipment troubleshooting, client status checks, software assistance, reports, and on-time alert notifications. On average, our staff answer incoming calls in less than ten seconds.
  - The average tenure of our Monitoring Specialists is more than seven years, and Monitoring Operations management staff have an average tenure of more than twenty years. Typically, a single call is all it takes to resolve most issues.
- **Monitoring Operations Access to Technical Support.** In the unlikely event Monitoring Operations is unable to immediately answer a question or resolve an issue, access to internal systems, telecommunications, training, monitoring, management, and technical support is also available. Monitoring Operations management and system development staff are continuously on call.



**Figure 11. Assisting City Personnel**  
 Regardless of equipment type, agency personnel can call BI's wholly owned, single source Monitoring Operations Center—streamlining 24/7/365 support offerings.

Our entirely owned and operated, United States-based Monitoring Operations Center provides streamlined, knowledgeable support for our continuum of technologies. This single-source approach is simply unavailable from other providers—in particular resellers—and has the potential to streamline agency operations.

*6) Ability to be notified 24-hours in advance of any anticipated interruption and immediately, but no later than 30 minutes, of an unexpected interruption/failure in reporting/monitoring service.*

BI has a software and hardware infrastructure that is unrivaled in the industry, and we have the capability to investigate, mitigate, and repair/replace systems quickly. Our entire systems infrastructure includes automatic monitors that notify Systems Administration if issues occur or if components need replacement.

BI understands the importance of transparency in communicating failure events and we will always communicate openly with agency personnel. This includes notifying the City of any anticipated or unexpected interruptions.

*7) Ability to assist City staff with participant activity/monitoring information access to the database is unavailable.*

BI employs approximately 75 Monitoring Specialists, available at all times to respond to agency officers, administrators, or other authorized personnel. This includes assisting City staff with accessing the database in the unlikely event of system unavailability. BI's Monitoring Operations, based in Indiana, will provide uninterrupted support to the City, including but not limited to:

- 24/7/365 technical support
- Alert resolution
- Advanced technical troubleshooting
- Customized alert protocols
- Equipment and software training
- Alert triage services
- Data entry
- Response to agency requests



**Established Team.** BI's solution includes an organization-wide approach. The City will be supported by our nationwide account management team, available to provide onsite support. Similarly, Monitoring Customer Services will continue to provide custom account and alert management services to support the unique operations of the City and County of Denver.

*8) Established protocols to respond to pre-determined device alerts by offender type.*

As the incumbent provider, BI's staff are already familiar with the City's pre-determined device alert protocols. This provides a continuity of services that no other vendor can offer. As detailed throughout this response, BI confirms that we have the ability to provide automated (email, text message) and manual (live phone call) notifications, in response to pre-determined device alerts by offender type, to authorized City personnel.

*9) Generate device alert notification via text, email, central database view, and/or phone to various City staff.*

Our monitoring system manages the automated notification process by sending alert notifications in accordance with agency-designated procedures. The system can promptly deliver multiple automated alert notifications via email, text message, and/or push notifications to a mobile device. BI also offers live phone call notifications to support agency alert protocols. These capabilities are described in detail beginning on page 38 of this response.

10) Communication services to prevent the failure of the primary service/method shall from adversely affecting the backup service/method.

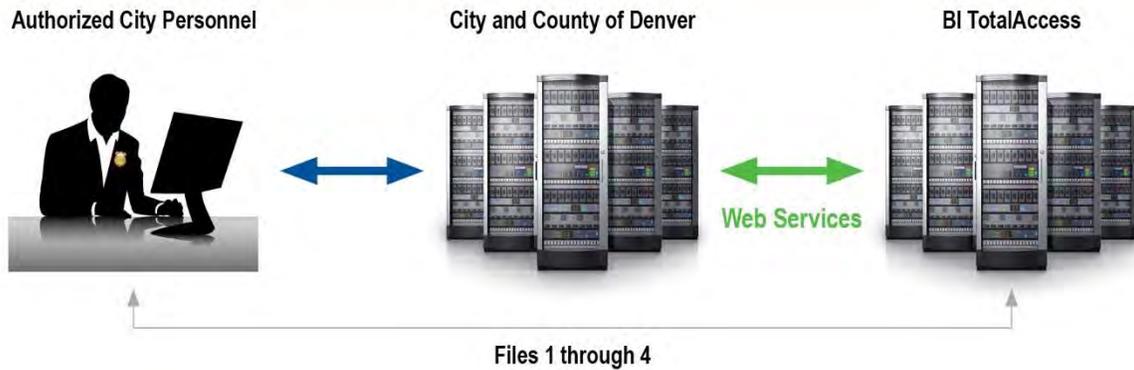
BI invests in heavily redundant monitoring computer systems to support full functionality of our solution. Technological redundancies support hardware and operating architectures across multiple environments. If a component in our data center infrastructure malfunctions, the system engages a redundant component to provide an uninterrupted operating environment.

**Redundant Systems**

*Our established systems support continuous access to agency monitoring data. Each data center is equipped with redundant power, internet, and telecommunications capabilities.*

11) Ability to write/retrieve files daily through a secure transmission method. The files shall include (requirements repeated in table below)

BI employs a modular SOA approach for our proposed software system. From an integration standpoint, TotalAccess incorporates a standard Application Programming Interface (API) design that uses Simple Object Access Protocol (SOAP) web services in an XML format. This allows us to interface TotalAccess securely with external software systems. BI developed our solution on .NET and SQL Server platforms, which are industry-proven Microsoft technologies. All of BI's website applications run on the current version of Microsoft's IIS (Internet Information Services), which supports all mainstream web browsers and web services. The following figure summarizes our approach.



**Figure 12. Secure File Transmission: Web Services**

BI's established web services solution expedites data entry, eliminates disparate database systems, and supports the overall accuracy of information related to the City's monitoring program.

Our web services solution ensures that agency personnel can easily use an internet connection to securely access consolidated and accurate data from a single source. This exchange of data via web services can be used to add or change client information as well as exchange information on equipment installation/de-installation, for example.

The table on the following page provides confirmation that our web services solution has the ability to securely transmit files between agency systems and TotalAccess.

**Table 6. Secure File Transmission**

File Type/Category	Data	BI Web Services
<b>a. File 1—Alarm File</b>	1. The key file used to distinguish each alarm	✓
	2. The type of alarm as defined by the City	✓
	3. The Identification number of the offender	✓
	4. Date and time of the alarm	✓
	5. Length of the alarm (until resolution)	✓
<b>b. File 2—Comment File</b>	1. The key field used to distinguish each alarm	✓
	2. Comments relating to the alarm.	✓
	3. Date and time of updates to the comments	✓
<b>c. File 3—Alarm Cleared</b>	1. The key field used to distinguish each alarm	✓
	2. Date and time the alarm was cleared	✓
<b>d. File 4—Points Reviewed</b>	1. The ID number of the offender	✓
	2. The USERID of the officer reviewing the points	✓
	3. Date the points were reviewed	✓
	4. Dates of the points reviewed by the officer	✓

## B. Central Computer Monitoring System

### 1) Escalate violation notifications to designated personnel as specified by the City.

Upon receipt of violation information from monitoring devices, TotalAccess will automatically text and/or email designated agency personnel. These automated notifications specify the type of violation, the name of the corresponding client, the date/time when the event occurred, and the date/time TotalAccess received the data from the equipment.

TotalAccess automatically escalates violation notifications to designated supervisory personnel, as designated by the agency. BI will collaborate with authorized personnel to create customized contact lists for notification escalation purposes to specify the following:

- Which officers will be notified and in what order
- How each officer will be notified—by email, page, or text
- How long to wait between each designated notification
- Notification schedules that accommodate the availability of each specified officer

BI will notify officers or other designated agency personnel on a 24/7/365 basis. Additional information about our automated and manual alert notifications is detailed on page 38 of this proposal.



#### Evidence of Monitoring Operations Success. In 2020, BI Monitoring Operations:

- Answered all phone calls within 1.7 seconds, on average
- Answered 99% of calls within 60 seconds
- Responded to more than 200,000 phone call inquiries
- Placed approximately 996,000 outbound calls

### 2) Perform monitoring customizable for each participant.

BI employs a team of in-house software developers, including a dedicated user experience designer, that have created an extremely customizable software platform allowing the City to create a unique user experience. TotalAccess can be customized at the agency, individual user, and client level outlined in the table below. The following table is not an all-inclusive listing of TotalAccess customizations.

**Table 7. TotalAccess Customizations**

User Level	Available Customizations
Individual User	Choose from several different user role options to control which users have access to data
	Custom Settings page within Mapping feature
	General User Preferences for: default search options, default mapping style, and default alert display
	Officer can also override agency level settings and customize their own: notification methods/options, contact lists, backups, and event pairing
	Device Configurations, over 30 available, can be customized at individual officer level
	TotalAccess grids – customize user level view of data returned on several pages <ul style="list-style-type: none"> <li>• Change column orders</li> <li>• Enable/Disable columns from being shown</li> <li>• Basic filtering to advanced filtering</li> </ul>
	User preferences/custom settings stored until changed again

**Table 7. TotalAccess Customizations**

User Level	Available Customizations
Client	Custom Client Types unique to agency
	Custom Risk Levels unique to agency
	Custom Monitoring Levels unique to agency
	Zone Creation: custom naming, grace period, shapes, and sizes
	Schedules: unique custom naming, several recurrence options, types
	Notifications/Event Pairing can be overridden at the individual client level
Agency	GPS Inclusion Grace Period
	Case Number Validation enablement
	Case Number Custom Field Label
	Default Enhanced Stops Search Radius
	Default Inclusion Zone Radius
	Default Exclusion Zone Radius
	Over 30 different device configuration settings by device type
	Define special days specific to the agency or recognized holidays
	Custom Tags to identify unique groups of clients or to signal a class completion
	Custom Notifications can be set for each individual alert type
	Group Zones built at Agency level for ease in assigning quickly to multiple clients, types available at Agency wide level include Exclusion, Inclusion, Master Inclusion, and Risk Based Exclusion
	Event Pairing enablement and custom notification delay options
	Officer backups and temp coverage options
	Self-Reporting options on SmartLINK
	Contact Lists can be built to be used for specific dates or hours of time in each day
Agency-approved Community Provider	

3) Capable of retaining personal information for each participant. Provide a means to enter, modify or delete any of this information.

TotalAccess *Client Profile Screens* capture each client's individual demographic and other information and is capable of saving all new and modified information in near real-time. Agency staff can enter clients' demographic information, judicial/charge history, employment information, educational activities and rehabilitative activities, pictures of the client, standard rules, and custom monitoring parameters. The following table identifies other relevant client information that the agency can store within TotalAccess via the *Client Profile Screen*.

**Table 8. TotalAccess Client Profile**

Category	Data Fields
Case Information	Agency name   Client start and end dates   Payment method (optional)

**Table 8. TotalAccess Client Profile**

Category	Data Fields		
	Client risk level (optional)	Officer name	
Personal Information	First name	Last Name	Gender
	Language	Date of birth	Alias
	Case ID	Height	Weight
	Client type	Social Security Number	Photos
Contact Information	Client Address	Client Email	Client Phone Number

In addition, TotalAccess can accommodate each client's unique monitoring requirements—including GPS zones, RF curfew schedules, biometric check-ins, and alcohol data.

The following figure provides an example of the TotalAccess *Client Profile Screen*.

**Figure 13. TotalAccess Client Profile**

The TotalAccess Client Profile contains a comments field where officers can enter specific information about an individual. Similarly, authorized users can enter comments or case notes within each alert or event to provide additional detail about the possible violation.

#### 4) Process participant changes, report printing and other functions without disrupting the monitoring process.

Users can login to TotalAccess from any web-enabled device. Within TotalAccess, users can perform a variety of monitoring tasks, including adding, modifying, deleting, viewing, printing, and downloading client information. In addition, users can alter monitoring information, such as zones and schedules. As a web-based software platform, TotalAccess provides a remote and automated capability for accessing the monitoring system data to view, print, and download information, including all reports. Officers only need to be trained on one interface that translates across multiple platforms and devices. BI confirms using these TotalAccess functions does not disrupt the monitoring process.

*5) An uninterruptable power supply (UPS) for an instantaneous backup power source to prevent the loss of information and data in event of short-term commercial power losses.*

The BI monitoring computer system is fully protected against power surges and other circumstances where information/data could be lost. In our data centers, power is conditioned and protected as it passes through a Transient Voltage Surge Suppressor (TVSS) device, the Uninterruptable Power Supply (UPS) systems, surge-protected power distribution units (PDU) in the server racks, and then into the servers themselves. In addition, the computers in BI Monitoring Operations have UPS protection.

*6) An automatic backup of data on magnetic media for any commercial power loss to be performed at least daily and be retained for at least one (1) year.*

BI will maintain all subject, equipment, and monitoring information permanently in TotalAccess. BI will maintain historical data on backup tapes. Authorized City personnel can view all programmatic information, including all notifications and events, at any time from any web-enabled device through TotalAccess or by calling BI Monitoring Operations.

BI's data retention systems, policies and procedure meet or exceed the standards outlined in the RFP. BI incorporates the following practices into our backup strategy that we believe will meet the operational needs of the City:

- We backup all information housed in TotalAccess on a regular basis; BI performs incremental backups twice daily, and a full database backup is performed weekly
- BI's automated incremental backup of all newly modified data runs twice daily, **exceeding** RFP requirements
- As a multi-tenant solution, TotalAccess replicates data across multiple server cluster indifferent geographic locations
  - In total, BI maintains information in TotalAccess across four different server clusters
  - BI retains weekly backups in compliance with RFP standards

#### Highly Secure Application

*BI has established strategies, processes, and measures that we designed and implemented to continuously monitor clients and prevent data loss. BI is in the process of achieving a FedRAMP Authority to Operate (ATO).*

BI's central monitoring computer that houses TotalAccess is connected to three Internet Service Providers (ISPs). We maintain Autonomous System Numbers (ASN), which controls all data routing within the network. TotalAccess is able to peer directly with each ISP.

BI follows industry best practices in archiving and retrieving data. For instance, the TotalAccess database is replicated in near real time to database clusters in our primary and secondary Tier-3 data centers. BI archives data based on contract requirements as well as security framework standards.

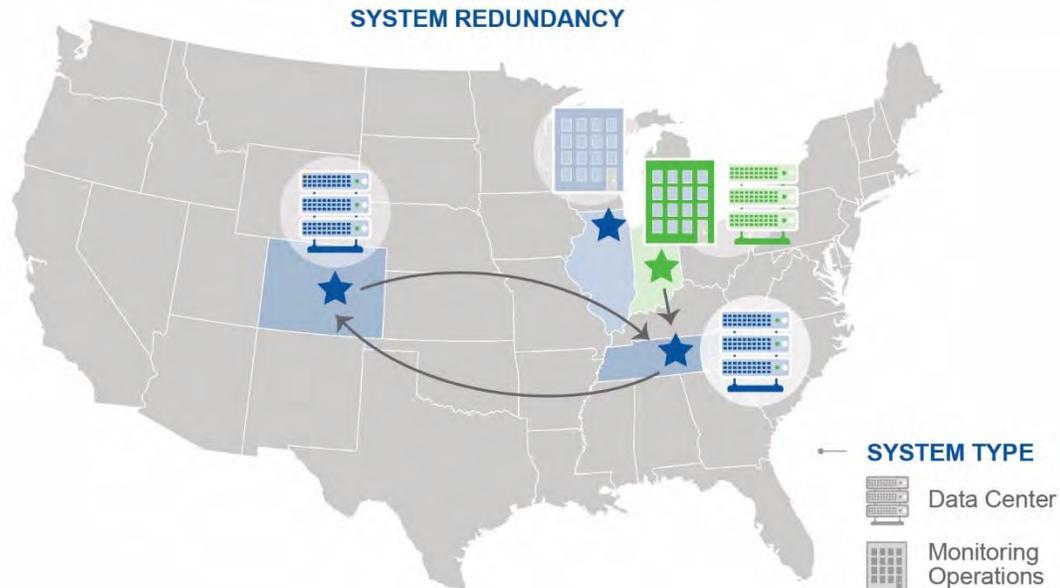


**Secure, Consolidated Solution.** Contracting with an Original Equipment Manufacturer (OEM) will allow the City to save time and costs and avoid the inconvenience of working with multiple vendors or subcontractors. BI is the OEM of all equipment proposed and the sole originator of our monitoring solutions. As such, all proposed technologies report information to a single source: TotalAccess.

*7) A complete identical backup computer system redundancy in the event of a system malfunction, which cannot be corrected within a reasonable period. Specify complete addresses of both primary and redundant systems.*

BI invests in heavily redundant monitoring computer systems to support full functionality of our solution. Technological redundancies support hardware and operating architectures across multiple environments.

If a component in our data center infrastructure malfunctions, the system engages a redundant component to provide an uninterrupted operating environment.



**Figure 14. Redundant Systems**

Our established systems support continuous access to agency monitoring data. Each data center is equipped with redundant power, internet, and telecommunications capabilities.

With regard to horizontal redundancy, each monitoring computer system component has, at minimum, three instances handling requests. Components from top to bottom include web servers, middle-tier servers, and database servers. With regard to geographic redundancy, all data is mirrored in real time from the primary server cluster to the second backup server. Although we are a Cloud Service Provider, we use the prevailing technology to backup data daily, monthly, and weekly.

Complete addresses for our primary and redundant systems include:

- Primary System Address: 311 Eddy Lane, Franklin, TN 37064
- Redundant System Address: 8636 S. Peoria St., Englewood, CO 80112

*8) Ability to provide access to the central computer system by remote PC computer terminals. Access by City staff through the Proposer's toll-free telephone lines/internet access.*

TotalAccess has remote capability and is available 24/7/365 from any web-enabled PC (computer), smartphone, or tablet. In addition, agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. The City will have access to our advanced technical specialists group at BI that will receive specialized training on the agency's procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls.

*9) The central computer at the Proposer's central monitoring service center shall include a compatible software program with the capability to report on the entire electronic monitoring program.*

As a single, consolidated software platform, TotalAccess provides users with the convenience of monitoring their entire caseload from a streamlined interface. BI confirms that TotalAccess is a compatible software program that has the capability to report on the City's entire monitoring program.

*10) Provide a redundancy for its telephone carrier and be capable of immediately switching to an alternate if the primary service is interrupted.*

---

We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center.

## C. Online Monitoring Software

The secure Online Monitoring Software will allow City staff to manage agency, officer, and offender data, view status, complete monitoring tasks in real-time from any web-based computer or mobile device with internet access.

Designed for maximum flexibility and usability, TotalAccess provides agency personnel with 24/7/365 access to all electronic monitoring data. TotalAccess is highly customizable, capable of sending automated notifications in accordance with agency procedures, and includes more than 40 predefined reports. Additional advantages and features of TotalAccess include:

- **Fully Functional Mobile Application.** Available on Apple and Android devices, TotalAccess Mobile places the power of our web-based software in the hands of officers in the field. Optimized for mobile devices and developed by BI engineers based on user feedback, TotalAccess Mobile enables officers to effectively manage alerts, modify schedules and zones, locate nearby clients, and many other features.
- **Useful Reports.** TotalAccess includes standard reports to help the agency review client activities, alert summaries, and caseload statistics. TotalAccess reports provide critical information on a variety of program metrics—including inventory levels and program trends.
  - TotalAccess reports include compliance information—such as number of tampers generated, Inclusion and Exclusion Zone violations, and terminated clients. With multiple designations available within the software, TotalAccess allows agency personnel to indicate reasons for client termination from the program—for example, successful, unsuccessful, and administrative discharges.
- **Alert Notifications.** Automated alert notifications allow the agency to respond to critical situations in a timely manner—enhancing public safety and driving client compliance. TotalAccess also prioritizes alerts to direct officer priorities and increase efficiencies. From within the software, agency personnel can view, process, and close alerts; view the status and the history of alerts and events; and note trends in client behaviors and compliance.
- **Virtual Security Measures.** Web-based information systems must securely maintain sensitive data. BI does not compromise on data security and protection. TotalAccess incorporates various protocols at the user-level that comply with industry standards—including password expiration, authentication through Okta, maximum login attempts, and forgotten passwords.
- **Electronic Database of Client Information.** TotalAccess is designed to be a secure repository of all client information required to administer an electronic monitoring program. To best support searching and sorting of data fields, TotalAccess incorporates a universal database search feature based on the best practices used by Microsoft and Google. For example, users can enter the

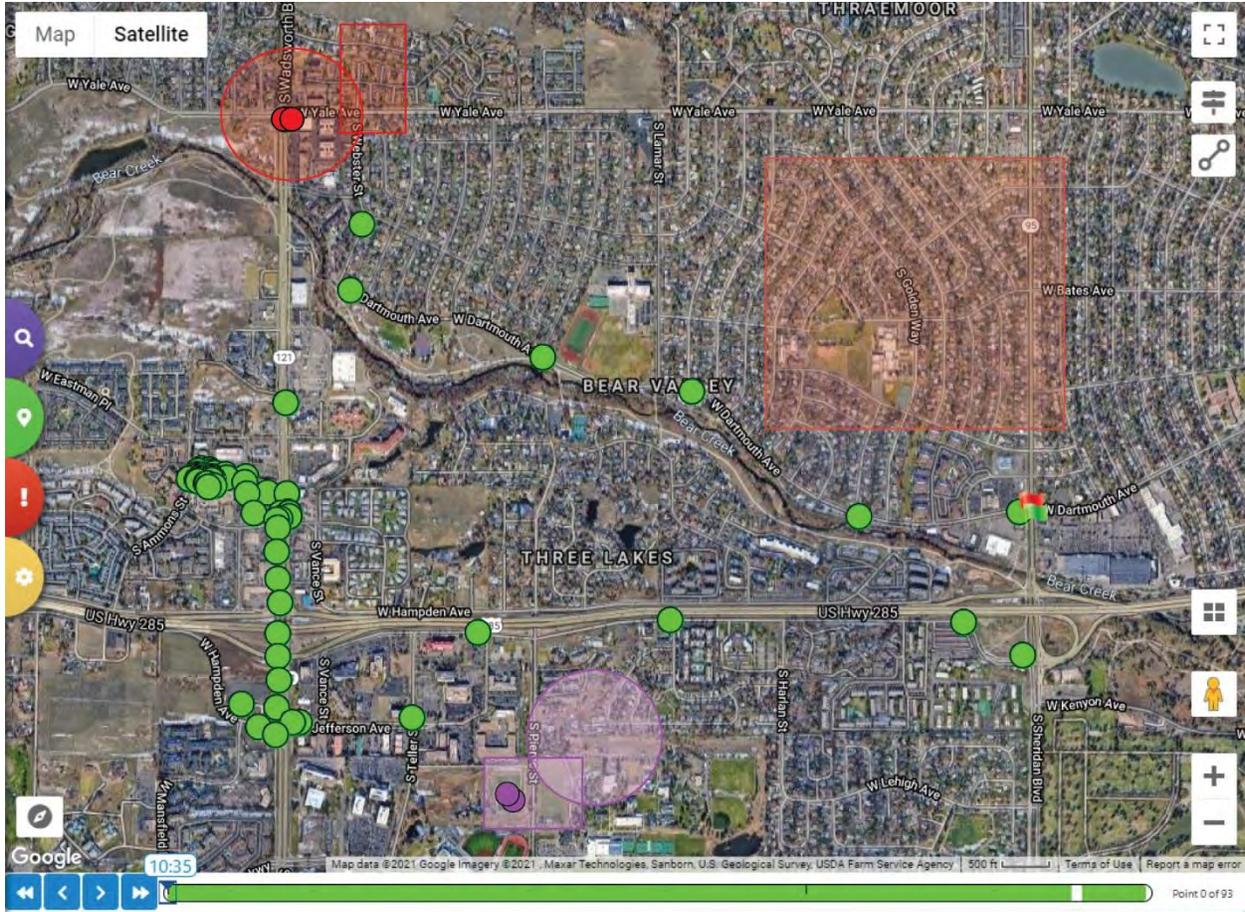


**Figure 15. Consolidated Access to Data**

TotalAccess and TotalAccess Mobile allow authorized users to make service additions, deletions, and changes to client, program, and equipment data at any time, through a web-enabled PC, laptop, smartphone, or iPad. When a user updates or adds information, the database is updated in real-time.

client's name, equipment number, or supervising officer in the TotalAccess search engine to locate the desired information quickly.

- **View GPS Data and Location Maps.** The ability to create custom GPS zones and monitor client locations at all times are powerful software features that play a central role in the success of the electronic monitoring program.



**Figure 16. TotalAccess Mapping Capabilities**

TotalAccess uses Google Maps to display client movements and geographical information—providing the most up to date satellite imagery available. TotalAccess allows authorized personnel to display GPS points, view corresponding alerts and events, request an on-demand client location fix, and view zones.

*Software should be provided as one interface from which to manage an entire caseload and support all products within this solicitation.*

The TotalAccess Caseload Snapshot page lists all the City's clients on BI electronic monitoring. This functionality also provides the ability to filter clients by assigned officer, alert status, equipment type, location status, or risk level.

*Software should be available 24/7/365 from any web-enabled computer, smartphone, or tablet.*

#### Single Software Solution: TotalAccess

*As a single, consolidated software platform, TotalAccess provides users with the convenience of monitoring their entire caseload from a streamlined interface.*

BI TotalAccess is a comprehensive, easy-to-use, web-based software platform that supports the full BI continuum of RF, GPS, alcohol monitoring, smartphone applications, and voice identification technologies. Authorized agency personnel can use TotalAccess as a single, consolidated software suite

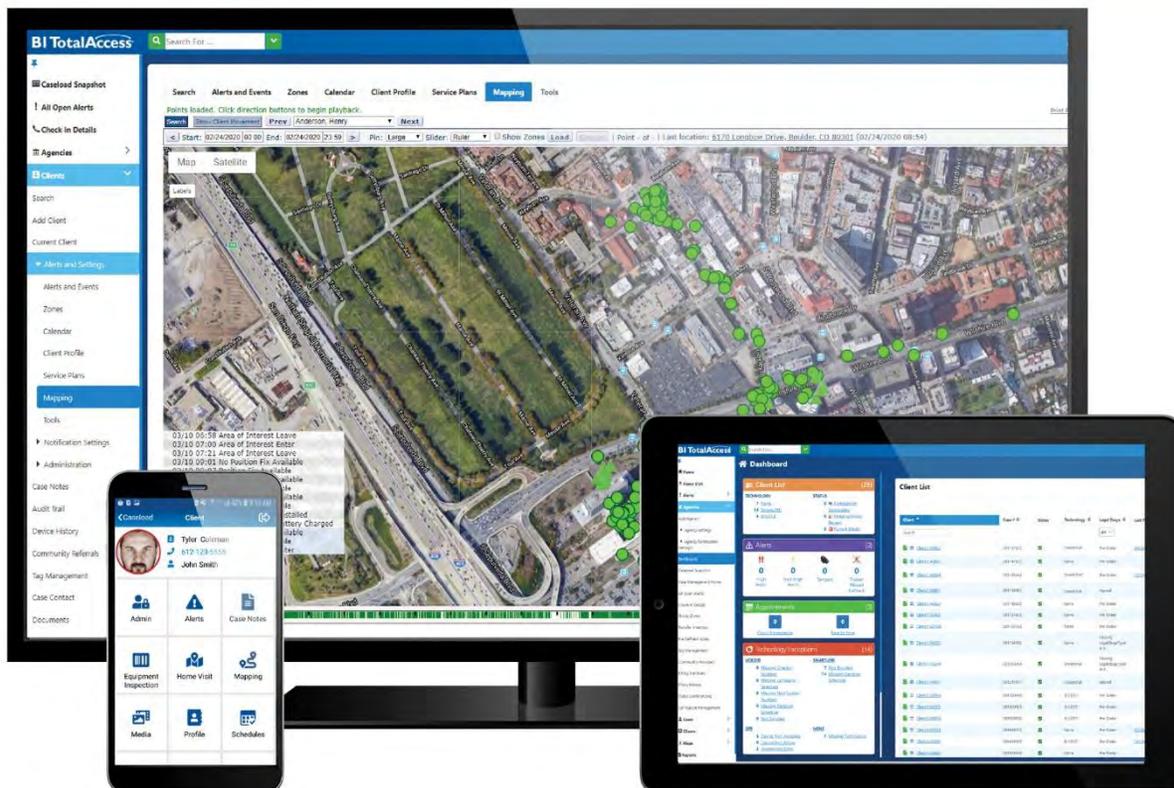
for all monitoring tasks, 24/7/365. Officers do not need to toggle between multiple interfaces for different equipment types. Available for both Android and Apple iOS, TotalAccess Mobile allows users to perform their primary duties in the field. TotalAccess Mobile places critical program data in the hands of agency personnel—regardless of location.



**Single Monitoring Interface.** TotalAccess includes all the individuals within the City and County of Denver that are enrolled in any type of electronic monitoring technology—including GPS, RF, Alcohol, Voice, or Smartphone Application solutions. Unlike other solutions that use disparate monitoring software, TotalAccess provides the ability to filter clients by assigned officer, alert status, equipment type, location status, or risk level.

*1) Not use third-party software or make plug-ins required.*

As a single source solution, BI confirms that TotalAccess does not require third party software or any plug-ins. Our system is completely web-based. TotalAccess does not require installation on, or modification of, the agency's computers to function properly. Authorized users can login to TotalAccess via any device with internet access, including PCs, laptops, smartphones, and tablets. The user interface is compatible with Google Chrome, Microsoft Edge, and current versions of common web browsers. BI does not compromise on data security and password protection. From within TotalAccess, users can view screens, print reports, enroll clients, and modify client information.



**Figure 17. Accurate, Timely Monitoring Data**

TotalAccess provides comprehensive monitoring capabilities—all from a single software—to support officer efficiencies, provide detailed data analysis, and support compliance and enforcement priorities.

---

*2) Have software web interface on one platform, be user friendly and easy to use.*

---

BI designed TotalAccess for use in community supervision programs, with the needs of officers and other administrators in mind. As summarized by the following graphic, TotalAccess offers a single web interface, on one platform, for all solutions detailed within this proposal. Examples of specific features that demonstrate how TotalAccess is an easy to use, intuitive solution include:

- **Highly Accessible.** City personnel can login to TotalAccess from any web-enabled device, or from the TotalAccess mobile application. The software updates in near real-time and includes several timesaving features designed for users in the field. For example, an officer can close an alert with a single click, and a supervisor can receive a prompt notification of the update.
- **Adding Clients.** Authorized staff can easily enroll clients in TotalAccess by entering key client demographic, equipment, contact, and other data points directly into the software. Specific enrollment processes vary based on the type of monitoring equipment in use; however, as a consolidated platform, TotalAccess maintains all client information from a single interface. Because TotalAccess is a web-enabled solution, authorized personnel can perform the above-mentioned tasks from the field using TotalAccess Mobile, including enrollment.
- **Entering Client Schedules.** The TotalAccess calendar interface shares the same features as common calendar applications. Users can easily drag, click, and modify client schedules in an intuitive manner. In addition, users can accept schedule change requests submitted by clients via SmartLINK.
- **User Dashboards.** Officer can quickly prioritize their attention by viewing the detailed at-a-glance dashboard that reduces manual navigation of the software. This feature is in development and will be released to City personnel during the next contract term.
- **On Demand Reporting.** Authorized City staff can easily run a wide variety of reports on-demand within TotalAccess. Users can export report information into Microsoft Word, Excel, CSV, or PDF formats.

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*3) Program and officer “dashboard” including various details on each participant’s monitoring.*

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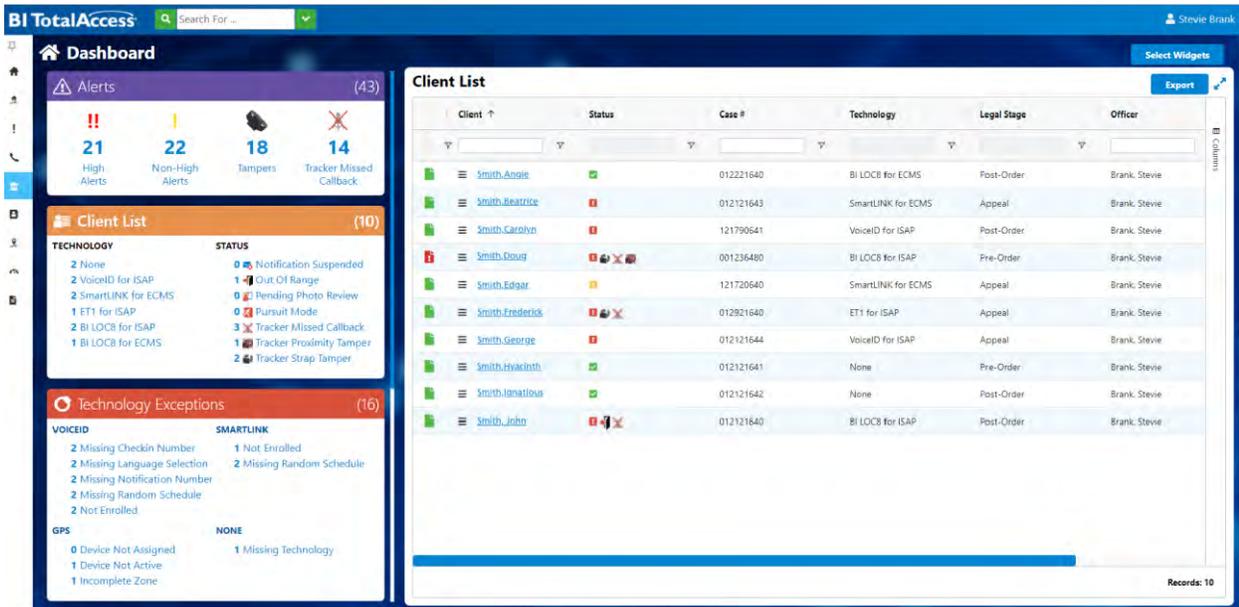
Electronic monitoring programs inherently generate large amounts of data—which can be overwhelming to officers, supervisors, and other agency personnel responsible for operating community supervision programs. With the goal of providing intuitive monitoring tools, TotalAccess offers an interface, or “dashboard”, that allows users to query and export data in meaningful ways that have the potential to positively impact program outcomes.

Instead of running reports the traditional way by selecting the report and exporting the data to excel, TotalAccess empowers users to view data in an intuitive “grid” format. This eliminates the need to export data to support sorting and aggregating information; all data management capabilities occur directly within the software. An example of this data management feature is provided in the following graphic.

TotalAccess data management capabilities are frequently used by the agencies we serve to replace running automated, standard reports. Examples of data management use cases include:

- Tamper and Missed Callback alerts remaining unresolved
- Viewing clients tracked on GPS monitors by last location point or those in active pursuit mode
- Addressing technology exceptions or missing technology cases to ensure clients are being correctly monitored. Reviewing officer caseload trends or geographic trends, for example increase in “low battery” alerts for a specific caseload or area
- Running alert data to view unresolved/open alerts

The graphic on the following page provides an example of this capability.



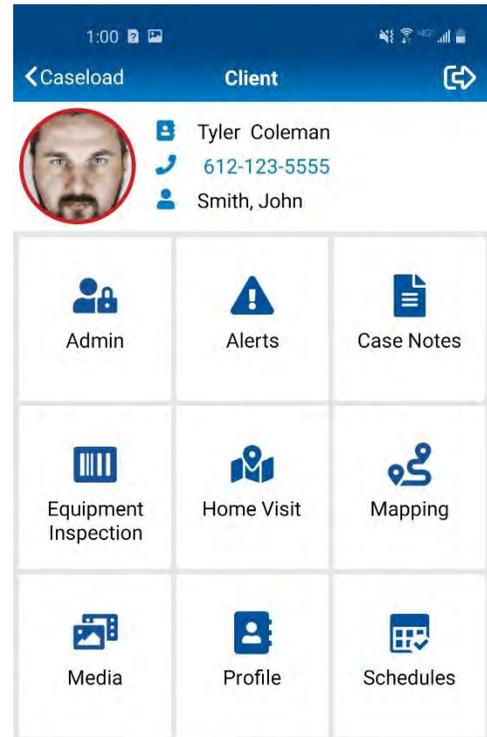
**Figure 19. TotalAccess Data Management Capabilities**

As a highly customizable interface, users can select the type, layout, and date range of data displayed in TotalAccess. This eliminates the need to export information to find meaningful trends in data.

**4) Ability to enter/modify client demographics, add participant picture, manage alerts including alert notification protocol, zones, schedules, and access reports.**

As a single, consolidated software platform, TotalAccess provides users with the convenience of monitoring their entire caseload from a streamlined interface. Users can perform all monitoring tasks from within TotalAccess, including:

- Viewing, processing, and documenting notes related to alert processing and closure
- Entering, modifying, and reviewing monitoring data, including:
  - Zones associated with GPS tracking, such as Exclusion and Inclusion Zones
  - Curfew monitoring schedules associated with GPS, RF, and alcohol monitoring solutions
- Accessing and modifying client demographic data, including photos, employment/school information, and contact information
- Viewing and modifying violation procedures, including the agency's procedures for processing/escalating alerts
  - This ability is limited to certain users with appropriate privileges
- Pairing alerts to reduce false positive notification—for example the City can dismiss events that occur in rapid succession, such as enter and leave events that are generated within 2-3 minutes
  - This ability is limited to certain users with appropriate privileges



**Figure 18. Access to Data**

Authorized users can access monitoring data by logging into TotalAccess from any web-enabled device, including the TotalAccess Mobile smartphone application.

*5) Capability to assign multiple equipment to a single participant.*

Users can login to TotalAccess from any web-enabled device. Within TotalAccess, users can perform a variety of monitoring tasks—including assigning multiple equipment types to a single participant.

In addition, users can alter monitoring information, such as zones and schedules. As a web-based software platform, TotalAccess provides a remote and automated capability for accessing the monitoring system data to view, print, and download information, including all reports. Officers only need to be trained on one interface that translates across multiple platforms and devices.

*6) Create standard/custom and one-time/recurring reports that can be exported to Word/Excel/ PDF. Proposer shall include examples of all reports they can generate as part of their proposed package.*

TotalAccess provides a variety of automatic, standard reports to review client activity, alert summaries, caseload statistics, activity history, and inventory status. Reports can be exported to a variety of applications including Word, Excel, or PDF documents. In addition, users can schedule report deliveries to designated email and future dates, supporting report routing that is fully automatic, paperless, and eliminates human intervention. Reports are categorized by client, by staff, by office, and equipment.

TotalAccess includes more than 40 predefined reports that provide frequently needed information and for managing all aspects of a caseload. These reports are automated and do not require human intervention. The agency can generate reports at any time and schedule reports for automatic delivery by email. Most reports take less than a minute to run, and users can save reports to a hard drive or email them with the click of a button. BI's TotalAccess predefined reports are listed in the table below.

**Table 9. Predefined TotalAccess Reports**

Report Category	TotalAccess Report	
<b>Activity</b>	72 Hour Open Alerts Active Cases Exception Activity Summary Activity Summary Consolidated Agency Alert Count Alert Detail Alert Summary Alerts By Type	Compressed Summary Crime Scene Correlation Daily Summary Recent Case Activity Zone By Zone Client Stops Client Time In/Out of Range Open Alert Status
<b>Administrative</b>	Agency Active Client Agency System Utilization Customer Agency Summary	User Request Log Device Current Usage Monthly Equipment Summary
<b>Client Information</b>	Case Status Caseload At A Glance Caseload Profile Caseload Statistics Client Inactivation By Date	Client List Client Profile Client Schedules Clients by County Client Add Delete
<b>Other</b>	Client Procedure Overview Client Profile History Device Assignment	Notification Suspension Zones and Schedules Device History

See *Attachment 1* for examples of all TotalAccess reports.

*7) Automatically dispatch notification of a violation to one or more designated personnel.*

TotalAccess is equipped with advanced notification procedures, including the ability to dispatch notification of violations to one or more City-designated personnel.

TotalAccess contains the parameters for each individual client. Upon receipt of an event, TotalAccess automatically compares equipment messages with the client's monitoring conditions and automatically generates alert notifications in accordance with pre-established agency procedures. Using TotalAccess, the agency can customize alert notification processes, including:

- Distinguish between high-priority alerts and lower-priority events
- Determine which personnel will receive notifications—TotalAccess can notify multiple persons simultaneously
- Establish escalation processes that prompt TotalAccess to automatically deliver a series of staggered notifications to a specified contact list
- Determine how specified personnel will be notified—TotalAccess can deliver alert notifications via text, email, and/or fax
- Determine how much time should elapse before TotalAccess delivers a notification
- Pair specific equipment events together in order to receive a notification when both of the paired events occur within a specified period of time—this helps reduce false or nuisance alerts
- Customize notifications for a specific officer or client
- Create notification schedules that accommodate an officer's temporary assignments, weekend coverage, and holiday duty

The figure below provides an example of TotalAccess Alerts and Events Page.

The screenshot shows the BI TotalAccess Alerts and Events page. The main content area displays a table of alerts with the following data:

Alert #	Device	Status	Alert Type	Paired With	Event Date	Rec Date
315738051	1601716	Open	Tracker Missed Callback	N/A	02/18/2020 10:28	02/18/2020 11:13
315738036	1601716	Open	Did Not Acknowledge	N/A	02/18/2020 09:30	02/18/2020 09:30
N/A	1601716	Event	Tracker Strap Tamper Restore	N/A	02/18/2020 09:29	02/18/2020 09:30
315738035	1601716	Open	Tracker Proximity Tamper	N/A	02/18/2020 09:29	02/18/2020 09:30
315738034	1601716	Open	Tracker Low Battery	N/A	02/18/2020 09:29	02/18/2020 09:30
N/A	1601716	Event	Cell Signal Acquired	N/A	02/18/2020 09:29	02/18/2020 09:30
N/A	1601716	Event	Tracker Moving	N/A	02/18/2020 09:29	02/18/2020 09:30
N/A	1601716	Event	Seeking Location	N/A	02/18/2020 09:29	02/18/2020 09:30
N/A	1601716	Event	Tracker Restart	N/A	02/18/2020 09:29	02/18/2020 09:30
N/A	1601716	Event	Restart Complete - 24 (CP - Pwr Off [while Low Batt])	N/A	02/18/2020 09:29	02/18/2020 09:30
315738031	1601716	Open	Did Not Acknowledge	N/A	02/18/2020 09:25	02/18/2020 09:26
315738030	1601716	Open	Did Not Acknowledge	N/A	02/18/2020 09:22	02/18/2020 09:22
N/A	1601716	Event	Position Fix Available	N/A	02/18/2020 09:21	02/18/2020 09:22
N/A	1601716	Event	Tracker Strap Tamper Restore	N/A	02/18/2020 09:21	02/18/2020 09:22
315738029	1601716	Open	Tracker Proximity Tamper	N/A	02/18/2020 09:21	02/18/2020 09:22
315738028	1601716	Open	Tracker Low Battery	N/A	02/18/2020 09:21	02/18/2020 09:22
N/A	1601716	Event	Cell Signal Acquired	N/A	02/18/2020 09:21	02/18/2020 09:22
N/A	1601716	Event	Tracker Moving	N/A	02/18/2020 09:21	02/18/2020 09:22
N/A	1601716	Event	Seeking Location	N/A	02/18/2020 09:21	02/18/2020 09:22
N/A	1601716	Event	Tracker Restart	N/A	02/18/2020 09:21	02/18/2020 09:22
N/A	1601716	Event	Restart Complete - 24 (CP - Pwr Off [while Low Batt])	N/A	02/18/2020 09:21	02/18/2020 09:22

**Figure 20. TotalAccess Alerts and Events**

BI understands the importance of receiving prompt notification and prioritizing certain alerts, and TotalAccess has the capability of sending alerts to multiple entities. BI's equipment records the date and time when an equipment event occurs. The equipment communicates this information to TotalAccess from the field, and TotalAccess records the date and time of receipt.

Please note that the Alerts and Events page is currently being upgraded by BI Software Engineers. Figure 20, above, summarizes the current view in TotalAccess.

8) As designated by program staff, notification of a violation shall be sent via phone, email, and/or text message with options for various notification methods ranging from immediate to notification via report.

Our monitoring system manages the automated notification process by sending alert notifications in accordance with agency-designated procedures. The system can promptly deliver multiple automated alert notifications via email, text message, and/or push notifications to a mobile device.

Automated alert notifications allow the agency to respond to critical situations in a timely manner—enhancing public safety and driving client compliance. TotalAccess also prioritizes alerts to direct officer priorities and increase efficiencies. From within the software, authorized personnel can view, process, and close alerts; view the current status and the history of alerts and events; and note trends in client behaviors and compliance.

In addition, TotalAccess Mobile allows officers to quickly respond to alerts while in the field. After receiving a push notification, as seen in *Figure 21*, an officer can view alert information within TotalAccess Mobile. All vital information is available at the officer's fingertips to shorten officer response times and increase awareness of noncompliance. Officers can also adjust the client's schedule, enter a comment, close alerts, and view notification history.



**Figure 21. TotalAccess Mobile**

TotalAccess Mobile sends push notifications to officers in the field to ensure prompt response to violations.

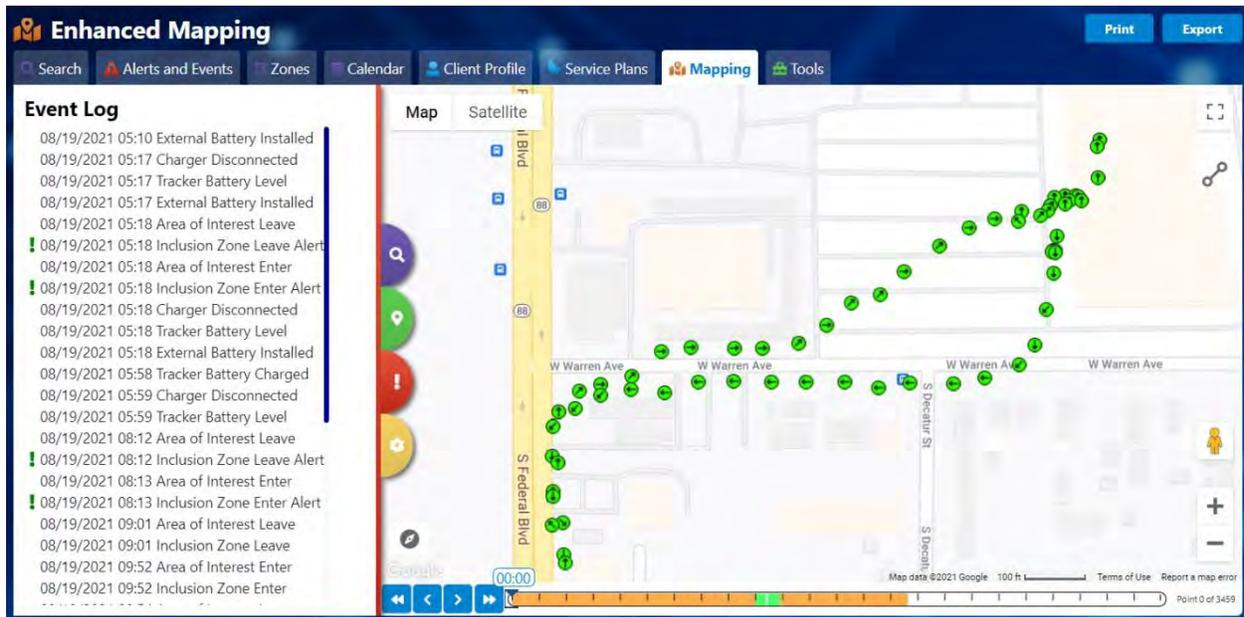
9) Differentiate GPS points when a violation has occurred.

Authorized personnel can view historical GPS points via mapping functionality in TotalAccess. Users can play, pause, fast forward, and rewind the GPS points while displaying a scrolling list of alerts and events that occurred during the timeframe. This allows users to determine if a critical event occurred, such as low battery, zone violation, tamper, or loss of GPS event, during the timeframe shown in the playback.

TotalAccess uses unique symbols, color coding, and other features to help authorized personnel easily and quickly determine client compliance. Specific features of TotalAccess that support this capability include:

- GPS points match the color of the zone when the client is within a specified area; for example, when a client enters an Exclusion Zone, the GPS point associated with that location is red
- Event *Auto Scroll* allows users to view alerts, events, and location points on the map to help determine when the client is in violation
- The *Gradient* option uses different shades of green to indicate where each displayed point falls within the total timeframe selected
- The *Ruler* option displays the color of the client's points in accordance with the color-coded zones associated with the GPS points
- Three different symbols visually distinguish between recorded GPS, Wi-Fi, and cellular tracking points, and the Wi-Fi location points on the displayed map

The following figure demonstrates mapping capabilities available in TotalAccess.



**Figure 22. Detailed GPS Point Information**

Agency personnel can review GPS points on street and aerial map views. Users can also create individual zones around local landmarks such liquor stores, bars, or other higher risk establishments to receive notification of violations.

*10) Integrated, sophisticated mapping technology such as Google Maps™ that can be viewed in 2-D, 3-D and provide road, aerial and bird's eye view of GPS points.*

TotalAccess uses Google Maps application programming interface (API) to provide accurate real-time geographic data, including satellite imagery, street maps, 360 degree panoramic street views, and route planning. Google Maps satellite view provides a “bird’s eye” perspective and is automatically updated with the latest satellite imagery available. Most satellite imagery displayed is no more than three years old.

Authorized users have several map views to choose from when setting up zones, running reports, and viewing client movement in TotalAccess. Agency personnel can easily zoom in and out of maps from street level to statewide. With this feature-rich functionality, users can create precise zones and see client movement with extreme accuracy.

#### TotalAccess Mapping Capabilities

*As TotalAccess uses Google Maps to display client movements and geographical information—providing the most up to date satellite imagery available. TotalAccess allows authorized personnel to display GPS points, view corresponding alerts and events, request an on-demand client location fix, and view zones.*

*11) Ability to create different shaped GPS zones that can be easily created/modified when necessary.*

Through TotalAccess, agencies can create, delete, and modify zones, as well as apply schedules to the zones, at any time. TotalAccess provides extensive zone creation functionality designed to accommodate complex client schedules and reporting conditions. The following figure summarizes these capabilities.

Available zone types include:

- **Primary Location Zone.** A Primary Location Zone can be created around the client's residence or primary location. The client is required to stay in the Primary Location Zone at all times unless scheduled to leave for work, school, or other permitted activities. A May Be Away schedule can be created for times when the client is allowed to be away from the Primary Location Zone.

- **Inclusion Zones.** The client must remain within a Mandatory Inclusion Zone during specified times. For example, the client may be required to remain at work between 09:00 and 17:30. If the client leaves work during this time period, the system generates an alert.
- **Exclusion Zones.** Exclusion Zones are areas the client may not enter at any time. For example, the client may be required to stay at least one mile away from a specific address or predefined locations such as schools.
  - **Buffer Zones.** TotalAccess automatically creates 1,000-foot Buffer Zones around all Exclusion Zones. When a client crosses into a Buffer Zone, it does not constitute a zone violation, but the device increases its GPS collection rate to once every 15 seconds. The device will then report into the central monitoring computer once per minute, providing agency personnel with up-to-date location information on the client.
- **Areas of Interest.** An Area of Interest is a zone that the client may enter and leave without generating a violation. An example of an Area of Interest Zone is a home where the client needs to drop off or pick up children at specified times on certain days. At all other times the home would be off limits. TotalAccess records “Enter” and “Leave” events, allowing personnel to track the client's movements in the specific area without generating alerts.
- **Master Inclusion Zones.** The client must remain within a Master Inclusion Zone at all times. Examples of Master Inclusion Zones are counties and states. Only one Master Inclusion Zone can be designated per client. Users can set up Inclusion Zones, Exclusion Zones, and Areas of Interest within a Master Inclusion Zone. BI's monitoring system generates an alert when the client leaves the Master Inclusion Zone.



**Figure 23. Zone Types Available in TotalAccess**

BI training sessions include creating and modifying client zones and associated schedules to ensure TotalAccess users are familiar with this component of the application.

*12) Allow certain zones to be created/stored at an agency level rather than building at a participant level.*

As a significant benefit, TotalAccess also includes a Group Zone feature. Group Zones allow agencies to quickly assign pre-established zones on an agency-wide basis or for specific client populations. Using TotalAccess, an agency administrator first creates and saves the desired zones around each location. Then, whenever agency personnel enroll a client, they can simply select the appropriate option to quickly apply pre-established zones to an individual client. With Group Zones, there is no need to continually recreate the same commonly used zones, which saves significant staff time and resources.

**Efficient Zone Creation**

*With Group Zones, there is no need to continually recreate the same commonly used zones, which saves significant staff time and resources.*

*13) Allow officers to find a participant's GPS location in near real time.*

At no additional charge, agency personnel can manually and remotely “ping” a client's LOC8 XT to obtain the most recent GPS point by sending a find client request in TotalAccess. In response to this request, the LOC8 XT promptly sends its current location and all stored information—regardless of the selected service plan. Other vendors in the industry do not offer unlimited pings at no additional charge. Similarly, authorized personnel can “ping” the HomeGuard 20|20 receiver to receive the location of the receiver—either paired with a RF or TAD transmitter—in near real time.



**Established, Reliable Software Platform.** First released in 2009, TotalAccess supports the entire suite of BI technologies, including all of our monitoring hardware, VoiceID, SmartLINK, and Agency Assist features. The advanced Analytics Suite is also integrated within this platform, simplifying data access and management for officers.

**14) Capability to actively, in near real time, pursue a GPS participant as necessary by the City staff.**

BI's patented tracking feature, *Pursuit Mode*, offers advanced functionality that allows agency personnel to rapidly track a GPS client's movements in critical situations. Once Pursuit Mode is enabled, the LOC8 XT collects a GPS point every 15 seconds and reports data every minute—providing continuous, real-time tracking.

**15) Capability to modify a device's setup/configurations by individual client/officer caseload/agency.**

Authorized users can configure the device to be set at the agency level, individual officer caseload level, and individual client level in TotalAccess. In addition, TotalAccess supports the ability to create unique parameters with different service plans (the frequency the GPS device collects and reports information), schedules, zones, reporting frequencies, and testing intervals for each day of the week, for each client. For example, City staff can create a commonly used GPS service plans and apply this configuration to multiple clients in their caseload or for the entire monitored population in Denver communities.

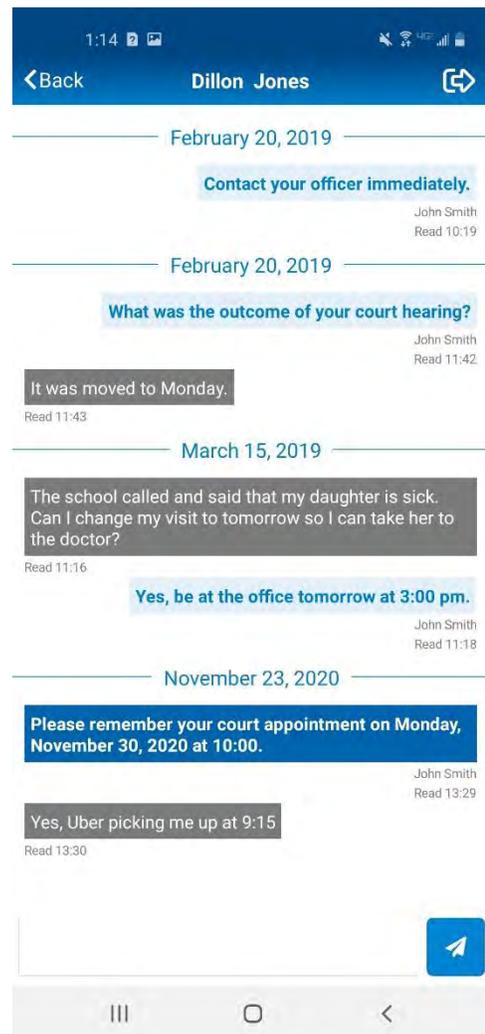
Once a modification has been applied to the client, officer's caseload, or entire agency, authorized users can change configurations to accommodate various conditions. For instance, a weekly schedule could be quickly modified if the client has a court hearing, mandated appointment, or substance abuse treatment.

Regardless of the device setup or configuration, the LOC8 XT will automatically increase GPS collection and reporting frequency when in a zone violation.

**16) Send messages to a device on command.**

Understanding that ongoing communications with clients is critical to the City's electronic monitoring program, BI's continuum of monitoring technologies are equipped the ability to send messages on command. These capabilities include:

- Users can send pre-recorded audio messages to the LOC8 XT GPS tracker
- The HomeGuard 20|20 receiver is equipped with a LCD screen that can display messages from officers when the transmitter is in range
- Officers can communicate with clients via SmartLINK Connect, our client smartphone application available at no cost for every individual monitored with BI equipment



**Figure 24. TotalAccess Mobile Messaging**  
 TotalAccess Mobile includes in-app text messaging and video conference capabilities to support officer and client communications. When used in conjunction with the client mobile application, SmartLINK, TotalAccess Mobile communications are secure, encrypted, and permanently retained within TotalAccess.

- SmartLINK Connect includes a messaging module that replicates common text messaging applications, and all communications are stored within TotalAccess

*17) Incorporate inventory management and allow agency to view inventory data across multiple sub agencies and easily transfer equipment between agencies.*

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BI will provide all required equipment and services necessary to implement and maintain the City's program, including backups, spares, and accessories. Our solution includes an inventory application, within TotalAccess, that provides an accurate report of all equipment and accessories assigned to the agency. TotalAccess identifies items not in use as "shelf stock" or a term acceptable to the agency. Similarly, authorized users can view and transfer equipment between agencies within the City.

TotalAccess inventory database identifies:

- Equipment/accessory name and type
- Serial number (when applicable)
- Client name (if assigned)
- Total number of equipment items on inventory

In addition, TotalAccess Mobile includes inventory management features that streamlines operations. For example, users can view information for the last client assigned to a device and tap a button to email the inventory information for further review.

## D. Equipment and Supplies to be Provided

1) *The Proposer will furnish, as outlined in their pricing agreement, all equipment required to perform services outlined herein, to include but not limited to, transmitters/bracelets, base stations/receivers, tracking devices, and handheld devices.*

As detailed in *Pricing*, beginning on page 149 of this response, BI's solution is all inclusive and contains all equipment required to successfully fulfill all contract requirements. All equipment components, including consumables, are detailed below.

**Table 10. Equipment Consumables**

Monitoring Type	Brand, Model	Consumables
Active, Passive, Hybrid GPS Tracking	BI LOC8 XT	Strap, security clips, measurement band/clip slip
	BI LOC8 XT Beacon	N/A
Radio Frequency Device	BI HomeGuard 20 20 Transmitter	Strap, security clips, measurement band/clip slip
	BI HomeGuard 20 20 Receiver	N/A
Handheld Alcohol Monitoring Device	BI SL3	Breath tube
Transdermal Alcohol Monitoring	BI TAD Transmitter	N/A, units are returned to BI for calibration after use
	BI TAD Receiver	N/A

Please note that some consumables, for example straps and clips, are included in BI's daily rates to ensure that the agencies we serve can reasonably run their program without accruing large consumable costs. Other items, such as chargers and batteries, are not disposable or consumable, and therefore these items may have additional costs.

2) *At no additional cost and upon request by the City, the Proposer shall furnish three (3) spare units for every ten (10) active units, with a minimum of five (5) units, for shelf stock, per program.*

BI will provide the required inventory of shelf units for each type of equipment used. BI will coordinate with agency personnel to ensure proper and proactive inventory management. BI staff and agency personnel can monitor inventory levels from within TotalAccess—which includes the ability to generate several pre-defined reports that provide up-to-date inventory information.

3) *Additionally, upon request by the City, telephone cords, device batteries, power cords, clips, straps, installation tools, training/reference materials/guides for City staff, instructional guides for clients, specialty cleaning supplies, car chargers, ethernet cables, battery chargers, beacons, waist packs, carrying bags, protective sleeves, and other related supplies necessary for proper equipment operation shall be provided by the Proposer at no additional cost to the City.*

BI ships monitoring devices with all applicable equipment components—such as batteries, chargers, straps, and tools—needed to ensure the proper installation, activation, and removal of the unit. BI confirms that these items will be shipped to the City at no additional cost. *Table 10. Equipment Consumables*, provided within this section, details the consumables associated with BI's solution.

4) *The Proposer is responsible for the coordination of shipments and all costs for shipping, shipping materials and delivering equipment to and from City offices.*

Officers can contact BI's Customer Business Services Department to place an equipment order. BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units within 24 hours of placement. BI respectfully requests that agency personnel place orders before 2:00 PM Mountain Time on Fridays to allow for adequate shipping time. As BI's solution includes spare equipment allotment, the weekend shipping limitation will have little to no effect on daily operations and equipment inventory.

BI will be responsible for tracking shipments of equipment from our manufacturing center to agency locations in the City and County of Denver. BI uses FedEx to ship/receive equipment to/from the City. As a FedEx Freight business customer, BI has access to near real-time tracking information on each shipment with regularly scheduled pick-up and drop-off times.

BI confirms that we will remain responsible for the coordination and costs associated with all equipment delivery activities.

5) *The City is not responsible for the cost of any lost, stolen, or damaged equipment. The awarded Contractor is responsible for the maintenance, repair, or replacement of all equipment. The City will notify the awarded Contractor when a piece of equipment is lost, stolen or damaged. This determination is at the sole discretion of the City. The City will make reasonable efforts to deter the theft, loss, or damage to the awarded Contractor's equipment.*

We understand that the City requires an unlimited lost and damaged equipment allowance, and BI will maintain responsibility for all equipment replacement and repair. Our warranty program is detailed within *Maintenance and Support* on page 15.

BI's approach to managing lost and damaged equipment includes calculating allowances on an annual basis, either at the end of the calendar year or contract year. Our *Standard Operating Procedure* for calculating lost and damaged charges includes:

1. The agency reports lost or damaged equipment to BI.
2. BI staff log all information for retrieval and review during the billing period.
  - a. These Specialists also log any damaged equipment received by BI and associated repair costs.
3. BI's Customer Business Services Department is responsible for calculating lost and damaged equipment billing by:
  - a. Calculating the average number of active units, on an annual basis
  - b. Reviewing the contractual lost and damaged equipment allowance and calculating the number of units covered by the allowance, at no charge
  - c. Auditing lost and damaged equipment logs and verifying that each unit reported lost has not since been returned to BI



**Figure 25. Enhanced Manufacturing Capabilities**

BI's advanced manufacturing facilities enable BI to produce equipment in the quantities required by the agency, or in larger quantities if the City's program expands.

#### Expert Inventory Management

*As an example of our experience with inventory management, BI's solution is supported by Ms. Dawn Gagne, Manager of Customer Business Services, who has a fifteen year tenure with BI. Ms. Gagne and her team works closely with customers to develop solutions to accommodate growth and ensure timely, accurate billing and inventory management practices.*

BI looks forward to discussing equipment needs with the City and developing a customized lost and damaged program.

6) *The awarded Contractor shall design an ongoing training protocol to provide City staff at no cost to the City to develop staff proficiency and understanding of all utilized technology. (The Denver Community Corrections Division currently has 46 Pretrial and IHD officers and 6 Pretrial and IHD management team members)*

BI will provide onsite formal refresher training or training for newly assigned staff at the direction of the agency at no additional cost. Initial and ongoing training is a free service throughout the life of the contract. Training consists of hardware and software, including all equipment, monitoring software operations, monitoring interface, and reporting capabilities.

Detailed information on BI's approach to training City personnel is provided in H. Contract and Project Management for Transition on page 59.

7) *The equipment provided shall be of a technology currently in use by the manufacturer, Proposer, or both and shall be identified by brand and model number in the proposal.*

The following table provides the brand and model number of BI equipment.

Table 11. Brand and Model Number		
Monitoring Type	Brand	Model
Active, Passive, and Hybrid GPS Tracking	BI LOC8 XT	LC-800A
	BI LOC8 XT Beacon	LC-875
Radio Frequency Device	HomeGuard 20 20 Receiver	RF-2025-M
	HomeGuard 20 20 Transmitter	RF-2021-M
Handheld Alcohol Monitoring Device	SL3	SL-300-M
Transdermal Alcohol Monitoring	BI TAD	TAD-100
	TAD Receiver Cellular	HB-110-M
Smartphone Application	BI SmartLINK	SM100

8) *All equipment proposed and provided shall equal or exceed the latest industry standards unless specifically requested by the City. During the life of the contract, and with the prior approval of City, the awarded Contractor shall upgrade equipment as significant improvements become available. These upgrades shall be provided at no extra cost to City.*

BI will provide the agency with the most recent generation of hardware and software that has completed beta testing. We will regularly communicate all upgrade, improvement, and software fixes to the agency. Users can also view software upgrade details directly in the TotalAccess Login Page; see Figure 8 on page 19 for an example of this Login Page.

Many of BI's units, including the LOC8 XT, SL3, and HomeGuard 20|20 receiver automatically updates with the newest firmware while the device is active in the field. These firmware over-the-air (FOTA) updates are approximately thirty seconds in duration, and the client is unaware of the update process. Within TotalAccess, authorized users can see a record of FOTA activities.



**Figure 26. Device Updates**  
 Firmware Over-The-Air (FOTA) technology reduces the need for City to return equipment to BI for upgrades.

9) *The awarded Contractor shall provide equipment that has been properly registered and certified under the Federal Communication Commission Rules and Regulations, as applicable. They shall submit the applicable FCC ID numbers for all proposed equipment and have a procedure in place for testing and re-certifying equipment.*

All of BI's proposed equipment is FCC certified. The following table provides FCC certification numbers; please also see *Attachment 2—FCC Certificates*.

**Table 12. FCC Certification**

Monitoring Type	BI Device	FCC Certification
Active, Passive, Hybrid GPS Tracking Device	LOC8 XT	CSQ-LC800A
	LOC8 XT Beacon	TLZ-CU-300
Radio Frequency Device	HomeGuard 20 20 Transmitter	CSQ-RF2021
	HomeGuard 20 20 Receiver	XPY2AGQN4NNN
Handheld Alcohol Monitoring Device	BI SL3	CSQ-SL300A
Transdermal Alcohol Monitoring	BI TAD Transmitter	CSQTAD001
	BI TAD Receiver (cellular)	GNU7MM00B01-EX-520

### Procedure for Testing and Recertifying Equipment

As part of our ISO process, BI follows an established Engineering Change Notification procedure (ECN), which includes:

1. The BI Engineer investigates if an intended product change will require new compliance testing and documentation.
2. If BI determines that additional regulatory testing is required due to FCC or a potential safety impact, we will initiate creating an internal review with the Engineering Department.
3. BI Engineers will implement the change and perform testing to validate the design solution.
4. The responsible BI Engineer will work with a Regulatory Communication Professional to submit units for testing and provide paperwork required for compliance.
5. BI documents this procedure in our ISO *Control of Documented Information and Change Management* processes.



**Single Source Manufacturing Capabilities.** Unique to the industry, BI is a single source solution that offers a continuum of electronic monitoring solutions without relying on third parties. Other vendors in the industry rely heavily on resellers and subcontractors, which can result in disparate service issues and contractual complications. Resellers purchase equipment and manage programs with limited, if any, involvement from the manufacturer.

10) *The equipment shall not be available as an open market item if this could compromise the security of the system.*

BI's proposed solution includes the latest design and model equipment, including innovations available to the agency during the next contract term. We confirm that our proposed equipment is not available as an open market item. As the founder of electronic monitoring equipment in 1985, BI has pioneered new product development for decades. BI employs in-house mechanical, electrical, and computer science engineers who provide agencies with the latest technologies and advancements in tracking solutions, secure data processing, and communications.

11) All equipment provided by the Proposer shall remain the property of the Proposer and shall be new, or if not new, remanufactured and within specifications of new equipment. All equipment supplied shall be latest design and model equipment unless specifically requested by the City.

### Equipment Ownership

Our proposed solution is a rental program; BI will maintain ownership of all proposed equipment. As such, our warranty program solely includes maintaining, updating, repairing, and replacing equipment as needed. Under a rental arrangement, BI will implement a maintenance and warranty program. This will be in effect for the term of the contract, and BI will provide all consumables, warranty services, and replacement parts as a component of our solution.

#### Reliable Provision of Equipment

*BI will be responsible for all costs associated with equipment maintenance, including shipping to and from BI's manufacturing facility and providing officers with a sufficient supply of consumables and accessories. All of BI's proposed equipment is bench tested and certified as new for operation.*

### New/Remanufactured Equipment

BI will provide all monitoring equipment to the City in new or "like new" condition. BI ensures that all equipment shipped from our manufacturing facility will function as designed through our *Quality Control Program*.

To ensure that all refurbished equipment performs in the same manner as new equipment, BI employs ISO-certified quality control process throughout our in-house equipment testing and manufacturing approach. BI's quality control process includes:

1. **Evaluation of Incoming Materials.** We isolate and test all incoming materials for quality and consistency prior to placement into circulation in our manufacturing facility.
2. **Isolation of Faulty Components.** All faulty components identified during the evaluation of incoming materials are immediately isolated in a locked storage space. By testing and isolating components, BI prevents the use of faulty materials in the manufacturing process.
3. **In-Line Testing.** At every step of the manufacturing process, BI technicians test equipment functionality and performance. Continuous inline testing allows BI to identify and correct faults in the production processes.
4. **Final Inspection.** BI technicians perform a final inspection and test before shipment to customers. This final test ensures officers will always receive operable equipment.
5. **Third-Party Audits.** BI receives regular third-party audits and is ISO 9001:2008-certified for product design, testing, manufacture, sales, service, support, and monitoring. Other vendors typically do not meet this level of certification.

### Latest Design and Model Equipment

As an organization dedicated to providing innovative solutions, BI will always provide the agency with the most current and updated version of equipment. BI's team of professionals focuses on supplying equipment that establishes the highest industry standards. We identify ourselves as the leading provider of integrated service and technology solutions that support the missions of our public-sector partners. With innovation as a cornerstone of our organization, we constantly translate ideas into effective solutions that exceed the expectations of our agency partners—at no extra charge to established contract rates.



**Figure 27. Continual Technology Development**

BI continuously makes modifications and enhancements to improve our technology. In 2020, BI spent more than \$7.2 million in research and development.



**BI Labs: Dedicated Commitment to Innovation.** The agency can rely on the pioneering culture of our organization to deliver the most capable and compliant equipment and services with consistency. BI Labs, the cradle of our company's innovations, constantly pursues new avenues to deliver the most advanced technology solutions to our partners.

*12) The Proposer shall have instructions on how participants clean equipment and how the City should clean, sanitize, and maintain equipment between participants.*

BI designed all of our devices to be reused in the field. As such, trained personnel can easily sanitize each unit between clients. Regardless of the type of monitoring equipment, BI recommends that the agency regularly sends units back to BI for upgrades to firmware, inspection, and detailed sanitization. A summary of the cleaning procedures associated with our equipment include:

- **LOC8 XT.** After removing the unit from a client's ankle, BI recommends that City personnel wipe the device with a soft cloth—using Lysol or Sporicidin as a disinfectant.
- **HomeGuard 20|20.** Similar to GPS equipment, personnel simply remove the latches and the strap from the transmitter, and wash the device with a soft brush and Lysol.
- **SL3.** The SL3 comes with five reusable mouthpieces. These mouthpieces can be discarded, washed by hand, or placed in a dishwasher.
- **TAD.** After removing the Alcohol Detection Module (ADM) filter and attaching a stopper to the unit, users can spray the entire unit with Sporicidin disinfectant.

BI will provide instructions to clients, complete with information about how to clean equipment. See *Attachment 4—Client Guides* for examples of these materials.

## E. Proposer Representative

1) *The proposer shall provide a minimum of one account representative who will serve as a liaison for all aspects of contract performance. All aspects shall include but not be limited to, contract/equipment transition, reporting, equipment inventory, training, and installations/monitoring. The representative shall be familiar with the City's policies, goals, and services and shall be knowledgeable in community corrections. The representative shall also be proficient in, and have a working knowledge of, all functional areas and services. The City shall not provide any office/storage space for the representative.*

Our decades of experience supporting the City and County of Denver has empowered BI to provide a dedicated Account Manager. This newly hired individual will be dedicated solely to the City's program, and will provide close, continuous, and dedicated support of for the City. The dedicated Account Manager will provide onsite technical support, troubleshooting, training, report analysis, and programmatic assistance and guidance. This individual serves as the liaison for all aspects of contract compliance and program performance.

### Dedicated Account Manager

*BI has an established Staffing Plan that enables our organization to provide highly experienced individuals to support community supervision programs. We will leverage these proven practices to offer the City a dedicated, onsite Account Manager.*

The Account Manager will meet with agency staff as required on a formal and informal basis and participate in onsite meetings to determine the overall health of the program and needs of the agency. In addition, this individual will analyze, summarize, and provide regular reports to agency stakeholders as appropriate.

Additional duties and responsibilities include:

- Identifies and reports problem areas related to the overall program
- Aids staff by troubleshooting equipment issues and makes equipment replacement/repairs as needed
- Provides recommendations to resolve identified problem areas
- Proactively works with agency stakeholders and BI management to develop and implement appropriate strategies to resolve issues
- Aids agency staff by receiving and documenting programmatic updates and needs, coordinating retrieval of historical information for court purposes, and keeping appropriate staff informed of all interactions
- Proactively identifies training needs for staff; coordinates and delivers training as necessary
- Provides 24/7/365 on-call availability to address emergencies or unforeseen events related to the program
- Provides court testimony when subpoenaed
- Acts as a subject matter expert in the BI equipment and systems used by the agency.
- Assists with billing-related administrative issues and price correction work in conjunction with Accounts Receivable.
- Assists agency with equipment inventory management, reconciliation, and recovery



**Experience with Dedicated Account Managers.** BI provides several Account Managers that offer technical management services to our large electronic monitoring programs, including the Colorado Department of Corrections, Florida Department of Juvenile Justice, Broward County Sheriff's Office, Indiana Department of Corrections, Illinois Department of Corrections, North Carolina Department of Public Safety, and Administrative Office of the United States Courts.

## Other Account Management Support

BI will fully support the agency's electronic monitoring program. Throughout the life of a contract awarded to BI from this solicitation, BI personnel will be available to the agency to provide monitoring services, equipment troubleshooting, training, and account support. We will directly address all needs or concerns.

During the initial implementation period of the program, key BI personnel will dedicate the time and resources needed to ensure that the agency's program is established in an expedient and effective manner. For the life of the contract, progress reporting will be provided by the following key personnel:

- **Partnership Development Manager.** Ms. Kimberly King will be the agency's primary point of contact through all phases of the Sample Implementation Plan—beginning upon contract execution. Ms. King will be available to assist the agency in implementing all equipment and services proposed within this proposal document.
- **National Account Manager.** Mr. Elliott will be onsite and/or available to assist with agency training and equipment installations. Mr. Elliott's background and expertise in program implementations qualifies him to work directly with agency personnel as they learn to use BI technologies.
- **Account Executive.** Mr. Ken Campbell will maintain close, continuous customer support with the City to ensure high satisfaction with our proposed solution. Mr. Campbell will provide the City with training and assistance, systematic contact, and implementing any new program requirements.

BI personnel will always be available to provide additional support as needed. In addition to the key personnel specified above, the agency will be fully supported by a comprehensive range of BI organizational departments throughout the life of a contract.



**Figure 28. Tenured Account Management Team**

Our team brings an unprecedented breadth of experience to the agency's program, having supported the City and County of Denver for more than two decades.

## F. Offender Monitoring, Activity, and Alert Reporting

1) *The Proposer shall provide a list of the cell providers utilized for the various equipment. The sending/receiving of monitoring information shall be at no additional cost to the City or the participant. The Proposer shall ensure that the system allows communication only with authorized receiver/transmitter devices.*

As electronic monitoring technologies continue to evolve, we acknowledge the growing importance of cellular-based solutions. As cellular providers enhance their networks, we continue to evolve with upgrades from CDMA to LTE. BI's partnership with Verizon provides a strategic advantage to the City: the most modern and reliable cellular capabilities. The LOC8 XT, SL3, and HomeGuard 20|20 receiver all communicate on the LTE network.

With the LTE-enabled modem in the SL3, LOC8 XT, and HomeGuard 20|20 receiver, BI anticipates that the need for ancillary signal boosting equipment will be nearly entirely mitigated. LTE modems are 5G, Low Power Wide Area (LPWA) technologies that provide longer range signal, improved battery life, and superior coverage in areas where CDMA and GSM devices may struggle to maintain connectivity.

The following table how BI's proposed devices communicate with TotalAccess.

**Table 13. Equipment Requirements**

Monitoring Type	Model	Connection
Active, Passive, Hybrid GPS Tracking	LOC8 XT	LTE Cellular (Verizon)
Radio Frequency Device	HomeGuard 20 20	LTE Cellular (Verizon)
Handheld Alcohol Monitoring Device	SL3	LTE Cellular (Verizon)
Transdermal Alcohol Monitoring	TAD with HomeGuard 20 20	LTE Cellular (Verizon)
	TAD with HomeBase 110	CDMA Cellular (Verizon)

2) *The Proposer shall detail equipment reliability despite nearby household electrical equipment, strong electrical fields generated by such sources as power transmission lines, power transformers and commercial radio towers. The device/receiver/battery/beacon shall function reliably in any environment, offer a continuous signal and if necessary, work with any type of phone line.*

BI designed all of our proposed equipment to monitor clients involved in the criminal justice system and to function reliably in a wide variety of environmental and atmospheric conditions. This includes the ability to function regardless of the nearby operation of household electronic equipment or electrical fields generated by power transmission lines, power transformers, and commercial radio towers. Similarly, if individuals are monitored with different types of BI technologies, each unit will continue to operate and monitor the client's compliance.

Our body-worn devices continuously emit signals and function reliably in any type of building. BI equipment uses a noncommercial frequency to communicate equipment data—significantly decreasing the likelihood of transmission signal duplication or interference.

3) *The Proposer shall have an alert structure/tier to notify the City and its participants of a participant's violations and equipment malfunctions in "real time" or delayed from the initial occurrence, through dedicated line and internet access. Alerts for tampers, zone violations, curfew violations and equipment malfunctions are a few examples of alerts that will be transmitted in "real-time". The method of notification and length of time between occurrence and notification will be determined by the City for each participant, caseload, or agency.*

As the incumbent provider for all monitoring solutions, BI has an established alert structure/tier that currently notifies the agency of participant violations and equipment malfunctions. We can provide

automated or manual notification of predefined agency violations, and BI understands that the method of notification and length of time between occurrences will be determined by the agency.

For detailed information about BI's notification processes, please see page 38.

*4) The Proposer's submission shall contain all alert tiers offered and shall identify the available response times for each alert. The Proposer shall adhere to the response times contained in the accepted proposal.*

BI will customize alert tiers based on the City's defined protocols, violation response requirements, and required response times for each alert. As detailed throughout the RFP, responding to alerts is the City's responsibility, and BI confirms that we have the capability to continue to manage alert response times based on the agency's needs. Unless otherwise defined by the agency, our solution will generate automatic alert notifications in near real time to alert designated personnel of potential violations. Additional information on response times for alerts includes:

- Reports detailing alerts, events, and associated processing can be generated on-demand or scheduled for delivery at defined times
  - See page 38 for detailed information on reporting capabilities, and BI provides samples of all reports in *Attachment 1*
- TotalAccess mobile places alert notifications in the hands of officers while in the field, supporting near immediate response times
  - See page 40 for additional information on TotalAccess Mobile notification capabilities
- BI offers automated alert notification and manual, live phone call notifications
  - See page 38 for detailed information on automated notification response times
  - See page *Enhanced Monitoring Services* on page 124 for information about live phone calls



**Evidence of Responsive Monitoring Capabilities.** Using our established staffing practices and Key Performance Indicators, BI Monitoring Operations provides prompt responses to officer inquiries. In 2020, BI Monitoring Specialists placed approximately 996,000 outbound calls and answered all phone calls within 1.7 seconds, on average.

*5) When data-analysis, review and confirmation is needed by the awarded Contractor to determine a participant's violation, the monitoring service center shall provide the City staff with a written assessment regarding these activities. This report, summarizing the participants' adherence to the established protocol, will be emailed or accessible through dedicated line or internet access (as determined by City) by 0500 daily. Proposer shall include a sample of a written assessment.*

In the event the City requires data analysis, review, and confirmation of violations to support court activities, BI will provide a multiple tier approach to supporting this need:

- The City's dedicated, local Account Manager will be the first tier of support to query, analyze, and confirm violations based on the information in TotalAccess
  - The Account Manager will be supported by the National Account Manager, Partnership Development Director, and Regional Partnership Development Manager with the initial request
- BI Monitoring Operations will provide a second-level of support with querying, analyzing, and confirming violations
  - We anticipate leveraging Monitoring Operations support for transdermal alcohol violations, which can be more complex than other types of monitoring technology
    - See page 114 for detailed information about our established processes to verify transdermal alcohol events

- o Our Engineering and Manufacturing Departments provide an additional tier of support in the event that Monitoring Operations needs assistance with violation analysis, review, and confirmation

In our experience, we generate written assessments out of TotalAccess to support violation analysis and confirmation. Examples of all TotalAccess reports are provided within *Attachment 1*, and BI has provided examples of the types of documents that we provide to support violation confirmation in *Attachment 3*.

As the incumbent provider of the City's electronic monitoring program, we are thoroughly familiar with supporting the agency's alert violation confirmation processes. We will continue to collaborate with the City to ensure all violation confirmation needs are met.



**Consolidated Violation Confirmations.** Regardless of the type of monitoring equipment utilized, City personnel will have one point of contact for assistance with violation confirmations. With support from the dedicated, local Account Manager, the City will have a single source to support all data query and court-related requests.

*6) Upon request by the City, the awarded Contractor shall have the capability of tracking devices that have been returned due to malfunction and provide reports concerning any identified problems.*

By using our established *Failure Analysis Process*, BI has the ability to track devices that have been returned to BI due to malfunction. This process evaluates devices that fail in the field, and includes:

1. Agency personnel complete a *RMA Authorization Form* that details the reason the device is being returned, date and time of the incident, deadline for a completed analysis if required by revocation or court proceeding, and other details about the suspected failure.
2. BI coordinates shipping the unit and all associated components back to our manufacturing facility, at no cost to the agency
3. BI Hardware Engineers complete a written diagnostic analysis by:
  - a. Deconstructing the device to determine the cause of failure or method of tamper
  - b. Examining TotalAccess data to discover related events or alerts generated by the unit
  - c. Testing all components and taking photographs if tamper damage is evident
4. BI reports all investigation steps, reasons for the technical failure, tamper investigation results, and photographic evidence, as applicable, to the requesting individual

*7) The awarded Contractor shall have a procedure to process City's complaints regarding equipment issues.*

BI will work closely with agency personnel to ensure that all equipment is functioning and the agency receives notifications timely and accurately. To support appropriate responses to complaints, BI has an established escalation procedure to clarify and resolve issues. These procedures include systems for managing complaints within Customer Business Services, Monitoring Operations, and our Development and Training Departments. In addition, our established approach mandates recording and tracking the complaint, as well as actively communicating with the agency throughout the resolution process.

BI applies various complaint resolution and escalation processes, depending on the level of the agency's interaction with BI. For example, if we receive a complaint within Monitoring Operations, BI logs the complaint into a tracking database. In the unlikely event an agency reports a complaint, BI Monitoring Operations and Hardware and Software Development personnel review the complaint in weekly meetings. Monitoring Customer Service, in conjunction with Monitoring Management, research and resolve all other complaints.



**Tenured Monitoring Customer Service Department.** BI's Monitoring Customer Service department supports other agencies similar in size and scope to the City and County of Denver including the Administrative Office of the United States Courts (AOUSC) and several, large state-wide programs in North Carolina, South Carolina, Missouri, Minnesota, Alaska, New Jersey, Delaware, Illinois, Colorado, and Arizona. This team has an average tenure of more than 22 years.

## G. Inventory Management

1) *The Proposer's system shall have a procedure to track, in "real time", the status of all devices assigned to the City. The inventory database shall include the device name, serial number, offender name/activation date/time (or "shelf stock" if not in use), along with any devices in transient to the City and pending return to the vendor. This system shall have the capability to track inventory by Department. The Proposer shall indicate if the City can view historical data as it pertains to the City for each device.*

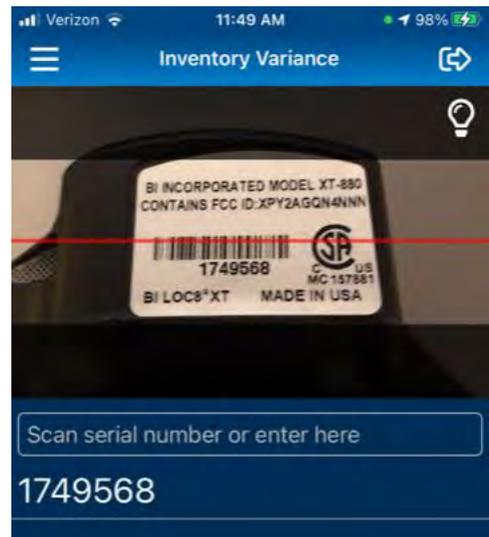
BI's *Inventory Control Plan* is a thoughtfully designed organizational system that provides agencies with expedient means of tracking equipment. This provides the ability to track the status of all devices, in near real time. After working with agencies to ensure inventory is secured and stored at the proper locations, authorized users can access inventory information via TotalAccess.



**Established Inventory Application.** From within TotalAccess, authorized users can edit devices from the *Inventory View* by clicking on the device. The officer can change the status of the device, add comments, and view a complete history of the unit. This consolidated view of equipment information is currently used by City personnel, offering a continuity that no other vendor can provide.

BI's *Inventory Control Plan* includes:

1. Specialized training on inventory control best practices, including the use of barcode scanners to ease agency staff workload and efficiently track equipment.
2. Designated BI staff will work closely with the agency to ensure that spare unit inventory adequately meets installation needs.
3. Authorized users are able to view inventory information at any time via TotalAccess, including the number of active units and the number of inactive (spare) units.
  - a. TotalAccess Mobile is also equipped with inventory management capabilities, as detailed in *Figure 29*.
4. Should the agency require additional inventory, authorized personnel will place an order with BI's Customer Business Services Department.
5. Through TotalAccess, BI will provide detailed Inventory Reports to the agency on an as needed basis. In addition, the designated BI staff will regularly contact agency personnel where inventory is stored.



**Figure 29. TotalAccess Mobile Inventory Management**

TotalAccess Mobile includes inventory management features that streamlines operations. For example, users can view information for the last client assigned to a device and tap a button to email the inventory information for further review.

### Inventory Management Reporting

TotalAccess provides City personnel with a single software platform to view all program information—including detailed inventory data. TotalAccess offers the City robust inventory reporting that provides both on-demand and automated reports. Authorized users with Agency Administrator privileges also have the ability to manage devices from the *Inventory Management Page* within TotalAccess. Examples of inventory reports in TotalAccess include the following:

- **Agency Active Client Report.** Lists billable days for devices active during the previous month by: client name, client ID, equipment type, billing start date, billing end date, and active days. Includes a system summary showing active clients, active days, and total active days by equipment type.
- **Agency System Utilization Report.** Lists agency equipment by: equipment ID, client status (active, inactive, or enrolled), case ID, client name, end date, agent name, agent ID, and associated equipment IDs.
- **Device Current Usage Report.** Records the total number of days monitored during the current month by client. Includes case ID, serial number, device type, start monitoring date, and end monitoring date.
- **Monthly Equipment Summary Report.** Lists equipment totals by: type, date, number of installs, number of disconnects, number of active units, and number of active clients by equipment type and by agent. Includes agent and agency totals by installs, disconnects, units used, and clients.



**Dedicated Account Manager.** In support of operating a cost effective program and minimizing officer workload, BI's solution includes a local, dedicated Account Manager. This individual's sole responsibility will be to directly support the City and County of Denver's program, including onsite and remote inventory management duties.

*2) The Proposer's submission shall contain the order processing procedure from point of customer contact through delivery and billing.*

Officers can contact BI's Customer Business Services Department to place an equipment order. BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units within 24 hours of placement. Please see page 46 for detailed information on order processing.

*3) The Proposer shall have a procedure specific to lost/stolen/damaged devices.*

BI's solution includes an unlimited lost and damaged allowance included in our daily rate. See page 46 for detailed information on our lost and damaged equipment processes.

*4) The Proposer shall have a procedure to reconcile usage, by department, no later than the seventh (7th) of each month and provide an invoice, by department, for processing. The City reserves the right to change the number of reconciliations per year and requirement date.*

Our normal billing process is to pull each agency's usage data, by department, from TotalAccess. BI then generates an invoice for each agency no later than the seventh (7th) of each month.

We understand that the City reserves the right to change the number of reconciliations per year and requirement date.

## H. Contract and Project Management for Transition

*The Proposer shall align their project management approach with the project's inherent complexity so the desired results can be achieved. Project management controls shall be proposed that are consistent with minimizing the project's risks and inefficiencies which would negatively impact the RFP's objectives. Management of scope, time, and risk are critical to effectively achieving the expected outcomes of cost, schedule, deliverables, and quality. Both City and the Proposer shall be responsible for working in a cooperative manner to meet the targeted timelines defined in the implementation plan. City and the Proposer shall mutually agree upon any changes to the schedule. The City reserves the right to conduct any test/inspection it shall deem advisable to ensure installation/services, as appropriate, conform to specifications. Any tasks which are the primary responsibility of City shall be clearly defined and identified.*

BI works closely with each of our customers to ensure that all program implementations and contract award activities are completed as seamlessly as possible—regardless of whether the agency is transitioning to or from BI equipment and services. Electronically monitoring clients in the City and County of Denver inherently introduces a certain level of risk and the potential for specific problems. As the largest and most experienced provider of electronic monitoring solutions, BI technologies were designed to minimize potential issues.

### Established Project Controls

*BI's strategy to support the City's electronic monitoring program accounts for a number of factors that can vary over time. Our proposed Transition Plan incorporates best management practices established from years of successful program implementations and industry-leading manufacturing capabilities—all located in the United States.*

BI's *Risk Watch List*, shown in the table below, is an example of how we will mitigate and resolve potential risks that may occur during project implementation.

**Table 14. Risk Watch List**

Issue	Description	Mitigation/Resolution
<b>1. Officer unavailability for initial implementation training dates</b>	Officers could miss trainings or be unavailable due to other work-related obligations on the day(s) the initial trainings are scheduled for their area.	Officers have several options to receive training; attend training at an alternate location on a different day, attend available online training, or the dedicated BI Project Manager may provide follow-up onsite training.
<b>2. Cellular service limitations</b>	Verizon cellular limitations are likely to exist in certain rural locations within the State.	BI has both Verizon and Sprint units available if one provider's service in an area is better.
<b>3. Clients not reporting as instructed for equipment swap/transition to new devices</b>	Clients may not comply with scheduled appointments or cannot appear at the designated location/time for swap to the new device.	The client could report to an alternative location at a different data/time and another officer could install the device.
<b>4. Equipment issues in the field</b>	As the original equipment manufacturer (OEM) for all BI devices, our Manufacturing Department thoroughly tests all devices prior to shipment and deployment in the field to ensure full functionality. However, as with any electronic device, an unexpected issue could develop in the field.	If an equipment issue is experienced, department personnel can submit a service request. BI has an established process to quickly and effectively address the issue by providing replacement units. Agency personnel can also request a "Failure Analysis" to determine the cause of the failure for court purposes or to determine the amount of damages related to client misuse.

**Table 14. Risk Watch List**

Issue	Description	Mitigation/Resolution
<b>5. Device installation errors</b>	A device may be improperly installed due to human error.	BI staff have completed client transitions of similar size and scope on multiple occasions, and we are well trained and experienced with installation and troubleshooting. Part of this training, as well as the training that will be provided to officers, consists of validating a successful installation prior to the client leaving the installation location. If a problem exists, BI staff will have additional equipment and supplies on hand to address the situation.
<b>6. Equipment Unavailability</b>	Vendors that resell monitoring equipment may have access to limited inventory, as these organizations have no direct control over supply chain and equipment prioritization.	As the OEM for all electronic monitoring units proposed herein, BI has the flexibility and capability to manufacture and process units in the quantities required or in larger quantities if the agency's needs expand. Our in-house manufacturing facility can produce high volumes of units in a short time. In addition, the City's dedicated Account Manager will have direct access to equipment and a high level of involvement in inventory management.
<b>7. Operational Changes due to COVID</b>	Staffing shortages and supply chain disruptions may impact a vendor's ability to continue supporting the City's operations during the COVID-19 pandemic.	During the COVID-19 pandemic, BI experience no disruptions to operations—our flexible, single source approach empowers BI to continue to deliver reliable equipment and services.

While the implementation and transition process will always carry an element of risk, BI substantially mitigates this risk with an experienced team that designs and manages customized *Implementation Plans* in accordance with each agency's unique needs and goals. Our ability to help the agency efficiently implement our proposed technology innovations and customized enhancements will significantly increase the value of the agency's electronic monitoring program.

*1) Proposer shall define an implementation plan to include the amount of time devoted to implementation. Any tasks which are the primary responsibility of City shall be clearly defined and identified.*

A functional implementation plan benefits the City's adoption of BI electronic monitoring technologies by providing discrete steps with specific timelines. Designed to maximize cooperation between the City and BI, our *Implementation Plan* provides a succinct roadmap to program success, including increased public safety and officer efficiency. As a necessary element of our *Implementation Plan*, we also recognize the inherence of risk and offer solutions for risk mitigation.

**Approach to Program Implementation**

BI works closely with each of our customers to ensure that we complete all program implementations and contract award activities as seamlessly as possible—regardless of whether the agency is transitioning to or from BI equipment and services. As the largest U.S.-based provider of location monitoring products and services for community corrections programs, BI supports more than 1,155 agencies at the federal, state, and local level. Accordingly, we possess unparalleled experience and expertise in implementing and transitioning electronic monitoring programs.

**Experienced Implementation Team**

*BI's best-in-class team has extensive experience in implementing, transitioning, and managing projects of all sizes and scopes. The individuals proposed below are industry veterans and BI executives with an average 20 years of experience in corrections programs and electronic monitoring.*

The implementation and transition process carries an element of risk. BI substantially mitigates this risk with an experienced team that designs and manages customized Implementation Plans in accordance with each agency's unique needs and goals. Our ability to implement BI technologies, future innovations, and customized enhancements has the potential to significantly impact agency efficiencies.

### Responsibilities

BI is responsible for all aspects of program implementation. However, we will require that the City be present to collaborate at all planning meetings and other functions related to implementation. Additional responsibilities of the agency during implementation include:

- Coordinate with BI to set officer training schedules
- Assisting with scheduling clients for equipment swap/installation
- Completing contract negotiations and finalization
- Reviewing and approving implementation plans



**Minimal Implementation Activities.** As the incumbent provider, the City and County of Denver is already familiar with our proposed solutions. This offers the lowest-risk transition to a new contract available in the industry. We have a demonstrated record of successfully introducing new technologies and transitioning to new contract terms with the City.

### Summary of Approach

Summarized by the graphic on the following page, BI has planned to successfully complete program implementation activities within three weeks. BI's strategy to support successful program implementation accounts for a number of factors that can vary over time. The following plan incorporates best management practices that we established from years of successful program implementations.



BI looks forward to working closely with the City to further customize and refine the implementation strategy.

**Table 15. Detailed Project Implementation Plan**

Task/Deliverable	Start Date	Completion Date	Description	Responsible Parties
<b>Project Planning and Control: Contract Award and Execution Phase</b>				
<b>Milestone: Contract Award, Negotiation, and Contract Execution</b>	Upon Award – Week 0	Upon Award – Week 0	All timelines outlined in this preliminary project plan are estimates and flexible based on agency needs and requirements. BI looks forward to discussing and modifying this implementation schedule specific to the City's objectives and timeframes.	BI Contracts and City Administration will execute the contract.
<b>Kickoff Meeting</b> <i>Discuss program policies and procedures, contractual and development requirements, and implementation (training and transition) planning</i>	Upon Award – Week 0	Upon Award – Week 0	<p>Method, location, and date/time of the meeting to be determined by City Administration. The purpose of the meeting will be to conduct any necessary contract negotiation and project/transition planning, including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Modifications to TotalAccess to meet the City's current needs</li> <li>• New contract program policies and Standard Operating Procedures</li> <li>• Modifications to established alert and event notification procedures</li> <li>• Modifications to established equipment configurations and protocols</li> <li>• Inventory requirements</li> <li>• City staff training and client transition planning</li> <li>• Dedicated, local Account Manager staff roles and responsibilities</li> </ul> <p>BI personnel will work with City stakeholders to confirm and define in detail each agency's program goals, environment, and expectations.</p>	Meeting attendance by appropriate BI and City Administration
<b>Project Status Meetings</b>	Week 0	Until Completion	Ongoing effort used throughout the project to identify, analyze, monitor, and respond to project risks as appropriate. BI has significant experience in managing projects of this size and scope and is very effective at minimizing and mitigating risks.	BI's Project Manager and the City can meet as necessary to review of the status of the <i>Implementation Plan</i> .
<b>Milestone: Final Approval of the Implementation Plan</b>	Week 0	Week 2	Obtain final approval of the Implementation Plan from City Administration.	Approval of the final Implementation Plan by appropriate City personnel.

**Table 15. Detailed Project Implementation Plan**

Task/Deliverable	Start Date	Completion Date	Description	Responsible Parties
<b>Project Planning and Control: Transition Planning Phase</b>				
<b>Recruit and Hire Local Account Manager</b> <i>City-Dedicated</i>	Upon Award	Until Position is Filled	BI will recruit a dedicated Account Manager, who reside within the City and County of Denver, and whose sole duties will be to manage and service the agency's account. BI will provide all relevant documentation, for example the results of background checks, to secure approval of personnel selection from the agency.	BI National Account Manager and BI Account Management Supervisor. Approvals by appropriate City Administration.
<b>Agency Setup and Notification Procedures</b> <i>Modifications, as necessary</i>	Week 2	Week 2	BI Monitoring Customer Service will perform the entry of the City's setup/notification procedures. BI staff will collaborate with the City to ensure we understand any necessary modifications to established <i>Standard Operating Procedures</i> . BI will integrate these modified procedures with TotalAccess, allowing staff to easily and effectively utilize the software for monitoring.	City Administration to provide review and direction of new agency setup requirements and notification procedures. Appropriate City personnel will review and approve the notification procedures to be utilized.
<b>Complete Officer Enrollments</b> <i>Modifications, as necessary</i>	Week 2	Week 2	BI will enter agency staff enrollments into the TotalAccess software in preparation for the training and transition to BI devices.	The City will review the existing staffing and provide BI updated information to ensure accurate and complete data entry.
<b>Complete Client Enrollments</b> <i>Modifications, as necessary</i>	Week 2	Week 2	BI will complete data entry of the City's current active clients, as needed.	As necessary, the City's staff will review existing active clients and provide updated information to complete enrollments or modifications.
<b>City Staff Training Planning</b> <i>Secure Dates, Times, and Locations</i>	Week 2	Week 2	Training for the City's staff can be conducted in multiple or single sessions. BI will conduct classes with no more than 20-25 attendees per class. Trainings can occur between normal business hours. All BI equipment associated with this contract, including installation, removal, and troubleshooting will be included. BI will provide experienced and qualified staff for this effort. All training sessions can be completed in as little as one to two days.	Coordination with City Administration to secure dates, times, and training locations/facilities with computers and internet access.

**Table 15. Detailed Project Implementation Plan**

Task/Deliverable	Start Date	Completion Date	Description	Responsible Parties
<b>Client Equipment Transition Planning</b> <i>Identify Clients to Transition to New Devices</i>	Week 2	Week 2	BI proposes that the BI Account Executive and/or City staff complete equipment swap activities until completion. The Account Executive has the ability to install up to 5-6 devices per hour or 40-48 devices per day. BI will collaborate with the agency to determine clients requiring transition, and the method, timeline, and location(s) of equipment transition. Transition activities can be completed in as little as 1 day.	BI Project Manager, in coordination with City Administration will determine clients and equipment to be replaced. BI will proactively work with the City to identify clients requiring equipment exchange.
<b>Project Execution and Control: Training and Transition Execution Phase</b>				
<b>Equipment Delivery for Training Purposes</b>	Week 3	Week 3	Equipment will be delivered to the identified training locations, or BI training personnel, to provide City staff with hands-on experience related to installation, removal, and use.	BI will be responsible for all delivery activities.
<b>Provide and Distribute Training Materials</b>	Week 3	Week 3	BI will provide electronic copies of Training Materials to City staff prior to training. The electronic materials may be distributed provided to City Administration and staff as supplemental materials prior to training and throughout the life of the contract.	BI will provide materials to City Administration for approval and distribution to staff, prior to scheduled trainings, as desired by the agency.
<b>Milestone: Onsite Training</b>	Week 3	Week 3	The number of training sessions and locations necessary will be determined by City and following award. Sessions will cover all BI equipment and software associated with this contract, and selected by the City to utilize. BI will also provide staff the opportunity to attend online training sessions prior to in-person training to reinforce the learning objectives. BI proposes class sizes of up to 20-25 officers, and we have the ability to complete the trainings in as little as 1-2 days.	City staff attendance at designated training sessions will be the responsibility of City Administration. BI welcomes and encourages City leadership to participate in training, if desired, to provide policy and <i>Standard Operating Procedure</i> information.
<b>Equipment Delivery Transition Clients to New Devices</b>	Week 3	Contract Duration	Equipment, associated consumables, and all other supplies will be delivered to City locations where clients will require equipment exchange to new devices. This delivery will also include sufficient spare unit surplus to complete the transition.	BI will be responsible for all delivery activities.
<b>Milestone: Complete Equipment Transition Transition Clients to New Devices</b>	Week 3	Week 3	As necessary, BI staff or City personnel will transition active clients to new devices.	Coordination with City Administration and office staff to secure dates, times, and locations where equipment transitions will occur.

**Table 15. Detailed Project Implementation Plan**

Task/Deliverable	Start Date	Completion Date	Description	Responsible Parties
<b>Project Close-Out: Ongoing Training and Support</b>				
<b>Milestone: Transition Acceptance</b> <i>Ensure City Satisfaction with Transition</i>	Week 3	Week 3	Ensure BI's <i>Implementation Plan</i> was completed to the satisfaction of City Administration.	Receive approval and post implementation evaluation from City Administration on BI's performance, and complete any additional tasks as necessary.
<b>Training</b> <i>Ongoing/Supplemental Sessions</i>	Week 3	Ongoing	BI provides options for staff to receive ongoing training through supplemental onsite and web-based sessions. This type of training can be utilized for new employees, basic sessions, advanced topics, and refresher trainings as appropriate and directed by the City.	BI will coordinate all ongoing training activities with City Administration as directed.
<b>Change Management</b> <i>Based on Evolving Agency Needs</i>	Week 3	Duration of the Contract	Includes changes to the contract that may be considered "out-of-scope," any new or modified product pricing, and/or services which require an addendum to the contract.	City Administration approval for proposed modifications.

## Review and Risk Assessment

BI performs a thorough review of each program *Implementation Plan* to validate that our expert team has mitigated risks and provided all deliverables on time and to the satisfaction of the agency. As part of our final and ongoing review of implementation activities, we will measure ourselves against several performance metrics. The following table describes our performance metrics.

**Table 16. Performance Metrics**

Metric	Description
<b>Schedule Variance</b>	Number of days ahead of or behind schedule or milestone completion
<b>Customer Satisfaction</b>	Measure of how satisfied the customer is with overall BI implementation performance
<b>Equipment Performance</b>	Measure of BI equipment failure rate
<b>Support Resolution Time</b>	Measure of BI's ability to provide support on short notice for emergent issues

All outcomes will be completed within three weeks of award, or other mutually agreed-upon timeframe based on the needs of the City.

2) *Proposer shall provide a dedicated contract transition person/s who will be responsible for making the transition from the system under the current contract to the new system as defined in the implementation plan. The Proposer shall identified the key personnel who will lead and support the implementation period of the contract.*

BI's experienced implementation and transition team is led by Mr. Jeremy Elliott, National Account Manager. Mr. Elliott is responsible for managing Account Executives for large and strategic accounts nationwide. He is also responsible for the project management, implementation, and operational setup of new electronic monitoring systems. Mr. Elliott has been with BI since 1998, more than a decade of which was devoted to developing and coordinating training and certification. Mr. Elliott is a subject matter expert for the BI continuum of products. A veteran of the U.S. Army, Mr. Elliott holds an Associate of Arts degree in Criminal Justice and Criminology and certificates of Specialized Learning in Distance Education.



**Experienced Implementation Manager.** City and County of Denver personnel have worked closely with Mr. Elliott during our decades long tenure with the agency. Mr. Elliott's direct experience with City operations will mitigate risk and support a smooth transition to the next contract resulting from this RFP.

In addition, Mr. Elliott is highly experienced with implementing electronic monitoring programs similar in size and scope to the City and County of Denver. The following table highlights Mr. Elliott's extensive implementation experience.

**Table 17. Project Implementation Experience**

Agency	Transition Metrics
<b>Broward County Sheriff's Department, Florida</b>	Transitioned <b>1,100</b> existing clients to newer GPS trackers within three weeks

**Table 17. Project Implementation Experience**

Agency	Transition Metrics
<b>Florida Department of Juvenile Justice</b>	Trained <b>500</b> officers across 18 Judicial Circuits and 19 Regional Detention Centers within two weeks Transitioned <b>250</b> juveniles across the entire state within two weeks, while implementing BI's Disaster Recovery Plan to accommodate the needs of the state during the aftermath of Hurricane Harvey
<b>South Carolina Department of Probation, Parole, and Pardon Services</b>	Trained more than <b>500</b> officers from more than 40 office locations throughout the state within a two-week period at a centralized training location determined by the agency In 2019, we trained an additional <b>300</b> adult probation and <b>150</b> juvenile probation officers and supervisors were in one week—including <b>15</b> staff from the State's GPS Operations Center Transitioned <b>800</b> clients to LOC8 XT devices in a single week at multiple locations
<b>Maryland Department of Public Safety and Correction Services</b>	Trained <b>260</b> officers in three regions at multiple training locations throughout the state, all within the first week of transition Transitioned <b>340</b> clients to BI equipment in less than five days at multiple locations
<b>North Carolina Department of Public Safety (2012)</b>	Customized software development: <ul style="list-style-type: none"> <li>• Web Services interface between the State's case management software and TotalAccess</li> <li>• TotalAccess accommodate the various client types and service plans</li> <li>• Reporting based on the agency's data hierarchy requirements</li> </ul> Transitioned and installed <b>1,000</b> ExacuTrack One units and <b>200</b> HomeGuard 206 units within one week, including adult and juvenile populations; provided a follow-up installation week for clients who did not receive new equipment in the initial installation week, where approximately <b>150</b> additional units were installed Statewide training: <ul style="list-style-type: none"> <li>• Developed a curriculum, delivered training, and provided materials to <b>35</b> agency Field Training Specialists</li> <li>• Field Training Specialists performed new and ongoing training to the more than <b>2,500</b> agency staff statewide</li> </ul>
<b>North Carolina Department of Public Safety (2019)</b>	Trained <b>500</b> new officers across four Divisions, encompassing 31 Judicial Districts Transitioned <b>3,600</b> existing clients to LOC8 devices
<b>Arizona Administrative Office of the Courts</b>	Trained <b>40</b> officers in three regions within one week Transitioned <b>250</b> clients within four days at multiple locations Maricopa County, AZ Adult Pretrial was transitioned concurrently during this time period (an additional <b>120</b> clients)
<b>Minnesota Department of Corrections</b>	Initial implementation activities completed by BI included <ul style="list-style-type: none"> <li>• Agency, notification, and equipment setup</li> <li>• Officer and client data entry</li> <li>• Equipment order and delivery</li> </ul>

**Table 17. Project Implementation Experience**

Agency	Transition Metrics
	Trained <b>200</b> officers from three agency divisions, across six locations
	Transitioned <b>175</b> clients to BI technology
<b>Indiana Department of Corrections</b>	Trained <b>200</b> agency personnel (administrative staff, parole officers in ten districts, and state subcontractor staff) via virtual/video conference within one week
	Transitioned <b>400</b> clients within ten districts, within four days

3) Attention to training for City personnel, along with initial data entry or migration of each participant's information, alert management tier set up, curfew/testing schedules will be a primary focus.

Our implementation approach, detailed throughout this section, includes all information required by this requirement, for example:

- Training City personnel occurs during *Week 3* of implementation
- Completing initial data entry or migration of participant information occurs during *Week 2* of implementation
- Alert management tier setup occurs during *Week 2*
- Curfew testing schedules will be addressed during City staff training, which occurs during *Week 2*

### Detailed Training Plan

During the transition, BI and the City will establish training sites, set curriculum, schedules, ensure adequate space and materials, arrange for the prior delivery of equipment so that officers receive hands on training, and ensure that the proper number of staff are assigned to the training session. This is a collaborative planning session between BI and the City and includes customization of the agency's training plan, schedule, and logistical arrangements.

#### 1. Plan for Training Sessions: securing dates, times, and locations of training sessions.

**Summary:** Mr. Jeremy Elliott and his team will provide training for designated officers, administrators and supervisors. Depending on the needs of the agency, BI can deliver specialized training with an emphasis on device troubleshooting, alerts/events, and software items related to the performance of their duties.

**Implementation Phase:** Week 3

**Responsibilities:** Coordination with City Administration to secure dates, times, and training locations/facilities with computers and internet access.

#### 2. Deliver Equipment: providing electronic monitoring devices for training purposes.

**Summary:** BI will coordinate with the City to deliver equipment to identified training locations and/or local BI personnel. This is critical to providing City staff with hands-on experience related to installation, removal, and use.

**Implementation Phase:** Week 3

### Supporting Officer Understanding

*Officers are tested on the course content. If a satisfactory score is not achieved, BI will conduct additional training and administer a re-test until the officer is proficient on the equipment and software. We conduct all training with "Train the Trainer" methodology, so that City personnel can leave the BI training session and impart their skill and knowledge to other agency personnel.*

**Responsibilities:** BI will be responsible for all delivery activities.

### 3. Distribute Training Materials: providing relevant documentation to the City.

**Summary:** BI will provide electronic and/or hard copies of Training Materials to the City prior to training. The electronic materials may be provided to City Administration and staff as supplemental materials prior to training and throughout the life of the contract.

**Implementation Phase:** Week 3

**Responsibilities:** BI will provide materials to the City for approval and distribution to field staff, prior to scheduled trainings, as desired by the agency.

### 4. Conduct Initial Training Sessions: performing in-person trainings for City officers, administrators, and supervisory staff.

**Summary:** The number of training sessions and locations necessary will be determined/finalized by the City following award. Sessions will cover all BI equipment and software associated with this contract. BI will also provide City personnel the opportunity to attend online training sessions prior to in-person training to reinforce the learning objectives.

**Implementation Phase:** Week 3

**Responsibilities:** Officer and supervisor attendance at designated training sessions will be the responsibility of City Administration. BI welcomes and encourages City leadership to participate in training, if desired, to provide policy and *Standard Operating Procedure* information.

### 5. Provide Ongoing Training Sessions: offering supplemental trainings as technologies evolve and new City staff are hired.

**Summary:** BI provides options for officers and supervisors to receive ongoing training through supplemental onsite and web-based sessions. This type of training can be utilized for new employees, basic sessions, advanced topics, and refresher trainings as appropriate and directed by the City.

**Implementation Phase:** Ongoing throughout the life of the contract

**Responsibilities:** BI will coordinate all ongoing training activities with the City as directed.

## TRAINING IMPLEMENTATION PLAN

### 1 PLAN FOR TRAINING SESSIONS

Securing dates, times, and locations of training sessions

### 2 DELIVER EQUIPMENT

Providing monitoring devices for training purposes

### 3 DISTRIBUTE TRAINING MATERIALS

Providing relevant documentation to agency administration

### 4 CONDUCT INITIAL TRAINING SESSIONS

Performing in-person trainings for agency officers, administrators, and supervisory staff

### 5 CONDUCT INITIAL TRAINING SESSIONS

Offering supplemental trainings as technologies evolve and new agency staff are hired

## I. Litigation – Related Testimony

BI is fully prepared to describe our monitoring equipment and defend our performance in legal proceedings, if requested. Technicians from BI's engineering department, supervisory personnel from Monitoring Operations, and product management personnel regularly provide testimony.

BI understands that testimony may occur via telephone, video conference or in person, depending on the needs of the agency. BI agrees to provide testimony in the form of a written affidavit, telephone and

videoconferencing format, or in person if subpoenaed. Additional compliance with RFP requirements is summarized by the following table.

**Table 18. Compliance with Litigation Related Testimony Requirements**

#	Requirement	Comply
1)	If requested as a part of litigation, the awarded Contractor shall be required to provide expert testimony regarding its monitoring equipment and system specifications, as well as the accuracy and reliability of the reports/results. The awarded Contractor shall make available qualified personnel to provide expert testimony as requested or subpoenaed.	✓
2)	The awarded Contractor shall ensure that its personnel responds timely and/or appears as stipulated in the request and/or subpoenas.	✓
3)	The awarded Contractor shall supply in format all requested information for investigative or judicial purposes. The format shall include, but not be limited to, CDs, screen shots, supporting narrative, etc.	✓
4)	All costs for Litigation Related Testimony shall be included in the prices offered; however, reimbursement can be sought when available.	✓

## J. Advertising/Promotions

*1) The Proposer shall not issue news releases, advertisements or news articles, or any other information of any kind related to its contract with the City, including but not limited to statistical data, offender information or programs, without prior written approval from the City.*

As BI is committed to ensuring public safety through the administration of proven electronic monitoring technology, we never publish or release to news media any information or statistics relating to monitoring programs with which we contract, or to the individual participants in these programs. Should there be a need to publish any non-sensitive monitoring information, BI will seek prior written approval from the City.

## K. Provision of Database at Contract End

*1) If requested by the City, upon the expiration date of the Contract resulting from this RFP (or termination by any other method), the awarded Contractor shall provide the most up-to-date copy of the system's database, including all historical data, the data dictionary, file layouts, code tables, code values, data relationships, keys, and indices, etc., in a format to be determined by the Contract Manager. In addition, the awarded Contractor shall provide a read-only licenses for the City's use for a period of seven years. If any data stored is in a proprietary format, the awarded Contractor shall provide a means for translating it to a standard in the public domain.*

BI agrees to provide the most up-to-date copy of the system's database, including all historical data, the data dictionary, file layouts, code tables, code values, data relationships, keys, and indices, etc., in a format to be determined by the Contract Manager. In addition, BI will provide read-only licenses for the City's use for a period of seven years. If any data stored is in a proprietary format, the BI will provide a means for translating data to a standard in the public domain.

## Product Specifications (RFP Section B)

Monitoring individuals in community supervision programs requires solutions based on years of innovation, experience, and responsive services. Successful program operations rely not just on accurate equipment, but also the ability to support 24/7 operations, manage inventory, and develop solutions that evolve in tandem with shifting agency's needs.

BI's continuum of supervision technologies, supported by our tenured account management team and wholly-owned Monitoring Operations center, have reliably supported the City and County of Denver for decades. The following table summarizes BI's proposed equipment.

**Table 19. Proposed Equipment: Summary**

Type	BI's Solution
Active, Passive, Hybrid GPS	The <b>LOC8 XT</b> is a small, lightweight GPS device that tracks client movements 24/7. BI GPS trackers are continually worn by the client, have multiple location features (for example, the LOC8 XT use Wi-Fi Access Points), and are equipped with advanced tamper detection technologies. The LOC8 XT is one of the newest tracking solutions in the market.
Radio Frequency Device	The <b>HomeGuard 20 20</b> is a continuous RF solution that detects if monitored clients remain at home during specified times. The HomeGuard system consists of a receiver placed in a specified location—usually the client's home—and a transmitter that the client wears on a constant basis. The receiver is equipped with features simply unavailable from other solutions, including GPS and Wi-Fi location detection; the transmitter is the smallest in BI's product line.
Video and Voice Tracking	<b>BI VoiceID</b> is an automated system that verifies each client's identity through biometric "voiceprint" authentication, distinguishing among a variety of physiological characteristics of a client's vocal tract. VoiceID is fully integrated with TotalAccess, enabling agencies to easily conduct customized reporting, view and resolve violations, and customize their caseloads to establish intensity levels that are appropriate for diverse clients. The VoiceID system can monitor location compliance through automated outbound calls as well as required inbound calls that clients make from various approved locations.
Handheld Alcohol Monitoring Device	<b>SL3</b> increases accountability by monitoring sobriety and testing clients up to four times a day, with the goal of enhancing personal accountability and public safety. SL3 provides remote alcohol monitoring with GPS tracking and Adaptive Facial Recognition technology, providing supervising officers with accurate and reliable monitoring data that is court admissible.
Transdermal Alcohol Monitoring	<b>TAD</b> is a water-resistant, battery-operated device that continuously measures ingested alcohol via vaporous or insensible perspiration passed through the skin via a sensor resting firmly on the client's leg. TAD applies a proprietary algorithm to generate a baseline for each individual and enhance testing accuracy.
Supplemental Support Services	As an additional option for client, officer, and BI staff communication, we can provide a suite of services to alleviate administrative, technical, and data management workloads. BI <b>Agency Assist</b> can relieve officers of up to 50% of their time spent on time-intensive administrative tasks. Through our 24/7/365 bilingual monitoring center, BI offers a solution designed to meet the needs of agencies that require services beyond alert notification and technical support.
Smartphone Application	<b>SmartLINK</b> is BI's feature-rich smartphone application. Available for Apple and Android devices, the application can be downloaded on the client's phone or tablet to provide a suite of monitoring tools, such as on-demand or scheduled video conferencing; secure, encrypted, in-app messaging; resource access to approved service providers; calendar for appointment reminders and check-in with optional add-on of client specific self-report questions and biometric confirmation. We are confident that this monitoring tool can greatly alleviate officer workload, increase client compliance, and overall increase operational efficiencies.

**Table 19. Proposed Equipment: Summary**

Type	BI's Solution
<b>Data Analytics Software</b>	<b>TotalAccess</b> includes a powerful data analytics engine that supports decision-making and improve outcomes. BI's robust reporting and software features offer agency administrators enhanced value to reduce program performance risk through more efficient oversight and increased program accountability. BI Analytics provides reports, detailed client-specific summaries, program oversight reports, and customized reports tailored to the specific needs of managing the agency's electronic monitoring program.
<b>Related Products, Services, and Solutions</b>	In response to the City's requirement for "drug and alcohol testing, day reporting center for adult and juvenile offenders, field service electronic monitoring program, victim alert device" (reference <i>RFP Section B.1, Item H</i> ), BI confirms that we offer a suite of services aligned to these needs.

## A. Active, Passive and/or Hybrid GPS Tracking Device

Accurately tracking individuals in the community demands highly reliable, durable, and accurate technologies. When evaluating GPS solutions, the agency should consider devices that use multiple location detection technologies, have minimal impact on the client's daily activities, and provide flexible zone and scheduling features.

BI understands the City and County of Denver monitors clients that require supervision with GPS technologies. The population placed on monitoring technology includes individuals located in throughout Denver communities, many with unique and sometimes complex monitoring needs. To monitor this population, the City requires reliable and flexible GPS technology that incorporates use of an RF beacon.



To fulfill the agency's requirement for a GPS device capable of providing active, passive, and hybrid tracking, BI is pleased to offer the LOC8 XT—our newest generation of GPS tracking equipment.

The LOC8 XT is a small, lightweight GPS device used to track client movements 24/7. The LOC8 XT uses GPS, RF, Wi-Fi, and LTE cellular technologies to pinpoint the location of the monitored client. As the only device on the market that combines all of these technologies with proximity tamper detection, the LOC8 XT is one of the most advanced tracking devices available. The LOC8 XT battery is completely sealed inside the device. To recharge the battery, the client places an untethered charger on the LOC8 XT. The LOC8 XT incorporates a single use, field replaceable, and adjustable strap that securely fits around the client's leg. The device incorporates multiple tamper detection technologies. Other key features of the LOC8 XT include:



**Figure 30. GPS Tracking Technology**

The LOC8 XT uses a combination of advanced technologies, including Wi-Fi and cellular tracking, to monitor client compliance with specific supervision terms.

- **LTE Connectivity.** BI engineers designed our cellular communication capabilities to support 24/7/365 program operations, and we have proactively prepared LOC8 XT units to operate on LTE cellular connected-devices. To ensure that the agency is sufficiently prepared for the evolution of cellular networks, we build LOC8 XTs to operate on the LTE network. LTE-compatible devices ensure a certain continuity of service as cellular providers transition from CDMA to LTE during the upcoming contract term.
- **Accurately Monitors Client Locations.** To monitor a client's location at all times, the LOC8 XT can use a variety of technologies: GPS satellites, cellular towers, Wi-Fi access points, and RF transmissions. In an open field, the device is accurate to within 5.5 feet 95% of the time. By integrating the additional tracking technologies, the LOC8 XT can generate location points even when GPS signals are obscured.
  - **Location Information on Demand.** Agency personnel can manually and remotely locate ("ping") a LOC8 XT an unlimited amount of times—at no additional charge. Authorized users simply initiate an on-demand location request from within the TotalAccess software.
  - **Pursuit Mode.** This feature allows agency personnel to rapidly track a client's movements in critical situations. Once users enable Pursuit Mode from within TotalAccess, the LOC8 XT collects a GPS point every 15 seconds and reports to the monitoring computer system every minute to provide continuous, real-time tracking.

- **Detects Tamper Attempts in Near Real-Time.** The LOC8 XT promptly reports tamper events to help facilitate swift agency responses to high-priority situations. The LOC8 XT is equipped with multiple tamper detection sensors—including proximity, case, strap, motion detection, and GPS jamming sensors—to report noncompliant activities to agency personnel in near real time.
- **Communicates with Clients.** The LOC8 XT can communicate pre-defined messages via the waterproof, built-in speaker and/or vibration. Agency personnel use TotalAccess to specify when the system delivers messages, with the ability to send on-demand messages. The client can acknowledge audio and vibration notifications by simply tapping on the device.
- **Extended Battery Life.** The LOC8 XT offers up to a 60-hour battery life. The battery is completely sealed inside the device. To recharge the battery, the participant places an untethered wireless charger on the LOC8 XT to recharge the internal battery.
  - To recharge the LOC8 XT battery, the client places an external battery charger on the device—the client is not tethered to an outlet. The client simply removes the external battery charger from the docking station and places it on LOC8 XT. It takes two hours to fully recharge the internal battery of the LOC8 XT and the battery can last for up to 60 hours. The docking station can also function as a beacon with RF monitoring.
- **Minimal Impact on Client Activities.** With a “cut to fit” strap and a sleek, horizontal design, the LOC8 XT provides a highly secure and customized fit with an ergonomically comfortable feel. Wearing the device does not impede a client’s day-to-day activities. The client can still bathe, exercise, attend school or work, and perform other routine tasks with minimal restriction.
- **Automatic Updates.** The LOC8 XT seamlessly incorporates the most current firmware available with automatic “over the air” updates. Since these updates conveniently and quickly occur in the field—while the client continues to wear the device—agency personnel can streamline inventory management by reducing the need to swap out devices.



**Figure 31. Secure GPS Tracking**

To the best of our knowledge, no other tracker on the market provides proximity tamper technology.

### Wrist-Worn GPS Tracker: BI VeriWatch

Available to the City during the next contract term, BI is excited to provide the agency with the newest addition to our continuum of GPS solutions: the BI VeriWatch. BI designed the wrist-worn VeriWatch to monitor client locations with an unobtrusive device, providing discreet tracking and eliminating potential noncompliant removal of the device due to client embarrassment that the wearer is under supervision. The VeriWatch supports communications between client and supervising officers and provides new biometric sensors that have never before been widely used in the electronic monitoring industry. Key features of the VeriWatch include:

- Enhanced tamper detection sensors, including case, motion, and temperature sensors
- Receives and displays written messages, with the option to require client acknowledgement
- Uses flashing LCD or audible alarms to alert the client that interaction is needed



**Figure 32. BI VeriWatch**

The VeriWatch is the newest addition to BI’s advanced continuum of GPS trackers, and we look forward to providing the City with this highly reliable, innovative device during the next contract term.

## Experience with GPS Tracking

In 1996, BI began researching and testing GPS trackers for community supervision programs. Over the last 25 years, we have introduced nine different GPS technologies and currently have more than 71,200 active GPS devices monitoring individuals across the United States. Since then, BI has developed and released four additional GPS devices, improving the product and advancing the capabilities for the agencies we serve.

Released in 2015, the LOC8 was the first device to include four location detection technologies: GPS, RF, Wi-Fi, and Cellular in one device. The innovative battery design of the LOC8 allowed participants to carry an extra battery to quickly recharge their device. The LOC8 was the first and only known GPS device to combine these technologies with proximity tamper detection.

To provide agencies with additional GPS solutions, BI released the LOC8 XT in 2019. The LOC8 XT built on the success of the LOC8 and included a completely internal battery, which provides up to 60 hours of power. To recharge the battery, the client places an untethered charger on the LOC8 XT for two hours. The advancements made in tracking, security, communications, and battery life to our newest GPS device makes the LOC8 XT one of the most advanced units available in the marketplace.

Today, BI provides and services GPS tracking technologies for some of the largest federal and state agencies in the country. Examples of current agencies that use our GPS solutions include the United States Department of Homeland Security (DHS) in partnership with Immigration and Customs Enforcement (ICE); the Administrative Office of the United States Courts (AOUSC); the Colorado Department of Corrections and Colorado Judicial Department; Illinois Department of Corrections; and Indiana Department of Corrections. Other key metrics that support BI's ability to provide the agency with GPS technology include:

- In the United States, more than 71,200 individuals are currently supervised using BI LOC8 XT, LOC8, and ExacuTrack One
- BI monitors individuals in every state of the nation through our suite of GPS solutions
- In Colorado, more than 4,345 individuals are tracked via BI GPS technologies
- We currently support more than 35 Colorado programs using BI's continuum of GPS solutions



**Figure 33. History of GPS Experience**

BI has been researching and implementing GPS technology for more than 20 years.

## Specification and Features

### 1) Waterproof, durable, shock-resistant, washable and shall comply with FCC regulations

The LOC8 XT is shock resistant, waterproof up to 15 feet, and highly durable. During its development and design, BI engineers and third-party testing companies perform rigorous durability testing. Highly Accelerated Life Testing (HALT) exposes the LOC8 XT to extremes in environment, shock, and vibration to ensure accurate functionality in the field. After removing the unit from a client's ankle, BI recommends that City personnel wipe the device with a soft cloth—using Lysol or Sporicidin as a disinfectant.

The BI LOC8 XT is properly registered and certified under the Federal Communications Commission (FCC) Rules and Regulations, #CSQ-LC800A. The LOC8 XT is the eighth GPS-equipped device designed and manufactured by BI to be certified with the FCC. See *Attachment 2—FCC Certificates*.

### 2) Comfort to not unduly restrict the participant's day to day activities

The LOC8 XT does not interfere with the client's daily activities and does not pose a safety hazard to the client or field personnel performing installation. Wearing a LOC8 XT does not affect the client's day-to-day activities—the client can still bathe, exercise, work, and perform other routine tasks.



**Small, Discreet GPS Tracking.** LOC8 XT has sleek, horizontal design gives the client an ergonomically comfortable, discreet device. In addition, the LOC8 XT charging solution allows the client to move without being tethered to a wall outlet. BI Engineers designed these product features with the ultimate goal of supporting client compliance with supervision conditions.

### 3) Adjustable strap to fit different size participants

With a “cut to fit” strap and a sleek, horizontal design, the LOC8 XT provides a highly secure and customized fit with an ergonomically comfortable feel. Wearing the device does not impede a client's day-to-day activities. The client can still bathe, exercise, attend school or work, and perform other routine tasks with minimal restriction.

### 4) Process for tamper identification

Accurately monitoring client whereabouts is critical to supporting the agency, and the LOC8 XT is equipped with multiple technologies to notify officers of attempts to damage or remove the unit. The advanced design of the LOC8 XT allows the device to detect and report more critical alert information than comparable devices. A description of the tamper detection technologies contained in the LOC8 XT device can be found below. LOC8 XT tamper detection technologies include:

- **Proximity Tamper.** LOC8 XT incorporates proximity sensors that monitor the distance between the device and the client. If the LOC8 XT loses its contact with the client's ankle, the system generates a “Tracker Proximity Tamper” message.
- **Fiber Optic Strap.** The LOC8 XT is equipped with a fiber optic strap that secures the device to the client's ankle. If the fiber optic circuitry within the strap is interrupted—for example, the client cuts, stretches, removes, and/or disassembles the strap—the system generates a “Tracker Strap Tamper” message.



**Figure 34. Tamper Detection**

The advanced design of the LOC8 XT allows the device to detect and report strap tampers, proximity tampers, case tampers, and GPS jamming. To the best of our knowledge, no other vendor can offer all of these detection technologies within the same GPS device.

- **Motion Detection.** Internal motion sensors detect when the LOC8 XT has been motionless for a specified amount of time—as well as when the device begins moving again. The LOC8 XT generates a “No Motion” event to indicate that the client may have removed the device from their ankle. The LOC8 XT generates a “Tracker Moving” event when the device resumes motion.
- **Case Tamper.** An internal photo-optic sensor detects client attempts to open the LOC8 XT. The system generates a corresponding “Tracker Case Tamper” message to alert agency personnel of damage to the LOC8 XT.



**Innovative Product Features.** The LOC8 XT has several features that are simply unavailable from other GPS tracking solutions. To the best of our knowledge, the LOC8 XT is the only tracker equipped with proximity tamper detection technologies. Similarly, BI was the first organization to introduce Wi-Fi tracking capabilities within our GPS monitors.

### 5) Dual Tamper Capability

As detailed within this section, the LOC8 XT uses multiple tamper detection technologies—including strap, proximity, motion, and case tamper features. This combination of sensors **exceeds** the City’s requirement for dual tamper capabilities.

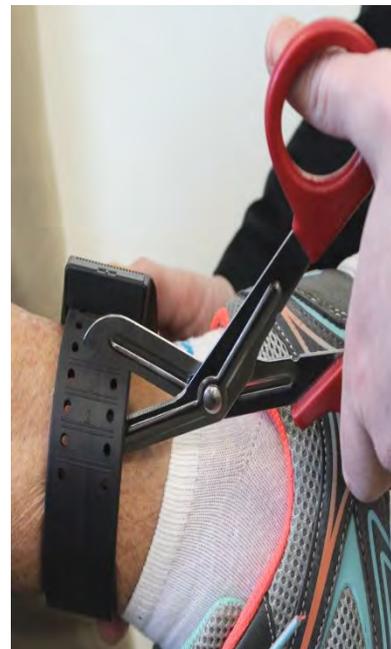
### 6) Strap is easily replaceable in the field

The LOC8 XT cut-to-fit strap provides for a secure, and tamper-resistant fit around the client’s ankle and can be easily replaced in the field. The strap is sized to fit precisely to the client, which minimizes the risk of removal. With minimal training and tools, authorized personnel can easily install a LOC8 XT on a client.

BI manufactures the fiber optic strap, reinforced for strength, to help prevent stretching after installation. If the client tampers with the LOC8 XT strap, physical evidence should be readily apparent upon visual inspection—in addition to receipt of alert notification from TotalAccess.

### 7) Motion Detection

As a form of tamper detection, the LOC8 XT is equipped with motion sensors to detect if the tracking device is in motion. These internal motion sensors detect when the LOC8 XT has been motionless for a specified amount of time—as well as when the device begins moving again. The LOC8 XT generates a “No Motion” event to indicate that the client may have removed the device from their ankle. The LOC8 XT generates a “Tracker Moving” event when the device resumes motion. If the LOC8 XT is unable to obtain a GPS signal after approximately five minutes, it automatically switches its positioning method to Wi-Fi. The tracking device scans for surrounding Wi-Fi Access Points (APs), submits the list of APs and associated signal strengths to the server, and TotalAccess displays GPS coordinates to render a precise location on the map.



**Figure 35. Cut-to-Fit Strap Design**

The LOC8 XT “cut to fit” strap ensures a secure and comfortable fit on the client’s ankle, reducing the likelihood of a strap tamper.

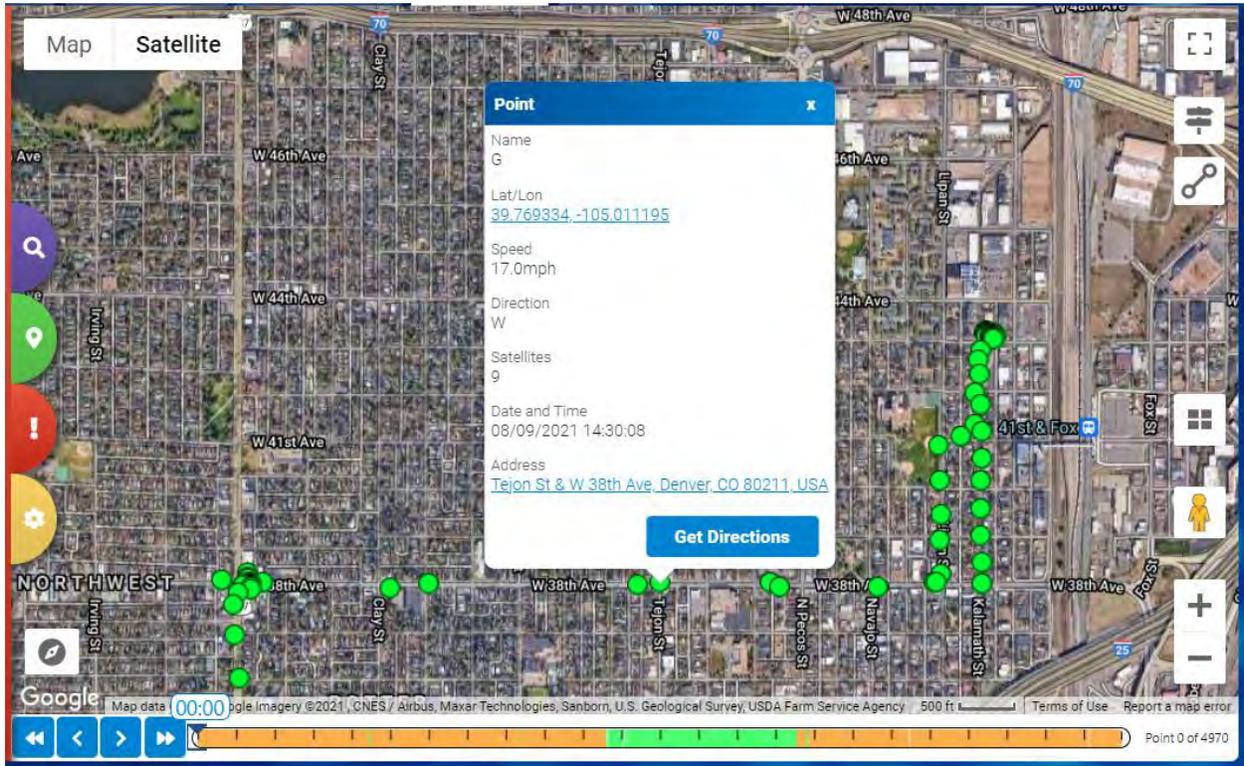


**Widely GPS Technologies.** The BI LOC8 XT is used by some of the largest monitoring programs across the nation, including by the Administrative Office of the United States Courts, the Department of Homeland Security, and the North Carolina Department of Public Safety.

Approximately 71,200 individuals are monitored using the BI suite of GPS trackers, nationwide.

### 8) Mapping Functions including Accuracy/Detail

Designed for maximum flexibility and usability, TotalAccess provides agency personnel with 24/7/365 access to all monitoring data. TotalAccess is highly customizable, capable of sending automated notifications in accordance with agency procedures and includes more than 40 predefined reports. TotalAccess maintains a data link with Google Maps and is updated automatically with the latest satellite imagery available. This ensures that all maps within TotalAccess are current. Agency personnel can view zones and GPS points on street and aerial map views; locate local landmarks such as parks, schools, and retail areas; and monitor tracking points with minimal latency.



**Figure 36. Enhanced Mapping Reports**

BI TotalAccess is integrated with sophisticated mapping technologies. Harnessing the power of Google Maps, TotalAccess allows authorized personnel to display the location points collected for the client in sequential order.

Additional information on TotalAccess mapping features begins on page 40 of this proposal.

### 9) Reports specific to this technology

TotalAccess contains several reports specific to GPS. These include the following:

- **Client Stops Report.** Report providing address information corresponding to GPS points for a pre-configured amount of time in one location. The report displays the client, arrival date/ time, departure date/time, duration, and address.
- **Zone by Zone Report.** Report displaying events and alerts associated with entering and leaving zones, rules, schedule history, and client movement for the specified time period.

For complete information on reports, please see *Attachment 1—Sample TotalAccess Reports*.

### 10) Reminder and Alert messaging capabilities to participants including acknowledgement

LOC8 XT has beeping, vibrating, and multi-language capabilities. The device also has audio capability to deliver messages to clients. A waterproof internal speaker plays prerecorded audio messages on demand, or in response to certain events. Audio message functionality includes:

- English and Spanish audio notifications
- Waterproof speaker
- Volume can be adjusted or turned off in TotalAccess
- Ability to require clients to acknowledge messages by tapping the case

The following table summarizes the types of audio notifications generated by the LOC8 XT.

**Table 20. LOC8 XT Audible Client Notifications**

Category	On-Demand Messages	
Case Management	Call your officer now	Remember your appointment
	Report to the office immediately	
Equipment	Low battery, recharge unit	Battery charged
Location and Movement	Leaving an Inclusion Zone early	Entering an Exclusion Zone; leave now
	Leaving an Exclusion Zone	Leaving your Master Inclusion Zone

In addition, officers have the ability to easily communicate, on-demand and immediately, with participants via SmartLINK messaging features. This capability is a component of SmartLINK Connect, which is available to all individuals monitored by BI equipment at no additional charge. See *SmartLINK: Application for Clients* on page 127 for detailed information on SmartLINK capabilities.

### 11) Signal frequency

LOC8 XT operates via the following signal frequencies:

- Verizon LTE-M is 700 MHz
- T-Mobile LTE-M is 1900, 1700/2100 and 700 MHz

### 12) Loss of Cellular Communication

If the client is in an area with limited or unavailable cellular service—or if communication with the TotalAccess is otherwise disrupted—the LOC8 XT continues to collect date and time-stamped location points and equipment events. Once communication with the monitoring system is restored, the LOC8 XT promptly sends all stored data.

Regardless of cellular coverage, the LOC8 XT can detect zone violations or critical equipment events, as the device contains all zone parameters and tamper technologies onboard.



**Figure 37. Nonvolatile Memory**

The LOC8 XT can store up to 150 customized zones in its on-board memory, enabling the unit to record any zone violations regardless of cellular coverage.



**LTE Cellular Connectivity.** In preparation for the CDMA and GSM networks becoming obsolete, BI Engineers developed the LOC8 XT on the LTE network. To the best of our knowledge, BI was the first company in the industry to introduce LTE-compatible devices.

### 13) Loss of GPS

As a device BI designed to our GPS monitors to provide accurate tracking information in all environments, the LOC8 XT is equipped with the most modern and reliable communication and tracking components available.

In the unlikely event that the LOC8 XT is unable to acquire a GPS signal, the unit will log and report these incidents. This information is available in the *Events Tab* in the software. TotalAccess will automatically notify officers or other agency staff of GPS signal loss in accordance with City protocols.



**Figure 38. Multiple Tracking Technologies**

The LOC8 XT is equipped with multiple location tracking technologies, including cellular and Wi-Fi, to ensure the device accurately tracks clients in all environments. In the unlikely event the device is unable to acquire a GPS signal, the LOC8 XT will automatically use Wi-Fi or cellular signals to determine client location.



**Established, Proven GPS Technologies.** The City and County of Denver has reliably used BI's tracking devices over the history of our partnership. Beginning with the legacy ExacuTrack model of GPS trackers, to our most modern LOC8 XT device, BI's equipment has proven to operate effective in Denver communities. There are currently approximately 460 LOC8 XTs currently in use by the agency.

### 14) Monitoring and design details specific to device battery including charging, low/full battery notification, back up battery capability

To ensure individuals are aware of battery levels, the LOC8 XT is equipped with multiple methods to alert the client of battery life and charging activities. When our proposed system detects a low device battery, we will notify the client prior to complete battery depletion—providing adequate backup battery capabilities to monitor client movement.

From within TotalAccess, users can specify how the LOC8 XT communicates battery status information to the client, including visual LED indicators, audio messages, and vibration notification. These notification options include:

- **Audio Notification.** The LOC8 XT beeps to notify the client of an incoming message. Once the client double-taps the device to acknowledge the notification, the LOC8 XT plays a "low battery, recharge unit" message.

- **Vibration Notification.** The LOC8 XT emits three short vibrations, stops for 10 seconds, then continues this pattern until the client double-taps the device to acknowledge the notification.
- **LED Notification.** The LED on the LOC8 XT indicates battery events as follows:
  - **Solid Green** when the battery is fully charged
  - **Solid Red** indicates that the battery is charging
  - **Flashes Green** to indicate the battery has a charge
  - **Flashes Red** to indicate the battery is low

*Note: GPS tracker operating life is significantly expanded, up to an additional 15 hours, when the device is used with an RF beacon.*

The LOC8 XT has backup battery capability in the event the device is depleted. This allows the officer to ping the device.

BI engineers developed the Search and Retrieve feature for recovering lost LOC8 XT devices in the field that may be hidden.

#### **Search and Retrieve Mode: New LOC8 XT Feature**

When the battery of a LOC8 XT is depleted to 10%, the device will enter *Search and Retrieve* mode to extend battery life as authorized personnel search for the unit. Users can activate this feature through TotalAccess and TotalAccess Mobile at any time. In this mode, the LOC8 XT temporarily reduces the frequency of GPS collection to one point every four hours. The unit will continue this collection rate until authorized individuals reactivate the device. Upon reactivation, the LOC8 XT will emit a series of loud beeps to assist retrieval efforts. By entering a low power mode, the device will be able to transmit GPS points for a longer period while recovery efforts are underway, providing accurate up-to-date location information.

Additional details about the Search and Retrieve feature include:

- LOC8 XT will power on once every four hours, checking for updates and transmitting a GPS point
- When a “Strap Tamper” or “No Motion” event occurs, the LOC8 XT generates a “Sleep Mode Ready” event, notifying supervising staff that the device may no longer be installed on the client
- Once it has been confirmed that the device has been removed, agency staff can enable “Sleep Mode” to stop monitoring and billing for the device until it is recovered

*15) Ease in device charging including preventing undue risk to the participant, lightweight design and requires a standard residential power source*

The LOC8 XT has an innovative, lightweight “transfer battery” design provides a battery charging solution—via a standard residential power source—where clients do not connect their ankle-worn devices to chargers or power sources. The LOC8 XT battery can continuously power the device for up to 60 hours on a single charge.



**Figure 39. LED Battery Notifications**

The LOC8 XT can use audio messages in English and Spanish, vibration, and/or LED indicators to notify the client of a low battery.

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*16) Ability to switch to Radio Frequency mode in known locations*

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If the LOC8 XT device is paired with a beacon, the client is monitored by RF technology whenever the device enters the range of the beacon. During this time, the device enters a low power state and ceases to collect GPS points. Since RF technology reliably provides close-range location detection, GPS tracking is not necessary while the client is in range of the beacon. In addition, the lower power state helps conserve the battery power of the ankle-worn device. When the client leaves the range of the beacon, the device automatically resumes GPS acquisition.

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*17) Sound volume levels*

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The audio message functionality of LOC8 XT includes the ability for authorized users to adjust or turn off the volume in TotalAccess.

The National Institute of Justice (NIJ) Standard Offender Tracking Systems NIJ Standard 1004.00 states that "Audible alert: Shall be at least 40 dBA (A-weighted decibels) at a distance of one meter from the Offender Tracking System." LOC8 XT outputs an audible alert above 77 dBA from one meter, **exceeding this standard**. A-weighted decibels is the standard measurement for determining environmental noise and healthy listening levels.

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*18) Parameters for GPS blocking and GPS jamming*

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If a client attempts to prevent the LOC8 XT from collecting GPS points using a blocking device or RF transmitter, the unit will generate a "GPS Jamming Detected" event. The LOC8 XT will continue to track client location via Wi-Fi Access Points should the client interfere with GPS, RF, or cellular signals. When the unit begins collecting GPS location data after a jamming event, it will generate a "GPS Restored" message.

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*19) Ability to prevent fabrication of GPS locations through Smartphone applications*

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As a completely enclosed device, all GPS data generated and reported by the LOC8 XT is communicated to TotalAccess via secure means. There is no potential for smartphone applications to interfere with these secure communications. To the best of our knowledge, no smartphone application has the ability to fabricate GPS locations. Similarly, none of the agencies we serve have reported this type of fabrication.

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*20) Known and unknown exclusion/inclusion zones, along with other types of zones*

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Users can create several zones types in TotalAccess, using both feet and mile measurements. After drawing a zone, users can select parameters, such as feet and miles in the shape of the zone, regardless of circle, rectangle, or customized shape. TotalAccess is equipped with several types of zones, including:

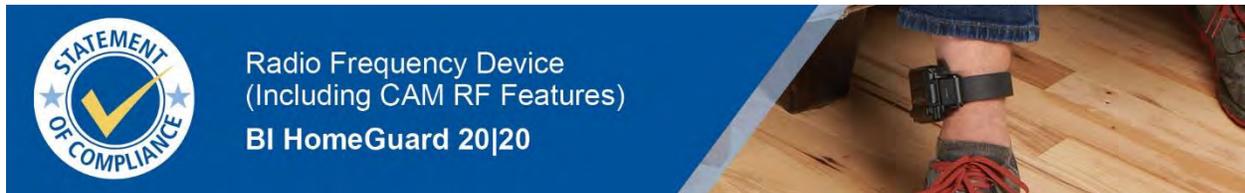
- Primary Location Zone
- Inclusion Zones
- Exclusion Zones
- Areas of Interest
- Master Inclusion Zones
- Group Zones

For detailed information about zone types, please see page 41 of this proposal.

## B. Radio Frequency Device (Including CAM RF Features)

RF monitoring is a proven tool that allows clients to live and work in the community while still receiving rehabilitative programming services and complying with mandated terms of supervision. While RF curfew monitoring can be an extremely effective tool to facilitate client compliance with release conditions, it is important that the technology be reliable and accurately report program data.

To fulfill the agency's need for reliable, innovative, and proven RF devices, BI's solution includes our newly-released HomeGuard 20|20 solution and established TAD RF system. These monitoring technologies are currently in use in Denver communities, and provides features that are simply unavailable from other solutions.



We are excited to provide the City and County of Denver with the HomeGuard 20|20—our next generation RF system summarized below—during the next contract term. BI HomeGuard 20|20 offers significant reliability and flexibility to accommodate a variety of client monitoring curfew requirements. Agency staff can customize range settings, leave window configurations, and schedules in accordance with each client's risk level. Additional key features and benefits of BI's proposed RF solution include:

- Receiver Location Detection.** The HomeGuard 20|20 receiver will collect a GPS point every minute while in motion and up to 10 minutes after becoming motionless, and if GPS is unavailable, the receiver will use Wi-Fi access points to record a location point. This unique capability will alert City personnel if the client attempts to relocate the device to an alternate location and includes detailed location information, regardless of GPS coverage.
- Communicating with Clients.** The HomeGuard 20|20 receiver is equipped with a 3.5-inch color touch LCD receiver screen that displays text messages from officers. Authorized users can send the HomeGuard 20|20 receiver text messages for client review through TotalAccess and TotalAccess Mobile. When the monitored client comes within range of the HomeGuard 20|20 receiver, the unit will display the message. This supports confidential client and officer communications, with an auditable record of all messages retained in TotalAccess.
- Self-Diagnostic Features.** The HomeGuard 20|20 receiver automatically detects equipment and activity events to confirm proper operation. These self-diagnostic features generate messages for critical events, such as low battery, loss of power connection, loss of telephone connection, loss of cellular signal, and tamper events. If any system error occurs or if the equipment encounters abnormal operating conditions, the receiver records and reports this diagnostic information to the central monitoring computer.
- LTE Cellular Coverage.** To ensure that the agency is sufficiently prepared for the evolution of cellular networks, we developed the HomeGuard 20|20 to operate on the LTE network. This ensures a certain continuity of service and minimization of cellular signal loss as cellular providers begin transitioning from CDMA to LTE.



**Figure 40. BI HomeGuard 20|20**

The HomeGuard 20|20 receiver functions on the LTE network, providing a strategic advantage to City: the most current and reliable cellular capabilities.

- **Remote Device Upgrades.** The HomeGuard 20|20 receiver remotely receives firmware updates over the air, eliminating the risks associated with having outdated equipment.

### RF CAM Features: BI TAD

In addition to the HomeGuard 20|20, BI's proposed solution for the City includes RF monitoring via our TAD solution. The BI TAD offers objective, reliable alcohol monitoring and RF curfew monitoring. The TAD automatically and continuously emits RF signals that are detected by the HomeBase. The HomeBase detects the client's presence in or absence from the home by these signals and contacts TotalAccess whenever the client enters or leaves the home. TotalAccess contains the parameters for each individual case, including the client's schedule. BI's solution compares the messages sent by the HomeBase to the client's schedule and alerts agency staff to any violations.

The TAD will interoperate with the HomeGuard 20|20 receiver in the near future to support LTE cellular connectivity as the CDMA network becomes discontinued. Please see *Proposal Section E—Transdermal Alcohol Monitoring* on page 110 for detailed information on TAD.

### Experience with RF Curfew Monitoring

BI has been researching and implementing RF technology for more than 30 years, and we began providing a RF solution in 1985. We currently support 10,310 active RF units around the country—including contracts for federal and state accounts. Some of our largest RF customers are the Administrative Office of the U.S. Courts (AOUSC), Missouri DOC, and Illinois DOC. Many of these agencies have contracted with BI since the inception of RF monitoring. We take great pride in the durability and reliability of our products, and these longstanding BI customers are proof of our ability to support ongoing contracts with dependable curfew monitoring products.

Other key metrics that support BI's ability to provide the City and County of Denver with RF technology include:

- More than 10,310 individuals are currently monitored using BI HomeGuard in the United States
- BI monitors individuals in every state of the nation through HomeGuard solutions
- BI's proven RF technologies are incorporated in other BI product lines, including transdermal alcohol and GPS solutions
- Our newest-generation RF solution, the HomeGuard 20|20 was released in 2020, with already 1,185 units currently in use
- Within Colorado, there are more than 235 active BI RF units, evidencing the reliability of our solution in Denver communities
- BI introduced the HomeGuard 20|20 to the City and County of Denver in 2020, and the agency currently uses 90 devices



**Figure 41. History of RF Experience**

BI's first supervision technology used RF monitoring; we are the original developers of implementing this technology in supervision programs.

## Specification and Features

*1) Waterproof, small, lightweight, durable, shock-resistant, washable and shall comply with FCC regulations*

The HomeGuard 20|20 transmitter is waterproof to 50 feet and shock-resistant. The transmitter does not contain any metal, steel, or alloy. As such, the transmitter is also resistant to corrosion, household chemical solvents (with the exception of pine oil as contained in Pinesol), and detergents.

The FCC has approved and registered the HomeGuard 20|20 transmitter; the registration number is CSQ-RF2021. Please also see *Attachment 2—FCC Certificates*.

*2) Comfort to not unduly restrict the participant's day to day activities*

BI designed the HomeGuard transmitter to be worn around the client's ankle and to not interfere with day-to-day activities. The HomeGuard 20|20 transmitter weighs 2.0 ounces. Designed specifically to monitor individuals in community supervision programs, the HomeGuard 20|20 transmitter does not pose a safety hazard or restrict physical activities of the client.



**Figure 42. Small, Compact Transmitter**

BI's newly released HomeGuard 20|20 transmitter is the smallest ankle-worn unit in our continuum of electronic monitoring products. Equipped with four tamper detection technologies, the small size of the transmitter does not impact device security.

*3) Adjustable strap to fit different size participants*

BI provides a 13-inch sizable transmitter strap with each HomeGuard 20|20 transmitter. In addition, 19-inch and 25-inch adjustable straps are available to the agency upon request.

*4) Ability to wear on wrist*

BI designed to HomeGuard 20|20 transmitter to be worn on the ankle. As we understand that the City may want to install the device on the wrist, this is certainly possible. However, multiple device complications are introduced when the device is worn on the wrist. We recommend using smartphone monitoring for clients who are unable to wear devices on the ankle to mitigate potential nuisance or false alerts associated with the proximity tamper. See *SmartLINK: Application for Clients* on page 127.

*5) Contain a radio transmitter whose coded radio signal is unique to the participant*

Each BI monitoring device has a unique equipment ID number that is associated to the client assigned the unit. TotalAccess uses this equipment ID to identify each monitored client.

Authorized personnel can pair any HomeGuard 20|20 transmitter with any HomeGuard 20|20 receiver. Agency staff can synchronize the HomeGuard transmitter and receiver in TotalAccess by registering the corresponding device ID numbers. Once the user pairs the transmitter and receiver, the home-based receiver will only recognize the associated device. If a transmitter is lost, damaged, or stolen, users can easily pair a new transmitter with the receiver. This device compatibility gives the agency additional inventory flexibility.



**Secure, Innovative Curfew Monitoring.** The HomeGuard 20|20 is equipped with innovative security features to support reliable monitoring of individuals in Denver communities. For example, the HomeGuard 20|20 provides enhanced security by collecting GPS points, detecting location with Wi-Fi Access Points in the absence of GPS, and operating on the highly secure, reliable LTE cellular network.

### 6) Emit a coded radio signal on a continuous basis during the operating life of the battery

BI's RF solution offers more than one million unique transmitter ID numbers that are available to ensure each ID number correctly correlates with clients and to avoid duplication. The HomeGuard 20|20 transmitter will emit these coded, encrypted (secure) radio signals on a continuous basis during the operating life of the battery, which is more than two years.

### 7) Process for tamper identification with bracelet (transmitter) and base station (receiver)

#### Transmitter Tamper Detection

Secured on the client's ankle by an interlocking latch system, the HomeGuard 20|20 transmitter uses dual tamper detection technology, including proximity sensors and circuitry within the strap. In the event a tamper alert is generated, the unit will continue to emit a tamper status until corrected by authorized agency staff. The HomeGuard transmitter uses multiple tamper technologies to detect and report attempts to tamper with the equipment or otherwise circumvent the system:

- **Proximity Sensors.** Proximity sensors detect if the transmitter is no longer snugly fitted against the client's leg.
- **Strap Tamper.** The transmitter is equipped with technology that detects damage to the transmitter or strap, including attempts to cut the strap or otherwise remove the transmitter.
- **Case Tamper.** Electronic circuitry detects and reports if the case is damaged or separated from the strap.
- **No Motion.** Motion sensors within HomeGuard 20|20 alert when the transmitter is motionless for an extended period of time.

Tamper messages are promptly sent to the monitoring computer when the transmitter is in range of the receiver during the time of the interference. When a tamper event occurs and the transmitter is not in range of the receiver, the receiver sends a date- and time-stamped alert message to the monitoring computer when the transmitter is back in range of the receiver.

#### Receiver Tamper Detection

The HomeGuard receiver incorporates multiple tamper detection features designed to discourage and detect client attempts to interfere with normal operation. These features include:

- **Motion Detection.** The HomeGuard 20|20 receiver has advanced and modern motion detection capabilities. Building upon the established reliability of the HomeGuard 206 receiver, the 20|20 receiver motion sensor eliminates potential false alerts, provides highly reliable data, and can be configured to meet the motion detection needs for each client residence. In addition, the HomeGuard 20|20 is equipped with features to prevent unintended violations and reduce the amount of time officers spend responding to false alerts.
- **Location Detection.** Should the client attempt to move the HomeGuard 20|20 receiver, the unit will automatically begin to collect GPS point to provide City personnel with detailed information on the noncompliant activity. In the unlikely event that GPS signals are unavailable, the receiver will use Wi-Fi Access Points (APs) to determine the receiver location.
- **Callbacks.** The HomeGuard receiver sends "Callback" messages to TotalAccess at randomly scheduled intervals to report operational status. If the receiver fails to call the monitoring computer within the specified timeframe, the



**Figure 43. Advanced Receiver Security Features**

The HomeGuard 20|20 receiver is capable of acquiring a GPS location at a configurable frequency, or while in motion. The receiver also has Wi-Fi positioning and cellular triangulation in the unlikely event GPS is unavailable.

system generates a “Receiver Missed Callback” message. This message may indicate that a receiver tamper has occurred—such as loss of the phone/cellular connection.

- **Case Tamper Detection.** The HomeGuard 20|20 receiver has internal sensors that detect attempts to tamper with the receiver case. If the case is broken or if the cover is removed, the receiver sends a “Receiver Case Tamper” message to the monitoring computer. In addition, physical evidence of case tamper is typically noticeable upon visual inspection of the receiver.

### 8) Dual Tamper Capability

BI’s proposed RF solution includes multiple tamper detection features, both imbedded in the transmitter and the receiver. These capabilities **exceed** RFP requirements for dual tamper features.

### 9) Strap is easily replaceable in the field

The HomeGuard transmitter strap is made of hypoallergenic material and does not contain any metal, steel, or alloy. Adjustable, field-replaceable straps are available in a variety of sizes to ensure a comfortable fit.



**Figure 44. Secure, Field Replaceable Strap**

The HomeGuard 20|20 transmitter incorporates electronic circuitry inside the strap. If the client stretches, cuts, or otherwise damages the strap, the transmitter will immediately begin to generate a tamper signal.



**Single Base Station for RF and Transdermal Monitoring.** During the next contract term, the BI TAD will work in tandem with the HomeGuard 20|20 receiver for reporting alcohol data. This multi-use base station will streamline inventory management activities and minimize officer training efforts.

### 10) RF tracking details

BI HomeGuard 20|20 is a continuous RF solution that verifies a client’s compliance with curfew schedules. The system consists of a receiver placed in a specified location (usually the home) and a transmitter that the client wears on a continual basis. The transmitter continuously emits non-commercial RF signals. The receiver detects the client’s presence in—or absence from—the home by detecting the transmitter RF signals. The equipment records the date and time when an event occurs, and the receiver sends all equipment messages to the central monitoring computer. The HomeGuard 20|20 system ensure clients are restricted to their approved residence, except for activities approved in advance by the authorized agency personnel.

TotalAccess contains the parameters for each individual, including the client’s authorized schedule. The monitoring computer compares HomeGuard 20|20 receiver messages with the client’s court-mandated schedule and generates alerts when violations occur. As a highly flexible system, the agency can customize a variety of monitoring parameters, including receiver range, leave windows, notification preferences, and schedule types from within TotalAccess.

The graphic on the following page summarizes these capabilities.



**Figure 45. RF Tracking Details**

This newly-released RF curfew monitoring solution provides advanced capabilities simply unavailable from other providers, including Wi-Fi positioning technology, LCD touchscreen, and LTE cellular compatibility.

*11) Power loss/restore notification in base station (receiver)*

If the HomeGuard 20|20 receiver loses connection to commercial power, the receiver automatically engages the internal backup battery. The backup battery can continuously power all normal receiver functions, including detecting and reporting information, for at least 48 hours.

During a power loss, the receiver sends all system messages to the monitoring computer as normal—as long as the unit has cellular connectivity. The receiver sends a “Receiver Low Battery” message to monitoring computer when there is approximately four hours battery power remaining.

When HomeGuard receiver reconnects to the power source, the backup battery automatically recharges. The receiver also sends a “Power Restore” message to the monitoring computer.

*12) Motion Detection on cellular base station (receiver)*

The HomeGuard 20|20 receiver has advanced and modern motion detection capabilities. Building upon the established reliability of the HomeGuard 206 receiver, the 20|20 receiver motion sensor eliminates potential false alerts, provides highly reliable data, and can be configured to meet the motion detection needs for each client residence. In addition, the HomeGuard 20|20 is equipped with features to prevent unintended violations and reduce the amount of time officers spend responding to false alerts.

*13) Adjustable range in base station (receiver)*

From within TotalAccess, users can configure the HomeGuard 20|20 receiver to detect the transmitter signal at 35, 75, or 150 feet. Authorized personnel can easily perform a range test to verify the selected range setting between the transmitter and the receiver in the client’s home. The receiver can support record an unlimited number of curfews to accommodate the most complex client schedules.

#### 14) Reports specific to this technology

The TotalAccess Report specific to RF is the *Client Time In/Out of Range Report*. This report provides the total number of hours and days the ankle bracelet was in range of the receiver for the selected timeframe. Other examples of applicable reporting include the *Client Activity Summary*, *Equipment Utilization*, and *Client Profile* reports.

For complete information on TotalAccess Reports, please see *Attachment 1—Sample TotalAccess Reports*.

#### 15) Reminder and Alert messaging capabilities to participants including acknowledgement

From within TotalAccess, authorized users can send text messages to the HomeGuard 20|20 receiver. To support client privacy, the LED touchscreen will only display the message when the transmitter is within range. The client can directly respond to the message from the HomeGuard 20|20 receiver. TotalAccess maintains date and time-stamped records of all communications.

This innovative, two-way communication feature provides an open line of communication between the officer and the client—providing another tool to verify compliance and support public safety.

#### 16) Signal frequency

Upon installation and throughout the operating life of the battery, the HomeGuard 20|20 transmitter constantly emits signals (approximately every 30 seconds) on noncommercial radio frequencies. Random transmission intervals fall between 14.5 and 29 seconds, with an average transmission rate of 22 seconds. Each transmitter incorporates a unique equipment ID, random transmission intervals, and a coding encryption scheme. The transmitter emits a signal in very short bursts that use discrete frequencies to transmit information while protecting data. These features discourage attempts to trace, interfere with, or duplicate transmitter signals and virtually eliminate duplication or tampering of the transmitter signal. Commercially available transmitting products normally found in residential settings do not affect the HomeGuard 20|20 system.



**Figure 46. HomeGuard 20|20 Alert Messaging Capabilities**

Officers can send clients messages directly to the HomeGuard 20|20 receiver, requiring individuals to acknowledge the communication.



• NON-COMMERCIALLY USED FREQUENCY

• COMMERCIALLY USED FREQUENCY

#### Figure 47. Non-Commercial Frequency

The BI HomeGuard 20|20 functions reliably in all environments, including urban and rural communities throughout Denver communities.



This technology provides an additional layer of security to ensure the client does not attempt to relocate the receiver. The HomeGuard 20|20 receiver collects GPS or Wi-Fi points in the following circumstances:

- **Scheduled:** From within TotalAccess, Authorized users can customize the frequency the receiver collects a GPS point, as often as once a day, to verify location
- **When in Movement:** When the motion detection sensor in the receiver detects that the unit has been moved, the device will automatically begin to collect a GPS point every minute.
- **On-Demand:** Authorized users can remotely “ping” the receiver to report the device location, on demand, from TotalAccess.

*19) Monitoring and design details specific to each device battery including replacement, charging, low/full battery notification, back up battery capability, data storage*

The following table summarizes the monitoring and design details of the HomeGuard 20|20 transmitter and receiver batteries.

**Table 21. RF Device Battery Design Details**

RFP Requirement	HomeGuard 20 20	
	Transmitter	Receiver
<b>Battery Replacement</b>	Transmitter must be returned to BI for replacement	Receiver must be returned to BI for replacement
<b>Battery Charging</b>	N/A, transmitter battery powers the device continuously for 2+ years	Upon power restoration, backup battery will recharge in two hours
<b>Low/Full Battery Notification</b>	Transmitter generates a “Transmitter Low Battery” message ten day prior to depletion	Receiver generates a “Receiver Low Battery” message when four hours of battery life remains
<b>Backup Battery Capability</b>	N/A, transmitter battery powers the device continuously for 2+ years	48 hours in event of power loss
<b>Data Storage</b>	N/A, transmitter communicates all data to the receiver	50,000 events in nonvolatile memory

*20) Ease in device charging including preventing undue risk to the participant, lightweight design and requires a standard residential power source*

The HomeGuard 20|20 receiver plugs into a standard 120 Volt AC power and connects to the commercial power in the client’s home. The receiver has power and phone inputs that incorporate built-in gas discharge tubes and internal fuses for electrical surge protection. If the receiver loses connection to commercial power, the HomeGuard 20|20 will engage the internal backup battery automatically. The receiver also sends a “Power Loss” message to the central monitoring computer.

BI confirms that the HomeGuard receiver prevents undue risk to the participant and incorporates a lightweight design.



**Proven RF Technology.** BI has been researching and implementing RF technology for more than 30 years, and we began providing a RF solution in 1985. We currently support tens of thousands of active RF units around the country—including contracts for federal and state accounts. Some of our largest RF customers are the Administrative Office of the U.S. Courts (AOUSC), Missouri DOC, and Illinois DOC. More than 10,310 individuals are currently monitored using BI HomeGuard in the United States.

*21) Sound volume levels in base station (receiver)*

The National Institute of Justice (NIJ) Standard Offender Tracking Systems NIJ Standard 1004.00 states that "Audible alert: Shall be at least 40 dBA (A-weighted decibels), at a distance of one meter from the Offender Tracking System." The HomeGuard 20|20 base station outputs an audible alert above 93 dBA from one meter, **exceeding this standard**. A-weighted decibels is the standard measurement for determining environmental noise and healthy listening levels.

*22) Ability to detect attempts to simulate/duplicate the participant's transmitter radio signal by a foreign device*

The HomeGuard 20|20 incorporates multiple features to hinder client attempts to simulate or duplicate RF signals. The HomeGuard 20|20 transmitter incorporates a unique equipment ID, random transmission intervals, and a coding encryption scheme to discourage attempts to trace, interfere with, or duplicate transmitter signals.

In addition, the transmitter emits signals on non-commercial radio frequencies. Commercially available transmitting products that are present in residential settings do not affect the HomeGuard 20|20 system. Please see page 90 for additional information.

*23) Base station (receiver) can be easily installed by a participant following the instructions provided by staff*

Authorized agency staff can program the HomeGuard 20|20 receiver onsite or remotely. Using TotalAccess from a PC web browser, or TotalAccess Mobile, authorized users can assign transmitters to clients and pair transmitters with receivers. Agency personnel also have the option of calling BI Monitoring Operations, 24/7/365 for assistance with programming the HomeGuard 20|20 receiver.

This approach allows the participant to easily install the receiver in their home. BI will provide City officers with training on supporting participants with securely installing the HomeGuard 20|20 in residences.

*24) Land or cellular base station (receiver)*

The HomeGuard 20|20 receiver functions on the LTE cellular network. Based on our established experience with the City, the cellular RF receiver has proven to function reliably in Denver communities. However, should the City require landline receivers, BI has the ability to provide a landline model.

*25) Base station (receiver) shall not pose a health or safety hazard to the participant or other family members and shall function reliably under normal household environmental and atmospheric conditions*

Designed by BI engineers to accurately monitor compliance with curfew requirements, BI confirms that the HomeGuard 20|20 receiver poses no health or safety hazards to the participant or other individuals within the residence. All BI equipment has been tested and certified to function reliably under normal household environmental and atmospheric conditions. Please see page 90 for additional information.



**Figure 49. Secure RF Solution**

BI developed the HomeGuard 20|20 to operate reliably in all environments, including rural and urban settings.



**Small Transmitter Size.** BI's newly released HomeGuard 20|20 transmitter is the smallest ankle-worn unit in our continuum of electronic monitoring products. Equipped with four tamper detection technologies, the small size of the transmitter does not impact device security.

*26) Electrical surge protectors shall be built-in or provided for connecting power and communication lines*

As the OEM of our proposed HomeGuard 20|20 solution, BI designed the power inputs on the receiver to incorporate the protection circuitry required by CSA Group to help protect against power surges. CSA Group provides “expert testing, inspection, and certification services that enable manufacturers to demonstrate that their products are in compliance with applicable safety, environmental, and operating performance standards for markets around the world.”<sup>2</sup>

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<sup>2</sup> <https://www.csagroup.org/about-csa-group/>, accessed 9/3/2021

## C. Video and/or Voice Tracking/Verification and Message Reporting System

Agencies charged with the responsibility of supervising individuals in the community often have diverse caseloads with varying risk levels and needs. Many supervision programs require a suite of monitoring tools, including solutions that do not require individuals to wear electronic monitoring equipment. Often, lower risk or first-time offenders require supervision solutions that are less restrictive and simply verify participant compliance with monitoring program mandates.



To meet these needs, our solution includes BI VoicelD, an automated check-in solution. VoicelD closely aligns with the agency's specifications with *RFP Section B.3, Item C*, and we describe VoicelD in detail within this section. In addition, the BI SmartLINK application offers remote verification and message reporting capabilities that align with the agency's stated needs. SmartLINK is detailed on page 127. Lastly, we believe that our Integrated Voice Response (IVR) check-in solution provides an additional alternative solution that can meet the City's objectives. Our IVR solution is described in detail on page 124 of this proposal.



**Voice Tracking and Messages in TotalAccess.** Regardless of the type of voice tracking/verification system used—BI VoicelD, SmartLINK, or IVR—BI confirms that all monitoring data will be reported into TotalAccess. This eliminates officers toggling between disparate monitoring systems to view compliance data.

BI VoicelD is a simple, automated inbound and outbound calling solution that enables authorized users to verify participant identity. Through TotalAccess, City staff can enter schedules, listen to participant responses, and receive automated alert notifications of missed calls or noncompliant activities. Key features associated with VoicelD include:

- **Innovative Voice Verification Technology.** BI VoicelD verifies identity by comparing the participant's vocal patterns to the unique voiceprint enrollment. Each check-in call requires participants to repeat random number sequences, which makes it impossible for a participant to pre-record their voice for playback.
- **Single Management Platform.** VoicelD, like all of BI's technology, is integrated with TotalAccess. This comprehensive software platform enables officers to increase or decrease monitoring and supervision levels.
- **Automated Call Scheduling.** VoicelD is highly customizable, allowing users to select the frequency of check-in calls for each participant based on individual risk level and circumstances. VoicelD can accommodate fixed or random call schedules and automatically reschedules missed calls.
- **Mass Notification Capabilities.** The City can quickly notify all participants enrolled in VoicelD during an emergency.



**Figure 50. Single Software Platform**  
 BI VoicelD is integrated with our TotalAccess monitoring software, providing a single source for all officers to view supervision information.

## Experience with Voice Verification

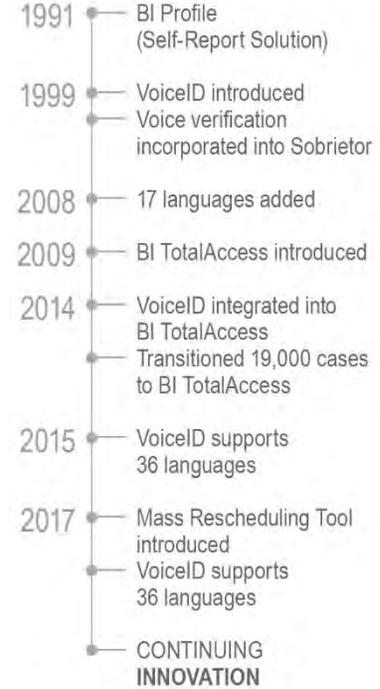
As BI continued to develop electronic monitoring hardware in the 1990s, we soon realized that additional, alternative technologies had the potential to support supervision programs. Understanding that our public sector partners monitor a variety of population types, BI focused on developing a remote check-in solution.

In 1991, we introduced our first remote check-in solution, BI Profile. By requiring clients to call-in to our monitoring system, officers have additional monitoring data to support supervision and reentry objectives.

Less than ten years after we first introduced BI Profile, our Hardware and Software Engineers leveraged voice verification technologies to support sobriety monitoring. The BI Sobriotor, a handheld breath alcohol monitoring device, uses voice verification to identify the individual submitting the breath test.

As the use of voice verification and check-in technologies became more widely used in the electronic monitoring industry, BI began developing VoicelD, which was originally released in 1999. Over the years, we integrated VoicelD into TotalAccess, providing a single platform to view all clients in an officer's caseload.

Today, VoicelD is one of the most widely used voice verification solutions in the United States. Notably, the Department of Homeland Security utilizes VoicelD as an option for lower-risk individuals. As evidence of our experience with voice verification and check-in solutions, more than 30,250 clients are monitored using VoicelD.



**Figure 51. Voice Verification History**  
 BI has decades of experience with implementing, improving, and updating voice verification solutions.

## Specification and Features

1) Ability to compare a participant's voice during a verification call to a "voiceprint," or digitized representation of the participant's voice obtained during enrollment.

BI's VoiceID is an automated system that verifies each client's identity through biometric "voiceprint" authentication, distinguishing among a variety of physiological characteristics of a client's vocal tract. VoiceID uses this approach to compare the voice of the caller to the stored voiceprint obtained by the client during enrollment.

2) Total voice enrollment, including voiceprint, in short period of time.

Officers can easily enroll clients in BI VoiceID from within TotalAccess in less than five minutes. Before the client can check-in using VoiceID, the system must establish a voiceprint template to compare the client's voice to during future calls. The client should speak at a normal rate and volume and reduce background noise during the enrollment process. The client can be enrolled in less than five minutes by following these steps:

1. Once the client is enrolled in TotalAccess, the officer will navigate to the "Voice Setup" tab. With the client present, the officer will call BI's voiceprint enrollment line, which appears on the screen.
2. Enter the five-digit enrollment code uniquely generated for the client. The system will confirm the name of the client, and language to be used. The officer hands the phone to the client to create a voiceprint template.
3. To create a template the client states their full name and must repeat five digits exactly as stated a number of times until VoiceID has established a voice template.
4. Once VoiceID has established a template, it prompts the client to hand the phone to the officer and the officer must confirm the client has completed the process.



**Figure 52. VoiceID**

BI VoiceID allows the City to supervise a large participant population through automated outbound or inbound calls that verify the caller's identity.

3) Identify the participant's presence at prescribed locations.

To verify the client's whereabouts VoiceID will call the client at a pre-established phone number. The location and identify of the client is established through the following steps:

1. The client receives a notification call stating that they must call into the VoiceID system from the approved phone location within five minutes
  2. The client calls the VoiceID system within five minutes at the number provided and verifies their identity by repeating five random digits
  3. If the client calls after the five-minute window, the client is prompted to leave a message for their officer explaining why they were late after the voice verification stage
  4. Calls placed between six and ten minutes of notification are marked "Late"
  5. Calls placed after ten minutes are marked "Unexpected"
- Calls not placed after ten minutes are marked "Missed"



**Widely Used Voice Verification Technology.** BI VoiceID is currently used by some of the largest and most complex programs in the country, including contracts with the Department of Homeland Security, Colorado Department of Corrections, and Illinois Department of Corrections. As evidence of our experience with voice verification and check-in solutions, more than 30,250 clients are monitored using VoiceID.

*4) Listen to recordings of voice verification calls over the Internet.*

Authorized City personnel can listen to VoicelD verification calls at any time over the internet by logging into TotalAccess.

*5) Place outbound calls and receive inbound calls.*

The VoicelD system can both place outbound calls and receive inbound calls, allowing flexibility to meet the varying mandated schedules associated with client monitoring.



**Support from BI Monitoring Operations.** Unlike other voice verification solutions, BI VoicelD is supported by our tenured Monitoring Specialists based out of our wholly-owned Monitoring Operations centers. Other providers simply do not offer 24/7/365 live technical support for voice verification technologies.

*6) Customizable call schedules and alert notification options for participants.*

As a highly flexible solution, authorized users can customize schedules and alert notifications on a case-by-case basis to align with agency-mandated schedules. The following table summarizes these options.

**Table 22. Call Schedules and Alert Notification Options: VoicelD**

Option	Description of Capability
<b>VoicelD Scheduling Options</b>	Fixed Schedules occur on a pre-determined basis. Within TotalAccess, users can designate the frequency of re-occurrence, specify the exact date and time of the call, and add any comments.
	Random Schedules are frequently used by officers to monitor clients required to stay in a location for the majority of the time. After designating the schedule as random in TotalAccess, users can view the specific, randomized schedule through the calendar feature of the software.
<b>Alert Notification Options</b>	As with all BI's solutions, the City can customize the alert notification features of TotalAccess for maximum flexibility and accuracy. Users can configure TotalAccess to email or text alert notifications automatically to any designated contacts; create escalation trees within the software; designate alerts as higher or lower priority; and delay alert notification in alignment with City protocols.

*7) Individually set the number of acceptable failures before an alert is generated.*

BI is currently in the process of developing enhanced VoicelD features that will add new functionality to the system. These enhancements will include the ability for users to adjust:

- The frequency of attempts
- The length of time that the client has to complete the check-in
- The number of failed attempts before their supervising officer receives an alert

In addition, VoicelD will be able to perform biometric authentication during an automated outbound call to the client. This will eliminate the need for the client to call back in to complete the VoicelD check-in.

*8) Outbound calls to participant's locations: Able to set the range of minutes between retry calls (after busy signal or no answer) and the maximum number of attempts to verify within a verification call.*

BI's solutions can accommodate outbound calls to client locations, and authorized users can set the range of minutes between retry calls or maximum number of verification call attempts.

*9) High degree of accuracy. The method of validation and percentage of accuracy shall be explained and quantified*

**Established, Proven Solution**

*VoiceID was first introduced by BI more than two decades ago, and there are approximately 30,250 individuals currently using this technology across the United States.*

BI designed VoiceID to minimize the success of an imposter checking in for the client, and alerts are generated when caller identity cannot be verified. VoiceID is designed to detect imposters with 99% accuracy. Approximately 3–5% of initial check-ins result in exceptions that require follow-up analysis; however, after the client has called in successfully several times, the automatic, continuous adaptation typically reduces this rate to below 1%.

## D. Handheld Alcohol Monitoring Device

Monitoring an individual's sobriety is a common need in many community supervision programs, and agencies require technologies that provide real-time alcohol notification results without hindering the daily activities of the monitored participants. Legacy breath alcohol solutions require individuals to be at a pre-defined location, usually the home, to submit a breath alcohol test. However, the technological features and capabilities of modern solutions provide mobile, discreet breath alcohol testing capabilities—all in support of monitoring participant sobriety and compliance with supervision terms.

With these needs in mind, BI is pleased to present the City with the newest product in our alcohol monitoring continuum, the BI SL3. This court-validated technology employs innovative features aimed at accurately tracking client alcohol intake and biometrically identify the individual performing the test.



BI continuously strives to advance our products, providing the most reliable and secure breath alcohol solutions continued by our research and development processes. Our newest generation breath alcohol device, the BI SL3, improves upon the mobility and security of the BI SL2 solution.

The BI SL3 allows clients to have their sobriety monitored remotely. The high-resolution internal camera uses infrared technology to capture pictures in low-light or dark spaces, and the SL3 is equipped with GPS capabilities to capture the client's location during the test. Each test report includes a high-resolution client photo, breath alcohol content reading, GPS location, and time and date stamp to ensure accuracy. To support client compliance, the SL3 is equipped with a high-resolution color LCD screen that displays battery status and test directions. Key SL3 features include:

- **Adaptive Facial Recognition.** The BI SL3 device takes a high-resolution photograph of the client during each breath alcohol test, and Adaptive Facial Recognition (AFR) technology spatially analyzes each photograph. AFR compares the high-resolution test photo to a template of photos stored in TotalAccess to verify client identity.
- **Reminding Clients of Test.** TotalAccess will automatically send a text message to the client's phone 15 minutes before the next test. In response, the SL3 will send test results to the monitoring computer in near real-time. If the test registers a positive result (.02 or higher), up to six more tests will be administered every 30 minutes or until a negative test result is produced.
  - Should a client not have a cell phone, City officers can print hardcopies of schedules for the client to reference.
- **Tamper Detection Features.** The SL3 incorporates photo recognition and temperature detection technologies to ensure the client is submitting legitimate tests. In the event of a tamper attempt, the system will flag the test and notify City personnel via email or text message.
- **SL3 Alcohol Measurement Capabilities.** The BI SL3 requires a strong and steady air stream lasting four seconds to take a deep lung breath sample from the client. If the device is unable to collect an appropriate deep lung sample, the SL3 will require additional attempts until the sample is successful. BI SL3 reports all testing results and sends an alert to agency staff if the device



**Figure 53. Remote Breath Alcohol Testing**

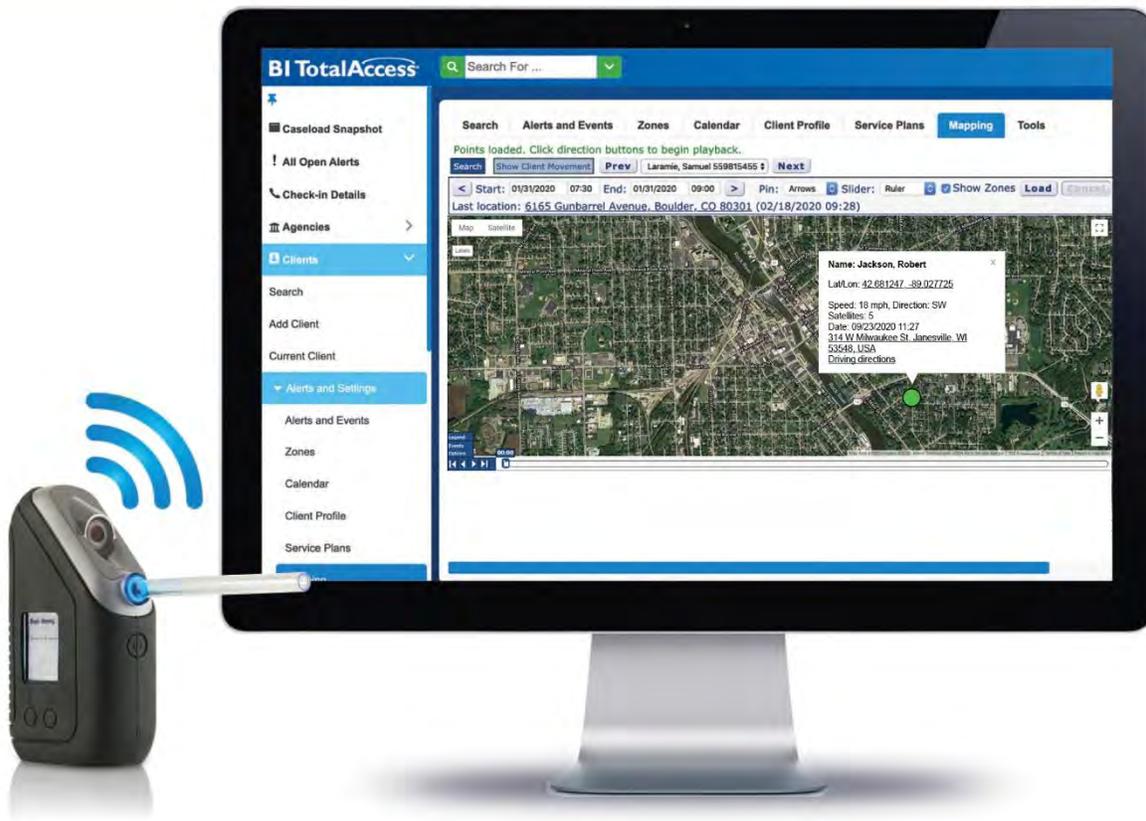
The SL3 is a court validated alcohol monitoring technology that is able to report test results remotely using LTE cellular technology.

registers 0.02 or above. Agency staff can require additional testing until a BrAC reading drops below the 0.02 level. In addition, authorized users can configure the BrAC level that triggers a notification from within TotalAccess.

- Court Admissibility of Test Results Devices.** The results of SL3 tests are court admissible. BI's remote breath alcohol solutions are some of the most widely used devices for court-mandated alcohol monitoring programs throughout the United States. More than 6,500 of BI's breath alcohol monitoring devices are currently tracking individual sobriety in jurisdictions across the country. Test results from BI have all been validated many times in court. BI will provide experts to testify about the accuracy of the SL3 in court, upon request of City administration.
- Location Verification with Each Test.** During each alcohol test, the SL3 records a GPS point to provide the City with an accurate client location fix. If the SL3 is unable to acquire a GPS fix, it will record a cellular triangulation point. From within TotalAccess, authorized personnel can view a map that visually displays the location recorded at the time of the test.



**Figure 54. SL3**  
 Discreet and accurate alcohol monitoring, in any location at any time.



**Figure 55. Viewing Breath Alcohol Testing GPS Point**

From within TotalAccess, authorized users can view the GPS point associated with the location of the individual performing the biometric SL3 alcohol test.

## Experience with Breath Alcohol Monitoring

Since 1994, BI has been a leader in the research, development, and implementation of alcohol monitoring devices. Our comprehensive line of alcohol monitoring tools allows agencies to track the sobriety of clients at home and in the community. We currently support thousands of active alcohol monitoring units across the country.

BI released our first alcohol monitoring solution in 1994 with a key objective—to be able to report on a client’s sobriety when returning home on house arrest. With this need in mind, we developed the BI React, our first alcohol breath analyzer that provided alcohol testing of clients required to remain sober as a condition of supervision. The React device used voice verification, fuel cell technology and BI’s proprietary security technology to identify and accurately test clients.

Building upon the technology of the React, BI developed the Sobriotor to monitor client alcohol consumption correlated with curfew monitoring mandates. As technology continued to advance, BI acquired the Soberlink SL2 in 2013, adding a highly mobile breath alcohol monitoring solution to our continuum of products.

Originally created to monitor commercial airline pilots and other professions where sobriety is mandated, the SL2 was designed to submit test results from any location. After BI acquired the product and became the equipment manufacturer, BI engineers implemented several design and manufacturing improvements necessary for criminal justice application. Applying the technology to the community corrections population required strengthening many components of the device. In 2019, we fully integrated the product into TotalAccess, allowing officers to sign in to one portal to monitor their entire caseload.

In 2019, BI released a new version of our breath alcohol monitoring device, the SL3. The BI SL3 mobile breathalyzer provides accurate and reliable testing through an enhanced tamper-resistant design and LTE technology. Examples of SL3 improvements implemented by BI engineers include:

- Larger 16mm fuel cell for improved accuracy and longer shelf life
- LTE modem communicates on reliable cellular network and reduces power consumption
- Extended, 72+-hour battery life
- Reinforced exterior case for increased product ruggedness

## ALCOHOL MONITORING EXPERIENCE



**Figure 56. History of Alcohol Experience**

BI is continually improving our alcohol solutions to provide a continuum of alcohol monitoring technologies; all proposed solutions meet Frye and Daubert evidentiary standards.

## Specification and Features

### 1) Measure Breath Alcohol Content (BrAC)

To capture a deep lung breath sample, the SL3 requires a strong and steady air stream lasting four seconds. If an appropriate deep lung sample is not achieved, the BI SL3 will require additional attempts until the sample is successful. The SL3 reports all testing results and sends an alert to agency staff if the device registers BrAC of 0.020 or above. Agency staff can require additional testing until a BrAC reading drops below the 0.020 level. Users can configure the system to generate an alert at higher BrAC levels from within TotalAccess.

### 2) Verification software will correctly identify the participant through facial recognition.

The BI SL3 takes a high resolution, digital photograph of the client during each breath alcohol test. From within TotalAccess, users can review the photograph associated with each test. In an effort to minimize workload, TotalAccess is equipped with innovative Adaptive Facial Recognition (AFR) technology to minimize manually reviewing photographs. Authorized users can login to TotalAccess at any time to view photographs.

AFR is the biometric facial recognition technology used to verify that the photo captured during the alcohol breath test is the client and not an impersonator. AFR compares the high-resolution test photo to a template of photos stored in TotalAccess. This allows AFR to adapt to subtle appearance changes in the client over time, as opposed to comparing images to one photo that could be outdated.

### 3) Allow for the transmission of outbound/inbound calls.

Our entire suite of monitoring products includes 24/7/365 permission of receiving inbound calls and placing outbound calls to the monitoring center. As with our entire continuum of electronic monitoring solutions offered in this proposal, BI Monitoring Operations will continue to provide continual call support.

### 4) Test schedules and alert notification options that are unique to the participant.

From within TotalAccess, users can configure each client's SL3 for scheduled, random, and/or on-demand breath alcohol testing. Agency personnel can schedule SL3 tests to occur at any hour, seven days a week. Using TotalAccess, authorized personnel can easily add or edit client-testing schedules as follows:

- Enter a mobile phone number for the client—if enabled, the TotalAccess will send text messages to this number to notify the client of required tests
- To create a Fixed Test Schedule:
  - Specify the Test Window—the amount of time that the client has to complete a test
  - As desired, enable automated text messaging to remind the client of impending tests
  - As desired, enable automatic retesting for test results of 0.02 BrAC or higher
  - Click on the displayed Calendar to select the desired testing time(s) and day(s)
- To create a Random Test Schedule:
  - Specify a start time and an end time for the random testing window
  - Users can create up to four random test schedules per day in addition to fixed test schedules
- To send an On-Demand Test, simply click the *On-Demand Test* button



**Figure 57. Advanced Facial Recognition**

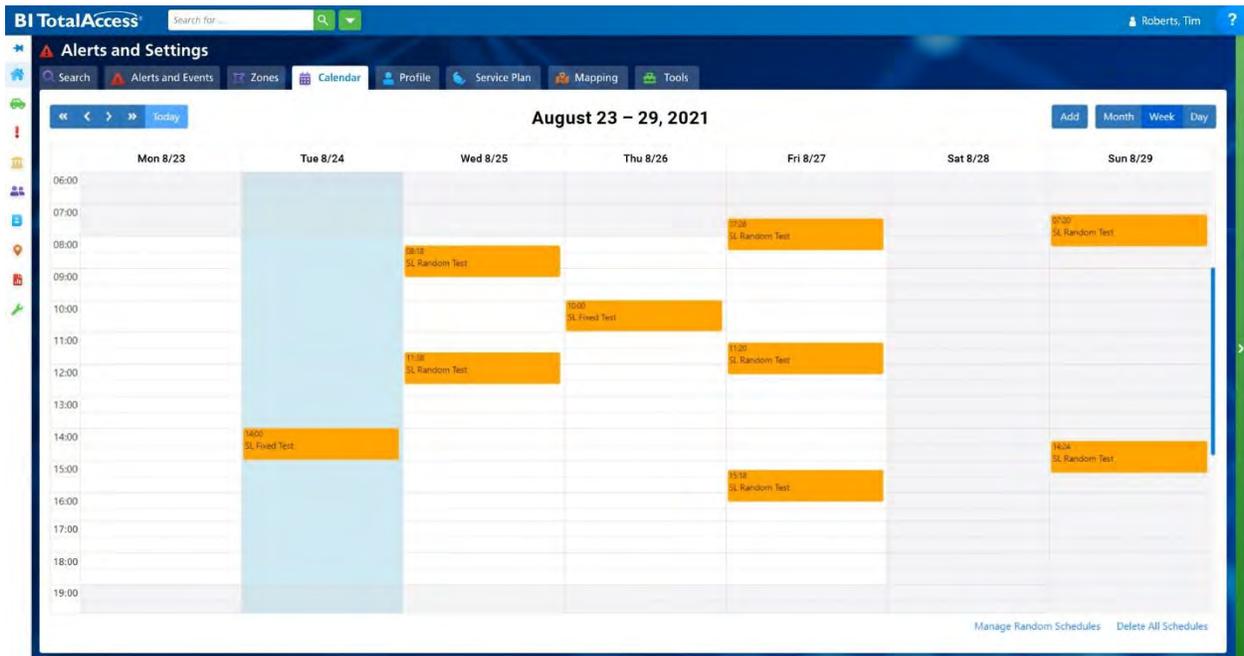
The system uses innovative AFR technology to assist officers with confirming that the assigned client was the individual who submitted to the alcohol test.



**Consistent Scheduling Interface.** The SL3 calendar within TotalAccess mirrors the same interface used for BI's suite of electronic monitoring products. When officers have learned how to schedule breath tests in TotalAccess, they can apply this knowledge to creating GPS, RF, RF with CAM, and Smartphone application schedules.

### 5) Testing notifications through email/text messaging/telephone.

From within TotalAccess, agency personnel can configure the BI SL3 to conduct scheduled, random, and on-demand breath alcohol testing. TotalAccess automatically sends a text message notification to the client's phone 15 minutes before the test. If TotalAccess does not receive test data from the SL3, the software will automatically send a follow-up notification to the client's phone.



**Figure 58. Custom Alcohol Testing Schedule Creation**

From TotalAccess, officers can add and edit alcohol testing schedules on a daily, weekly, or monthly basis. Authorized users can schedule tests on a random, scheduled and on-demand basis.

The following example provides additional information:

- The agency requires the client to submit a breath alcohol test at 9:00 am
- The agency has configured TotalAccess to allow a 30-minute test window; in this example, the test window will expire at 9:30 am
- TotalAccess automatically sends a text message to the client at 8:45 am, alerting the individual of the upcoming test
- If TotalAccess does not received test data from the SL3 unit by 9:15 am, the software will send the client another automated text message reminder at 9:15 am

BI has the ability to use Monitoring Operations to supplement text message reminders with phone calls. Live phone calls to clients will incur an additional cost. BI looks forward to discussing this aspect of our solution with evaluators at any time during the procurement process.

In addition to ongoing communication with clients, TotalAccess will automatically notify designated agency personnel of missed tests and noncompliant breath alcohol results.

#### 6) Tamper resistant hardware/software security features

The SL3, BI's portable alcohol monitoring device, incorporates the following tamper detection features to detect and report client attempts to compromise normal device operation:

- Infrared Digital Camera takes a high-resolution photo during each alcohol test to help confirm the client's identity under many different lighting conditions.
- Adaptive Facial Recognition technology analyzes the photo from the alcohol test and compares it to an adaptive collection of approved photos of the client.
- Temperature Monitoring of environmental air and the submitted breath sample detects if an alternate, non-human air source is used during the alcohol test.
- Pressure Sensors monitor the rate and volume of breath samples to detect if the back vent on the device is blocked or if an insufficient breath sample is provided.



**Figure 59. Communicating Alcohol Compliance Data**

The SL3 reports tamper attempts and alcohol events to TotalAccess via advanced LTE networks, providing a single-source, integrated solution.

#### 7) Process for validating an alcohol event including reporting features

The BI SL3 is a mobile breath alcohol testing device that uses GPS to determine the location of the client while performing the breath alcohol test. All client identification, location, and alcohol test data is communicated in near real-time to agency staff.

Additional features that validate the accuracy of alcohol events include:

- Highly advanced technologies, including an accurate fuel cell, a high-resolution camera to validate the identity of the client, and GPS and cellular location technology
- Test results are court admissible, and SL3 technologies have all been validated many times in court
- The BI SL3 incorporates facial recognition software and breath temperature detection technologies to ensure attempts made to supply a different individual's breath sample will be detected and reported
  - In the event of a tamper, the test is flagged and TotalAccess notifies agency staff via email or text message.

#### Validating Events through Retests

After submitting a positive breath test (.02 or higher), the client will receive a retest warning on the SL3 LCD screen device and via text message. These communications will direct the client to submit a secondary test (i.e. confirmation test). If the secondary test is also positive, the client will be prompted to perform a retest every 30 minutes until compliant, or until three hours has elapsed.

#### SL3 Court Admissibility

The SL3 device is court admissible and has been widely used within court-mandated alcohol monitoring programs in every state in the United States.

BI is fully prepared to describe our monitoring equipment methodology and performance in legal proceedings upon the receipt of a subpoena. Technicians from the BI Engineering Department and product management personnel regularly respond to subpoena requests. BI agrees to provide testimony in the form of a written affidavit, as a deposition in a teleconferencing format, or in person if subpoenaed.

8) Device can utilize mechanisms that detect attempts by the participant to defeat the device by supplying a breath sample other than their own. The “erroneous” sample might be from a mechanical apparatus or accomplice

Designed specifically for monitoring the sobriety of individuals mandated to alcohol supervision, the SL3 has several mechanisms to detect if a participant attempts to defeat or circumvent the device. These technologies include:

- An infrared digital camera to capture a photo of the individual performing the test
- Adaptive Facial Recognition with TotalAccess to verify that the individual performing the test is the monitored client
- Temperature monitoring and pressure sensors to detect erroneous air sources or mechanical apparatuses

Detailed information on tamper detection technologies is provided within this section of BI’s proposal, on page 105.



**Detailed Location Information with Each Test.** During each alcohol test, the SL3 records a GPS point to provide the City with an accurate client location fix. From within TotalAccess, authorized personnel can view a map that visually displays the location recorded at the time of the test. This additional layer of security supports the need to detect potential attempts to circumvent the system.

9) High degree of accuracy including describing the method of validation and percentage of accuracy.

The SL3 measures breath alcohol tests with a high degree of accuracy. When a person consumes alcohol, it is absorbed into the blood stream. The exchange of alcohol from the circulating blood into the person’s lungs occurs during the breathing process.

The SL3 collects a deep lung sample from an individual and uses a conversion calculation to determine the amount of alcohol in the body by the concentration of alcohol in the breath. The SL3 provides Breath Alcohol Content (BrAC) readings, with results that are accurate to within +/- .010 of the individual’s BrAC.

A major enhancement made by BI engineers to the SL3 is the internal fuel cell. This component registers the alcohol content in a client’s breath. By incorporating a larger fuel cell, the SL3 maintains accuracy over a much longer period of time and will reproduce the same results if repeatedly tested under the same conditions. The sensors and technology in the SL3 have gone through the Daubert standard for court admissibility. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community.



**Figure 60. Highly Accurate BrAC Results**

The BI SL3 remote alcohol monitoring device builds on scientifically proven sensor technology to reliably measure alcohol content for more testing cycles than previous generations of alcohol monitoring devices.

*10) Time needed to fully charge the battery in the device, along with average battery life.*

The SL3 has a 72+ hour battery life. The device LCD screen displays the battery level, alerting the client of how much battery power remains prior to depletion. When the battery level is low, the device screen displays a “Connect to Power” message.

As a mobile device, BI engineers designed the SL3 to have the longest battery life possible, three days. Due to the extensive battery life, it takes approximately five hours to fully recharge the battery. However, if the client were to charge the SL3 every 24 hours—when the battery is not fully depleted, the device will recharge in well under two hours.

Clients can charge the SL3 using a USB adaptable power cord, which allows the device to be charged almost anywhere. Since the device does not attach to the client, charging the SL3 does not unduly interfere with approved activities or mobility. For example, the client can charge the SL3 while sleeping.



**Figure 61. Long Battery Life**

As a mobile device, the SL3 can be charged by the client in the residence, at the client’s place of employment, or other locations.

*11) Security feature to prevent enrollment/deactivation except by authorized staff.*

TotalAccess is equipped with security features to prevent unauthorized users from enrolling or deactivating clients. In addition, TotalAccess assigns every internal and external user a unique user ID, and passwords are required to be regularly changed.

An audit trail feature security log records all login and log-off activities. The system also records all changes to program information. Login ID codes enable the BI System Administrator to identify who modified the information, when it was modified, and the original information before the change. In addition, BI offers an *Audit Trail Report*, detailed on page 21 of this proposal.

*12) Capable of storing activity in the event of cellular loss.*

If loss of the cellular connection disrupts the ability of the SL3 to communicate with TotalAccess, the SL3 can continue to conduct alcohol tests and stores up to 50 tests, including date- and time-stamped information, in the device memory. Once the cellular connection is restored, the SL3 automatically sends all stored information to TotalAccess.

*13) Device can continue to administer breath tests in the absence of cellular service.*

TotalAccess will generate notifications reminding individuals to perform breath tests, regardless of client location. Clients will receive all notifications to take tests via text messages. If the client is in an area with limited or no cellular availability, the individual may not receive the message at that time, which would reflect a limitation of cellular providers, not BI’s solution. However, as a back-up, agency staff can provide clients on an SL3 with a mandatory schedule for testing.

**SL3 Queuing Features**

*The BI SL3 has a “queuing” feature that stores and later uploads completed tests if there is a lapse in connectivity with TotalAccess. For example, if a test is sent from an area with poor cellular coverage, the test will be time-stamped and stored and automatically uploaded upon re-connectivity. The SL3 can store 50 tests, indefinitely, until reporting test results into TotalAccess.*

*14) Measure the presence of alcohol only.*

BI designed the SL3 to collect a deep lung breath sample and measure breath alcohol content through a professional grade fuel cell. The fuel cell sensor is sensitive to methyl alcohol, isopropanol, carbon monoxide, and diethyl ether. The client should wait 20 minutes after exposure to any of these substances—as well as after eating, drinking, or smoking—before completing a breath alcohol test.

To determine if a test result was potentially influenced by exposure to environmental alcohol, the SL3 will automatically issue a retest 15 minutes after a positive test. BI has yet to find a common household product—such as mouthwash, toothpaste, hand sanitizer, or bug spray—that will produce a positive test result 15-20 minutes after exposure.



**Established Breath Alcohol Solution.** Since 1994, BI has been a leader in the research, development, and implementation of breath alcohol monitoring devices. Backed by our team of technical experts, there are more than 7,200 BI-manufactured breath alcohol devices active in the United States. Today, the City and County of Denver uses the SL3, along with the Alaska Department of Corrections and the Administrative of the United States Courts.

*15) Tests can be administered randomly, on demand, and as scheduled allowing for an unlimited number of tests.*

From within TotalAccess, users can configure each client's SL3 for scheduled, random, and/or on-demand breath alcohol testing. Agency personnel can schedule SL3 tests to occur at any hour, seven days a week. Using TotalAccess, authorized personnel can easily add or edit client-testing schedules as detailed below.

**Table 23. SL3 Testing Schedules**

Type of Schedule	TotalAccess Process
<b>1. Fixed Test Schedule</b>	Specify the Test Window—the amount of time that the client has to complete a test
	As desired, enable automated text messaging to remind the client of impending tests
	As desired, enable automatic retesting for test results of 0.02 BrAC or higher
	Click on the displayed Calendar to select the desired testing time(s) and day(s)
<b>2. Random Test Schedule</b>	Specify a start time and an end time for the random testing window
	Users can create up to four random test schedules per day in addition to fixed test schedules
<b>3. On-Demand Test</b>	Click the On-Demand Test button

*16) Process for missed/late and positive test notification, including any follow-up tests*

### Processes for Breath Alcohol Testing

The BI SL3 requires a strong and steady air stream lasting four seconds to take a deep lung breath sample from the client. If an appropriate deep lung sample is not achieved, the BI SL3 will require additional attempts until the sample is successful. BI SL3 reports all testing results and sends an alert to agency staff if the device registers 0.020 or above. Agency staff can require additional testing until a BrAC reading drops below the 0.020 level.

The BI SL3 uses fuel cell technology to accurately detect alcohol consumption levels from 0.000 to 0.400. To safeguard against false positives generated by possible environmental alcohol, upon a positive breath alcohol (BrAC) test, the SL3 will schedule another test within 30 minutes. If the BrAC result of the test is below the threshold, it is possible that the BI SL3 picked up an environmental exposure to alcohol. BI has yet to find a household product such as mouthwash, toothpaste, hand sanitizer, or bug spray that will give a positive test result following a 15-20 minute waiting period after exposure to the item.

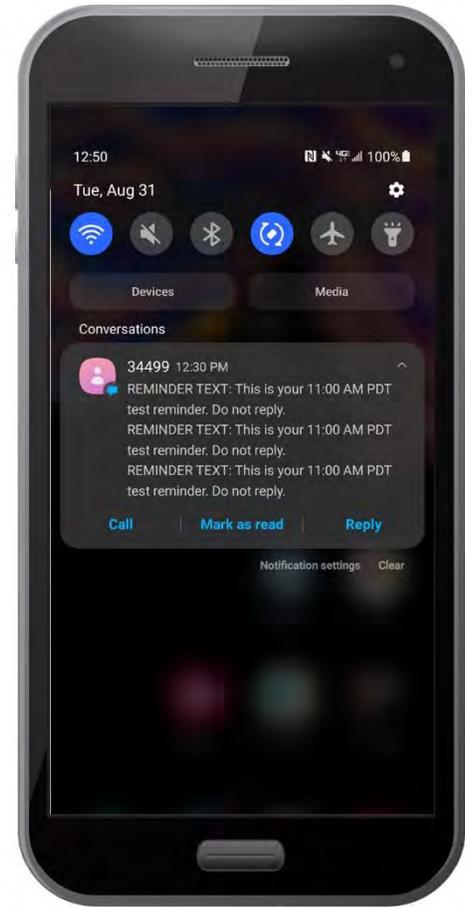
In addition to ongoing communication with clients, TotalAccess will automatically notify designated agency personnel of missed tests and noncompliant breath alcohol results. From within TotalAccess, authorized users can configure the SL3 to send the following automated text message to the client's phone: Missed Test Notification—the client missed an alcohol test(s) and must complete a test.

### Communication with Clients

From within TotalAccess, authorized users can configure the SL3 to send the following automated text messages to the client's phone:

- Reminder—15 minutes prior to an upcoming alcohol test
- Second Reminder—halfway through the specified test window, if the client has not yet submitted to the alcohol test
- Final Reminder—at the end of the specified test window, if the client still has not submitted to the alcohol test
- Retest Notification—15 minutes prior to a required retest
- Second Retest Notification—the client is required to complete the retest now
- Connectivity Notification—the SL3 regained cellular coverage and successfully submitted stored test results
- Missed Test Notification—the client missed an alcohol test(s) and must complete a test

After the client completes an alcohol test, the SL3 will report the results to TotalAccess via cellular connection within approximately one minute. TotalAccess will promptly notify one or more designated personnel of positive test results via automated email or text message. This allows officers to rapidly respond to positive test results and initiate client contact/intervention as needed.



**Figure 62. SL3 Text Messages to Clients**  
 BI's solution includes texting clients to remind individuals of upcoming or missed tests.

## E. Transdermal Alcohol Monitoring (CAM)

Unlike the near real time alcohol reporting available through BrAC solutions, like the SL3, continuous alcohol monitoring solutions can take 30 minutes to 4 hours to report drinking events because the alcohol is measured only after the client has perspired. However, there are several advantages to continuous monitoring devices. These types of monitoring solutions are low risk, as they do not require client interaction, and supervisory personnel have much more complete data that can evidence if a client is in compliance with agency mandates.

Our proven TAD solution provides the most frequent alcohol sampling rate in the industry and has a proven, court-validated record of meeting the needs of continuous alcohol monitoring programs.



The TAD solution consists of an ankle-worn transdermal monitor and a receiver located in the client's home or primary location. The TAD continually detects the presence of alcohol through insensible perspiration and communicates all monitoring data to the HomeBase receiver. Connected to cellular network or landline, the HomeBase transmits all monitoring data directly to TotalAccess. Available with RF curfew monitoring capabilities, or as a standalone alcohol monitoring solution, the TAD incorporates the following key features:

- Industry-Best Alcohol Detection Technology.** Using transdermal technology, TAD detects and reports alcohol events over a 0.020 Transdermal Alcohol Concentration (TAC) threshold. The TAD samples perspiration every minute and records an average of all samples every five minutes, collecting 288 data points within a 24-hour period. Other transdermal solutions test perspiration once every 30 minutes, providing only 48 data points over the same period.
- Monitor Curfew Compliance.** Officers can create or customize curfew schedules for clients wearing a TAD device. From TotalAccess, officers can easily modify RF schedules and assign preset schedules to clients on a daily, weekly, or monthly basis. The HomeBase receiver records each time the TAD device enters and exits and compares this data to the RF schedule. The HomeBase reports all curfew violations to TotalAccess.
- Robust Tamper Detection Technologies.** The TAD transmitter incorporates several tamper detection technologies to provide comprehensive protection against client tamper attempts and help to ensure system integrity. As a highly durable and shock resistant unit, the TAD is equipped with proximity detection, a fiber optic strap, motion sensor, skin contact sensor, water sensor, temperature sensor, and an infrared sensor—to the best of our knowledge, no other solution offers this level of tamper detection.
- Distinguishing between Ingested and Environmental Alcohol.** TAD uses a statistical algorithm created, tested, and verified by BI to distinguish between a true drinking event and alcohol readings caused by environmental contaminants such as cleaning or beauty products. The algorithm creates a baseline for each individual wearing the device and enhances testing accuracy. BI Monitoring Operations staff will assist with interpreting alcohol charts on a 24/7/365 basis throughout the life of the contract.



**Figure 63. TAD**

The TAD is court validated and uses industry standard technology to monitor client compliance with supervision terms

- **Court Validated Technology.** When BI first introduced the TAD device to the electronic monitoring industry, we provided expert testimony in several cases regarding the alcohol data collected by TAD. The BI representative interpreted data related to the alleged drinking event and defended the reliability of the TAD device. BI's testimony was accepted by the Court as admissible evidence using the Daubert Standard.
  - Frye and Daubert Tests are the recognized standards for admitting scientific evidence into most courts. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community. The Courts applied the Daubert Standard when qualifying BI's witness as an expert and accepting the evidence provided in a Mason, Ohio Municipal Court.
- **Next-Generation Receiver: HomeGuard 20|20.** Available to the agency in the next contract term, the BI TAD will be interoperable with our newest receiver, the HomeGuard 20|20. The HomeGuard receiver is equipped with three axis motion sensor, GPS sampling capabilities, a full-color and highly durable LCD touchscreen, and audio alarm technologies—providing some of the most advanced monitoring capabilities available in the industry. Detailed information about this receiver is provided in *Proposal Section B—Radio Frequency Device* beginning on page 84.



**Figure 64. TAD with HomeGuard 20|20 Receiver**

The HomeGuard 20|20 is BI's newest receiver which can allow officers to send messages to the client via the LCD display on top of the device.

### Experience with Transdermal Alcohol Monitoring

As detailed throughout this section of BI's proposal, we are highly qualified to support the City and County of Denver's program. BI was the first company in the industry to manufacture devices specifically to monitor individuals in supervision programs; our unmatched experience is a strong competitive advantage. This is not only demonstrated by our longevity in the industry, but also the breadth of customers we support.

BI has been researching, developing, implementing, and improving transdermal products for more than a decade. We released the TAD alcohol monitor in 2009, offering a unit that provides continuous alcohol and RF curfew monitoring in a single device.

Over the years, BI engineers continually research ways to improve the reliability, accuracy, and durability of the device and our monitoring processes. Key examples of TAD experience that demonstrates BI's expertise with transdermal monitoring includes:

- Improving the Alcohol Detection Module (ADM) to provide a more durable and robust monitoring solution
- Sampling transdermal alcohol measurements every minute and averaging these samples every five minutes—providing much more detailed information than other devices that sample every thirty minutes
- Implementing a two-layered confirmation process to provide expert assistance with interpreting alcohol events generated by the TAD; technical experts and BI engineers are available to review alcohol charts
- Using a proprietary algorithm that provides a baseline measurement for each client wearing the device, enhancing testing accuracy and providing single source admissibility for court and revocation hearings

## Specification and Features

1) Tamper/alert detection technologies unique to a CAM device including calibration notification.

The TAD contains seven tamper detection features within the device. Agency personnel can also be alerted to violations via email, smartphone, or tablet. Combined, these technologies deliver comprehensive protection against client tampering and help ensure system integrity. The combination of these seven tamper detection technologies are described in the following table.

**Table 24. TAD Tamper Detection Technologies**

Technology	Generated Event	Description
Temperature Sensor	TAD Temperature High TAD Temperature Low TAD Temperature OK	Monitors client's temperature to ensure it is within range of a normal human body. A drop to ambient temperature could indicate that TAD is no longer flush against the human body.
Proximity Sensor	TAD Proximity Tamper	Monitors the distance of the device from the body. Significant changes in proximity may indicate the device is no longer securely attached to the client.
Infrared Sensor	TAD IR Blocked TAD IR Cleared	Monitors the ADM for any external build-up of debris on the face of the module. This ensures the accuracy of the alcohol readings is not compromised by an excessive amount of debris on the face of the filter.
Skin Conductivity Sensor	TAD Skin Resistance High TAD Skin Resistance Low	Monitors the pressure of the unit against the leg. If a client attempts to place an object between the sensor and leg, the sensor will register a change in skin resistance.
Fiber-Optic Circuitry Sensor	TAD Strap Tamper	Monitors the strap to ensure that it remains connected. The strap has fiber optic technology built into it, which generates alerts when the light cannot travel in a continuous loop through the strap.
Motion Sensor	TAD No Motion TAD Moving	Monitors the amount of time the device is stationary. If TAD is stationary for a long period, it may indicate that the unit is no longer attached to a client.
Water Detection Sensor	TAD in Water TAD Removed from Water	Monitors the amount of time the device is submerged in water and generates an alert if the device is submerged for more than 20 minutes. Although the unit is watertight up to three feet and clients can shower, submerging the unit for extended periods can interfere with accurate alcohol sensing.

### Calibration Notification

The BI TAD requires calibration every six months and should be returned to BI for calibration and device maintenance. To track calibration dates, TotalAccess is equipped with an *AMD Calibration Report*. Authorized users can schedule this report to be automatically delivered to defined City personnel on a reoccurring basis. Most agencies schedule this report for delivery on a weekly or monthly basis.

The graphic on the following page provides a sample of this report; please also see *Attachment 1—Sample TotalAccess Reports*.

## AMD Calibration Report

**BI TotalAccess**

Report Run 07/15/2021 08:38

Agency:

Device: TAD

Serial Number	Client Name	Device	Calibration
9805468		TAD	06/09/2021
9801966		TAD	06/09/2021
9804565		TAD	06/09/2021
9800414	Kurtis, Tomas	TAD	06/09/2021
9899998		TAD	06/09/2021
9899999		TAD	06/09/2021

**Figure 65. AMD Calibration Report**

From within TotalAccess, users can generate a report that lists the calibration due date for all TAD units by serial number, client, and device. The date is shown in red if the calibration has expired and yellow if the calibration is due in the next month.

### 2) Provides 24-hour alcohol monitoring

TAD is a water-resistant, battery-operated device that measures ingested alcohol through a sensor resting firmly on the client's ankle. This continuous alcohol monitoring technology measures client alcohol consumption 24/7/365 through vaporous or insensible perspiration passed through the skin. TAD applies a proprietary algorithm to generate a baseline for each individual to enhance testing accuracy.

### 3) Standard transdermal testing interval

Attached to the client's ankle at all times, the TAD solution provides the agency with detailed and complete alcohol monitoring data. The TAD samples perspiration every minute and records an average of all samples every five minutes, providing 288 data points within a 24-hour testing period. Other transdermal solutions test perspiration once every 30 minutes, providing only 48 data points within a 24 hour period.

### 4) Testing intervals when alcohol is detected

Worn around the client's ankle 24/7, TAD uses transdermal technology to sample perspiration that passes through the skin. Regardless of if alcohol is detected, the TAD samples perspiration every minute and records an average of all samples every five minutes.

### 5) BAC range

The TAD detects and reports alcohol events over a 0.020 Transdermal Alcohol Content (TAC) threshold. TAC is highly correlated to Blood Alcohol Content (BAC). Alcohol travels from mouth to stomach to blood stream to soft tissues before being excreted as sweat or vapor. All TAD events are date and time stamped at the time of the event occurrence and when that data was



**Figure 66. Alcohol Detection Sensor**  
 The Alcohol Detection Module (ADM) samples the alcohol content of the client's perspiration to determine the client's TAC level.

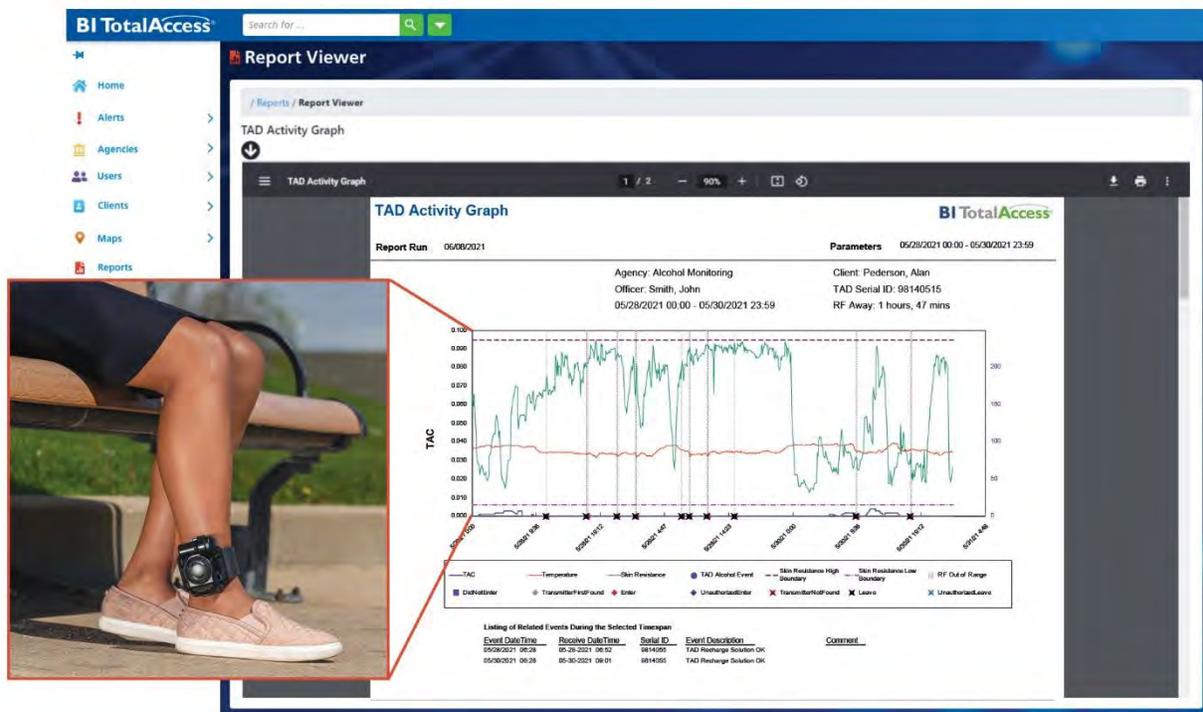
received by the TotalAccess. The TAD communicates all program and equipment information to the HomeBase receiver when the transmitter enters the range of the receiver. The receiver then sends all event messages, including equipment and program data, to the central monitoring computer via cellular or landline networks.

### 6) Process for validating an alcohol event including reporting features

The TAD is court validated and uses industry standard technology to monitor client compliance with supervision terms. Frye and Daubert tests are the recognized standards for admitting scientific evidence into most courts. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community. The Daubert standard has been applied in numerous court cases for qualifying BI's witness as an expert and accepting the evidence provided by our proposed equipment. Two departments within BI provide validation and analysis of alcohol events for TAD:

- **Engineering Department.** This department offers expert insight into product functionality and the data it generates. The Engineering Department is responsible for training the Technical Lead Department in the functionality and interpretation of data collected by the unit.
- **Technical Lead Department.** This department is located within BI's Monitoring Operations facility and serves as the first level of response for TAD confirmation requests. This team consistently provides a response to the request within 24-hours of receipt. Our Monitoring Operations personnel evaluate the alcohol event against the criteria established for transdermal alcohol absorption and elimination rates. Technical Lead personnel are thoroughly trained by the Engineering Department and participate in regular refresher training.

The following graphic summarizes the types of information available in TotalAccess to validate TAD-detected alcohol events.



**Figure 67. Validating Alcohol Events**

The data collected from the TAD can be viewed in TotalAccess. The City can customize the parameters for each TAD device. If officers are unsure whether a drinking event occurred, trained BI Monitoring Specialists can assist in interpreting TAD graphs.



**Unique Equipment Features.** To the best of our knowledge, the TAD is the only transdermal device available on the marketplace that offers seven distinct tamper technologies. Similarly, BI's transdermal solution offers the most frequent alcohol sampling frequency in the industry. These equipment features are simply unavailable from other vendors.

*7) Can be used as a stand-alone alcohol detection device*

The BI TAD provides secure, continuous alcohol monitoring available in four versions:

1. A standalone cellular alcohol monitor
2. A standalone landline alcohol monitor
3. A landline alcohol monitor with built in RF curfew monitoring
4. A cellular alcohol monitor with built in RF curfew monitoring



**Figure 68. RF and Alcohol Monitoring**

BI leveraged our extensive experience with developing and implementing RF curfew monitoring when designing the TAD solution.

The standalone versions of TAD automatically and continuously samples the client's skin perspiration for the presence of alcohol and record corresponding measurements on an ongoing basis—regardless of the client's location.

The TAD and RF solution offers the same objective, reliable alcohol monitoring as the standalone versions, but also includes RF curfew monitoring within a single system. This version of the ankle-worn TAD automatically and continuously emits RF signals that are detected by a HomeBase receiver in the client's home. The HomeBase detects the client's presence/absence from the home by detecting the presence/absence of the TAD RF signals within a specified range.

In each of these versions, the TAD transmits all stored alcohol data to the HomeBase when in range.

*8) Can be compatible with the Contractor's Radio Frequency monitoring solution.*

To the best of our knowledge, TAD was the first device in the industry to offer continuous alcohol monitoring and curfew monitoring in a single device. As a result, the agency can monitor sobriety and curfew compliance with one easy to use, reliable solution.

When paired with our HomeBase, the ankle-worn TAD continuously emits RF signals that are detected by the receiver. The HomeBase detects the client's presence or absence from the home by these signals. Whenever a client enters or leaves the home, BI's solution relays this monitoring data to TotalAccess via landline or cellular connectivity. TotalAccess contains the parameters for each individual case, including the client's schedule, and the software compares HomeBase events to the schedule. Our solution will automatically notify designated agency personnel of all noncompliant activities.



**Integration with HomeGuard 20|20 Receiver.** Available to the City in the next contract term, the BI TAD will be interoperable with our newest receiver, the HomeGuard 20|20. The HomeGuard receiver is equipped with three axis motion sensor, GPS sampling capabilities, a full-color and highly durable LCD touchscreen, and audio alarm technologies—providing some of the most advanced monitoring capabilities available in the industry.

*9) Automatically measures/records the participant's alcohol level regularly, regardless of the participant's location.*

TAD automatically and continuously samples the client's skin perspiration for the presence of alcohol and record corresponding measurements on an ongoing basis—regardless of the client's location.

*10) Comply with FCC regulations, highly durable, shock-resistant, and water resistant to allow for bathing.*

TAD is small and lightweight, weighing less than 8 ounces. TAD is also waterproof, shock-resistant and functions reliably under normal atmospheric and human environmental conditions. During the development and design of the TAD, internal personnel and third-party companies performed rigorous durability testing. This Highly Accelerated Life Testing (HALT) exposed TAD to extremes in environment, shock, and vibration to ensure accurate functionality under normal atmospheric and human living conditions. The following FCC Certifications apply to TAD:

- BI TAD Transmitter: #CSQTAD001
- BI TAD Receiver (landline): #GN7MM01B-HB-100
- BI TAD Receiver (cellular): #GNU7MM00B01-EX-520

Please also see *Attachment 2—FCC Certificates*.



**Court Validated, Proven Technology.** BI first introduced the TAD in 2009, and the solution has been validated in court many times. BI's testimony has been accepted by the Court as admissible evidence using the Daubert Standard. Frye and Daubert Tests are the recognized standards for admitting scientific evidence into most courts. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community.

*11) Battery replacement*

The TAD attaches to the client with a field-replaceable, fiber optic strap, and a field-replaceable battery powers the device. The TAD battery can power the device for up to six months of continuous use before requiring replacement. To replace the battery, authorized personnel simply complete the following steps:

1. Use the cutting tool to remove and discard the battery security cover
2. Use the battery cap tool to disengage and remove the battery cap
3. Remove the installed battery from the device
4. Insert a new battery into the device
5. Replace the battery cap—place the cap over the battery and use the battery cap tool to rotate the cap in until secure
6. Place a new security cover over the battery cap—ensuring the cover latches into place

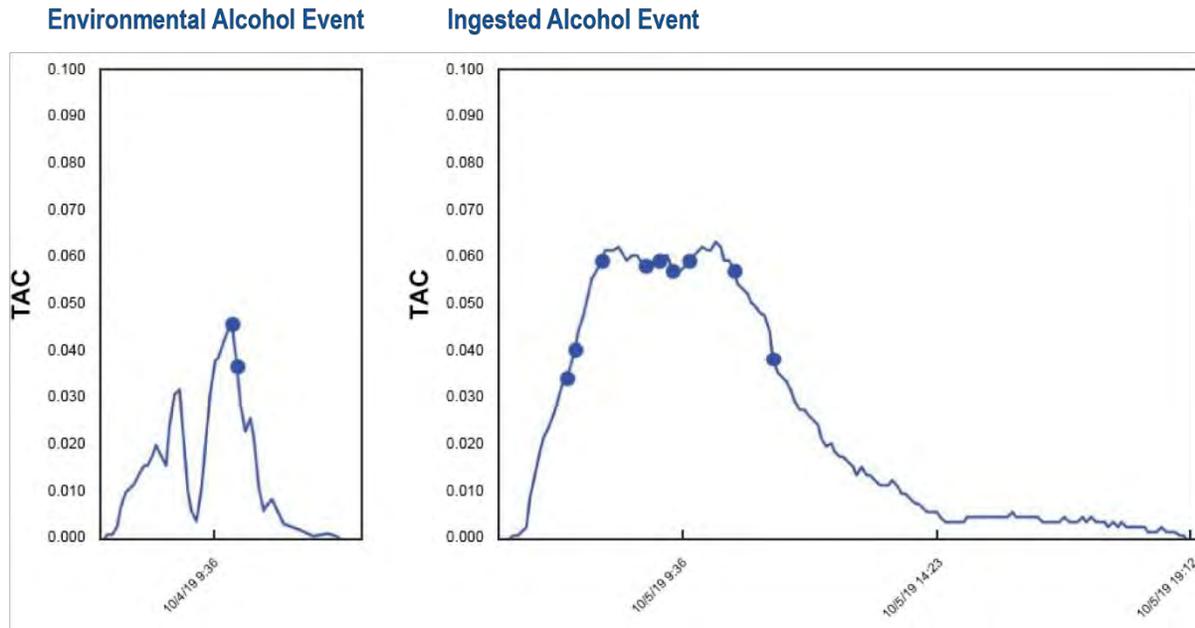
*12) Distinguishes between ingested alcohol and environmental alcohol*

Using an Alcohol Detection Module (ADM) that rests firmly against the client's bare leg, the TAD monitors and measures alcohol ingestion by detecting the insensible perspiration that passes through the client's skin. The ADM uses membrane electrode technology to calculate Transdermal Alcohol Concentration (TAC) readings, and our system uses a statistical algorithm to distinguish between ingested and environmental alcohol.

If the TAD is exposed to environmental alcohol, the alcohol reading drastically rises and decreases—which is visually demonstrated as a dramatic spike on the activity graph displayed within TotalAccess. It is

physically impossible for a human's alcohol consumption to produce such a result. When an individual ingests alcohol, the transdermal alcohol content steadily increases and decreases.

As seen below, the graph on the left shows an environmental alcohol event, while the graph on the right shows a drinking event. The steady rise and slow decline of the TAC line in the right-hand chart indicates that the individual's body is metabolizing the alcohol. The erratic fluctuations of the left-hand chart denote that alcohol is being introduced from an external source.



**Figure 69. Ingested Versus Environmental Alcohol**

When used in conjunction with an individual baseline reading for each monitored client, the ADM can differentiate between ingested and environmental alcohol.

### 13) Barriers that may affect equipment's operation

BI engineers designed TAD to monitor client sobriety. The TAD system is complex and includes many sensors to provide the City with complete and accurate alcohol monitoring data. However, as is the case with all electronic monitoring solutions, there are inherent risks or barriers that may impact devices operation. BI mitigates these risks through our tenured product development team, 24/7 Monitoring Operations center, and experienced expert witnesses.

Barriers that may affect equipment's operation include the following:

- Poor cellular signal or no landline connection
- Intentional client obstruction or tampering
- Low battery or no power
- Calibration expired

With more than 7,900 alcohol monitoring devices active across the nation, BI does not anticipate any of these barriers will impact City monitoring operations.



**Figure 70. Comprehensive Alcohol Data**

Agency personnel receive comprehensive data for each alcohol detection event reported by the TAD device. Officers can review the TAC absorption and elimination levels with corresponding dates and times, temperate, and skin resistance level.

*14) Reports specific to this technology*

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Two reports offered by TotalAccess are specific to Continuous Alcohol Monitoring. These include the TAD Activity Graph (see page 117) and the AMD Calibration Report (see page 113). Also see *Attachment 1—Sample TotalAccess Reports*.

## F. Supplemental Support Services

As electronic monitoring programs expand, and monitoring technologies have become more advanced, many agencies operating community corrections programs find themselves burdened by the vast amount of data these devices can generate. For example, if the client is being tracked by a GPS unit that collects a location point every five minutes, an agency would have more than 280 GPS points to review every 24-hours—approximately 2,000 GPS points per week.

With these monitoring challenges in mind, BI has continued to develop enhanced support solutions aimed at alleviating administrative, technical, and data management workloads. BI's Agency Assist offers services beyond alert notification and 24/7/365 technical support.



With these challenges in mind, BI developed Agency Assist, a suite of service support solutions to alleviate administrative, technical, and data management workloads. BI Agency Assist can relieve officers of up to 50% of their time spent on time-intensive administrative tasks. Through our 24/7/365 bilingual monitoring center based in Aurora, Illinois, BI offers a solution designed to meet the needs of agencies that require services beyond alert notification and technical support. BI Agency Assist can support the City and County of Denver by offering the following services:

1. **Contact Documentation:** Officers dictate case contacts to Monitoring Specialists
2. **Scheduling Services:** Clients request or officers report schedule changes to Monitoring Specialists
3. **Enhanced Monitoring Service:** Monitoring Specialists proactively contact clients to attempt to resolve alerts, or to investigate alerts, prior to notifying officers
4. **Automated Self Reporting:** Clients call into an automated phone line to proactively report changes in status
5. **Client Docs:** Stores all documents, photos, and files related to client supervision
6. **Fee Collection:** Self-pay program through BI's Customer Business Services department

These time-saving services reduce the number of routine and administrative tasks to allow officer to spend more time focused on high risk alerts and client interactions.

### Experience Providing Supplemental Support Services

BI's suite of Agency Assist services and software can be highly customized to meet the unique monitoring needs of the agencies we serve. This section of our proposal provides evidence of our ability to offer supplemental support services to some of the largest community supervision programs in the nation, including:

- The Administrative Office of the United States Courts (AOUSC) alert management support
- Illinois Department of Corrections
- Colorado Department of Corrections

## Alert Management for the AOUSC

Leveraging our decades long partnership, BI worked at length with the AOUSC to identify specific alerts that could be transferred to our Monitoring Operations Center to manage—effectively minimizing the number of alerts that require officer intervention. For each alert identified by the agency, we worked with AOUSC stakeholders to develop scripts for Monitoring Specialist use when speaking with the client or other contacts in efforts to resolve the alert. Key elements of this workflow include:

- Monitoring Specialists note and upload any conversation or attempt to contact in the AOUSC database, PACTS. TotalAccess communicates these notes to PACTS on an hourly basis, 24/7, and are available to officers in near real time.
- If the Monitoring Specialist is able to resolve the alert, the alert is closed and no further officer notification or escalation occurs. An email detailing the alert and the alert resolution notes are emailed to the officer as well.
- If the Monitoring Specialist is not able to resolve the alert, and depending on the severity of the alert as defined by AOUSC, BI notifies the agency based on established alert notification procedures.
- AOUSC designates some alerts as “immediate notify.”
- Minor alerts, as defined by the agency, have a delayed notification procedure.

## Illinois Department of Corrections

In 1995, BI began supporting IDOC agents and parolees with a continuum of case management services, including:

- Web-based case management software
- 24/7/365 management of the Parole Division Communications and Control Center
- IVR telephone reporting system
- Warrant processing
- Outbound verification calls
- Integrated electronic monitoring support
- Data entry

Since collaborating with BI, IDOC has consolidated electronic monitoring and case management data into one web-based system. Agents have 24/7/365 access to the system to complete caseload records and gain live support from Correctional Specialists. During BI’s nearly 30-year tenure as the case management service provider, IDOC has experienced measurable improvements in the quality and productivity of operations and services. Agents meet and often exceed the state’s case management standards, and IDOC monitors and documents response times to serious incidents—effectively reducing Department risk while improving public safety.



### Figure 71. Supplemental Support Services History

Our close collaboration with the agencies we serve demonstrates BI’s ability to develop custom services to support officer efficiencies.

## Colorado Department of Corrections

The Colorado Department of Corrections (CDOC), Division of Adult Parole, is responsible for the supervision of community-based inmates and parolees, and supports them in their efforts to successfully reintegrate into the community. CDOC partners with BI to aid the supervision of formerly incarcerated adult parolees, younger adults that progress from incarceration, and offenders who are assigned to community corrections facilities and programs. This flexible and robust continuum of BI products provides the ability to monitor varying offender populations.

A significant component of BI's solution includes customized integration with the Colorado Web-based Integrated Support Environment (CWISE) system. BI built the CWISE platform, first released in 2006. CWISE provides Colorado corrections agencies with a single source of consolidated offender management data. CWISE, in conjunction with BI's 24/7/365 Monitoring Operations Center, enables multiple methods of data entry and retrieval. This solution offers integration with several data sources:

- Approved treatment providers (mental health and substance abuse)
- Individual Service Plans specific to drug and alcohol programming
- Drug and alcohol testing labs
- Medical records from correctional institutions
- Other State databases, including the case management software used by institutions
- Colorado Crime Information Center (CCIC)
- National Alliance for Drug Endangered Children (DEC)

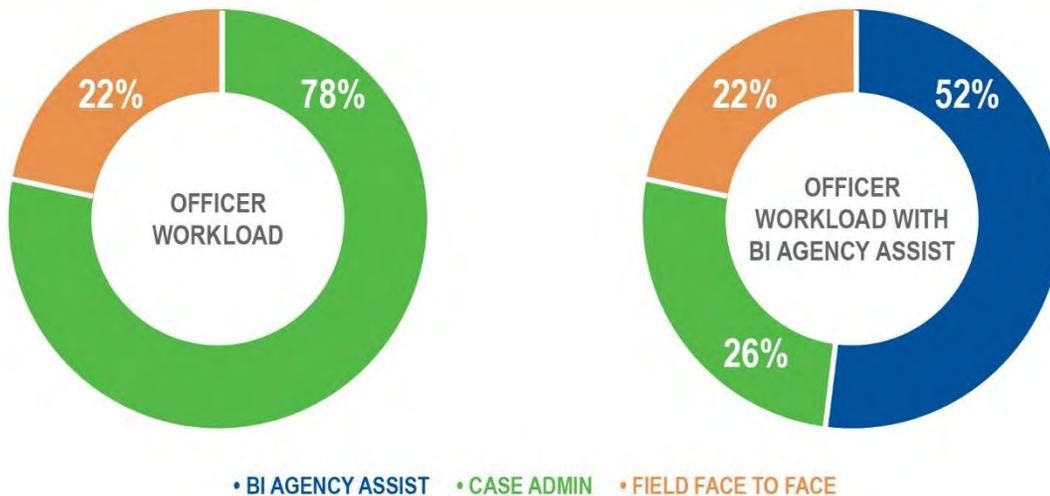
## Specifications and Features

*The Proposer shall offer a solution for the City involving 24/7/365 administrative, technical, and data management services/support to alleviate agency/officer workload by providing assistance including automated check-ins, data entry for documenting contacts/activities, alert management, and fee collection/processing. The goal of these services is to relieve officers of clerical and administrative tasks to allow City personnel to maximize time spent with participants. All information handled through these supplemental support services shall be accessible to City personnel.*

As caseloads increase and electronic monitoring programs expand, many officers operating community corrections programs find themselves spending more time handling administrative tasks rather than supervising and rehabilitating clients. According to time studies published in the *Probation Journal*<sup>3</sup>, officers spend up to 72% of their time on administrative tasks. These tasks, the majority of which are mandated by court orders, leave little time for officers to facilitate rehabilitation or monitor client compliance. The following figure demonstrates this research.

### Increasing Officer Efficiency

*BI developed Agency Assist services with the goal of relieving officers of clerical and administrative tasks to allow City personnel to maximize time spent with clients.*



**Figure 72. Increasing Officer Efficiencies, Decreasing Administrative Tasks**

According to studies published in the *Probation Journal*, removing administrative tasks from an officer's daily duties has the potential to increase efficiencies and support supervision priorities.

<sup>3</sup> Matthew DeMichele and Brian Payne, "Taking officer time seriously: A study of the daily activities of probation officers," *Probation Journal* 65, (Dec. 2017): 39-60, <https://doi.org/10.1177/0264550517748358>

## 1. Contact Documentation Services

A key component to effectively monitoring clients in the field is through regular communication with officers, supervising work and school activities, and verifying any changes in the monitored individual's circumstances. This often results in officers spending much of their time in the field, returning to the office, and performing laborious data entry—which introduces the risk of incomplete or inaccurate case notes. To alleviate this burden, BI Agency Assist offers *Contact Documentation Services* that enable officers to dictate information to Monitoring Specialists.

*Case Documentation Services* uses a feature in TotalAccess that displays mandatory fields to guide Monitoring Specialists in capturing critical data points. Monitoring Specialists data entry screens will change based on the type of information the officer dictates.

For example, if an officer calls BI Agency Assist to report a drug test, the software will automatically prompt the Monitoring Specialist to ask the following questions:

- Was the drug test performed randomly, due to reasonable suspicion, or routinely?
- What type of drug test was performed?
- What were the results of the drug test?

BI Monitoring Specialists will be available on a 24/7 basis to receive dictated case notes from officers in the field. Agency personnel can retrieve client history files by calling BI Monitoring Operations or by logging in to TotalAccess.



**Figure 73. Documenting Client Contacts**

Officers can dictate key events directly to BI Monitoring Specialists using City-established codes to quickly relay notes.



**Customized Call Scripts.** With the understanding that each monitoring program has unique objectives, protocols, and documentation processes, BI has the ability to create customized call scripts. These documents will guide BI Monitoring Specialists through all communications with monitored clients, support accurate data entry, and provide auditable records of every client interaction.

## 2. Scheduling Services

BI Agency Assist *Scheduling Services* provides proactive client interactions that reinforce compliance. Monitoring Specialists answer client calls where individuals request, verify, or change monitoring schedules. Similarly, Monitoring Specialists will place outbound calls to verify schedule requests and obtain documents regarding a client's allowed movement.

BI will collaborate with the City to determine the type of schedule changes Monitoring Specialists are allowed to process. Examples of circumstances in which other agencies allow BI to modify an individual's schedule include:

- Job search activities
- Work, with up to 90 minutes travel time
- Counseling, with up to 90 minutes travel time
- School, with up to 90 minutes travel time

### Flexible Schedule Approval Process

*Officers can supply pre-approved client schedule changes, allowing specialists to approve certain client requests on the officer's behalf. Officers can approve or deny individual requests by phone or through TotalAccess.*

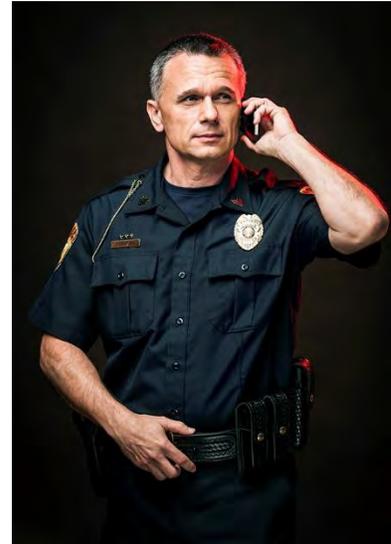
- Emergency Room (ER) medical situations, with up to 90 minutes travel time
- Movement authorized by request from officers

### 3. Enhanced Monitoring Services

Alert management is a common challenge for agencies monitoring individuals released to the community—regardless of if the individual is on electronic monitoring equipment or checking-in through SmartLINK or similar technologies. With these challenges in mind, BI Monitoring Specialists will attempt to proactively resolve alerts, troubleshoot equipment issues, notify assigned agency personnel of confirmed violations, and modify client schedules.

BI will collaborate with the City to determine which alerts require proactive resolution, the processes to follow for each type of alert, and the officer to notify if the violation remains open. An example of the type of custom alert resolution process used by BI Agency Assist includes:

1. Monitoring Specialists will ensure that the violation status is accurate by viewing client information in software.
2. If the violation is still active, the Monitoring Specialist will attempt to locate the client by calling the host site, work, school, or aftercare locations.
  - a. BI will attempt to resolve the violation by performing the steps outlined above two times.
3. Should the Monitoring Specialist have contact with the client, BI staff will attempt to troubleshoot the issue with the client.
4. The Monitoring Specialist will follow City-designated alert notification procedures, including emailing, calling, or escalating the alert to an officer.



**Figure 74. Proactive Alert Management**

The City can minimize the number of alerts officers are required to process by using *Enhanced Monitoring Services*. Trained Monitoring Specialists can process routine alerts, allowing officers to focus on high-priority alerts and complex situations.



**Supporting Operations During COVID-19.** During the unprecedented times of the COVID-19 pandemic, many agencies that use BI solutions explored our Agency Assist offering. As a single-source solution, BI was able to add Agency Assist services to existing contracts to supplement the lack of in-person contacts possible during the ongoing pandemic.

### 4. Automated Self Reporting Services

With expanding caseloads and limited resources, many agencies struggle with actively monitoring lower level, first time, or low risk clients. Alternatively, some agencies require additional monitoring check-ins beyond traditional monitoring technologies.

As a highly flexible and customizable solution, BI Agency Assist offers an Interactive Voice Response (IVR) system. The IVR system can be used for any client population to support City-defined monitoring conditions. IVR supports routine client check-ins on a City-defined frequency. BI's automated check-in system consists of the following activities:

1. The client calls the IVR system.
2. The IVR verifies the caller's identity by collecting a PIN, unique agency-defined identifier, date of birth, or other information.
3. The IVR asks the caller a series of agency-defined questions, such as change of address, employment updates, or contact with law enforcement.

4. Information collected by the IVR is automatically captured by BI's software without any interaction from a Monitoring Specialist.
5. The IVR will automatically escalate the call to a live Monitoring Specialist if there are any exceptions to the questions.

## 5. Client Docs

Client files have long been stored in paper records. However, paper can be costly and, if used excessively, wasteful. *Client Docs* is not simply electronic file cabinet; but provides officers with the ability to manage access, share, track, and edit information stored in a client's case file.

Officers or Monitoring Specialists can upload important documents to a client's case file within TotalAccess through the Client Docs features. Alternatively, clients and officers can email relevant documents to BI Monitoring Operations, and our knowledgeable Specialists will upload the documents on the individual's behalf. Examples of the types of documents contained within Client Docs include:

- School Report Cards
- Doctor's Notes
- Paycheck stubs
- Permission Slips
- Driver's License
- Proof of residence
- School ID card
- Images of home
- Community service log sheet
- Counseling notes
- Drug test results



**Figure 75. Automated Check-In Solution**

BI's customized, IVR system allows for voice check-ins in both English and Spanish and interfaces with live Monitoring Specialists for real-time entry of exceptions.



**Widely-Used Support Services.** BI Agency Assist is currently in use by some of the largest, most complex monitoring programs across the nation. In 2020, BI Agency Assist solutions processed:

- 542,000 EM violations
- \$724,500 client fees on behalf of agencies
  - million calls from clients
  - million outbound calls
- 2.6 million IVR calls
- 370,834 calls from officers

## 6. Fee Collection

We offer a comprehensive monthly billing package to simplify collecting fees from clients. When the agency designates the client as self-pay during enrollment, TotalAccess will automatically enroll the individual in BI's Self-Pay system. Self-Pay clients receive a monthly invoice from BI and pay via money order, cashier's check, or credit card. BI credits client payments on the agency's monthly invoices. The agency is responsible for any remaining amount.

Key components of our Self-Pay program include:

- During client enrollment, agencies designate the client as self-pay and indicate the daily billing rate.
- At the end of every month, BI sends an invoice to each client. The invoice will include:
  - Current monthly charges and the account balance
  - A tear-off remittance stub to be returned with payment
  - A pre-addressed return envelope to accommodate money orders or cashier's checks

- Self-Pay clients may make credit card payments via a secure, online payment portal at their own convenience, on a 24-hour basis, seven day a week.
- Clients also have the option to call BI Monitoring Operations during normal business hours (Monday through Friday, 7AM – 5PM, Mountain Time) to make a credit card payment over the phone.
- BI accepts client payments throughout the month.
- At the end of each month, BI invoices the agency for all active clients, and deducts the total amount of client payments received during that month.
  - The agency is responsible for paying the net amount on the invoice.
- In addition to a monthly invoice, the agency will receive a roster listing all Self-Pay clients, their current charges, payments received during the month, and outstanding balance.
  - The total client payments received will appear as a deduction on the agency invoice.
  - If client payments in a given month exceed billed services, the remaining credit will be applied to the agency's next monthly invoice.
- To accommodate specific programs or client populations, BI will bill the client for all, or just part, of the cost of that client's electronic monitoring.
  - BI can bill different clients at different rates if the agency bases the rate on the client's hourly wage.
- TotalAccess includes billing and payment information for Self-Pay clients.
  - Agencies may run reports anytime to view billing amounts, payments, and refunds.



**Figure 76. BI Self-Pay Program**

Overseen by Ms. Dawn Gagne, BI's Self-Pay program offers an established and effective method to collect payments from offenders. Ms. Gagne brings two decades of experience in the accounting field to manage the monthly invoicing process.

## G. Smartphone Application

Smartphone applications have become a critical component of many supervision and electronic monitoring programs across the nation, for both officers and participants.

**Participant Mobile Application.** Offender and defendant-focused smartphone applications have the potential to support participant reentry, verify compliance with monitoring conditions, and streamline communications with officers. During the COVID-19 pandemic, where in-person interactions became restricted, smartphone applications became a critical component of many supervision programs. BI SmartLINK is a feature-rich smartphone application that meets all these programmatic needs and is continually evolving in tandem with the objectives of the agencies we serve.

**Officer Mobile Application.** Officers in the field and other agency personnel require intuitive client monitoring tools that can be managed from a smartphone. Supervision staff need a mobile application that supports responding to alerts, updating schedules, activating equipment, and completing enrollments. With these needs in mind, BI developed TotalAccess Mobile, an officer-centered smartphone application supports managing caseloads while away from their computer. Unlike other providers that offer only mobile website functionality, BI TotalAccess Mobile is a dedicated application that maintains the security and functional standards of our entire web-based monitoring platform.

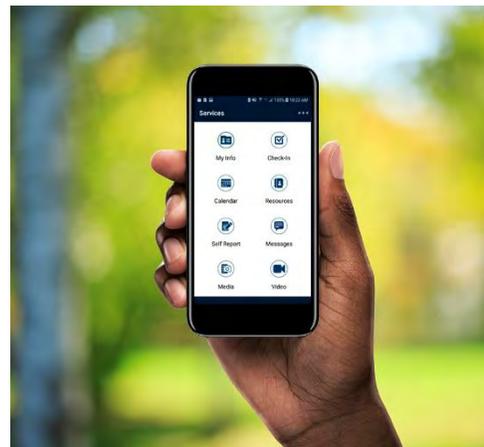


### SmartLINK: Application for Clients

BI SmartLINK is a smartphone application that places key information into the hands of the EM program participant. Designed to foster client compliance with agency requirements, SmartLINK is a tool clients can use to support supervision and compliance while in Denver communities.

BI SmartLINK is an Apple and Android compatible mobile application that gives officers an effective method to communicate with and supervise clients. To deliver the most effective and targeted features to the agencies we serve, BI offers three SmartLINK programs:

- The SmartLINK Connect program provides mobile communication that is immediate, convenient, and timesaving for both officers and clients. BI developed this solution to save officer time with fewer face-to-face meetings and phone calls, while giving clients the communication tools to support sobriety, accountability, and overall compliance.
  - The SmartLINK Connect Program is included at no cost, as a complement to BI's electronic monitoring equipment.
- The SmartLINK Report program and the SmartLINK Verify program are two other application options, available at an additional cost.



**Figure 77. BI SmartLINK**

SmartLINK is wholly developed and designed by BI Software Engineers who have decades of experience with community supervision technologies.

The following table details SmartLINK features and associated programs.

Table 25. SmartLINK Features and Programs			
Feature	Program		
	A. Connect included	B. Report optional	C. Verify optional
<b>1. My Info</b> <i>Clients view and submit changes to contact information, employment, and other key data</i>	✓	✓	✓
<b>2. Messages</b> <i>Supports text message capabilities between officer and clients with all data stored in TotalAccess</i>	✓	✓	✓
<b>3. My Docs</b> <i>Clients view documents uploaded by officers</i>	✓	✓	✓
<b>4. Resources</b> <i>Provides a list of agency-approved community resources</i>	✓	✓	✓
<b>5. Calendar</b> <i>Reminds clients of mandated activities, such as court appearances of community service</i>	✓	✓	✓
<b>6. Client-Submitted Schedules</b> <i>Clients submit schedules for officer approval</i>		✓	✓
<b>7. Self-Report</b> <i>Clients answer agency-customized questions</i>		✓	
<b>8. Self Report with Biometrics</b> <i>Clients answer agency-customized questions and complete a biometric check-in</i>			✓
<b>9. Biometric Check-In</b> <i>Verifies client identity and location on a scheduled or random basis</i>			✓
<b>10. Video Conference<sup>4</sup></b> <i>Streams video communications between officers and clients</i>	✓	✓	✓

### BI Mobile: Secured Smart Device

Modern electronic monitoring programs rely on the accuracy, reliability, and speed of monitoring data. With the increasing use of mobile applications to communicate with clients, verify compliance, and support overall reentry, BI engineers developed a secured smartphone monitoring solution. BI Mobile alleviates challenges agencies and clients, such as sex offender, work release, indigent, and homeless populations, may face related to accessing a smartphone. BI is the first and only provider to offer a mobile device that runs on a proprietary operating system and provides a high level of device security.

Key features associated with BI Mobile include:

- **Secure Operating System Developed by BI.** BI Mobile runs on a standalone operating system developed in-house by BI software engineers. Unlike Mobile Device Management (MDM) software, which simply blocks or restricts functionality, BI Mobile removes functionality completely, preventing clients from disabling the software or installing third-party applications.

<sup>4</sup> Available at an additional cost, per streamed call

- Controlling Smartphone Access and Activity.** Pre-installed with SmartLINK only, BI Mobile eliminates the client's ability to browse the internet, make unauthorized phone calls, access app stores, or manipulate phone settings. Unlike smartphones with MDM software that simply block or restrict the client's use of the device, BI Mobile limits client access to traditional smartphone functionality and only provides access to SmartLINK application features.
- Eliminating GPS Spoofing.** Many smartphone applications allow clients to tamper with or "spoo" GPS points, including installing foreign GPS programs manually. BI Mobile restricts the client's ability to download any applications, completely mitigating the possibility of the monitored individual introducing false monitoring data.

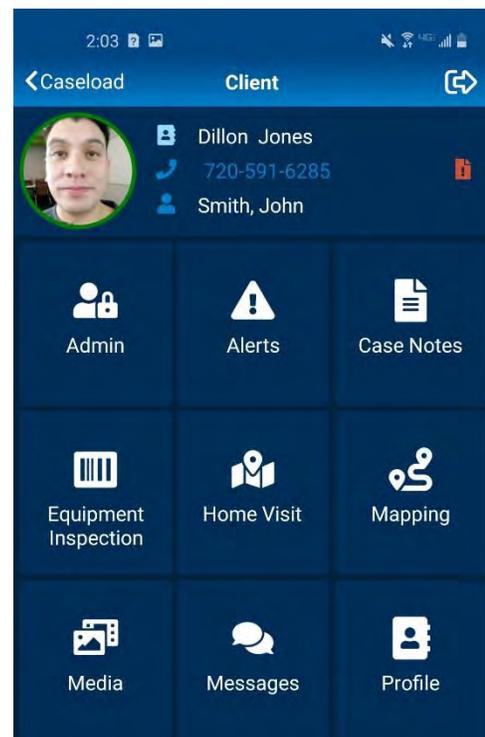
#### Secured Smart Device

*To the best of our knowledge, no other provider in the industry offers a fully secured, client facing smartphone with a custom operating system developed specifically for community supervision programs.*

### TotalAccess Mobile: Application for City Personnel

BI TotalAccess Mobile is a dedicated application that maintains the security and functional standards of our entire web-based monitoring platform. Our Software Development team built this application from a mobile perspective—processes and workflows from web-based TotalAccess were adjusted to ensure efficient, on-the-go functionality. In addition to incorporating most features of TotalAccess, BI added functions that are solely accessible via TotalAccess Mobile. Key features of TotalAccess Mobile include:

- Verifying Officer Safety.** TotalAccess Mobile users can scan a BI monitoring device while in the field, documenting the officer's location and the date and time of the interaction.
- Communicating with Clients.** Officers can video conference with clients using SmartLINK, and all communications are stored indefinitely in TotalAccess.
- Inventory Variance.** TotalAccess Mobile has a new inventory management feature to quickly reconcile inventory variances.
- Viewing Nearby Clients.** This feature populates client locations on a map that details an officer's surrounding area.
- Equipment Inspection.** Agency personnel can manage all equipment alerts, add, edit, or delete equipment, and assign serial numbers remotely.
- Push Notifications.** Officers can be notified or violations by receiving a push notification from TotalAccess Mobile, providing prompt and accurate information on noncompliance while agency personnel are in the field.
- Monitoring Clients.** This feature allows users to add, edit, and delete caseload information; edit all client schedules; and send audio messages to clients on-demand.
- Mapping and Zones.** To easily adjust monitoring requirements in the field, agency staff can view all client GPS points, enable Pursuit Mode on GPS devices, and create/edit zones.



**Figure 78. BI TotalAccess Mobile**

To the best of our knowledge, no other electronic monitoring provider offers a fully functional, officer-centered mobile application.

## Experience with Smartphone Applications

As an organization dedicated to evaluating the application of new technologies in supervision programs, BI anticipated the need for smartphone technologies in the electronic monitoring industry. As such, we first began developing mobile applications in 2016.

**Client Smartphone Application Experience.** Unlike other providers, BI's SmartLINK application was developed entirely by our own employees, without relying on third parties. During the development of SmartLINK mobile application, BI focused on providing a suite of monitoring tools to assist both officers and clients. When SmartLINK was first released in 2017, the application had five product features:

- Check-In
- Self Report
- Calendar
- Supervision Terms
- Resources

Today, the application supports three distinct, feature rich programs designed for varying population and monitoring needs: SmartLINK Verify, Report, and Connect. The SmartLINK video conference feature, first introduced in 2018, has been a crucial tool for agencies during the COVID-19 pandemic when in-person interactions were limited.

SmartLINK is currently used in some of our largest agencies such as: the Department of Homeland Security, AOUSC, Illinois Department of Corrections and Colorado Department of Corrections. More than 76,500 individuals use the application, nationwide.

**Officer Smartphone Application Experience.** TotalAccess Mobile is continually evolving based on the changing needs of community supervision programs and the officers using the application. When the TotalAccess Mobile application was first released in July 2018, the software had four initial features:

- Client Profile
- Alert Management
- Client Schedules
- Mapping

Upon this initial release, the *Mapping* feature was most widely used by officers while in the field. This feature allows officers can request an on-demand location point from any client tracked with a GPS device and provides real-time location information.

Another widely used feature is TotalAccess Mobile *Media Management*, released in February 2020. This feature allows users to upload documents and photos directly into TotalAccess for inclusion in the client's case record. This feature can send case management or supervision documents directly to clients via SmartLINK, and users can require that the client acknowledge the receipt of the document.

From the initial release with four features in 2018, today TotalAccess Mobile has more than 25 features and capabilities, with additional upgrades continuously released on a regular basis.



**Figure 79. Experience with Smartphone Applications**

BI has a proven history of continually developing and releasing smartphone application features for both officers and monitored participants.

## Specification and Features

1) *Application must be highly secure and use password protection and other security features.*

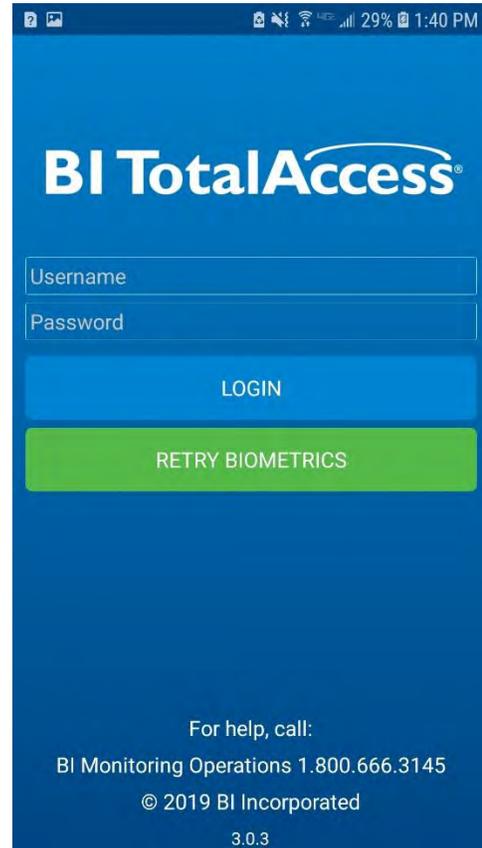
After downloading TotalAccess Mobile from the Google Play Store or the Apple App Stores, authorized users verify their account and have access to key monitoring information from a smartphone. Officers can login to TotalAccess mobile using either fingerprint or FaceID. After logging in via these biometric means, TotalAccess Mobile allows officers to quickly respond to alerts while in the field. Officers receive push notifications, allowing users to fully address alerts within TotalAccess Mobile. Officers can also adjust the client's schedule, enter a comment, close alerts, and view push notification history.

Similarly, BI SmartLINK allows clients to use their fingerprint on Apple and Android devices, in addition to FaceID on iOS to login to the application.

2) *A mobile reporting platform to increase participant accountability while in the community.*

BI's solution includes valuable features within the SmartLINK mobile application that have the potential to increase overall participant accountability and minimize officer workload. Specific features of SmartLINK that support accurately monitoring client populations in the community include:

- **Two-way, active communication capabilities.** For example, officers can open up a direct line of communication with the client during a violation.
  - Proactively remind clients of curfew schedules, appointments, or other monitoring mandates.
  - Clients can view all schedules and appointments, 24/7/365 from within SmartLINK
- **Client-submitted schedule modifications.** In lieu of submitting hardcopy schedule requests, calling officers, or reporting in-person to modify curfew restrictions, clients can request these changes directly in the application.
  - Officers have the ability to approve or deny schedule modifications in TotalAccess or TotalAccess Mobile—streamlining communications, eliminating alert processing, and ultimately supporting compliance.
- **Biometric check-in with GPS capabilities.** The City can require clients to check-in at specified times and locations to verify compliance with supervision conditions. SmartLINK also provides on-demand check-in features, enabling officers to collect near real time location and biometric data.
- **Proactive self reporting.** Should the client experience significant life changes, for example contact with law enforcement or change in employment, the individual can proactively report this information through SmartLINK. This streamlines communications and supports accurate client information.



**Figure 80. TotalAccess Mobile Secure Login**  
 BI TotalAccess Mobile follows industry-best practices to ensure proprietary monitoring data remains confidential.

### 3) User friendly for both the participant and the officer.

BI developed our suite of mobile applications with ease of use in mind. A core tenant of our approach to smartphone applications is that the interface should be easy to navigate, customize, and access information. BI continually releases new features and upgrades to both SmartLINK and TotalAccess Mobile to support user-friendly experiences for officers and clients.

Examples of user-friendly features of our smartphone applications are summarized by the following table.

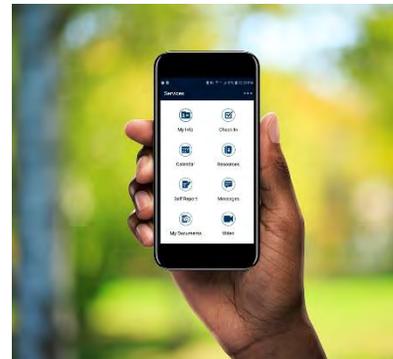
**Table 26. Smartphone Applications: User-Friendly Features**

Application	Feature	Description
<b>SmartLINK</b> <i>Client Smartphone Application</i>	Resources	The <i>Resources</i> feature contains a searchable directory of City-identified service providers and provides turn-by-turn directions to provider locations.
	My Docs	<i>My Docs</i> contains digital files of supervision rules, agreements, terms, conditions, or other City-defined documents. Clients can proactively upload documents to support verifying compliance.
	Messaging	Supports client officer communications through text messages, delivery and read receipts, and auditable records.
<b>TotalAccess Mobile</b> <i>Officer Smartphone Application</i>	Media Management	Users can upload documents and photos directly into TotalAccess for inclusion in the client's case record. Officers can send case management or supervision documents directly to clients via SmartLINK and require client acknowledgement.
	Messaging	Supports client officer communications through text messages, delivery and read receipts, and auditable records.

### 4) Customizable based on agency's preference and participant risk/needs.

When developing SmartLINK capabilities, BI realized that community supervision programs would require the ability to customize features based on agency preference and participant needs. To support a variety of participant populations and supervision requirements, BI categorized SmartLINK features into distinct programs:

- SmartLINK Connect includes application features aimed at streamlining officer and client communications, supporting accurate data collection, and providing reentry support to monitored individuals. SmartLINK Connect application features include:
  - My Info
  - My Docs
  - Calendar
  - Messages
  - Resources
- SmartLINK Report includes application features that enable the client to proactively report changes to their supervising officer, including changes to schedules and life circumstances. SmartLINK Report application features include:
  - Client-Submitted Schedules
  - All SmartLINK Connect features
  - Self-Report
- SmartLINK Verify includes applications that allow officers to confirm compliance with supervision conditions via GPS and biometric technology. SmartLINK Verify application features include:



**Figure 81. Features Aligned with Risks and Needs**

the SmartLINK application can be used in conjunction with electronic monitoring equipment, or as a standalone solution based on the participant's risks and needs.

- Self Report with Biometrics
- All SmartLINK Connect features
- Biometric Check-In
- All SmartLINK Report features

Officers can select the most appropriate SmartLINK program for each client based on participant need and supervision requirements.



**Continually Evolving Smartphone Applications.** Unlike other providers, BI's SmartLINK application was developed entirely by our own employees, without relying on third parties. During the development of SmartLINK mobile application, BI focused on providing a suite of monitoring tools to assist both officers and clients. Designed to act as either a standalone solution, or to supplement client-worn devices, SmartLINK is continually evolving based on the changing needs of community supervision programs and the clients monitored.

### Other Application Customizations

Beyond the selection of SmartLINK programs, authorized City users have the ability to customize specific features of the application. The City can create custom questions to include in the *Self Report* feature; BI developed this feature to specifically target participant risks and needs. In addition, users can create custom scheduled and random biometric check-in schedules based on participant risks and needs. This feature can be used to verify participant attendance at court-mandated counseling, for example.

SmartLINK *Resources* provides another feature that users can customize. This SmartLINK function allows the City to select local community service providers that can support client reentry and stabilization.

#### 5) Language availability

SmartLINK supports English, Spanish, Portuguese, and Haitian Creole, with more languages being added on a regular basis by BI software development.

#### 6) Data generated, collected, and reported is easily accessible by the officer.

Providing easily accessible data to officers is central to TotalAccess Mobile and SmartLINK functionality. Examples of how BI smartphone applications generate, collect, and report monitoring and supervision data includes:

- **Officer Uploads.** TotalAccess Mobile allows users to upload documents and photos directly into the client's case record. Officers can send case management or supervision documents directly to clients via SmartLINK, and users can require that the client acknowledge the receipt of the document.
- **Participant Uploads.** SmartLINK provides the ability for clients to proactively upload documents or photos for



**Figure 82. TotalAccess Mobile Media**  
 TotalAccess Mobile provides the ability for officers to upload and review documents associated with participant monitoring.

officer review. This eliminates the need for in-person, paper record processes and increases data accuracy.

- **Case Notes.** TotalAccess Mobile provides users with the ability to add and view case notes. The application includes standard template case notes for frequent/common events. For example, officers can select a predefined template that summarizes the outcomes of a phone call with the client, including date, time, client name, purpose of call, and outcome.
- **Electronic Monitoring Data.** TotalAccess Mobile contains several features that support collecting and reporting information about participants tracked via BI devices, for example:
- **Viewing Client Locations.** While in the field, officers can use TotalAccess Mobile to request an on-demand location point from any client tracked with a GPS device. This feature provides real-time location information, supporting client supervision activities and compliance priorities.
- **Inventory Management.** TotalAccess Mobile has a new inventory management feature to quickly reconcile inventory variances.



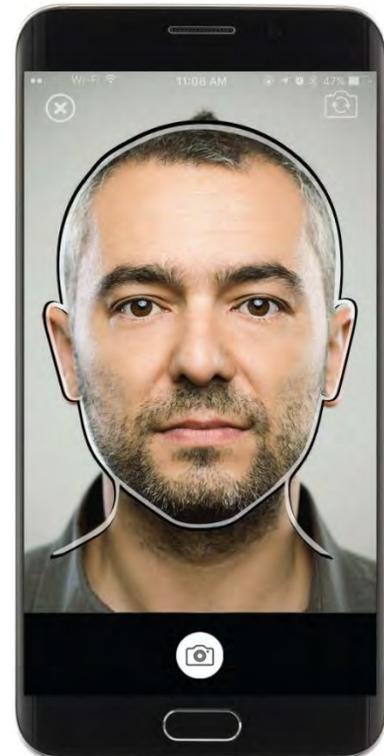
**Developed Based on Officer Needs.** Based on direct feedback from the officers that use BI technologies, we understood the need for a mobile application for officers to support responding to alerts, updating schedules, activating equipment, and completing enrollments. With these types of needs in mind, BI developed TotalAccess Mobile, an officer-centered smartphone application that allows authorized users to easily manage caseload information and changes while away from their computer.

### 7) Supervision tools to include scheduled check ins and location/curfew monitoring.

The SmartLINK *Check-In* feature provides clients with the ability to periodically check-in. During a check-in, the SmartLINK mobile application accurately captures the individual's location and a photo to biometrically identify the client. The check-in tool is highly flexible, allowing officers to accommodate various client schedules, including fixed and random schedule options. Specific use cases include:

- Officers or other City staff can schedule a biometric check-in that can be processed against any GPS Inclusion Zone to confirm presence or absence at required locations.
- Authorized personnel create customized schedules that best suit varying client populations. For example, schedules that are specific to approved work activities, counseling, or other agency-mandated activities.
- If agency personnel believes the client may be partaking in noncompliant or illegal activities, the officer can initiate an on-demand check-in request from within TotalAccess or TotalAccess Mobile.
- Clients have the ability to check-in at will and on their own accord if they so choose—check-ins do not always need to be initiated by the officer.

In addition, the SmartLINK mobile application is equipped with a *Calendar Check-In* feature that allows agency personnel to combine the check-in process with a mandated client activity—such as counseling or community service. This is accomplished via appointment location with verification. For example, the agency can use the *Calendar Check-In* feature to confirm a client completed certain activities as required.



**Figure 83. SmartLINK Check-In**  
 During a SmartLINK Check-In, the application biometrically confirms the participant's identity and captures a GPS point.

8) *Two-way communication between participant and officer with date/time stamp and delivery/read receipt feature*

### Text Message Features

The SmartLINK *Messages* feature allows agency personnel and clients to securely communicate via text-message-like conversations. All conversations are available for review in TotalAccess. Officers may use mass messaging to notify any number of clients at one time. The agency may communicate with clients from TotalAccess Mobile or web-based TotalAccess. Multiple officers and authorized personnel can send messages to each client, and each message indicates which user sent the message.

Use cases and features of this capability include:

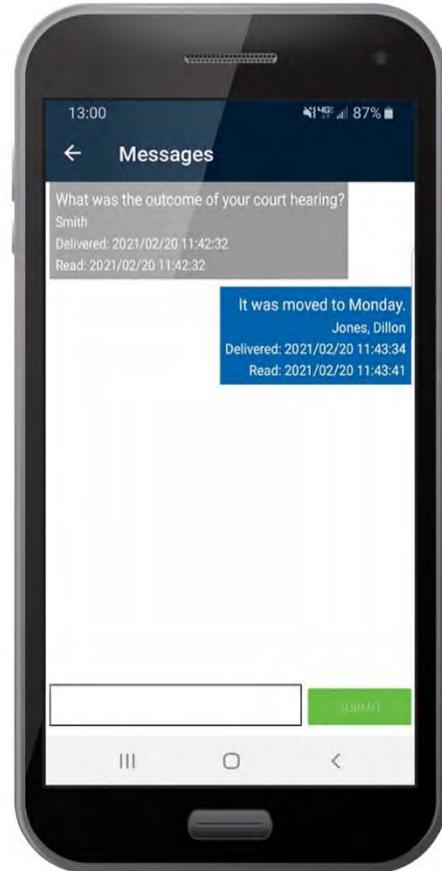
- The client sends a SmartLINK message, and the system records the message in TotalAccess or TotalAccess Mobile for agency review. This mitigates the potential nuisance of an abundance of client messages being sent directly to an officer's mobile device.
- From within TotalAccess or TotalAccess Mobile, agency personnel review the historical record of sent and received messages. All messages are timestamped and display delivery/read receipts. This information can be used as documentation of client behavior during the monitoring period or be presented as evidence in court, if needed.

### Video Conference Features

BI TotalAccess Mobile and BI SmartLINK feature enhanced communication through secure, officer-to-client video conferencing. A record of all communications is stored indefinitely in TotalAccess.

BI finds that our public sector partners leverage this tool for:

- Complimenting/reducing field contacts
- Conducting remote supervisions/visits
- Addressing client noncompliance
- Following up on alerts
- Troubleshooting equipment
- Supporting medication accountability

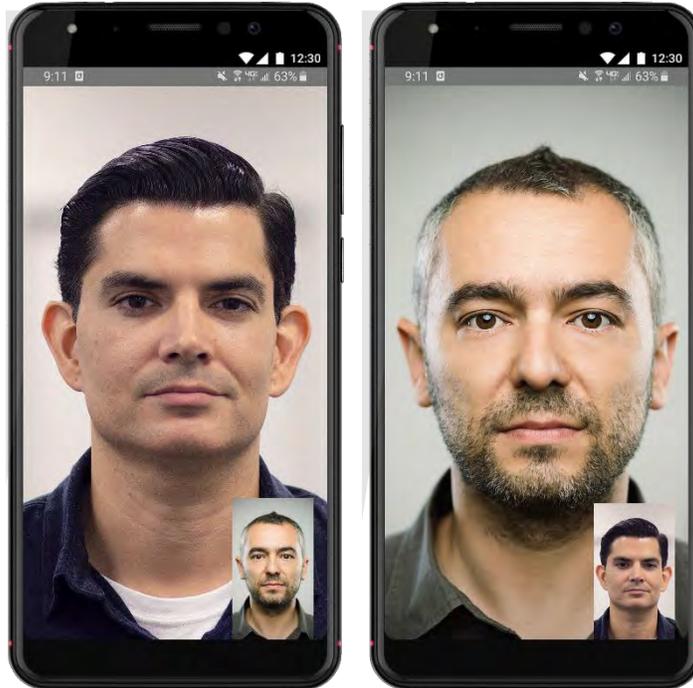


**Figure 84. SmartLINK Messages**

All text messages are recorded in TotalAccess. Unlike traditional text messages, clients cannot delete messages within SmartLINK.



**Changing Operations: COVID-19 Pandemic.** During the COVID-19 pandemic, many of the agencies that use BI equipment were unable to perform in-person meetings with monitored clients. BI modified established contracts to add SmartLINK video conferencing capabilities, providing a single-source solution that is highly responsive to shifting agency circumstances and needs.



**Figure 85. SmartLINK Video Conferencing**

Officers can video conference with clients using SmartLINK, and all communications are stored indefinitely in TotalAccess.

#### 9) Customizable questions for the participants and acknowledgment of upcoming events

Authorized City personnel can customize the questions contained within the SmartLINK *Self Report* feature. *Self Report* capabilities are described in detail within this section; see BI's response to the immediately following specification.

From within TotalAccess of TotalAccess Mobile, agency users have the ability to add upcoming events to the client's SmartLINK *Calendar*. This feature of SmartLINK will remind clients of the event and require the individual to acknowledge the appointment. Please see BI's response to *Specification 12* within this section (page 137) for detailed information about *Calendar* features.

#### 10) Participant self-reporting tools

The *Self Report* feature allows the client to inform agency personnel quickly of significant life changes—such as change of address, employment, program violations, arrests, and contact with law enforcement. BI also provides agencies the option of creating their own customized questions at the customer, agency, caseload, or client levels. If the agency mandates the client to submit biometric check-ins, SmartLINK requires that the client complete the application check-in process after self-report information is submitted from the individual's mobile device.

**Figure 86. SmartLINK Self Report**

The *Self Report* feature also allows authorized users to request an unscheduled check-in that collects location information.

### 11) Access to officer's contact information and agency's participation documents

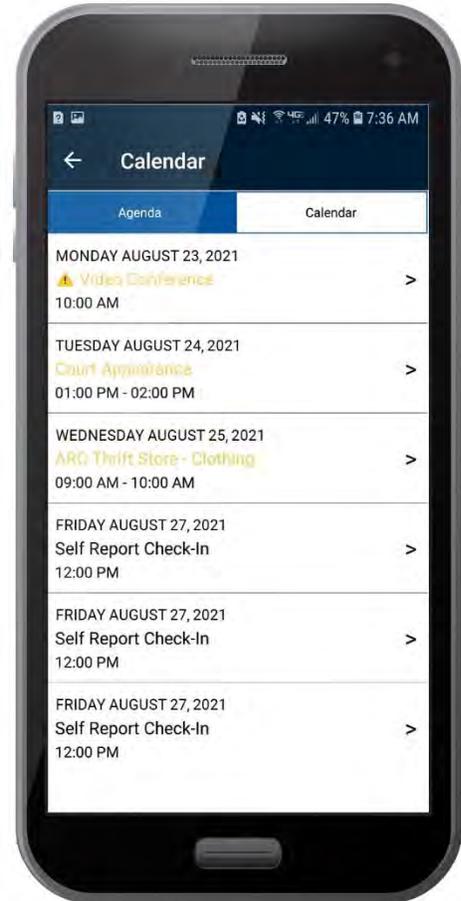
Designed to support client understanding of supervision terms, SmartLINK contains a *My Docs* feature that includes digital files of supervision rules, agreements, terms, conditions, or contracts. This feature can accommodate any other officer-defined documents that support the client's understanding of release conditions.

Similarly, the *My Info* feature of SmartLINK provides clients with a detailed view of their submitted information to the agency. From this feature, clients can view their personal information, such as address, contact info, transportation, employment, personal contacts, and assigned community referrals. In addition, clients can submit change requests to their personal information as well. Agency personnel will see an event through TotalAccess and TotalAccess Mobile that states the client has requested a change to their information. Officer contact information is available when added as a "personal contact" under My Info. Officers can easily approve or deny requests from clients in TotalAccess and TotalAccess Mobile.

### 12) Event calendar and reminders for the participants

The SmartLINK *Calendar* feature displays the client's scheduled appointments and services—such as court dates, case manager meetings, and curfew restrictions—and provides the client with automated, agency-designated reminders. Use cases and features of this capability include:

- From within TotalAccess, agency personnel enter the client's scheduled appointments and services into the system and designate when the SmartLINK mobile application will provide automated reminder notifications to the client.
  - The officer may require clients to acknowledge SmartLINK reminders. This promotes compliance and ultimately supports public safety.
- Using the SmartLINK application on their phone, the client taps on an individual *Calendar* entry to review details such as the time of the appointment and the address and phone number of the provider.
- Clients can also submit a schedule change to their officers through the *Calendar* feature. Once a schedule is approved or denied, the client receives a push notification of the result. Changes are automatically updated in TotalAccess if approved, reducing the need to manually add schedules for clients or submit email, paper schedules, or report in person to drop off a change request.



**Figure 87. SmartLINK Calendar**

The ability to remind clients of upcoming appointments and services helps support compliance with supervision conditions.



**Software Development Focused on Community Corrections.** BI invests heavily in product development, Agile software development, emerging technologies, continuous improvement processes, and service enhancements that best support agency programs. BI Product Management, Research and Development, Applications, Quality Assurance, and Labs personnel focus on designing and implementing technology innovations. Unlike other vendors, all of BI's Software Engineers are direct employees of our organization.

### 13) Ability for participants to upload documents

The SmartLINK *My Docs* feature allows clients to capture documents—such as education, employment, or court documentation—as high-resolution photographs and then submit (upload) this information directly to City personnel. All uploaded documents and photographs are automatically stored in TotalAccess. More than 40 document types or photos can be managed through BI TotalAccess.

The following table provides a sampling of document types.

**Table 27. SmartLINK My Docs**

Category	Type		
Attendance Verification	AA/NA Meetings	Treatment groups	Places of employment
	Job searches	Religious services	Approved travel
	Day Reporting Center attendance		
Documentation	Work schedules	Bank statements	Business cards
	Furlough verification	Paystubs	Medical paperwork

In addition, officers can upload documents from TotalAccess Mobile for participant review in SmartLINK. These features are described in detail within this section in response to *Specification 6*; see page 133



**Widely Used Mobile Applications.** Many of the programs that use our electronic monitoring products have also adopted the use of our smartphone applications. As of July 2021, more than 176,500 individuals have downloaded the SmartLINK client application. Similarly, there are more than 4,500 downloads of BI TotalAccess Mobile.

### 14) Ability to design a list of services and providers, along with contact information, to assist participants with needs

SmartLINK includes a *Resource* feature that has the ability to connect supervised individuals to local resources, programs, and services. The *Resources* feature contains a searchable directory of City-identified service providers within the local community. The *Resources* feature categorizes local providers to help clients easily find services. When the clients tap on a resource from their smartphone, SmartLINK provides the provider's hours of operation, address, and telephone number. Using phone mapping and call features, the SmartLINK mobile application allows the client to view a map with "turn-by-turn" directions to the provider location and telephone the identified point of contact from within the application.

### 15) GPS tracking to confirm participants location and event participation

City personnel can confirm client location and event participation by using the SmartLINK *Check-In* feature. This capability processes biometric check-ins against any GPS Inclusion Zone to confirm presence or absence at required locations. See BI's response to *Specification 7* on page 134 for detailed information about SmartLINK *Check-In* capabilities.

## H. Data Analytics Software

When the client is being actively monitored with GPS technology, a single device can collect more than 5,500 location points in a single day. In addition, GPS devices are capable of generating approximately 70 unique events to notify agency personnel of location information, tamper attempts, and equipment status. As a part of day-to-day duties, officers need to quickly manage and accurately interpret vast amounts of GPS data to prioritize caseloads. In addition, administrators and leadership require tools to analyze the health and effectiveness of electronic monitoring programs.



With these needs in mind, BI engineers developed our proprietary Analytic Suite, an optional feature of TotalAccess that uses advanced technologies to analyze the large amounts of data produced by GPS monitoring. The tools within Analytics let officers to easily identify client patterns and pinpoint risky behaviors—allowing the agency to focus on the highest risk individuals. In addition, Analytics allows program administrators to quickly view the overall health of their program and the work of officers.

*The Proposer shall provide advanced data analytics software that is fully integrated with proposed electronic monitoring software.*

TotalAccess includes a fully integrated, powerful data analytics engine that supports the City's decision-making and improve outcomes. BI's robust reporting and software features offer agency administrators enhanced value to reduce program performance risk through more efficient oversight and increased program accountability.

BI Analytics takes data visualization to the next level—transforming disparate data from a variety of sources into cohesive, useful intelligence upon which decisions can be made. BI Analytics provides reports, detailed client-specific summaries, program oversight reports, and customized reports tailored to the specific needs of managing the agency's electronic monitoring program.

Other providers claim to have analytics software—however, many features touted as analytical are a repackaging of standard monitoring software features BI has always provided as part of TotalAccess. BI employs a team of software developers who perform extensive computational, statistical, and mathematical research necessary to produce predictive outcomes.

The table on the following page depicts the software features that are standard to TotalAccess and the enhanced features provided to the Pretrial Division within BI Analytics.



**Figure 88. BI Analytics Suite**

Our powerful, integrated Analytics Suite is a crucial data management tool currently in use by some of the largest electronic monitoring programs in the United States.

**Table 28. BI Analytics Features**

Feature	Standard TotalAccess	Enhanced Analytics
Travel Route Playback	✓	
Map Zoom Capabilities	✓	
Address Association and Identification	✓	
Shared Location Reports	✓	
Risk-Based Dashboard		✓
Alert Response Analyses		✓
Absconder Analysis		✓
Address Proximity Analysis		✓
Enhanced Stops Analysis		✓
Risk-Based Zone Creation		✓

Throughout the evaluation of vendor analytical software, we encourage the agency to compare the advanced analytical features provided by BI against the software provided by competitors. Few, if any, providers have the capability to provide the advance features contained within BI Analytics.



**Integrated Software Approach.** BI's Analytics Suite is fully integrated with TotalAccess. Unlike other providers that use disparate software systems to perform analytical capabilities, any authorized TotalAccess user can leverage the power of BI Analytics from a single login and system.

*This analytical analysis feature should be designed to evaluate trends in participant behavior and calculate potential high-risk clients by providing officers with historical and recent data about client risk patterns and alert management.*

The Analytics Suite Dashboard was designed to utilize the vast amounts of participant data from TotalAccess to provide graphical views of a caseload based on a combination of participant risk factors. The foundation for its design arose from customer requests for a method to focus agency staff members' attention and prioritize their daily work to ensure that high risk cases are attended to first to minimize community risk. The figure on the following page provides an example of this Dashboard.

The Dashboard utilizes large quantities of alert/event data from TotalAccess and risk scores (weights) to create analytics that are used to identify high-risk participants and bring forth new insights about participant behavior and history. Alerts can still be worked from within the Dashboard, giving agency staff a priority list of clients to be reviewed. Key features of the Analytic Suite Dashboard include:

- The Dashboard contains the same participant list as the caseload snapshot in TotalAccess, in addition to risk-based calculations based on participant behavior
- The data is real time, but also has 3, 7 and 30-day historical views
- The Dashboard is designed to provide a view of high risk cases based on the following three factors:
  - Agency Risk Level (Level assigned by agency's assessment)

- Computed Risk Level (Participant’s compliance with their monitoring program)
- Alert Status (Open, closed in last 24 hours, or no alerts)

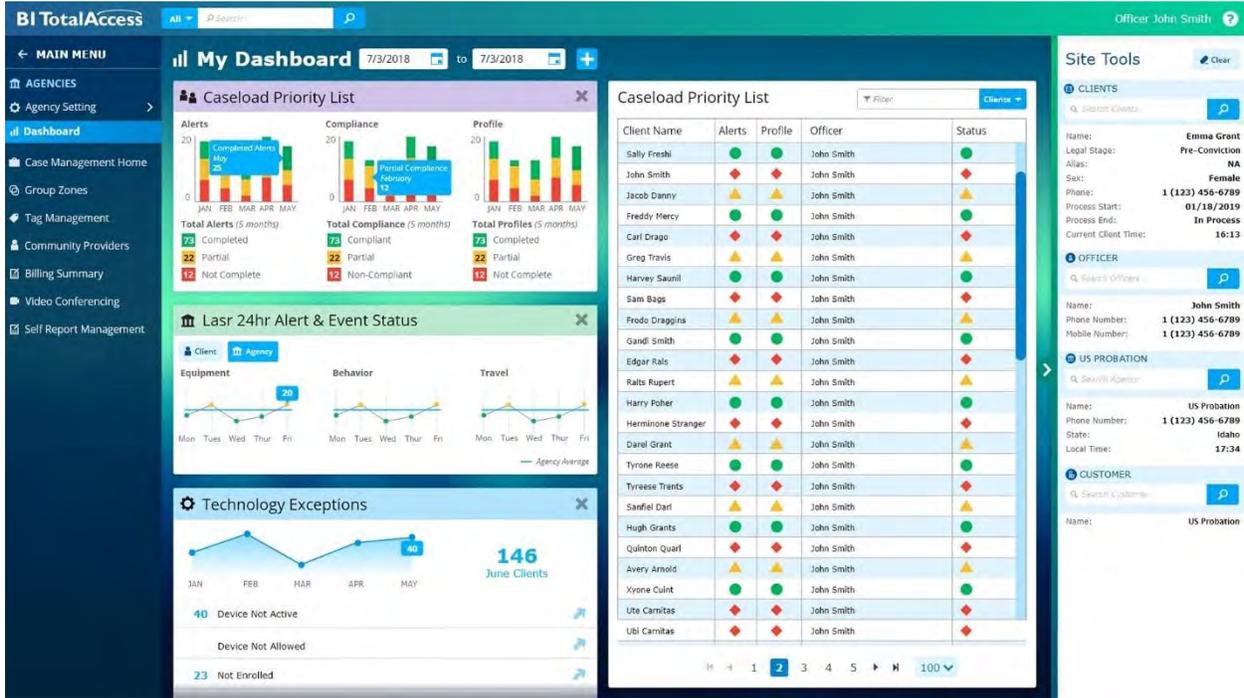


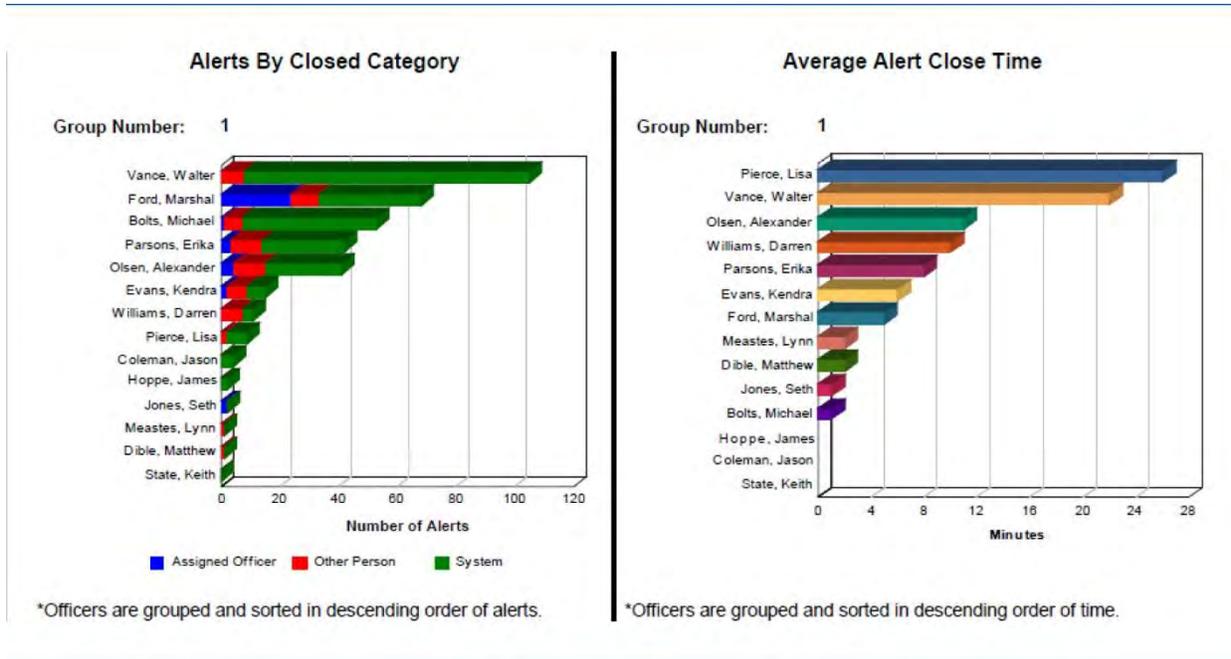
Figure 89. BI Analytics Suite: Dashboard

BI Analytics displays comprehensive data in a graphical form that draws attention to highest risk and priority cases. Risk levels are assessed based on live and historic information collected over the past 3, 7, or 30-day periods.

[The remainder of this page is intentionally left blank]

*Additionally, the tools shall promote officer work efficiency by providing agency leadership with key metrics correlated with officer productivity based on managing, responding, and resolving alerts. The software should be easily viewable “at a glance”.*

Supervisory personnel need tools to rapidly determine program and officer efficiency. Evaluating officer effectiveness allows the agency to determine if an officer is overwhelmed or is not following alert closure protocols. Analytics Alert Response Reports detail trends on officers and clients in intuitive graphical formats. For example, supervisory personnel can run officer performance metrics that detail the number of alerts per client, average close time, and alert distribution activities. This information helps the agency identify performance trends for corrective actions and areas to improve. The following figure provides an example of this capability.



**Figure 90. Officer Alert Comparison Analysis**

BI's Analytics Alert Response Reports summarize officer activities, providing City administrators and leadership with the ability to quickly evaluate program health and officer performance.

## Features of Interest

*Analyzing frequently visited locations; Areas of interest/crime scene correlation/proximity to a victim (exclusion zone); Proximity to other participants; Identifying high risk areas based on local law enforcement data.*

BI Analytics is an optional feature of TotalAccess that uses advanced technologies to analyze the large amounts of data produced by GPS monitoring. The tools within Analytics let officers to easily identify client patterns and pinpoint risky behaviors—allowing the agency to focus on the highest risk individuals. In addition, Analytics allows program administrators to quickly view the overall health of their program and the work of officers. Critical capabilities, in addition to the *Analytics Alert Response* and *Dashboard* features previously described, are detailed within this section.

**Identifying Areas of Risk and Concern**

Typically, when reviewing GPS information, the focus of agency personnel is on equipment, zone, and schedule infractions. To glean more information from the GPS location data, agency personnel can utilize the Enhanced Stops Analysis in Analytics. The Enhanced Stops Analysis provides information about where the client frequently stops. This enables users to identify potential areas of risk or concern, such as childcare centers or liquor stores that may not be marked as Exclusion Zones.

**Enhanced Stops Detail**

Client: G  
Stop Time: 08/14/2021 15:33 - 08/14/2021 15:53 (20 mins) Radius: 800 feet  
Stop Location: 2559 South Federal Boulevard, Denver, CO 80219

Return



Show	Type	Approximate Address	Group	Description	Name	Distance	
<input checked="" type="checkbox"/>	1	2525 South Decatur Street	Amusement/Recreation Facilities	Fitness and Recreational Sports Centers	City & County of Denver	628 (ft)	
<input checked="" type="checkbox"/>	2	2515 South Hazel Court	Schools	Elementary and Secondary Schools	Racquetball Academy Campus	761 (ft)	
<input checked="" type="checkbox"/>	3	2430 South Federal Boulevard	Firearms/Explosives	All Other Miscellaneous Store Retailers (except Tobacco Stores)	Twog-Federal LLC	338 (ft)	
<input checked="" type="checkbox"/>	4	2575 South Hazel Court	Bars	Drinking Places (Alcoholic Beverages)	Brew Asanas	761 (ft)	

**Legend**

- Stop Location
- Client Risk
- Other Risk

**Figure 91. BI Analytics Suite: Enhanced Stop Analysis**

Within TotalAccess, agency personnel can view the address nearest to an area where the client has stopped, the amount of time that transpired during the stop, and nearby businesses. Potential areas of risk are color coded for easy visual interpretation.

**Locating Absconded Clients**

As public safety is paramount in any electronic monitoring program, locating clients who have absconded from their court-ordered supervision is of the highest importance. Often times, when clients have absconded, agency personnel do not have the time and resources to systematically review historical client GPS data to determine where the client might be located. Absconder Analysis generates a report that details the history of areas where the client frequently visits, or stops, providing officers with another tool to locate missing clients. The following figure provides an example of this feature.

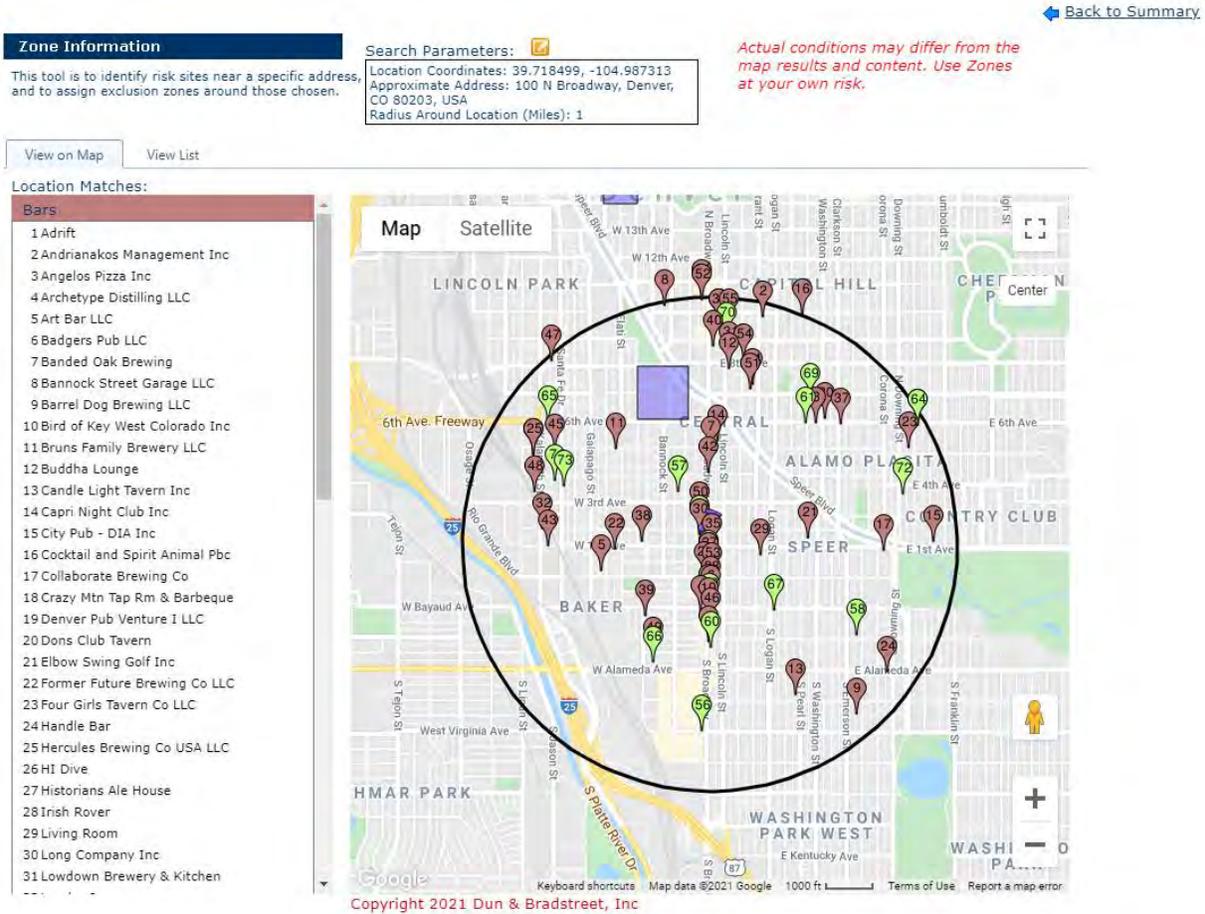
Approximate Address or Intersection	Stop Time	Number of Stops	Average Stop Time	Map	Text
25 Eugenia St, Randolph, MA 02368	4 days 10 hours 21 min	16	7		View Location on Google Maps by <a href="#">Clicking Here</a>
410 Littleton Rd, Westford, MA 01886	2 hours 50 min	7	<1		View Location on Google Maps by <a href="#">Clicking Here</a>
24 Gladeside Ave, Mattapan, MA 02126	2 hours 1 min	2	1		View Location on Google Maps by <a href="#">Clicking Here</a>
276 Northern Ave, Boston, MA 02210	45 min	2	<1		View Location on Google Maps by <a href="#">Clicking Here</a>
90 Glen St, Stoughton, MA 02072	33 min	1	<1		View Location on Google Maps by <a href="#">Clicking Here</a>

**Figure 92. BI Analytics Suite: Absconder Analysis**

This feature will generate a historical report of areas where the client stops for a definable timespan. Many agencies use this analysis to supplement investigating clients that have absconded supervision.

**Assisting with Zone Creation**

During the client's initial enrollment in TotalAccess, the creation of zones is typically limited to geographic areas, such as home, work, and areas of risk. Zone creation can be improved by taking risk factors specific to the client into consideration. Risk-Based Zone Creation allows users to rapidly identify and create Exclusion Zones in TotalAccess based on client risk factors. Analytics identifies potential areas of concern by combining client data and business classification information from external sources. The following figure provides an example of this feature.



**Figure 93. BI Analytics Suite: Risk-Based Zone Creation**

This analysis saves time creating and managing Exclusion Zones by rapidly identify risks specific to the monitored client.



**Proven Example of Using BI Analytic Suite.** In 2016, the North Carolina Department of Public Safety was able to realize the effectiveness of BI Analytics firsthand. After rioting occurred in Charlotte, the Department was able to use BI Analytics to place an offender at the scene of criminal activity.

## Providing Information on Other Monitored Clients

Officers routinely compare the whereabouts of clients to see if they were involved in a crime or other unauthorized activity. However, officers are usually limited to reviewing location data only for clients in their caseload. The Address Proximity Analysis allows users to quickly identify all BI-monitored clients in proximity to an area of interest during a specific time. This provides the ability to determine which clients have a higher likelihood of being involved with a specific area of interest. This information enables the agency to:

- Direct enforcement and compliance priorities
- Verify that clients are present at community service centers, rehabilitation programs, treatment sessions, or other required locations

The figure below provides an example of this capability.

### Address Proximity Analysis

This investigative tool can be used to identify client activity near a specific address during a given time

Analysis Parameters: 

Coordinates:	
Lat	39.673314
Long	-105.024613
Approximate Address:	
2400 S Federal Blvd, Denver, CO 80219, USA	
Radius (Feet): 500	
Start Time: 08/13/2021 00:00	
End Time: 08/15/2021 23:59	

Included Client Types:

<input checked="" type="checkbox"/>		Client Assigned to this Officer
<input checked="" type="checkbox"/>		Client Assigned to this Agency
<input checked="" type="checkbox"/>		Client Assigned to Other Agency Same Customer
<input checked="" type="checkbox"/>		Client Assigned to Other Customer

Client Matches:

<input checked="" type="checkbox"/>	Points	Type	Name
<input checked="" type="checkbox"/>	3		A
<input checked="" type="checkbox"/>	29		A
<input checked="" type="checkbox"/>	2		
<input checked="" type="checkbox"/>	1		
<input checked="" type="checkbox"/>	3		
<input checked="" type="checkbox"/>	1		



**Figure 94. BI Analytics Suite: Address Proximity Analysis**

This analysis provides information about clients within proximity to a certain address at a specific time.

## I. Shipping (RFP Section B.4.c)

*Detail your procedure, including delivery time frames, for requested equipment inventory, tools, and supplies (excluding City recognized holidays and weekends).*

BI typically delivers equipment, tools, and supplies within 3-5 business days of order placement. However, in emergencies or other urgent cases, we can accommodate delivery of equipment orders within 24-36 hours.

BI will provide all required equipment, spare units, consumable supplies, and services necessary to implement and maintain the City's program. Our solution includes an inventory application, within TotalAccess, that provides an accurate report of all equipment and accessories assigned to the agency.

For detailed order processing information, see page 46.



**Established Equipment Delivery Practices.** During the last contract term, BI hand-delivered equipment to the City on the same day as ordered. Our proposed local, dedicated Account Manager will support this aspect of operations during the next contract term.

## J. Training Offered (RFP Section B.4.d)

*Does your proposed solution have any training available for participants? How is this training accessed? Are there any restrictions regarding this training? Is this training available in Spanish or other languages? Is there a cost related to the training?*

Participant understanding of supervision conditions and monitoring technologies is crucial. As such, BI has developed *Client Guides* that summarize instructions for the individual using the monitoring technology. BI will provide electronic copies of these participant training materials to the City, and we recommend that officers review the material with the participant during equipment installation. BI offers *Client Guides* in English and Spanish at no additional cost to the City.



**Dedicated Account Manager.** In addition to providing written materials to support client understanding of BI's devices, our solution includes the provision of a locally based, dedicated Account Manager. This newly hired individual will be responsible for supporting the City's efforts to train clients on BI equipment and solutions.

*Client Guide* topics are summarized by the following table, and we have provided examples of these materials in *Attachment 4—Client Guides*.

**Table 29. Client Guides: Participant Training Materials**

Product Category, Proposed Technology	Topics Covered	
A. Active, Passive, Hybrid GPS BI LOC8 XT	Acknowledging a Message	Charging the tracking unit
	Beacon Guidelines	Officer Initiated Messages
	Proper Device Care	

**Table 29. Client Guides: Participant Training Materials**

Product Category, Proposed Technology	Topics Covered	
<b>B. Radio Frequency Device</b> <i>BI HomeGuard 20 20</i>	Wearing the Transmitter Comfortably	Transmitter Cleaning Guidelines
	Retrieving and Reviewing Messages	Base Station Range Instructions
<b>C. Video and/or Voice Tracking/Verification</b> <i>BI VoiceID</i>	Late, Missed, and Unexpected Calls	Check-In Calls
	Completing Voice Verification	Helpful Hints
<b>D. Handheld Alcohol Monitoring Device</b> <i>BI SL3</i>	Device Components	Charging the Battery
	Submitting a Breath Test	Helpful Tips
<b>E. Transdermal Alcohol Monitoring</b> <i>BI TAD</i>	Wearing the Transmitter Comfortably	Transmitter Cleaning Guidelines
	Using Beauty and Hygiene Products	Receiver Instructions
<b>F. Supplemental Support Services</b> <i>BI Agency Assist</i>	N/A, participant training not required	
<b>G. Smartphone Application</b> <i>BI SmartLINK</i>	Cellular Coverage	Capturing Check-In Photos
	Smartphone Updates	Facial Check-In Process
<b>H. Data Analytics</b> <i>BI Analytics Suite</i>	N/A, participant training not required	

## K. Related Products, Services, and Solutions

*This section of BI's proposal addresses RFP Section B.1, Item H:*

*Related Products, Services and Solutions: Additional related products, services, or solutions available from the Vendor, such as but not limited to, drug and alcohol testing, day reporting center for adult and juvenile offenders, field service electronic monitoring program, victim alert device, etc.*

Electronic monitoring is proven by numerous studies to be an effective tool for reducing the likelihood of the client's failure to comply with community supervision directives. BI leverages our expertise of operating community reentry and supervision programs to offer an array of related products, services, and solutions to augment the success of electronic monitoring. For example, our treatment-oriented programs have positively impacted client behavior and reduced recidivism rates. These related programs, used in conjunction with or without electronic monitoring, provide a comprehensive service for the City to procure through this contract. Within this section of BI's proposal, we describe our ability to provide:

1. Drug and alcohol testing
2. Day Reporting Center (DRCs) for adults and juveniles
3. Local Installation Technicians to support equipment inventory, installation, and removal
4. Notifications to victims about client noncompliance



**Figure 95. Other Supervision Services**

BI has the ability to provide staff, facilities, and evidenced-based programming to support the City's reentry and supervision needs.

### 1. Drug and Alcohol Testing

BI has the ability to provide urinalysis and drug testing in alignment with forensic/chain of custody best practices. The City has the opportunity to refer clients and pretrial defendants to BI to encourage sobriety and satisfy court-ordered conditions.

Significant components of this solution include:

- Reporting missed or positive test results to designated City personnel
- Administering breathalyzer tests, logging results of each test, and forward testing results to the agency
- Using agency-approved, regularly calibrated breathalyzer equipment
- Maintain documentation associated with each breathalyzer to evidence appropriate and regular calibration
- Monitoring, collecting, and transporting urine samples in alignment with agency requirements and in accordance with Laboratory policies
- Collecting urine samples on a random and scheduled basis
- Performing physical, line-of-sight monitoring of the urine collection sample
- Storing samples in accordance with Laboratory practices, including cold and secure storage



**Established Drug Testing Infrastructure.** BI currently operates electronic monitoring field offices in Eagle, Frisco, and Greeley. These locations are fully staffed with BI personnel to support the Colorado Department of Corrections and Colorado counties/communities with monitoring client sobriety.

## 2. Day Reporting Center Services

BI-operated DRCs provide a structured method for delivering reentry services, all with the goal of supporting prosocial behaviors and successful community reintegration. Participants must comply with a variety of required services—such as regular check-ins, drug and alcohol testing, and ongoing case management—that promote participant accountability and responsibility. In accordance with assessed criminogenic risks/needs, BI Case Managers assign onsite cognitive behavioral treatment and other programming to participants, all with the goal of increasing self-sufficiency, supporting prosocial activities, and changing behavior. BI's DRC staff will collaborate with a network of community providers to promote positive changes and long-term participant success.

Our approach to providing DRC services is highly customized and based directly on the agency's and participant's needs. While BI creates custom Day Reporting Center programs, an example of a *Four-Phased DRC Program Model* incorporates the following components:

- Phase 1—Stabilization, Assessment, and Engagement
- Phase 2—Treatment
- Phase 3—Discharge
- Phase 4—Aftercare

The model incorporates the elements of participant referral, the admission/starting point process, the program phases, support services, and eventual program discharge/aftercare. BI will customize our programming to apply appropriate dosages to satisfy the specific needs of each participant. Our DRC personnel will collaborate with the City to determine if a participant requires additional time in a specific phase based on their individual progress.

The following table provides an example of the types of DRC phases offered by BI.



**Figure 96. Behavior Change Plan**  
 BI Case Managers will work closely with clients to develop, modify, and complete a Behavior Change Plan throughout each individual's time at the DRC.

**Table 30. BI DRC Phased Program (Sample Approach)**

Phase	Program Components
<b>Phase 1—Stabilization, Assessment, and Engagement</b>	Reporting in-person to the DRC up to six days per week
	Conducting orientation, assessment, Behavior Change Plan development
	Performing a breathalyzer test at each check-in and random drug tests
	Attending community events, referred services, employment and education programming
<b>Phase 2—Treatment</b>	Reporting in-person to the DRC up to five days per week
	Performing a breathalyzer test at each check-in and random drug tests
	Participating in groups and labs to address their criminogenic risks and needs
	Connecting participants with local community resources for additional needs such as transportation, housing, childcare, mental health counseling/treatment, mentoring, etc.
	Reinforcing participant behavior by rewarding prosocial behavior and progress in the program and promptly responding to noncompliance
<b>Phase 3—Discharge</b>	Reporting in-person to the DRC up to three days per week
	Performing a breathalyzer test at each check-in and random drug tests

**Table 30. BI DRC Phased Program (Sample Approach)**

Phase	Program Components
	Working towards completing all treatment groups and Behavior Change Plan objectives
	Having stable housing and full-time employment (or be enrolled in an accredited institution)
<b>Phase 4—Aftercare</b>	Working with DRC staff to create and maintain an Aftercare Behavior Change Plan
	Participating in the onsite Aftercare group on a bimonthly basis
	Meeting individually with assigned Case Manager
	Receiving continued support from DRC staff regarding family needs, cognitive skill building, education and employment assistance, and community referrals
	Participating in the DRC graduation, community, and mentoring activities

### Supporting Juvenile Reentry Programs

BI has extensive experience supporting juvenile populations with reintegrating into communities. Our goal is to help juvenile program participants successfully transition from a correctional institution and break the cycle of continued involvement in the criminal justice system. BI designs our juvenile program services to target individual juvenile criminogenic risk and needs, and we deliver behavior change programming in alignment with evidence-based practices.

#### Juvenile Reentry Programming

*BI has the ability to work closely with the City and County of Denver to implement juvenile reentry programming that targets individual's needs and is based on decades of research and evidence. We look forward to discussing the specific reentry needs of this population at any time during proposal evaluations.*

BI will leverage our experience to provide, coordinate, and administer cognitive based interventions and evidence-based programming for youth in-custody. We developed our program model to provide treatment and services within a safe, secure, and supportive environment, with the intent to rehabilitate juvenile participants prior to release. Our programs focus on breaking the cycle of recidivism and helping juvenile participants become accountable, prosocial members of the community while maintaining familial relationships and other crucial support systems.

Understanding the unique factors involved in rehabilitating juvenile populations, we propose to work closely with the City to design a phased program that allows participants to move through the stages of change at their own pace, collaborating with City personnel to set behavioral goals and milestones tailored to each juvenile's assessed risks and needs that fit the schedule of each program.

Our proposed services include:

- Assessments
- Behavior Change Plans
- Case Management
- Juvenile Moral Reconciliation Therapy (MRT)
- Trauma-Informed Programming
- Aftercare

### 3. Installation Technician Services

BI's continuum of electronic monitoring solutions includes providing equipment installation, removal, and in-field maintenance services. When these services are included within a contract, BI Installation Technicians perform initial client enrollments, install equipment on clients, manage a local equipment inventory, provide field-based equipment troubleshooting, and remove equipment from clients.

Our Installation Technicians are locally-based. Depending on contract requirements, Technicians may provide services at a BI location(s), agency location(s), and/or at client residences. BI Installation Technicians streamline agency resources and ease officer workloads by:

- Ensuring equipment is installed properly and in good working order—with fully charged equipment batteries
- Maintaining a sufficient supply of equipment supplies (such as straps, batteries, installation/removal tools) to ensure a prompt response to program needs
- Promptly responding to equipment repair requests; if a repair is not possible, the Installation Technician will replace the equipment with a different, operational unit
- Cleaning returned equipment and verifying that all returned units are in good working order and suitable for future use



**Figure 97. Installing Electronic Monitoring Equipment**

BI Installation Technicians will manage inventory and interface directly with bi billing and manufacturing departments, alleviating the administrative workload of officers.

City personnel can contact BI Monitoring Operations on a 24/7/365 basis for any needs regarding contracted install services. Monitoring Operations dispatches and coordinates all Installation Technician activities.



**Existing Installation Technician Infrastructure.** Qualified, experienced, and local BI Installation Technicians directly provide the highest level of equipment installation, removal, and troubleshooting services to more than ten unique agencies. Nationwide, BI Installation Technicians support more than 10,900 EM technologies in the field.

### 4. Victim Notification

While BI provides a solution designed to automatically notify designated personnel (including victims) of zone violations, there is no viable solution on the marketplace that “ensures victim safety.” Our approach to working with agencies that require this type of notification is detailed within this section, and BI looks forward to discussing victim notification approaches, liabilities, and solutions with the City at any time during proposal evaluation.

With LOC8 XT, officers establish both inclusion and restricted (exclusion) zones for the monitored client. The TotalAccess software then automatically assigns a buffer zone around the agency-defined exclusion zones. To streamline the monitoring process for cases with victims involved, officers can draw exclusion zones around the victim’s residence, place of work, local grocery store, or other locations that the victim often frequents. If the monitored client enters into the exclusion zone assigned to the victim, the central monitoring computer automatically sends a text message notification to the victim’s cellular phone. The central monitoring computer also sends a simultaneous notification to pre-defined agency staff.

Prior to being placed on BI's system, we will require City to submit completed victim disclosure/acknowledgement forms. BI will provide a copy of this form to City upon request. City will be responsible for orienting victims and obtaining victim signatures and mobile phone contact information.

As BI will not have direct contact with any victim, City will be responsible for maintaining all direct contact with victims. This includes:

- Working with victims to ensure that they are properly informed of the client's placement on GPS
- Instructing victims as to what is required of them
- Training the victim on how they will receive notifications from the monitoring system
- Ensuring that each victim has a text-ready cell phone
- Conducting testing on victims' cellular devices to ensure that the device is able to receive notifications from the monitoring system.
- Entering the victim's information into TotalAccess. This will allow the victim to "opt in" to receive notifications from TotalAccess, and serves as a confirmation that the device is enabled to receive these notifications.

After enrollment, BI's monitoring system will notify victims on the specified alerts via automated text message. All victim notifications from the monitoring system will be completely automated. BI Monitoring personnel will not have contact with the victim or manually intervene in any alert.



**Figure 98. Victim Opt-In**

possible caption: Victim Opt-In. After enrollment, TotalAccess automatically asks the victim via text to verify or "opt-in" to notifications.

## Additional Information/Attachments

Documents that support BI's *Section 1—RFP Response* proposal include:

- Attachment 1—Sample TotalAccess Reports
- Attachment 2—FCC Certificates
- Attachment 3—Sample Written Assessment of Violation
- Attachment 4—Client Guides

## Attachment 1—Sample TotalAccess Reports

Immediately following this page, please find samples of all the reports available within TotalAccess.

TotalAccess is equipped with advanced report generation capabilities. While other vendors may tout that electronic monitoring software should have hundreds of reports, BI has leveraged our decades of experience supporting community supervision programs to deliver targeted information. Rather than offering hundreds of reports—which can often overwhelm users and cause confusion—TotalAccess provides useful, intuitive reports aimed at providing critical information in the hands of officers and other City personnel.

The following table summarizes every report available within TotalAccess.

Table 32. TotalAccess Reports	
Report	Description
72 Hour Open Alerts	Report to chronicle the previous 72 hours of open alerts for an agency. Alerts are displayed by a summary count and a client alert detail.
Active Cases Exception	Report identifying the number of open alerts for VoiceID clients. Includes the client's case number, officer, and enroll date.
Activity Summary	Report identifying client alerts for a specified period in time (max 31 days) by officer name and fax #, agency name and fax #, the client's name and address, the case ID, service plan, equipment serial numbers, calibration due date, the time zone, self-pay status, and alerts. If selected, schedules and events will be displayed.
Activity Summary Consolidated	Report giving condensed version of the activity summary report in a portrait view, reducing the number of pages displayed or printed.
Agency Alert Count	Report identifying alerts for a specified time-frame (max 31 days) by Monday-Friday 8:00-17:00, Monday-Friday 17:00- 8:00, Saturday-Sunday 0:00-23:59, and total number of alerts. Includes both active and inactive clients.
Alert Detail	Report providing history of alert notification queried by customer, agency, officer, client, for a specified time-frame (max 10 days), by action date, action, result, comment, and destination.
Alerts by Type	Report identifying alerts generated for all of an agency's clients during a specified timeframe. For each client, the report lists the number of each alert type and the total number of alerts generated.
Alert Summary	Report identifying total alerts by transmitter tampers, exclusion and inclusion zone alerts, curfew alerts, missed call and other. Sorted by client, officer, and agency. Includes legend of alert.
Client Stops	Report providing address information corresponding to GPS points for a pre-configured amount of time in one location. The report displays the client, arrival date/ time, departure date/time, duration, and address.
Client Time In/Out of Range	Report providing total number of hours and days the ankle bracelet was in range of the receiver for the selected timeframe.
Compressed Summary	Report listing all client alerts that occurred during a specified time period (max 31 days) by client ID, client name, date event received, date event occurred, equipment #, event description, event time and event received and if the event was an alert.
Crime Scene Correlation	This report is only available if your agency has enabled an automated Crime Scene Correlation function. The report displays the number of GPS points a client has in a location (max 31 days) where a crime has been

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**Table 32. TotalAccess Reports**

Report	Description
	reported. Also included are the crime type, crime address, reporting agency, crime date, and radius around the crime address. Contact your account representative for more information on Crime Scene Correlation. Use the Point In Time map in absence of an automated Crime Scene Correlation function.
Daily Summary	Report listing client schedules and alerts during a specified time period (max 7 days). If client is using GPS equipment, the report will include a map with points and zones. Events and directional arrows will be displayed if selected.
Open Alerts Status	Agency report showing open alerts older than the selected date by officer, client name, case ID, oldest alert, and total Alerts.
TAD Activity Graph	Report charting the client's alcohol data, skin resistance and temperature readings, and enter/leave status for a specified period up to 7 days in the past.
VoicelD Case Summary by Agency	Report displaying totals for VoicelD call alerts, alert status, and failed verify alerts for each client sorted by officer.
VoicelD Recent Case Activity	(Previously titled Recent Case Activity). Displays recent VoicelD case activity by agency and date. Summarized by total active, new - created, hold for enrollment, reactivated, and inactivated in the last 24 hours, seven days, and 30 days.
Zone by Zone	Report displaying events and alerts associated with entering and leaving zones, rules, schedule history, and client movement for the specified time period.
Agency Active Client	Report listing billable days for devices active during the previous month by client name, selfpay status, agency own status, client ID, equipment type, billing start date, billing end date, and active days. Also includes a system summary showing active clients, BI-owned active days, agency-owned active days, and total active days by equipment type with a total of selfpay payments collected.
Agency System Utilization	The title on the report is Equipment Utilization. Agency equipment list by equipment ID, version, agency owned, status (active, inactive, or enrolled), case ID, client name, end date, officer name, officer ID, associated equipment ID's, cell provider, and days in agency inventory.
AMD Calibration	Report listing calibration due date for all Sobrietor and TAD units by serial number, client, and device. The date is shown in red if the calibration has expired and yellow if the calibration is due in the next month.
Customer Agency Summary	Report listing number of alerts and notifications for an agency or group of agencies by total clients, percentage of clients, total alerts, percentage of alerts, average alerts per client, total notifications, percentage of notifications, and average notifications per client for all agencies within a customer with customer totals.
Device Current Usage	Report listing the total number of days monitored during the current month by client. Includes case ID, serial number, device type, start monitoring date, and end monitoring date.
Inventory Variance	Report identifying discrepancies between your physical inventory in the office and the inventory (based on your officer's scope) in TotalAccess. If you do not have a scanner, see Inventory in BI TotalAccess Mobile.
Monthly Equipment Summary	Report listing equipment totals by type, date, # of installs, # of disconnects, # of active units and # of active clients by equipment type by

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**Table 32. TotalAccess Reports**

Report	Description
	officer. Includes officer and agency totals by installs, disconnects, units used and clients.
<b>Selfpay Agency Roster</b>	Report providing analysis of self-pay clients by client name, client ID, unit ID, start date, end date, current daily rate, beginning balance, current charges and amount due.
<b>Selfpay Client Detail</b>	Report listing self-pay payment details by client ID, name, agency, officer, equipment type, daily rate, charges, payments, balance due, client total, and refunds.
<b>Selfpay Client Summary</b>	Agency report of a client's billing by client name, client ID, status, days, beginning balance, charges, payments, and balance due. It also includes the agency total for beginning balance, charges, payments and balance due.
<b>Technology Counts by Agency</b>	Report providing total client count by service plan type with number of clients enrolled for the specified time period.
<b>User Login Log</b>	Report of attempts to access the software by user name, attempt date/time, successful, logout date/time and login duration.
<b>User Request Log</b>	A log of all texts, voice messages, and "ping" requests by client name, unit #, request type, text details and request date with officer and agency totals.
<b>VoiceID Exceptions</b>	Report listing VoiceID clients and yes/no to the following: voice print, language, check-in, notification, random, or fixed.
<b>Case Status</b>	Report listing unresolved alerts older than 24 hours by officer, client name, case ID, type, and date.
<b>Caseload at a Glance</b>	Report summarizing your agency's caseload by active clients, clients with open alerts, open alerts, and alerts within last 24 hours.
<b>Caseload Profile</b>	Report listing officer's clients by name, ID, phone, start date, end date (estimate), and equipment serial numbers.
<b>Caseload Statistics</b>	Report displaying officer caseloads by total cases by cases added, cases deleted, daily caseload average, alerts, and average sentence. The average sentence is based on cases that were deleted during the specified time period.
<b>Client Add Delete</b>	Report listing client's (active and enrolled) case ID, serial #, create date, bill start, end date, or status code during the date range requested and includes agency total and report totals. Reactivated clients do NOT show on the report.
<b>Client Inactivation - Recurring</b>	Report listing clients inactivated by officer, client name, Case ID, inactivate date and device assigned within the last 31 days.
<b>Client Inactivation By Date</b>	Report listing clients inactivated by officer, client name, case ID, inactivate date and device assigned within a specified date/time period. The Client Inactivation report does not show time.
<b>Client List</b>	Report listing active clients by customer, agency, officer, client name, case number, address, home phone number, and mobile number.
<b>Client Profile</b>	Report displaying contact, case, and personal information, and equipment serial numbers for the selected client, your entire caseload, or for your agency's caseload.

Proprietary and Confidential

**Table 32. TotalAccess Reports**

Report	Description
<b>Client Schedules</b>	Report listing schedules by schedule type for one client or your entire caseload. The report date range is from the current date (cannot be in the past) to your selected (indefinite) date in the future. Time can be displayed with AM/PM designators.
<b>Clients by County</b>	Report displaying agency name, officer name, client name, county, and equipment type by agency and officer.
<b>Client Types by Agency</b>	Report listing total client count by client type with a customer total.
<b>Juvenile Caseload Population</b>	Report displaying the client name, case number, date of birth, address, primary phone, guardian names, school, and equipment type by agency and officer
<b>SL Client Detail</b>	Report listing SL3 client breath test details including BrAC, test photo, and photo status for a specified time frame with the option to view only positive or missed tests.
<b>SL Consolidated Report</b>	Report providing a summary of the number of positive, missed, late, and total tests submitted, the number of days monitored, and number of declined photos for a specified time frame. Also includes details of positive tests, missed tests, and declined test photos.

# 72 Hour Open Alerts



Report Run 6/12/2021

Customer:

Agency:

## Summary Count by Alert

Event/Alert	Alert Count
Did Not Enter	3

## Client Alert Detail

Client Name	Event/Alert	Event Date
Guarder, Howard	Did Not Enter	6/06/2021 11:00
Guarder, Howard	Did Not Enter	6/07/2021 08:15
Guarder, Howard	Did Not Enter	6/07/2021 11:00

# Active Cases Exception



Report Run 06/13/2021 8:51

Customer

---

**Agency:**

Client Name	Case Number	Open Alerts	Officer	Enroll Date
Pederson, Alan	Stage1	1	White, Jack	06/06/2021

**Agency:**

Client Name	Case Number	Open Alerts	Officer	Enroll Date
Jackson, Robert	Stage1 49583	1	Smith, John	06/13/2021

# Activity Summary

**Report Run** 02/06/21 10:46**Parameters**

02/05/2021 00:00 - 02/05/2021 23:59

**Client:** Keith Jackson  
**Client Phone:** +1 0000000000  
**Client Address:** 123 Main St  
 Anywhere, USA 00000

**Agency Name:****Officer Name:****Service Plan:****Case ID:**

## Effective Zones and Schedules

### Alerts

2/5/2021 00:00 - 23:59

Alert #	Description	Zone Name	Paired With	Device ID	Occurred	Received
300232738	Missed Alcohol Test Result			40002401	02/05/2021 10:36	02/05/2021 21:13

### Events

2/5/2021 00:00 - 23:59

Alert #	Description	Comment	Paired With	Device ID	Occurred	Received
300232738	Missed Alcohol Test Result			40002401	02/05/2021 10:36	02/05/2021 21:13
	SL2 Notification Sent to Client	REMINDER TEXT: Send your 10:36 AM EDT ON DEMAND test now. ON-DEMAND test windows are 30 minutes. Do not reply.		40002401	02/05/2021 10:36	02/05/2021 10:36
	SL2 Communication Error	10000000000 is an invalid telephone number for US region.			02/05/2021 10:47	02/05/2020 10:47
	SL2 Notification Sent to Client	REMINDER TEXT: We have not received your 10:36 AM EDT ON-DEMAND test. Send a test now. Do not reply.		40002401	02/05/2021 10:51	02/05/2020 10:51

**Activity Summary Consolidated****Report Run** 6/3/2021 12:10**Parameters** 01/29/2021 00:00 - 01/29/2021 23:59

**Client:** Anderson, Henry  
**Client Phone:**  
**Client Address:** 123 Main Street  
 Anywhere, USA 00000  
**Case ID:**

**Agency Name:**  
**Officer Name:** Smith, John  
**Service Plan:** BI LOC8 XT

**MANDATORY: Work**

01/29/2021 00:00 - 01/29/2021 23:59

STATUS	NAME	TYPE	BEACON	Grace	ALTER MAP
Active	Work	Mandatory	NONE	15	No

Schedule	Schedule Name	Start Date	End Date	Comment
WED 01/29 06:00 - WED 01/29 15:00	Work	02/13/2021		

WED 01/29 06:00 - WED 01/29 15:00

Work

02/13/2021

**PRIMARY LOCATION ZONE: Primary Location**

01/29/2021 00:00 - 01/29/2021 23:59

STATUS	NAME	TYPE	BEACON	Grace	ALTER MAP
Active	Primary Location	Primary	NONE	0	No

**EXCLUSION ZONE: Avery**

01/29/2021 00:00 - 01/29/2021 23:59

STATUS	NAME	TYPE	Grace	ALTER MAP
Active	Avery	Exclusion	0	No

SCHEDULE IS 24x7

**EXCLUSION ZONE: Bank**

01/29/2021 00:00 - 01/29/2021 23:59

STATUS	NAME	TYPE	Grace	ALTER MAP
Active	Bank	Exclusion	0	No

SCHEDULE IS 24x7

**EXCLUSION ZONE: High school**

01/29/2021 00:00 - 01/29/2021 23:59

STATUS	NAME	TYPE	Grace	ALTER MAP
Active	High school	Exclusion	0	No

# Agency Active Clients and System Summary



Report Run 7/15/2021 08:22

Parameters 07/01/2021 through 07/30/2021

Agency :

## Active Clients

Client Name	Agency Owned	Client ID	Equipment Type	Billing StartDate	Billing EndDate	Active Days
Anderson, Steve	N		AMDSL	7/1/2021	7/30/2021	30
Coleman, Tyler	N	r245f01	NSP	7/5/2021	7/19/2021	14
Gonzales, Mike	N	24199241	HG200	7/2/2021	7/30/2021	28

# Agency Alert Count



**Customer:**

**Report Run** 7/13/2021

**Parameters:** 06/01/2021 00:00 - 06/01/2021 23:59

## Community Corrections

Alert Name	Weekdays 08:00-17:00	Weekdays 17:00-08:00	Sat-Sun 00:00-23:59	Total
Call Late	2	0	0	2
Call Missed	11	2	0	13
Check In Call Verification Failed	1	0	0	1
Exclusion Zone Enter Alert	2	6	1	9
Exclusion Zone Leave Alert	2	6	1	9
Failed to Enter Inclusion Zone	16	7	0	23
Inclusion Zone Enter Alert	7	39	2	48
Inclusion Zone Leave Alert	5	38	2	45
Missed Biometric Check-In	117	20	1	138
Missed Call Cleared	0	1	0	1
Missed Self Report Check-In	0	5	0	5
Power Loss	826	1,379	768	2,973
Self Report Check-In Complete - Officer Follow-up Required	3	4	0	7
Tracker Restart	11	2	3	16
Tracker Strap Tamper	3	0	0	3
Tracker Tamper Restore	5	0	0	5
<b>Total Alerts:</b>	<b>1,011</b>	<b>1,509</b>	<b>778</b>	<b>3,298</b>

Counts include system closed alerts.

# Equipment Utilization



Report Run 8/05/2021 08:35

Agency : Community Corrections

Equip ID	Version	Ag Own	Stat	Case Id	Client Name	End Date	Officer Name	Officer ID	Assoc Equip ID's	Cell Provider	Days
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## Active Systems

AMDSL2											
40002074		N	A		Jackson, Roberta		Smith, John A.	987456			
400052EA		N	A		Hamilton, Douglas		Smith, John A.	987456			
LocBcn											
4800104		N	A	M987456321	Coleman, Tyler		Williams, Don	987456			
4900020		N	A		Anderson, Henry		Smith, John A.	987456			
LXT											
1600032	A	N	A		Anderson, Henry		Smith, John A.	987456		Verizon	
1709084	B	N	A		Hamilton, Douglas		Smith, John A.	987456		Verizon	
NSP											
1302877	E	N	A	M987456321	Coleman, Tyler		Williams, Don	987456		Verizon	
1421801	F	N	A	25DCC3AR	Martin, Mary		Williams, Don	26484		Sprint	
RF2021											
2301154		N	A		Brown, Christopher		Smith, John A.	987456			
RF2025											
2100133		N	A		Brown, Christopher		Smith, John A.	987456			
SP											
1115666	K	N	E		Blake, Jonathan		Smith, John A.	987456			
1130650	P	N	A		Jackson, Robert		Smith, John A.	987456		Sprint	

## Inactive Systems

AMDSL2											
40004BF7		N	I	12345	Davis, Henry A.	2/13/2020 18:03	Williams, Don	987456			1
43000003		N	I	12345	Davis, Henry A.	8/26/2020 12:25	Williams, Don.	987456			196

# Equipment Utilization



**Report Run** 8/05/2021 08:35

**Agency :** Community Corrections

Equip ID	Version	Ag Own	Stat	Case Id	Client Name	End Date	Officer Name	Officer ID	Assoc Equip ID's	Cell Provider	Days
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## Total for Agency

	AMDs	Trackers	Bases	GMUs	Transmitters	Beacons	Assigned Phones	Cellulars:	Drive-BIs:
Total	4	6	0	0	1	2	0	0	0
Active	2	5	0	0	1	2	0		
Inactive	2	0	0	0	0	0	0		
Enrolled	0	1	0	0	0	0	0		
Utilization	50%	100%	0%	0%	100%	100%	0%		

# Alert Details

**Report Run** 8/17/2021 7:46**Parameters** 8/12/2021 4:00:00PM - 8/12/2021 4:59:00PM**Agency Name:**

**Officer Name:** Smith, John  
**Client Name:** Jones, Ken  
**Case Number:** 123 Main Street  
**Client Address:** Anywhere, USA 00000  
**Client Phone:**

**Alert Number:** 315421779  
**Alert Event Type:** No Motion  
**Alert Event Time:** 08/12/2021 16:40  
**Alert Received Time:** 08/12/2021 17:40  
**Alert Closed Time:** 08/12/2021 17:46  
**Alert Duration(mins):** 6

**Alert Actions**

Action Date	Action	Result	Comment	Destination	Alert Closed
08/12/2021 17:40	Delay	Alert delayed	Alert notification delayed for event pairing until: 08/12 17:40		
08/12/2021 17:40	Delay	Alert delayed	Automated delay		
08/12/2021 17:46	Close				✓
08/12/2021 17:46	Email Other Addr.	Email sent	Email sent to Smith, John at smith.john@cc.com	smith.john@cc.com	
08/12/2021 17:46	Email Officer-Alert Detail	Report Sent	Email requested for Smith, John at smith.john@cc.com	smith.john@cc.com	✓

# Alerts by Type



**Report Run** 7/13/2021 8:02

**Parameters** 07/01/2021 00:00 - 07/13/2021 23:59

## Agency

- Call Late	EZLA - Exclusion Zone Leave Alert	MSCI - Missed Self Report Check-In
- Call Missed	IZEA - Inclusion Zone Enter Alert	PFA - Power Loss
- Check In Call Verification Failed	IZLA - Inclusion Zone Leave Alert	TBCD - Tracker Battery Charged
- Notification Call Unable to Contact Client	MBCI - Missed Biometric Check-In	TRPT - Tracker Proximity Tamper
EZEA - Exclusion Zone Enter Alert		TRST - Tracker Restart

### Officer - Client (Start Date - End Date)

		EZEA	EZLA	IZEA	IZLA	MBCI	MSCI	PFA
Alexander, Gary - Anderson, Tyler 6/28/2021-	0	0	0	0	0	0	0	0
Alexander, Gary - Colman, Kenneth 6/28/2021-	0	0	0	0	0	0	0	0
Alexander, Gary - Jackson, Robert 4/30/2021-	0	0	0	0	0	0	0	313
Alexander, Gary - Pederson, Alan 4/13/2021-	0	0	0	0	0	0	0	0
Alexander, Gary - Thompson, Tim 07/02/2021-	9	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0

# Alert Summary Report

Report Run 06/09/2021 11:31

Parameters

06/01/2021 00:00 - 06/09/2021 23:59

Agency:

Officer: Smith, John

Client Name	Tampers	Zone Alerts		Curfew Alerts			Missed Call		Other	Total
	Ankle Unit	Exclusion	Inclusion	Receiver	Tracker	Beacon	Receiver	Tracker		
Blake, Jonathan	0	12	24	0	0	0	0	0	0	36
Coleman, Tyler	0	2	6	0	0	0	0	0	23	31
Conner, Steven	0	0	0	0	0	0	0	0	0	0
Garcia, Joe	0	0	0	0	0	0	0	0	0	0
Hernandez-Torres, Maria	0	0	0	0	0	0	0	0	4	4
Martinez, Joseph	0	0	0	0	0	0	0	0	0	0
Matthews, Michael	0	0	0	0	0	0	0	0	0	0
Pederson, Alan	0	0	20	0	0	0	0	0	0	20
Williams, Mark	0	0	0	0	0	0	0	0	19	19
<b>Officer Totals:</b>	0	14	50	0	0	0	0	0	46	110
<b>Agency Totals:</b>	0	14	50	0	0	0	0	0	46	110

**Tampers:**

Ankle Unit: Tracker Strap Tamper, Tracker Proximity Tamper, Strap Tamper, Proximity Tamper, TAD Proximity Tamper, TAD Strap Tamper

**Zone Alerts:**

Exclusion: Exclusion Zone Enter Alert, Exclusion Zone Leave Alert

Inclusion: Failed to Enter Inclusion Zone, Inclusion Zone Enter Alert, Inclusion Zone Leave Alert, Master Zone Enter Alert, Master Zone Leave Alert

**Curfew Alerts:**

Receiver: Did Not Enter, Unauthorized Enter, Unauthorized Leave

Tracker: Transmitter In Range, Transmitter Out of Range

Beacon: Beacon Did Not Enter, Beacon Unauthorized Enter, Beacon Unauthorized Leave

**Missed Call:**

Receiver: Receiver Missed Callback, Receiver Still Missed Call

Tracker: Tracker Missed Callback, Tracker Still Missed Call

# AMD Calibration Report



**Report Run** 07/15/2021 08:36

**Agency:**

## Device: SL3

Serial Number	Client Name	Device	Calibration
4000230D		SL3	1472

## Calibration

406741	Davis, Hunter	SL3	06/09/2021
407641		SL3	06/09/2021
406824		SL3	06/09/2021
410325		SL3	06/09/2021
406696	Pederson, Alan	SL3	06/09/2021
439999		SL3	06/09/2021
430139		SL3	06/09/2021
439998		SL3	06/09/2021
406740	Sanchez, John	SL3	06/09/2021

## Device: TAD

Serial Number	Client Name	Device	Calibration
9805468		TAD	06/09/2021
9801966		TAD	06/09/2021
9804565		TAD	06/09/2021
9800414	Kurtis, Tomas	TAD	06/09/2021
9899998		TAD	06/09/2021
9899999		TAD	06/09/2021

## Caseload at a Glance

Caseload at a Glance

**Report Run:** Wednesday, June 3, 2021 **Caseload for:** Community Corrections

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### Caseload At-a-Glance

Active Clients	14
Clients with open alerts	0
Open alerts (all clients)	0
Alerts within last 24 hours	0

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# Caseload Profile

**Report Run** 07/15/2021 11:10**Agency Name:** Community Corrections

<b>Officer Name:</b> Johnson, Tim									
Client Name	Case ID	Phone	Start Date	End Date (estimate)	Receiver	Tracking Unit	Beacon	Transmitter	AMD
Lowry, Michael		1 (000) 000-0000(H)	1/10/2019	1/10/2020	N/A	1235897	N/A	N/A	N/A
Simmons, Kyle		1 (000) 000-0000(H)	7/22/2019	1/22/2021	246689	N/A	N/A	9452136	N/A
Varga, Gordan	0123456	1 (000) 000-0000(H)	1/9/2020		N/A	N/A	N/A	N/A	420651

# Caseload and Alert Statistics

**Report Run** 7/15/2021 9:14

**Parameters** 07/01/21 00:00 thru 07/14/21 23:59

## Community Corrections

**Officer:** Johnson, Tim

Total Cases	Cases Added	Cases Deleted	Daily Caseload Average	Average Sentence*	Alerts
3	0	0	3	0	0

**Officer:** Jones, Mary

Total Cases	Cases Added	Cases Deleted	Daily Caseload Average	Average Sentence*	Alerts
6	0	0	6	0	0

**Officer:** Smith, John

Total Cases	Cases Added	Cases Deleted	Daily Caseload Average	Average Sentence*	Alerts
11	0	0	11	0	0

**Officer:** Young, Debbie

Total Cases	Cases Added	Cases Deleted	Daily Caseload Average	Average Sentence*	Alerts
4	0	0	4	0	0

## Customer Totals:

Total Cases	Cases Added	Cases Deleted	Daily Caseload Average	Average Sentence*	Alerts
24	0	0	24	0	0

\*Average Sentence is calculated only for cases deleted during the report period

# Case Status Report

**Report Run** 03/28/2021 8:18**Customer: Community Corretions****Agency: District 1****Officer: Black, William**

Client Name	Case ID	Type	Date/Time
Miles, Lawrence	17M1110255	Leave	03/26/2021 17:23

**Officer: Chavez, Jose**

Client Name	Case ID	Type	Date/Time
Franklin, Joseph	18CR043159	No Position Fix	03/27/2021 08:13

**Officer: Day, Roberta**

Client Name	Case ID	Type	Date/Time
Gonzales, Edwardo	19CR021063	Leave Beacon	03/22/2021 09:45

**Officer: Dixon, Larry**

Client Name	Case ID	Type	Date/Time
Castineda, Colton	13CR004174	No Position Fix	03/25/2021 15:31
Peterson, Alan	18CR090145	Leave Beacon	03/26/2021 15:10

**Officer: Smith, Jonathan**

Client Name	Case ID	Type	Date/Time
Jackson, Robert	19GS001791	Tracker Missed Callback	03/27/2021 02:44
Jackson, Robert	19GS001719	Tracker Low Battery	03/26/2021 17:10
Ramirez, Juan	18GS107874	Leave Beacon	03/24/2021 14:05

Report includes unresolved alert conditions more than 24 hours old

# Client Add and Delete Report

**Report Run** 07/10/2021 12:52

**Parameters** 7/1/2021 00:00 thru 07/10/2021 23:59

**Customer:** Community Corrections

**Officer:** Humphrey, Carlos

<u>Client Name</u>	<u>Case ID</u>	<u>Serial #</u>	<u>Create Date</u>	<u>Bill Start</u>	<u>End Date</u>	<u>Status Code</u>
Alexander, Addison		SmartLINK	07/01/2021	07/02/2021		Active
Driver, Adrian		SmartLINK	07/01/2021	07/02/2021	07/10/2021	Inactivate
Easton, Marion		VoiceID	07/01/2021	07/02/2021	07/10/2021	Inactivate
Galaxy, Sam		SmartLINK	07/01/2021	07/02/2021	07/10/2021	Inactivate
Mungus, Hugh		SmartLINK	07/01/2021	07/02/2021	07/10/2021	Inactivate
Roberts, Genn		SmartLINK	07/01/2021	07/02/2021	07/10/2021	Inactivate
Sanderson, Homer		SmartLINK	07/01/2021	07/02/2021		Active
Tremain, Jerry		SmartLINK	07/01/2021	07/02/2021		Active
Udall, Morris		SmartLINK	07/01/2021	07/02/2021	07/10/2021	Inactivate
Williams, Rosa		SmartLINK	07/01/2021	07/02/2021		Active

**Officer:** Smith, John

<u>Client Name</u>	<u>Case ID</u>	<u>Serial #</u>	<u>Create Date</u>	<u>Bill Start</u>	<u>End Date</u>	<u>Status Code</u>
Hernandez, Adam		SmartLINK	07/01/2021	07/02/2021		Active
Porter, Christopher		SmartLINK	07/01/2021	07/02/2021	07/10/2021	Inactivate
Spencer, Matthew		SmartLINK	07/01/2021	07/02/2021	07/10/2021	Inactivate
Spencer, Matthew		VoiceID	07/01/2021	07/02/2021	07/10/2021	Inactivate

**Community Corrections totals:**
**Creates: 8**
**Bill Starts: 9**
**Bill Ends: 9**
**Report totals:**
**Creates: 8**
**Bill Starts: 9**
**Bill Ends: 9**

# Client Inactivation Report



**Agency** Community Corrections

**Report Run** 07/13/2021 8:45

**Parameters** 06/01/2021 00:00 - 07/13/2021 23:59

**Officer:** Smith, John

Client	Case Id	Inactivate Date	Devices Assigned
Porter, Christopher		07/10/2021 11:06	
Spencer, Matthew		06/22/2021 18:35	

**Total for Officer:** 2

**Total for Agency:** 2

**BI Incorporated**

Report Date: 03/28/2021 08:13

**Client Inactivation Report**

Start: 03/21/2021 End: 04/04/2021

**Agency: Community Corrections****Officer: Ashford, John (Beaufort)**

Client	Case Id	Inactivate Date	Devices Assigned
Jackson, Robert	0742403	03/21/2021 14:17	Beacon:6342593

**Total for Officer: 1****Officer: Blake, William (Washington)**

Client	Case Id	Inactivate Date	Devices Assigned
Brown, Christopher	1208111	03/26/2021 10:05	ET One:1121448 Beacon:6344549

**Total for Officer: 1****Officer: Crimson, Patrick (Teller)**

Client	Case Id	Inactivate Date	Devices Assigned
Peterson, Alan	1391367	03/22/2021 15:59	ET One:1133149 ET One:1166681 Beacon:6302978 Beacon:6338829

**Total for Officer: 1****Officer: Green, Thomas (Tyrrell)**

Client	Case Id	Inactivate Date	Devices Assigned
Cauldron, Steve	0833517	03/27/2021 10:03	Beacon:6342266

**Total for Officer: 1****Officer: Knight, Kimberly (Welsh)**

Client	Case Id	Inactivate Date	Devices Assigned
Brown, Christopher	1208111	03/26/2021 10:05	ET One:1121448 Beacon:6344549

**Total for Officer: 1****Officer: Rivers, Tonya (Givens)**

Client	Case Id	Inactivate Date	Devices Assigned
Green, Louis	0508773	03/21/2021 16:37	

**Total for Officer: 1****Officer: Smith, Jonathan (Beaufort)**

Client	Case Id	Inactivate Date	Devices Assigned
Green, Louis	0508773	03/21/2021 16:37	
Washington, Michael	1242343	03/28/2021 8:47	HG 206:7766919 XMTR:9435605

**Total for Officer: 2****Officer: Thompson, Rick (Beaufort)**

Client	Case Id	Inactivate Date	Devices Assigned
Jackson, Robert	0742403	03/21/2021 14:17	ET One:1115695 ET One:1128535 ET One:1140811 ET One:1145828 Beacon:6342593

**Total for Officer: 1****Total for Agency: 9**

# Active Client List



Report Run 7/10/2021 12:56

Officer: Smith, John

**Agency:** Community Corrections**Officer:** Smith, John

Client Name	Case number	Address	Home #	Mobile #
Blake, Jonathan		12345 Pine Ridge Boulder, CO 80304		1 (303) 123-4567
Coleman, Tyler	M987456321	1234 Pine Avenue Apt B Boulder, CO 80301	1 (612) 123-4567	1 (303) 123-5555
Conner, Steven		12345 Pine Street Boulder, CO 80301		
Garcia, Joe		1278 Main Street Commerce City, CO 80022	1 (303) 111-1111	1 (303) 333-3333
Hernandez-Torres, Maria		1821 Coffmann Street Longmont, CO 80501		1 (720) 441-8998
Martinez, Joseph		9187 17th Avenue Denver, CO 80022		1 (303) 999-7777
Matthews, Michael		6265 Gunbarrel Avenue Boulder, CO 80301		
Pederson, Alan		1791 17th Avenue Longmont, CO 80501		
Williams, Mark		3234 York Street Denver, CO 80216	1 (303) 000-0000	

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**Total Clients for Officer Smith, John:** 9

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**Total Clients for this Report:** 9

---

Client Profile

Client Profile Report



Report Run 06/03/2021 12:20

**Anderson, Henry**

**Officer:** Smith, John  
1 (303) 030-3030  
Address: 123 Main Street  
County: Boulder  
City: Boulder, CO 80301  
Home  
phone:  
Work  
phone:  
Cell  
phone:  
Email:

**Agency:** Community Corrections  
1 (803) 000-0000  
Status: Active  
Case ID:  
Start Date: 05/11/2021  
End Date:  
Base Station: N/A  
Tracking Unit: 1600032  
Transmitter: N/A  
Cellular Unit: N/A  
AMD Unit: N/A Calibration Due: N/A  
Beacons: 4900020

SSN :  
DOB:  
Sex: Male  
Alias:

<b>Agency Name</b>	<b>Officer Name</b>	<b>Client Name</b>	<b>County</b>	<b>Technology</b>
Community Corrections	Smith, John	Anderson, Henry	Boulder	GPS
Community Corrections	Smith, John	Blake, Jonathan	Sacramento	GPS
Community Corrections	Smith, John	Brown, Christopher	Boulder	RF
Community Corrections	Smith, John	Coleman, Tyler	Hennepin	GPS
Community Corrections	Smith, John	Davis, Henry	Sacramento	RF
Community Corrections	Smith, John	Davis, Henry	Sacramento	AMD
Community Corrections	Smith, John	Hamilton, Douglas	Elbert	AMD
Community Corrections	Smith, John	Hamilton, Douglas	Elbert	GPS
Community Corrections	Smith, John	Jackson, Robert	Santa Cruz	GPS
Community Corrections	Smith, John	Jackson, Roberta	Boulder	AMD
Community Corrections	Smith, John	Jones, Dillon	Boulder	Mobile
Community Corrections	Smith, John	Knight, Kimberly	Wake	Mobile
Community Corrections	Smith, John	Martinez, Jose	Charleston	Mobile
Community Corrections	Smith, John	Stone, Michael	Boulder	AMD
Community Corrections	Smith, John	Williams, Mark	Adams	VoiceID

# Client Schedules Report



**Report Run** 02/25/2021 12:42

**Parameters** 02/25/2021 12:38 - 03/02/2021 23:59

<b>Agency:</b>	Community Corrections	<b>Address:</b>	4801 63rd Street
<b>Officer:</b>	Smith, John		Boulder, CO 80301
<b>Client Name:</b>	Anderson, Henry	<b>Home Phone:</b>	
		<b>Cell Phone:</b>	

## MANDATORY: Work

02/25/2021 12:38 - 03/02/2021 23:59			
STATUS	Active	NAME	Work
TYPE	SCHEDULE		SCHEDULE NAME
Mandatory	TUE 02/25 06:00	- 15:00	Work
Mandatory	WED 02/26 06:00	- 15:00	Work
Mandatory	THU 02/27 06:00	- 15:00	Work
Mandatory	FRI 02/28 06:00	- 15:00	Work
Mandatory	MON 03/02 06:00	- 15:00	Work

## PRIMARY LOCATION ZONE: Primary Location

02/25/2021 12:38 - 03/02/2021 23:59			
STATUS	Active	NAME	Primary Location
TYPE	MAY BE AWAY SCHEDULE		SCHEDULE NAME
May Be Away	SAT 02/29 10:00	- 15:00	May Be Away

## Client Stops



Report Run 06/24/2021 15:59

Parameters 03/01/2021 00:00 - 03/31/2021 23:59

<b>Client</b>	Coleman, Tyler	<b>Agency</b>	Community Corrections
<b>Client Phone</b>	1 (612) 123-4567	<b>Officer</b>	Smith, John
<b>Client Address</b>	1234 Pine Avenue Apt B Minneapolis, MN 55401	<b>Service Plan</b>	BI LOC8
<b>Case ID</b>	M987456321		

Arrival	Departure	Duration	Address
3/24/2021 9:07:09 AM	3/25/2021 7:32:33 AM	0 days, 22 hrs, 25 mins	Unnamed Road, Brighton, MN 55601
3/25/2021 7:32:33 AM	3/25/2021 8:22:47 AM	0 days, 0 hrs, 50 mins	6282 133rd Avenue, Brighton, MN 55602
3/25/2021 8:34:47 AM	3/25/2021 9:10:11 AM	0 days, 0 hrs, 36 mins	374 Main Street, Denver, MN 55233
3/25/2021 9:19:45 AM	3/25/2021 11:40:46 AM	0 days, 2 hrs, 21 mins	950 Spruce Way, Boulder, MN 55302
3/25/2021 2:20:49 PM	3/25/2021 4:20:48 PM	0 days, 2 hrs, 0 mins	Unnamed Road, Lone Tree, MN 55124
3/25/2021 5:20:47 PM	4/25/2021 8:38:10 AM	30 days, 15 hrs, 18 mins	1258 Thornton Way, Denver, MN 55221

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# Client Time In/Out of Range



**Report Run** 07/30/2021 13:58

**Parameters**

07/01/2021 00:00 - 07/31/2021 23:59

**Client:** Coleman, Tyler      **Agency:** Community Corrections      **Time Zone:** Central  
**Case Number:** M987456321      **Agency #:** 1000004  
**Date of Birth:** 07/02/1978      **Officer:** Smith, John  
**Service Plan:** BI LOC8, Alcohol Monitoring for SL3

**Hours in Range** 386h 11m      **Days in Range** 16d 2h  
**Hours out of Range** 357h 48m      **Days out of Range** 14d 21h

Event	Serial No.	Time	Event	Time	Hours in Range
Beacon Enter	1302877	07/03/2021 11:25	Beacon Unauthorized Leave	07/17/2021 20:54	345h 29m
Beacon Unauthorized Enter	1302877	07/17/2021 22:09	Beacon Leave	07/18/2021 07:29	9h 20m
Beacon Enter	1302877	07/18/2021 07:48	Beacon Leave	07/18/2021 10:12	2h 24m
Beacon Enter	1302877	07/18/2021 12:36	Beacon Leave	07/19/2021 10:18	21h 42m
Beacon Unauthorized Enter	1302877	07/20/2021 00:33	Beacon Leave	07/20/2021 07:49	7h 16m

# Client Types by Agency



Report Run 06/03/2021 11:40

Customer Community Corrections

Community Corrections	
Felon	2
Probation	2
Adult	5
Juvenile	1
Supervised Release	2
<b>Total</b>	<b>12</b>
<b>Customer Total</b>	<b>12</b>

## Compressed Daily Summary



Report Run 07/13/2021 8:06

Parameters

07/01/2021 00:00 - 07/13/2021 23:59

Agency: Community Corrections

Fax:

Officer: Smith, John

Fax:

Client ID	Client Name	Received	Occurred	Equip#	Event Description	Event	Rec'd
	Blake, Jonathan	7/1 Sat	7/1 Sat	1110599	Exclusion Zone Enter Alert Avery	Alert 21:18	21:18 MT
				1110599	Exclusion Zone Leave Alert Avery	Alert 21:19	21:19 MT
		7/3 Mon	7/3 Mon	1110599	Inclusion Zone Leave Alert Mandatory Incl	Alert 20:02	20:02 MT
				1110599	Inclusion Zone Enter Alert Mandatory Incl	Alert 20:02	20:03 MT
				1110599	Inclusion Zone Leave Alert Mandatory Incl	Alert 20:24	20:24 MT
				1110599	Inclusion Zone Enter Alert Mandatory Incl	Alert 20:32	20:32 MT
				1110599	Inclusion Zone Leave Alert Mandatory Incl	Alert 20:38	20:38 MT
				1110599	Inclusion Zone Enter Alert Mandatory Incl	Alert 20:38	20:39 MT
				1110599	Inclusion Zone Leave Alert Mandatory Incl	Alert 20:45	20:45 MT
				1110599	Inclusion Zone Enter Alert Mandatory Incl	Alert 20:50	20:50 MT
				1110599	Exclusion Zone Enter Alert Avery	Alert 23:52	23:52 MT
				1110599	Exclusion Zone Leave Alert Avery	Alert 23:53	23:53 MT
	Callahan, Lacey	7/2 Sun	7/2 Sun		Missed Biometric Check-In Random Biom	Alert 14:42	14:42 MT
		7/3 Mon	7/3 Mon		Missed Self Report Check-In	Alert 22:00	22:00 MT
	Clark, Lawrence	7/3 Mon	7/3 Mon		Missed Biometric Check-In Random Biom	Alert 12:18	12:18 MT
M987456321	Coleman, Tyler	7/1 Sat	7/1 Sat	1302877	Tracker Restart	Alert 10:17	10:17 MT
				1302877	Tracker Proximity Tamper	Alert 10:17	10:17 MT
				1302877	Tracker Restart	Alert 10:21	10:22 MT
				1302877	Tracker Proximity Tamper	Alert 10:21	10:22 MT
	Jones, Dillon	7/1 Sat	7/1 Sat		Missed Self Report Check-In	Alert 00:00	00:00 MT

+ Report lists only the First Hello each day

\* Alerts

## Crime Scene Correlation Report

### Date Range: 2021-01-15 - 2021-02-05

**Agency: Community Corrections**  
**Officer: John Smith**  
**Client: Dave Johnson**

Client	Crime Type	Crime Address	Crime Reporting Agency	Crime Date/Time	Radius (feet)	GPS Points
Johnson, Dave	Disorder	400 Block MIAMI AVE, NORTH MIAMI, FL	North Miami Police Department	2021-01-20 06 09:00	1,000	144
Johnson, Dave	Disorder	200 Block SW 16TH ST, MIAMI, FL	Miami Police Department	2021-01-21 09 13:00	1,000	2
Johnson, Dave	Drugs	SW 1ST AVE & SE 15TH RD, MIAMI, FL	Miami Police Department	2021-01-21 15 30:00	1,000	2
Johnson, Dave	Other Sexual Offense	1300 Block 26TH RD, MIAMI, FL	Miami Police Department	2021-01-22 10 50:00	1,000	144
Johnson, Dave	Property	400 Block SW 9TH, SOUTHMIAMI, FL	South Miami Police Department	2021-01-22154000	1,000	133
Johnson, Dave	Drugs	1400 Block SW 22ND RD, MIAMI, FL	Miami Police Department	2021-01-26 11 19:59	1,000	30
Johnson, Dave	Drugs	1400 Block SW 22ND RD, MIAMI, FL	Miami Police Department	2021-01-28 084200	1,000	143
Johnson, Dave	Disorder	1500 Block NW RIVER DR, MIAMI, FL	Miami Police Department	2021-01-28 10 15:00	1,000	2
Johnson, Dave	Drugs	600 Block 15TH ST, MIAMI, FL	Miami Police Department	2021-01-28 12 24:59	1,000	3
Johnson, Dave	Property	600 Block 15TH ST, MIAMI, FL	Miami Police Department	2021-01-28 12 24 59	1,000	3
Johnson, Dave	Disorder	1 Block ST & COURT PL, DENVER, CO	Miami Police Department	2021-01-28 1947:00	1,000	144
Johnson, Dave	Liquor	1400 Block NW 37 TH AVE, MIAMI, FL	Miami Police Department	2021-01-28 20 00:00	1,000	143
Johnson, Dave	Assault	1400 Block NW 20TH ST, MIAMI, FL	Miami Police Department	2021-01-29 09 30:00	1,000	144
Johnson, Dave	Disorder	200 Block 16TH ST, MIAMI, FL	Miami Police Department	2021-02-02 13 09:59	1,000	1

# Customer Agency Summary

**Report Run** 07/15/2021

**Parameters** 7/1/2021 00:00 - 7/14/2021 23:59

**Customer:** Community Corrections

Agency Name	Total Clients	% Clients	Total Alerts	% Alerts	Avg Alerts Per Client	Total Notifications	% Notifications	Avg Notifications Per Client
Probation	143	100.00	141	100.00	0.99	462	100.00	3.23
<b>Total</b>	143	100%	141	100%		462	100%	

# Daily Summary



Report Run 07/21/2021 13:46

Parameters 07/01/2021 00:00 - 07/20/2021 23:59

<b>Client</b>	Blake, Jonathan	<b>Agency</b>	Community Corrections
<b>Client Phone</b>		<b>Officer</b>	Smith, John
<b>Client Address</b>	123 Main Street, Anywhere USA 00000	<b>Service Plan</b>	ExacuTrack ONE Active
<b>Case ID</b>			

## Effective Zone and Schedules for Report Period

MANDATORY: Work					
07/01/2021 00:00 - 07/01/2021 23:59					
STATUS	NAME	TYPE	BEACON	GRACE	ALTER MAP
Active	Work	Mandatory	NONE	5	No
SCHEDULE	SCHEDULE NAME	START DATE	END DATE	COMMENT	
TUE 07/01 06:00 - TUE 07/01 10:00	Work	06/22/2021	06/30/2021		

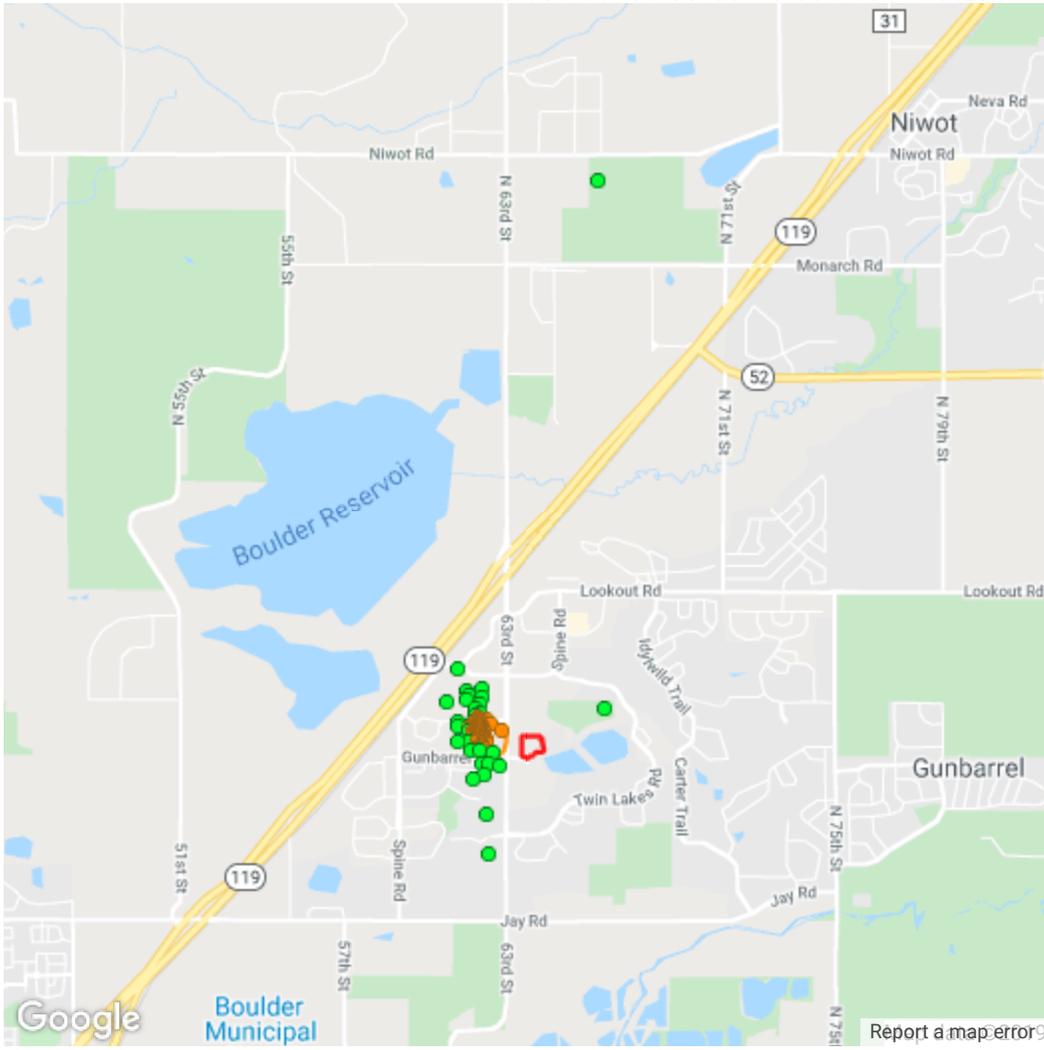
MASTER ZONE	
07/01/2021 00:00 - 07/01/2021 23:59	
	NO ZONE EXISTS
NO SCHEDULES FOR THIS TIME PERIOD	

PRIMARY LOCATION ZONE: Home					
07/01/2021 00:00 - 07/01/2021 23:59					
STATUS	NAME	TYPE	BEACON	GRACE	ALTER MAP
Active	Home	Primary	NONE	0	No
MAY BE AWAY SCHEDULE	SCHEDULE NAME	START DATE	END DATE	COMMENT	
TUE 07/01 05:30 - TUE 07/01 10:30	May Be Away from Primary Residence	06/22/2021	06/30/2021		

EXCLUSION ZONE: Avery					
07/01/2021 00:00 - 07/01/2021 23:59					
STATUS	NAME	TYPE	BEACON	GRACE	ALTER MAP
Active	Avery	Exclusion		0	No
SCHEDULE IS 24x7					

EXCLUSION ZONE: High School					
07/01/2021 00:00 - 07/01/2021 23:59					
STATUS	NAME	TYPE	BEACON	GRACE	ALTER MAP

07/01/2021 00:00 - 07/01/2021 23:59



# Device Current Usage

**Report Run** 07/15/2021 08:37**Parameters** July 2021**Agency:** Community Corrections**Agency: Community Corrections**

Client	Case ID	Serial #	Device Type	Start Monitoring	End Monitoring	Days Monitored This Month
Anderson, Lonnie	520175	1332182	NSP	07/01/2021		6
Coleman, Tyler		6700054	HB105	07/01/2021		6
Davis, Hunter	353381	1107834	ET1	07/01/2021		6
Homer, Tomas	344195	5000195	GMU	07/01/2021		11
Jackson, Robert	399798	7751058	HG206	07/01/2021		11
Martinez, Manny	536388	7031192	HG200	07/01/2021		11
Pederson, Alan	535409	6000318	EX520	07/01/2021		6

# Inventory Variance Report



**Agency: - Community Corrections**

**Date & Time: 6/12/2021 9:52:02 AM**

**Missing Units: 22 - Extra Units: 1**

Variance Type	Serial Number	Device Type	Last Client
Missing	10200006	Assigned Cell Phone	Jones, Dillon
Missing	1300419	BI LOC8	Jackson, Robert
Missing	1302877	BI LOC8	Coleman, Tyler
Missing	1308358	BI LOC8	Martinez, Jose
Missing	1600132	BI LOC8 XT	Knight, Kimberly
Missing	1110599	ExacuTrack One Tracker	Blake, Jonathan
Missing	1121402	ExacuTrack One Tracker	Pederson, Alan
Missing	7108457	HG 200	Martin, Mary
Missing	7753369	HG 206	Williams, Harry
Missing	7758019	HG 206	Garcia, Joe
Missing	6500002	HomeBase Cellular	Hunter, Steve
Missing	6501245	HomeBase Cellular	Torrez, Daniel
Missing	6100168	HomeBase Landline	Black, Bernie
Missing	6100609	HomeBase Landline	Harrison, Drew
Missing	4800104	LOC8 Beacon	Coleman, Tyler
Missing	21000E1E	SL2	Callahan, Lacey
Missing	40002074	SL2	Conner, Steven
Missing	9809341	TAD	Torrez, Daniel
Missing	9811258	TAD	Hunter, Steve
Missing	9415996	Transmitter (HGs)	Martin, Mary
Missing	9422871	Transmitter (HGs)	Garcia, Joe
Missing	9434666	Transmitter (HGs)	Williams, Harry
Extra	2602345	UNKNOWN	UNKNOWN



## BI Incorporated

## Juvenile Caseload Population

Agency: Juvenile Court Services

Officer: Johnson, Tim

Client Name	Case Number	DOB	Address	Primary Phone	Guardian Names	School	Tech
Lowry, Michael		01/01/2004	963 E Street Baltimore,MD 21202	1 (000) 000-0000			RF
Simmons, Kyle		01/01/2005	35716 17th Place Baltimore,MD 21202	1 (000) 000-0000			RF
Varga, Gordan		08/06/2007	395 Pryor St SW Baltimore,MD 21201	1 (000) 000-0000			Active
<b>Caseload Count:</b>							<b>3</b>

Officer: Jones, Mary

Client Name	Case Number	DOB	Address	Primary Phone	Guardian Names	School	Tech
Barbarason, Barb		06/14/2001	8525 J Street Towson,MD 21204	1 (000) 000-0000		Central /	VoiceID
Conner, Steven		02/28/2002	987 North Main Street Baltimore,MD 21205	1 (000) 000-0000		Oak View /	Mobile
Maryland DJS, GMU #4440002	01234567	01/01/1800	8585 Oak Road Gwynn Oak,MD 21207	1 (555) 555-5555			RF
Tabor, Horace		08/01/2005	8585 Oak Road Gwynn Oak,MD 21207	1 (000) 000-0000			RF
<b>Caseload Count:</b>							<b>4</b>

Officer: Smith, John

Client Name	Case Number	DOB	Address	Primary Phone	Guardian Names	School	Tech
Blake, William	P8521364	01/01/1800	98712 20th Street Halethorpe,MD 21227	1 (000) 000-0000			VoiceID
Jackson, Robert		01/01/1800	321 Pine Street Brooklyn,MD 21225	1 (000) 000-0000			Active
Martinez, Jose		01/01/1800	9874 23rd Street Catonsville,MD 21228	1 (000) 000-0000			Mobile
Morrison, Randy	5599410	02/07/1957	410 N Hillside Street Baltimore,MD 21229	1 (000) 000-0000			RF
Varga, Gordan	78460-5	08/06/1995	1519 E 33rd St Apt C Halethorpe,MD 21227	1 (000) 000-0000		Mercy High /	RF
<b>Caseload Count:</b>							<b>5</b>
<b>Total Clients for Agency Community Corrections:</b>							<b>12</b>

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**Total Clients for this Report: 12**


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# Monthly Equipment Summary



**Report Run** 06/15/2021 14:52

**Parameters** May 2021

**Agency:** Community Corrections

**Officer:** Anderson, Eric

Date	# of Installs	# of Disconnects	# of Active Units	# of Active Clients
------	---------------	------------------	-------------------	---------------------

**Equipment Type:** 9305

May 2021	1	0	1	1
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**Equipment Type:** HG206

May 2021	3	2	3	1
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**Officer Totals:**

**Installs:** 4 **Units Used:** 4

**Disconnects:** 2 **Clients:** 1

**Officer:** Smith, John

Date	# of Installs	# of Disconnects	# of Active Units	# of Active Clients
------	---------------	------------------	-------------------	---------------------

**Equipment Type:** NSP

May 2021	7	2	9	9
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**Equipment Type:** SL3

May 2021	1	0	1	1
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**Officer Totals:**

**Installs:** 8 **Units Used:** 9

**Disconnects:** 2 **Clients:** 7

**Agency Totals:**

**Installs:** 12 **Units Used:** 13

**Disconnects:** 4 **Clients:** 8



## BI Incorporated

### Open Alerts Status Report

Customer: Community Corrections

Agency: Community Corrections

Open Alerts older than: 2021-06-07

Agency	Officer	Client Name	Case	Oldest Alert	All Alerts (with count)	Total
Community Corrections	Smith, John	Anderson, Cameron	PROD 36596	6/5/2021 5:34:05AM	6 TAD Still in Proximity Tampered State	6
Community Corrections	Smith, John	Blake, Jonathan	PROD 49592	6/5/2021 7:00:00AM	6 Did Not Enter, 6 Receiver Still Missed Call	12
Community Corrections	Smith, John	Colman, Tyler	PROD 36388	6/5/2021 8:15:00AM	14 Did Not Enter	14
Community Corrections	Smith, John	Davis, Harris T.	PROD 41298	6/5/2021 10:00:00AM	9 Did Not Enter	9
Community Corrections	Smith, John	Douglas, Junior	PROD 51536	6/5/2021 12:01:10PM	6 Tracker Still Missed Call	6
Community Corrections	Smith, John	Jackson, Richard	PROD 39623	6/5/2021 1:26:00PM	6 AMD Still Missed Call	6
Community Corrections	Smith, John	Knight, Kimberly	PROD 520175	6/5/2021 4:25:17PM	6 Tracker Still Missed Call	6
Community Corrections	Smith, John	Martinez, Jose	PROD 412130	6/5/2021 9:07:41PM	6 Receiver Still Missed Call	6
Community Corrections	Smith, John	Stone, Michael	PROD 425758	6/5/2021 9:10:31PM	6 Receiver Still Missed Call	6
Community Corrections	Williams, Henry	Thompson, Sharon		6/6/2021 5:01:19PM	1 Notification Initiated, 2 Photo Review Pending, 2 Scheduled Biometric Check-In Received	5



BI Incorporated  
Selfpay Client Analysis Roster  
Customer: 100636 - Community  
Corrections August 2021

Customer Information Only. This roster is not a bill.

								*Current
<b>Active Clients</b>								<b>Amount</b>
Client Name	Device Type	Client ID	Start Date	End Date	Daily Rate	August Charges	August Payments	Due
Anderson, Jane	ET1-1.240.A0.ZX	A51338	03/01/2020		\$5.50	\$170.50	\$201.76	\$0.00
Garcia, Joe	HG	A49127	05/31/2021		\$3.18	\$98.58	\$100.00	(\$81.00)
Johnson, Michael	HG	A29310	02/13/2020	08/06/2021	\$3.18	\$19.08	\$0.00	\$19.08
Pederson, Alan	TAD+RF	A50080	01/10/2021		\$6.96	\$215.76	\$215.76	\$0.00
Williams, Mark	ET1-1.30.A0.ZX	A13859	07/18/2020		\$6.75	\$209.25	\$0.00	\$932.52

**Total Active Clients: 5**

								*Current
<b>Inactive Clients</b>								<b>Amount</b>
Client Name	Device Type	Client ID	Start Date	End Date		August Charges	August Payments	Due
Allen, Robert		A50902	11/06/2020	04/05/2021		\$0.00	\$40.00	\$24.00
Perry, Alexandria		A20122	01/23/2021	07/22/2021		\$0.00	\$0.00	\$69.96
Young, Joseph		A49308	06/05/2019	03/05/2021		\$0.00	\$0.00	\$0.00

**Total Inactive Clients: 3**

								Total August	Total August	Total Current
<b>Total Clients This Report: 8</b>								<b>Client</b>	<b>Client</b>	<b>Client</b>
								<b>Charges</b>	<b>Payments</b>	<b>Amount Due</b>
								\$713.17	\$557.52	\$964.56

\*Current Amount Due does not include unbilled charges. It does include payments made in the current month.





BI Incorporated  
Self-Pay Client Billing Summary

Community Corrections Acct#1230 August 2021

Client Name	Client ID	Status	August Charges	August Payments	*Current Balance Due
Officer: <u>Hamilton, Alex</u>					
Allen, Robert	A50902	Inactive	\$0.00	\$40.00	\$24.00
Johnson, Michael	A29310	Active	\$19.08	\$0.00	\$19.08
Pederson, Alan	A50080	Active	\$215.76	\$215.76	\$0.00
Officer Total:			\$234.84	\$255.76	\$43.08
Officer: <u>Smith, John</u>					
Anderson, Jane	A51338	Active	\$170.50	\$201.76	\$0.00
Garcia, Joe	A49127	Active	\$98.58	\$100.00	(\$81.00)
Perry Alexandria	A20122	Inactive	\$0.00	\$0.00	\$69.96
Williams, Mark	A13859	Active	\$209.25	\$0.00	\$932.52
Young, Joseph	A49308	Inactive	\$0.00	\$0.00	\$0.00
Officer Total:			\$478.33	\$301.76	\$921.48
			Total August Charges	Total August Payments	*Total Current Balance Due
Agency Total:			\$713.17	\$557.52	\$964.56

\*Current Balance Due does not include unbilled charges. It does include payments made in the current month.

# SL Client Detail Report

**Report Run** 08/01/2021 11:23



**Name:** Robert Jackson

**Street:** 34140 Alpine Road

**Height:** 0.00

**Date of Birth:**

**City:** Boulder

**Weight:** 0 lbs

**Gender:** Male

**State:** CO

**Eye Color:**

**Postal Code:** 80301

**Hair Color:**

**Report Dates:** 07/15/2021 to 07/31/2021

## Tuesday

**Test: 442**

**12:18 PM MST**

**BAC: .026**

**Test Positive**

**Device ID:** 400021D2

**Boulder, Colorado**

**Photo Status: Pending**



7/28/2021 11:30:00 AM MST Test scheduled for 7/28/2021 12:00 PM EDT.  
 7/28/2021 11:45:00 AM MST Sent Scheduled Test SMS notification to Robert Jackson at 3030303030.  
 7/28/2021 12:15:00 PM MST Sent Reminder SMS notification to Robert Jackson at 3030303030.  
 7/28/2021 12:18:00 PM MST A positive BAC test was submitted.  
 7/28/2021 12:18:00 PM MST Scheduled test received.  
 7/28/2021 12:18:00 PM MST A positive BAC test was received. The user has been scheduled to retest every 30 minutes.  
 7/28/2021 12:18:00 PM MST Sent Positive / Retest SMS notification to Robert Jackson at 3030303030.  
 7/28/2021 12:34:00 PM MST A compliant test was received. Retesting will discontinue.

## Saturday

**Test: 426**

**2:00 PM EST**

**BAC:**

**Test Missed**

**Device ID:**

7/25/2021 1:30:00 PM MST Test scheduled for 7/25/2021 2:00 PM EDT.  
 7/25/2021 1:45:00 PM MST Sent Scheduled Test SMS notification to Robert Jackson at 3030303030.  
 7/25/2021 2:15:00 PM MST Sent Reminder SMS notification to Robert Jackson at 3030303030.  
 7/25/2021 2:30:00 PM MST Sent Pending Report SMS notification to Robert Jackson at 3030303030.  
 7/25/2021 2:30:00 PM MST Report is pending.  
 7/25/2021 2:30:00 PM MST Device check-in. Scheduled test missed.  
 7/25/2021 2:30:00 PM MST Device check-in. Sent Connectivity Restored SMS notification to Robert Jackson at 3030303030.

# SL Consolidated Report



Report Run 07/11/2021 10:33

Parameters: 06/01/2021 to 06/30/2021

## Client Information

<b>Name:</b>	Harry Davis	<b>DOB:</b>	08/27/1981
<b>Street:</b>	2558 Spruce Street Apt A	<b>Gender:</b>	Male
<b>City:</b>	Boulder	<b>Weight:</b>	0 lbs
<b>State:</b>	CO	<b>Height:</b>	0.00
<b>Postal Code:</b>	80301	<b>Device:</b>	54F5236G

## Test Information

<b>Tests Sent (report date range):</b>	1,135
<b>Positive BrAC Tests:</b>	4
<b>w/Compliment Secondary Tests:</b>	2
<b>Missed Tests:</b>	24
<b>w/Late Tests:</b>	9
<b>Days Monitored (report date range):</b>	365
<b>Total Days Monitored:</b>	598
<b>Identity Declined:</b>	5

## Positive Tests

Positive Test	06/24/2021 02:01:16 PM	0.03	# 17
Comp. Secondary	06/24/2021 02:16:49 PM	0.00	# 18

Positive Test	06/26/2021 09:15:58 AM	0.06	# 27
Positive	06/26/2021 09:31:48 AM	0.06	# 28
Positive	06/26/2021 09:46:53 AM	0.05	# 29
Positive	06/26/2021 10:02:09 AM	0.05	# 30
Positive	06/26/2021 10:17:21 AM	0.05	# 31
Positive	06/26/2021 10:32:27 AM	0.04	# 32
Positive	06/26/2021 10:47:30 AM	0.04	# 33

## Missed Tests

Missed Test	06/05/2021 11:00:01 PM		# 88
Late	06/06/2021 12:12:43 AM	0.00	# 89

Missed Test	06/16/2021 09:00:30 AM		# 141
Late	06/16/2021 01:11:54 PM	0.00	# 142

Missed Test	06/19/2021 02:00:05 AM		# 156
Late	06/19/2021 03:33:57 AM	0.00	# 157

Missed - A scheduled test that has not been received.

Late - A test that is received after a missed test, but before the next scheduled test.

Positive - A BrAC result above the threshold. This will initiate the retesting cycle if enabled.

Compliant Secondary - The first BrAC below the positive threshold following a positive test.

Identity Declined - Test photo declined by user.

# TAD Activity Graph

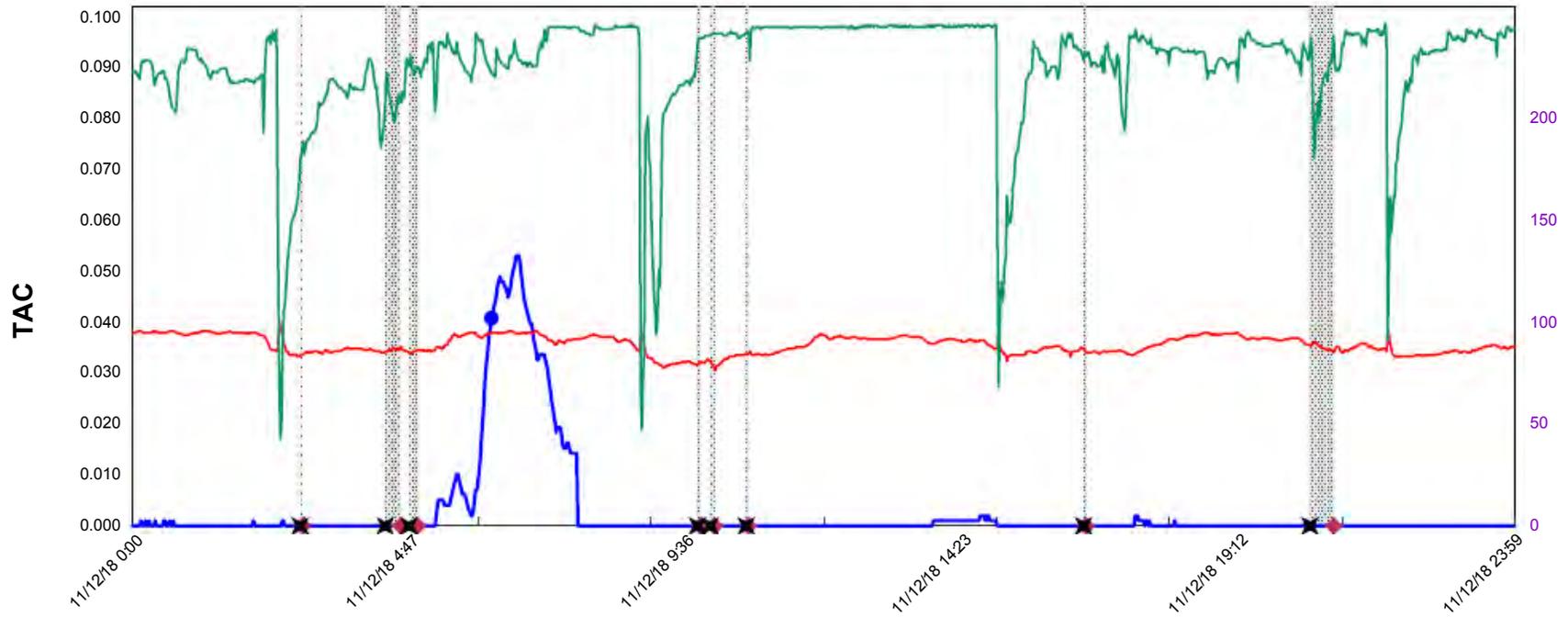


Report Run 07/19/2021

Parameters 07/12/2021 00:00 - 07/12/2021 23:59

Agency: Community Corrections  
 Officer: Smith, John  
 07/12/2021 00:00 - 07/12/2021 23:59

Client: Jackson, Robert  
 TAD Serial ID:  
 RF Away: 2 hours, 59 mins



— TAC	— Temperature	— Skin Resistance	● TAD Alcohol Event	— Skin Resistance High Boundary	— Skin Resistance Low Boundary	▨ RF Out of Range
■ DidNotEnter	◆ TransmitterFirstFound	◆ Enter	◆ UnauthorizedEnter	✘ TransmitterNotFound	✘ Leave	✘ UnauthorizedLeave

**Listing of Related Events During the Selected Timespan**

Event DateTime	Receive DateTime	Serial ID	Event Description	Comment
11/12/2018 06:33	11-13-2018 07:57	9810849	TAD Recharge Solution OK	
11/13/2018 00:56	11-13-2018 01:14	9810849	TAD Alcohol Threshold Exceeded	- Current Threshold is [0.04]
11/13/2018 06:33	11-13-2018 07:22	9810849	TAD Recharge Solution OK	
11/13/2018 15:52	11-13-2018 07:43	9810849	TAD Strap Restore	

# Technology Counts by Agency



**Report Run** 07/15/2021

**Parameters** 07/01/2021 00:00 - 07/14/2021 23:59

AgencyName	RF	GPS	AMD	TEL	Unique Clients
Community Corrections	8	13	11	23	82
<b>Totals</b>	8	13	11	23	82

# Technology Counts by Agency

**Report Run** 07/15/2021**Parameters** 07/01/2021 00:00 - 07/30/2021 23:59

AgencyName	RF	GPS	AMD	TEL	Unique Clients
Parole - Adult	17	48	21	19	123
Parole - Juvenile	8	13	11	23	82
Pre-Trial - Juvenile	6	5	8	0	19
Probation - Adult	0	25	0	0	25
Probation - Juvenile	0	581	0	0	721
<b>Totals</b>	0	3	0	0	3
	31	675	40	42	973



**BI Incorporated**  
**User Login/Logout Report**  
 Agency: Community Corrections  
 1/26/2021 00:00 - 1/31/2021 23:59

Report Date: 2/23/2021 12:51

**Thu 1/26/2021**

<b>UserName</b>	<b>Attempt Time</b>	<b>Successful</b>	<b>Logout Time</b>	<b>Login Duration (hh:mm)</b>
ahamilton	1/26/2021 10:39	Yes	1/26/2021 11:20	00:41
jahamilton	1/26/2021 11:26	Yes	1/26/2021 11:26	* 00:01
janderson	1/26/2021 19:03	Yes	1/26/2021 19:03	* 00:01
janderson	1/26/2021 20:20	Yes	1/26/2021 20:20	* 00:01
jsmith	1/26/2021 20:52	Yes	1/26/2021 20:55	00:03

**Duration Sub-Total: 00:47**  
**Logins Sub-Total: 5**

**Mon 1/30/2021**

<b>UserName</b>	<b>Attempt Time</b>	<b>Successful</b>	<b>Logout Time</b>	<b>Login Duration (hh:mm)</b>
dyoung	1/30/2021 08:18	Yes	1/30/2021 08:26	00:08
ahamilton	1/30/2021 08:26	Yes	1/30/2021 08:43	00:17
janderson	1/30/2021 11:24	Yes	1/30/2021 11:32	00:08
dyoung	1/30/2021 13:03	No	N/A	N/A
dyoung	1/30/2021 13:03	Yes	1/30/2021 13:32	00:29
jsmith	1/30/2021 13:57	Yes	1/30/2021 13:59	00:02
mmichaels	1/30/2021 14:06	Yes	1/30/2021 14:09	00:03

**Duration Sub-Total: 01:07**  
**Logins Sub-Total: 7**

**Tue 1/31/2021**

<b>UserName</b>	<b>Attempt Time</b>	<b>Successful</b>	<b>Logout Time</b>	<b>Login Duration (hh:mm)</b>
jsmith	1/31/2021 14:38	Yes	1/31/2021 14:40	00:02
tjohnson	1/31/2021 08:06	No	N/A	N/A
tjohnson	1/31/2021 08:06	Yes	1/31/2021 08:40	00:34
dyoung	1/31/2021 13:59	No	N/A	N/A
dyoung	1/31/2021 13:59	Yes	1/31/2021 14:00	00:01

**Duration Sub-Total: 00:37**  
**Logins Sub-Total: 5**

**Grand Total Duration (dd:hh:mm) : 00:02:31**  
**Grand Total Logins: 17**



BI Incorporated

Report Date: 06/24/2021 15:43

**User Request Report**

Agency: Community Corrections

01/01/2021 00:00 thru 03/31/2021 23:59

**User: Smith, John**

Client Name	Unit #	Request Type	Message Details	Request Date
Blake, Henry	100106208	Message	Remember your appointment	02/13/2021 14:58
	100109039	Client Locate		02/26/2021 10:19
	100109039	Message	Call your officer now	02/26/2021 10:20
	100109039	Message	Report to the office immediately	02/26/2021 10:48
	100109039	Client Locate		03/04/2021 07:34

**Messages This User: 3****Locate Requests This User: 2****User: Smith, John A**

Client Name	Unit #	Request Type	Message Details	Request Date
Pederson, Alan	1121402	Client Locate		01/09/2021 08:53
	1121402	Client Locate		01/09/2021 08:59

**Messages This User: 0****Locate Requests This User: 2****Total Messages: 3****Total Locate Requests: 4**

# VoicelD Case Summary



**Report Run** 07/15/2021

**Parameters:** 07/01/2021 - 07/14/2021

**Customer:** Community Corrections

**Agency:** Probation North

**Officer:** Smith, John

Client Name	Case Number	Check-ins	Call Alerts						Alert Status			Failed Verify Alerts					
			Total	Missed	Late	Wrong Num	Unabl Cntc	Unabl Cmplt	Open	Closed	Viotn	Total	Auth Spkr	Imp	Call Manp	In Proc	Not Proc
Pederson, Alan	512468	2	2	1	1	0	0	0	2	0	2	0	0	0	0	0	0

# VoicID Exceptions



**Report Run** 06/13/2021 8:43

---

Last Name	First Name	Case Number	Voice Print?	Language?	Check-In?	Notification?	Random?	Fixed?
Coleman	Don		No	Yes	Yes	Yes	No	No
Jackson	Robert	AAAAAA123	Yes	Yes	No	No	No	No
Thompson	Timothy	VIDHEALTH	Yes	Yes	Yes	Yes	No	No
Williams	Mark		Yes	Yes	Yes	Yes	No	No

# VoiceID Recent Case Activity



**Report Run** 07/15/2021 8:04

**Parameters** 07/14/2021

**Customer** Community Corrections

**Agency** CC - Parole

Agency	Total Active	New - Created			Hold for Enrollment			Reactivated			Inactivated		
		24 Hr	7 Day	30 Day	24 Hr	7 Day	30 Day	24 Hr	7 Day	30 Day	24 Hr	7 Day	30 Day
CC - Parole	20	0	1	5	0	2	1	0	0	0	0	0	0



**BI Incorporated**  
**Zone By Zone Report**

Report Date: 6/3/2021 12:06:11 PM

03/01/2021 00:00 - 03/06/2021 23:59

**Client:** Anderson, Henry

---

**Officer Name:** Smith, John  
**Officer Fax:**

**Agency Name:** zy\_Community Corrections  
**Agency Fax:**

**Client:** Anderson, Henry  
Boulder, CO 80301

**Time Zone:** MST

**Service Plan:** BI LOC8 XT

**Receiver:**  
**Tracking Unit:** 1600032  
**Transmitter:**  
**AMD:**  
**Beacons:** 4900020  
**Transceivers:**

**Case ID:**  
**Self Pay:** No

---

**Zone and Schedule History**



## BI Incorporated

Report Date: 6/3/2020 12:06:11 PM

### Zone By Zone Report

03/01/2020 00:00 - 03/06/2020 23:59

Client: Anderson, Henry

#### MANDATORY: Work

03/01/2020 00:00 - 03/06/2020 23:59

STATUS	NAME	TYPE	BEACON	GRACE	ALTER MAP
Active	Work	Mandatory	NONE	15	No

<u>SCHEDULE</u>	<u>SCHEDULE NAME</u>	<u>START DATE</u>	<u>END DATE</u>	<u>COMMENT</u>
-----------------	----------------------	-------------------	-----------------	----------------

MON 03/02 06:00 - MON 03/02 15:00	Work	02/13/2019		
TUE 03/03 06:00 - TUE 03/03 15:00	Work	02/13/2019		
WED 03/04 06:00 - WED 03/04 15:00	Work	02/13/2019		
THU 03/05 06:00 - THU 03/05 15:00	Work	02/13/2019		
FRI 03/06 06:00 - FRI 03/06 15:00	Work	02/13/2019		

#### MASTER ZONE

03/01/2020 00:00 - 03/06/2020 23:59 NO ZONE EXISTS

NO SCHEDULES FOR THIS TIME PERIOD

#### AREA OF INTEREST: Post Office

03/01/2020 00:00 - 03/06/2020 23:59

STATUS	NAME	TYPE	BEACON	GRACE	ALTER MAP
Active	Post Office	Area of Interest	NONE	0	No

<u>SCHEDULE</u>	<u>SCHEDULE NAME</u>	<u>START DATE</u>	<u>END DATE</u>	<u>COMMENT</u>
-----------------	----------------------	-------------------	-----------------	----------------

SUN 03/01 07:30 - SUN 03/01 08:30	Post Office	03/01/2020	03/01/2020	
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#### PRIMARY LOCATION ZONE: Primary Location

03/01/2020 00:00 - 03/06/2020 23:59

STATUS	NAME	TYPE	BEACON	GRACE	ALTER MAP
Active	Primary Location	Primary	NONE	0	No

## Attachment 2—FCC Certificates

Immediately following this page, please find *FCC Certificates* for all proposed BI equipment.



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## LOC8 XT FCC CERTIFICATE

7/9/2018

FCC - OET TCB Form 731 Grant of Equipment Authorization

**TCB****GRANT OF EQUIPMENT  
AUTHORIZATION****TCB**

**Certification**  
**Issued Under the Authority of the**  
**Federal Communications Commission**  
**By:**

**Intertek Testing Services NA, Inc.**  
**70 Codman Hill Road**  
**Boxborough, MA 01719**

**Date of Grant: 07/09/2018**  
**Application Dated: 06/24/2018**

**u-blox AG**  
**Zuercherstrasse 68**  
**Thalwil, Ch-8800**  
**Switzerland**

**Attention: Giulio Comar , Certification Manager**

**NOT TRANSFERABLE**

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is VALID ONLY for the equipment identified hereon for use under the Commission's Rules and Regulations listed below.

**FCC IDENTIFIER:** XPY2AGQN4NNN  
**Name of Grantee:** u-blox AG  
**Equipment Class:** PCS Licensed Transmitter  
**Notes:** Cat M1 GPS Tracker  
**Modular Type:** Single Modular

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	27	699.0 - 716.0	0.251	1.0 PM	1M11G7D
	27	699.0 - 716.0	0.269	1.0 PM	1M11W7D
	27	699.0 - 716.0	0.148	1.0 PM	134KF7W
	27	699.0 - 716.0	0.218	1.0 PM	190KF7W
	27	1710.0 - 1755.0	0.245	1.0 PM	1M24G7D
	27	1710.0 - 1755.0	0.245	1.0 PM	1M13W7D
	27	1710.0 - 1755.0	0.188	1.0 PM	78K7F9W
	27	1710.0 - 1755.0	0.191	1.0 PM	196KF9W
	22H	824.0 - 849.0	0.316	1.0 PM	1M11G7D
	22H	824.0 - 849.0	0.316	1.0 PM	1M11W7D
	22H	824.0 - 849.0	0.169	1.0 PM	130KF7W
	22H	824.0 - 849.0	0.199	1.0 PM	192KF7W
	24E	1850.0 - 1910.0	0.302	1.0 PM	1M12G7D
	24E	1850.0 - 1910.0	0.302	1.0 PM	1M12W7D
	24E	1850.0 - 1910.0	0.199	1.0 PM	132KF7W
	24E	1850.0 - 1910.0	0.211	1.0 PM	192KF7W
	27	777.0 - 787.0	0.269	1.0 PM	1M13G7D
	27	777.0 - 787.0	0.275	1.0 PM	1M21W7D
	27	777.0 - 787.0	0.146	1.0 PM	134KF7W
	27	777.0 - 787.0	0.228	1.0 PM	190KF7W

Single Modular Approval. Power output listed is conducted.

C2PC approval for portable use with respect to RF exposure compliance. Device must operate with a maximum duty factor not exceeding that described in this filing. The duty factor must be implemented in factory firmware. Device may only be marketed to OEM installers.



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## HomeGuard 20|20 FCC CERTIFICATE

7/9/2018

FCC - OET TCB Form 731 Grant of Equipment Authorization

TCB

GRANT OF EQUIPMENT  
AUTHORIZATION

TCB

## Certification

Issued Under the Authority of the  
Federal Communications Commission

By:

Intertek Testing Services NA, Inc.  
70 Codman Hill Road  
Boxborough, MA 01719

Date of Grant: 07/09/2018

Application Dated: 06/24/2018

u-blox AG  
Zuercherstrasse 68  
Thalwil, Ch-8800  
Switzerland

Attention: Giulio Comar , Certification Manager

## NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is  
VALID ONLY for the equipment identified hereon for use under the Commission's Rules  
and Regulations listed below.

FCC IDENTIFIER: XPY2AGQN4NNN

Name of Grantee: u-blox AG

Equipment Class: PCS Licensed Transmitter

Notes: Cat M1 GPS Tracker

Modular Type: Single Modular

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	27	699.0 - 716.0	0.251	1.0 PM	1M11G7D
	27	699.0 - 716.0	0.269	1.0 PM	1M11W7D
	27	699.0 - 716.0	0.148	1.0 PM	134KF7W
	27	699.0 - 716.0	0.218	1.0 PM	190KF7W
	27	1710.0 - 1755.0	0.245	1.0 PM	1M24G7D
	27	1710.0 - 1755.0	0.245	1.0 PM	1M13W7D
	27	1710.0 - 1755.0	0.188	1.0 PM	78K7F9W
	27	1710.0 - 1755.0	0.191	1.0 PM	196KF9W
	22H	824.0 - 849.0	0.316	1.0 PM	1M11G7D
	22H	824.0 - 849.0	0.316	1.0 PM	1M11W7D
	22H	824.0 - 849.0	0.169	1.0 PM	130KF7W
	22H	824.0 - 849.0	0.199	1.0 PM	192KF7W
	24E	1850.0 - 1910.0	0.302	1.0 PM	1M12G7D
	24E	1850.0 - 1910.0	0.302	1.0 PM	1M12W7D
	24E	1850.0 - 1910.0	0.199	1.0 PM	132KF7W
	24E	1850.0 - 1910.0	0.211	1.0 PM	192KF7W
	27	777.0 - 787.0	0.269	1.0 PM	1M13G7D
	27	777.0 - 787.0	0.275	1.0 PM	1M21W7D
	27	777.0 - 787.0	0.146	1.0 PM	134KF7W
	27	777.0 - 787.0	0.228	1.0 PM	190KF7W

Single Modular Approval. Power output listed is conducted.

C2PC approval for portable use with respect to RF exposure compliance. Device must  
operate with a maximum duty factor not exceeding that described in this filing. The duty factor  
must be implemented in factory firmware. Device may only be marketed to OEM installers.



---

## SL3 FCC CERTIFICATE

**TCB**

**GRANT OF EQUIPMENT  
AUTHORIZATION**

**TCB**

**Certification  
Issued Under the Authority of the  
Federal Communications Commission**

**By:**

**CETECOM Inc.  
411 Dixon Landing Road  
Milpitas, CA 95035**

**Date of Grant: 05/11/2020  
Application Dated: 05/11/2020**

**BI Incorporated  
6265 Gunbarrel Avenue  
Suite B  
Boulder, CO 80301**

**Attention: Evencio Fernandez , VP, Hardware Engineering**

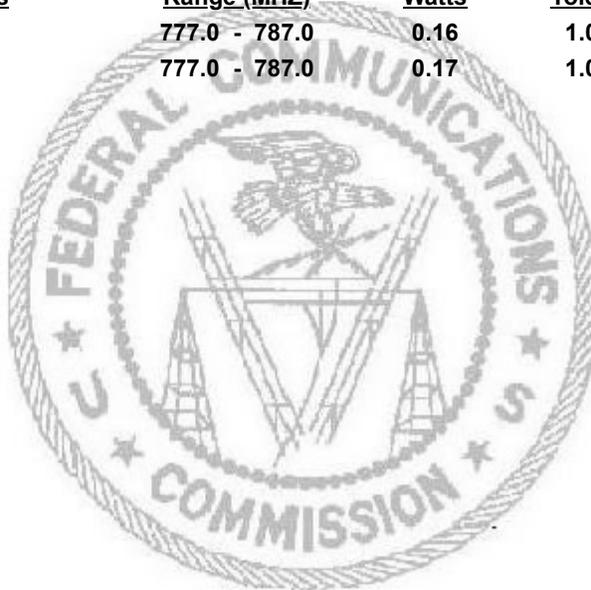
**NOT TRANSFERABLE**

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is VALID ONLY for the equipment identified hereon for use under the Commission's Rules and Regulations listed below.

**FCC IDENTIFIER:** CSQ-SL300A  
**Name of Grantee:** BI Incorporated  
**Equipment Class:** Licensed Non-Broadcast Transmitter Worn on Body  
**Notes:** Mobile breathalyzer with LTE capability.

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	27	777.0 - 787.0	0.16	1.0 PM	1M34G7D
	27	777.0 - 787.0	0.17	1.0 PM	1M44W7D

Powers listed are RMS ERP.





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## TAD FCC CERTIFICATE

**TCB**

**GRANT OF EQUIPMENT  
AUTHORIZATION**

**TCB**

**Certification  
Issued Under the Authority of the  
Federal Communications Commission  
By:**

**Intertek Testing Services NA, Inc.  
70 Codman Hill Road  
Boxborough, MA 01719**

**Date of Grant: 04/30/2009  
Application Dated: 04/30/2009**

**BI Incorporated  
6400 Lookout Road  
Boulder, CO 80301**

**Attention: Bobby Clevenger , Vice-President of Internal  
Operations**

**NOT TRANSFERABLE**

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is  
VALID ONLY for the equipment identified hereon for use under the Commission's  
Rules and Regulations listed below.

**FCC IDENTIFIER: CSQTAD001**  
**Name of Grantee: BI Incorporated**  
**Equipment Class: Part 15 Security/Remote Control Transmitter**  
**Notes: The BI TAD (Transdermal Alcohol Detector)**

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	15.231(e)	314.2 - 314.2			



### Attachment 3—Sample Written Assessment of Violation

Immediately following this page, please find examples of the types of documents and reports that support analysis, review, and confirmation of violations.

# Alert Details

**Report Run** 8/17/2021 7:46**Parameters** 8/12/2021 4:00:00PM - 8/12/2021 4:59:00PM**Agency Name:**

**Officer Name:** Smith, John  
**Client Name:** Jones, Ken  
**Case Number:** 123 Main Street  
**Client Address:** Anywhere, USA 00000  
**Client Phone:**

**Alert Number:** 315421779  
**Alert Event Type:** No Motion  
**Alert Event Time:** 08/12/2021 16:40  
**Alert Received Time:** 08/12/2021 17:40  
**Alert Closed Time:** 08/12/2021 17:46  
**Alert Duration(mins):** 6

**Alert Actions**

Action Date	Action	Result	Comment	Destination	Alert Closed
08/12/2021 17:40	Delay	Alert delayed	Alert notification delayed for event pairing until: 08/12 17:40		
08/12/2021 17:40	Delay	Alert delayed	Automated delay		
08/12/2021 17:46	Close				✓
08/12/2021 17:46	Email Other Addr.	Email sent	Email sent to Smith, John at smith.john@cc.com	smith.john@cc.com	
08/12/2021 17:46	Email Officer-Alert Detail	Report Sent	Email requested for Smith, John at smith.john@cc.com	smith.john@cc.com	✓

## Client Stops



Report Run 06/24/2021 15:59

Parameters 03/01/2021 00:00 - 03/31/2021 23:59

<b>Client</b>	Coleman, Tyler	<b>Agency</b>	Community Corrections
<b>Client Phone</b>	1 (612) 123-4567	<b>Officer</b>	Smith, John
<b>Client Address</b>	1234 Pine Avenue Apt B Minneapolis, MN 55401	<b>Service Plan</b>	BI LOC8
<b>Case ID</b>	M987456321		

Arrival	Departure	Duration	Address
3/24/2021 9:07:09 AM	3/25/2021 7:32:33 AM	0 days, 22 hrs, 25 mins	Unnamed Road, Brighton, MN 55601
3/25/2021 7:32:33 AM	3/25/2021 8:22:47 AM	0 days, 0 hrs, 50 mins	6282 133rd Avenue, Brighton, MN 55602
3/25/2021 8:34:47 AM	3/25/2021 9:10:11 AM	0 days, 0 hrs, 36 mins	374 Main Street, Denver, MN 55233
3/25/2021 9:19:45 AM	3/25/2021 11:40:46 AM	0 days, 2 hrs, 21 mins	950 Spruce Way, Boulder, MN 55302
3/25/2021 2:20:49 PM	3/25/2021 4:20:48 PM	0 days, 2 hrs, 0 mins	Unnamed Road, Lone Tree, MN 55124
3/25/2021 5:20:47 PM	4/25/2021 8:38:10 AM	30 days, 15 hrs, 18 mins	1258 Thornton Way, Denver, MN 55221

©BI Incorporated

Confidential—For Official Use Only

# Client Time In/Out of Range



**Report Run** 07/30/2021 13:58

**Parameters**

07/01/2021 00:00 - 07/31/2021 23:59

**Client:** Coleman, Tyler      **Agency:** Community Corrections      **Time Zone:** Central  
**Case Number:** M987456321      **Agency #:** 1000004  
**Date of Birth:** 07/02/1978      **Officer:** Smith, John  
**Service Plan:** BI LOC8, Alcohol Monitoring for SL3

**Hours in Range** 386h 11m      **Days in Range** 16d 2h  
**Hours out of Range** 357h 48m      **Days out of Range** 14d 21h

Event	Serial No.	Time	Event	Time	Hours in Range
Beacon Enter	1302877	07/03/2021 11:25	Beacon Unauthorized Leave	07/17/2021 20:54	345h 29m
Beacon Unauthorized Enter	1302877	07/17/2021 22:09	Beacon Leave	07/18/2021 07:29	9h 20m
Beacon Enter	1302877	07/18/2021 07:48	Beacon Leave	07/18/2021 10:12	2h 24m
Beacon Enter	1302877	07/18/2021 12:36	Beacon Leave	07/19/2021 10:18	21h 42m
Beacon Unauthorized Enter	1302877	07/20/2021 00:33	Beacon Leave	07/20/2021 07:49	7h 16m

## Compressed Daily Summary



Report Run 07/13/2021 8:06

Parameters

07/01/2021 00:00 - 07/13/2021 23:59

Agency: Community Corrections

Fax:

Officer: Smith, John

Fax:

Client ID	Client Name	Received	Occurred	Equip#	Event Description	Event	Rec'd
	Blake, Jonathan	7/1 Sat	7/1 Sat	1110599	Exclusion Zone Enter Alert Avery	Alert 21:18	21:18 MT
				1110599	Exclusion Zone Leave Alert Avery	Alert 21:19	21:19 MT
		7/3 Mon	7/3 Mon	1110599	Inclusion Zone Leave Alert Mandatory Incl	Alert 20:02	20:02 MT
				1110599	Inclusion Zone Enter Alert Mandatory Incl	Alert 20:02	20:03 MT
				1110599	Inclusion Zone Leave Alert Mandatory Incl	Alert 20:24	20:24 MT
				1110599	Inclusion Zone Enter Alert Mandatory Incl	Alert 20:32	20:32 MT
				1110599	Inclusion Zone Leave Alert Mandatory Incl	Alert 20:38	20:38 MT
				1110599	Inclusion Zone Enter Alert Mandatory Incl	Alert 20:38	20:39 MT
				1110599	Inclusion Zone Leave Alert Mandatory Incl	Alert 20:45	20:45 MT
				1110599	Inclusion Zone Enter Alert Mandatory Incl	Alert 20:50	20:50 MT
				1110599	Exclusion Zone Enter Alert Avery	Alert 23:52	23:52 MT
				1110599	Exclusion Zone Leave Alert Avery	Alert 23:53	23:53 MT
	Callahan, Lacey	7/2 Sun	7/2 Sun		Missed Biometric Check-In Random Biom	Alert 14:42	14:42 MT
		7/3 Mon	7/3 Mon		Missed Self Report Check-In	Alert 22:00	22:00 MT
	Clark, Lawrence	7/3 Mon	7/3 Mon		Missed Biometric Check-In Random Biom	Alert 12:18	12:18 MT
M987456321	Coleman, Tyler	7/1 Sat	7/1 Sat	1302877	Tracker Restart	Alert 10:17	10:17 MT
				1302877	Tracker Proximity Tamper	Alert 10:17	10:17 MT
				1302877	Tracker Restart	Alert 10:21	10:22 MT
				1302877	Tracker Proximity Tamper	Alert 10:21	10:22 MT
	Jones, Dillon	7/1 Sat	7/1 Sat		Missed Self Report Check-In	Alert 00:00	00:00 MT

+ Report lists only the First Hello each day

\* Alerts

# SL Consolidated Report



Report Run 07/11/2021 10:33

Parameters: 06/01/2021 to 06/30/2021

## Client Information

<b>Name:</b>	Harry Davis	<b>DOB:</b>	08/27/1981
<b>Street:</b>	2558 Spruce Street Apt A	<b>Gender:</b>	Male
<b>City:</b>	Boulder	<b>Weight:</b>	0 lbs
<b>State:</b>	CO	<b>Height:</b>	0.00
<b>Postal Code:</b>	80301	<b>Device:</b>	54F5236G

## Test Information

<b>Tests Sent (report date range):</b>	1,135
<b>Positive BrAC Tests:</b>	4
<b>w/Compliment Secondary Tests:</b>	2
<b>Missed Tests:</b>	24
<b>w/Late Tests:</b>	9
<b>Days Monitored (report date range):</b>	365
<b>Total Days Monitored:</b>	598
<b>Identity Declined:</b>	5

## Positive Tests

Positive Test	06/24/2021 02:01:16 PM	0.03	# 17
Comp. Secondary	06/24/2021 02:16:49 PM	0.00	# 18

Positive Test	06/26/2021 09:15:58 AM	0.06	# 27
Positive	06/26/2021 09:31:48 AM	0.06	# 28
Positive	06/26/2021 09:46:53 AM	0.05	# 29
Positive	06/26/2021 10:02:09 AM	0.05	# 30
Positive	06/26/2021 10:17:21 AM	0.05	# 31
Positive	06/26/2021 10:32:27 AM	0.04	# 32
Positive	06/26/2021 10:47:30 AM	0.04	# 33

## Missed Tests

Missed Test	06/05/2021 11:00:01 PM		# 88
Late	06/06/2021 12:12:43 AM	0.00	# 89

Missed Test	06/16/2021 09:00:30 AM		# 141
Late	06/16/2021 01:11:54 PM	0.00	# 142

Missed Test	06/19/2021 02:00:05 AM		# 156
Late	06/19/2021 03:33:57 AM	0.00	# 157

Missed - A scheduled test that has not been received.

Late - A test that is received after a missed test, but before the next scheduled test.

Positive - A BrAC result above the threshold. This will initiate the retesting cycle if enabled.

Compliant Secondary - The first BrAC below the positive threshold following a positive test.

Identity Declined - Test photo declined by user.

# TAD Activity Graph

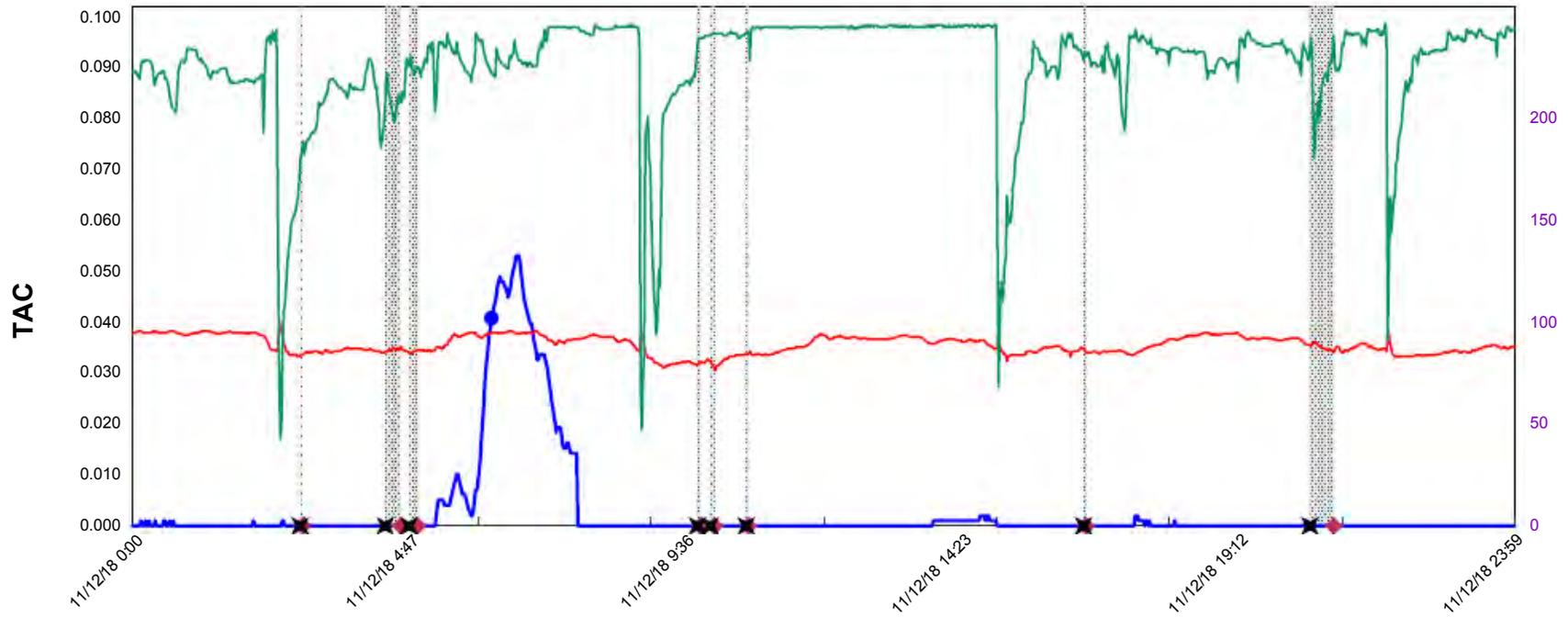


Report Run 07/19/2021

Parameters 07/12/2021 00:00 - 07/12/2021 23:59

Agency: Community Corrections  
 Officer: Smith, John  
 07/12/2021 00:00 - 07/12/2021 23:59

Client: Jackson, Robert  
 TAD Serial ID:  
 RF Away: 2 hours, 59 mins



— TAC	— Temperature	— Skin Resistance	● TAD Alcohol Event	— Skin Resistance High Boundary	— Skin Resistance Low Boundary	▨ RF Out of Range
■ DidNotEnter	◆ TransmitterFirstFound	◆ Enter	◆ UnauthorizedEnter	✘ TransmitterNotFound	✘ Leave	✘ UnauthorizedLeave

**Listing of Related Events During the Selected Timespan**

Event DateTime	Receive DateTime	Serial ID	Event Description	Comment
11/12/2018 06:33	11-13-2018 07:57	9810849	TAD Recharge Solution OK	
11/13/2018 00:56	11-13-2018 01:14	9810849	TAD Alcohol Threshold Exceeded	- Current Threshold is [0.04]
11/13/2018 06:33	11-13-2018 07:22	9810849	TAD Recharge Solution OK	
11/13/2018 15:52	11-13-2018 07:43	9810849	TAD Strap Restore	

# VoicID Exceptions



**Report Run** 06/13/2021 8:43

---

Last Name	First Name	Case Number	Voice Print?	Language?	Check-In?	Notification?	Random?	Fixed?
Coleman	Don		No	Yes	Yes	Yes	No	No
Jackson	Robert	AAAAAA123	Yes	Yes	No	No	No	No
Thompson	Timothy	VIDHEALTH	Yes	Yes	Yes	Yes	No	No
Williams	Mark		Yes	Yes	Yes	Yes	No	No

## Attachment 4—Client Guides

Immediately following this page, please find examples of *Client Guides* for all proposed BI products.

# BI LOC8<sup>®</sup> XT CLIENT GUIDE



**WARNING! Do NOT charge the tracking unit while you are in water.**

## TO CHARGE THE TRACKING UNIT

Charge your tracking unit every morning or every night.

- STEP 1** Plug the power supply into the wall outlet and the side of the charging station. The **PWR** LED illuminates green indicating the charging station has power.
- STEP 2** Slide the recharger onto the charging station until it clicks and the **CHG** LED turns red. The recharger is fully charged when the **CHG** LED turns green.
- STEP 3** Remove the recharger and slide onto the tracking unit until it locks in place. The tracking unit LED is solid red while charging.
- STEP 4** The LED turns solid green when the tracking unit is fully charged and beeps to notify you of a message. Double-tap the tracking unit to hear the **BATTERY CHARGED** message, and then double-tap again.
- STEP 5** Return the recharger to the charging station.

## OFFICER INITIATED MESSAGES

The tracking unit will beep and/or vibrate when your officer has sent you one of the following messages:

- Call your officer now.
- Low battery, recharge unit.
- Please pay your fees immediately.
- Remember your appointment.
- Report to the office immediately.

## BEACON GUIDELINES

- Choose a central location in your home to install the Beacon.
- Place the Beacon three feet above the floor on a solid wooden surface. Do not place directly on the floor.
- Keep the Beacon away from mirrors, metal, appliances and out of direct sunlight.
- Do not place anything on top of the Beacon.
- Keep the Beacon plugged into a working wall outlet; the **PWR** LED should always be green.

## PROPER DEVICE CARE

- Properly installed, the device may be rotated from one area of your ankle to another.
- Periodically move the unit around your ankle to avoid leaving the unit in one place for an extended time period.
- Regularly clean your ankle and the unit with mild soap and water.
- If you experience discomfort or a serious skin irritation at any time, immediately notify your supervising officer.
- Footwear should not interfere with the unit and must allow unit rotation around the ankle. If you are required to wear boots, they should be loosely tied to avoid pressing the unit against your leg.



# GUIA PARA EL CLIENTE DE BI LOC8® XT



**ADVERTENCIA! NO cargue la unidad mientras esté en la agua.**

## PARA CARGAR LA BATERÍA

Cargue la unidad todas las mañanas o todas las noches.

- PASO 1** Enchufe la fuente de alimentación a la tomacorriente y al costado de la estación de carga. El LED **PWR** se ilumina en verde para indicar que la estación de carga tiene energía.
- PASO 2** Deslice el cargador en la estación de carga hasta que haga clic y el **CHG** LED se encienda en rojo. El cargador está completamente cargado cuando el **CHG** LED se pone verde.
- PASO 3** Retire el cargador y deslícelo en la unidad hasta que encaje en su lugar. El LED de la unidad está en rojo fijo mientras se cargando.
- PASO 4** El LED es de color verde cuando la unidad está completamente cargada y emite un pitido para avisarle de un mensaje. Pulse dos veces la unidad para escuchar el mensaje de batería cargada, y luego vuelva a tocar dos veces.
- PASO 5** Devuelva el cargador a la estación de carga.

## MENSAJES INICIADOS POR EL OFICIAL

La unidad emitirá un pitido y/o vibrará cuando su oficial le haya enviado uno de los siguientes mensajes:

- Llame su oficial ahora.
- La batería baja, recargue la unidad.
- Pague sus cargos inmediatamente.
- Recuerde su cita.
- Repórtese inmediatamente a la oficina.

## PARA RECIBIR UN MENSAJE

- PASO 1** La unidad pitido y/o vibrará. Pulse dos veces la unidad
- PASO 2** La unidad emitirá un mensaje. Escuche el mensaje completo.
- PASO 3** Pulse dos veces la unidad para reconocer que escuchar el mensaje.
- PASO 4** Repita los pasos para múltiples mensajes.



## PAUTAS DE BEACON

- Escoja una ubicación central en su casa para instalar el Beacon.
- Coloque el Beacon en una superficie de madera y a tres pies de altura por encima del piso. No lo coloque directamente en el piso.
- Mantenga el Beacon alejada de espejos, metales, electrodomésticos y fuera de la luz solar directa.
- No ponga nada encima del Beacon.
- Mantenga el Beacon enchufado a una toma de corriente que funcione; el LED **PWR** siempre debe estar en verde.

## DISPOSITIVO ADECUADO CUIDADO

- Si se lo instala correctamente, el dispositivo puede ser rotado de una zona a otra de su tobillo.
- Periódicamente gire el dispositivo alrededor de su tobillo para evitar dejarlo en un lugar por un largo período de tiempo.
- Limpie regularmente su tobillo y el dispositivo con jabón suave y agua.
- Si siente alguna molestia o tiene una irritación grave de la piel en cualquier momento, notifique inmediatamente a su oficial supervisor.
- El calzado no debe interferir con el dispositivo y debe permitir que este rote alrededor del tobillo. Si debe usar botas, estas no deben presionar el dispositivo contra su pierna.

# BI HOMEGUARD® 20|20 LANDLINE CLIENT GUIDE

To successfully complete your electronic monitoring sentence, remember to follow the information below:

Always leave your bracelet around your ankle as installed by your supervising officer. Properly installed, the bracelet may be rotated from one area of your ankle to another.

Periodically move the bracelet around your ankle to avoid leaving the bracelet in one place for an extended time period.

Regularly clean your ankle and the bracelet with mild soap and water.

If you experience discomfort or a serious skin irritation at any time, immediately notify your supervising officer.

Footwear should not interfere with the bracelet and must allow bracelet rotation around the ankle. If you are required to wear boots, they should be loosely tied to avoid pressing the bracelet against your leg.

Always check your base station for new messages when returning home.

Do not place objects on top of the base station.

Do not use a wall outlet controlled by a light switch as the switch may accidentally be turned off.

## Remember:

- Never answer your phone until after the second ring.
- Do not use the phone when the  icon is visible on the base station display.
- If the unit makes a loud irritating noise when you are using the phone, end your phone conversation, and hang up immediately.
- Remove special features such as call forwarding from your telephone service as directed by your officer.

## Messages:

To retrieve a message:

- The screen blinks (and may also make an audible beep) and displays a new message
- Read the message and tap *Accept*

To review messages:

- Tap *Messages*
- Tap the message to review and then tap *Back*
- Tap *X* in upper-right corner to close

## Client Instructions for Installing the Base Station

1. Place your base station in a central location of the residence or a room you spend the most time.
2. Make sure the location is three feet above the floor and not next to or on top of metal items, shelves, or mirrors. It should also be out of direct sunlight and heavy traffic areas.

3. Plug the power cord from the back of the base station into the wall socket and the phone cord to the wall jack.

**NOTE:** Do not plug the base station into an outlet that is controlled by a light switch. Accidentally turning off the switch and base station can cause false power fail alerts.

4. Verify Power Cable Connected and Landline Connected are green. It may take a few minutes for the Landline Connected to show green.



# BI HOMEGUARD® 20|20 LANDLINE GUÍA PARA EL CLIENTE PARA

Para completar con éxito su sentencia monitoreo electrónico, recuerde que debe seguir la siguiente información:

Siempre deje su dispositivo alrededor de su tobillo como instalado por su oficial supervisor. Si se lo instala correctamente, el dispositivo puede ser rotado de una zona a otra de su tobillo.

Periódicamente gire el dispositivo alrededor de su tobillo para evitar dejándolo en un lugar por un largo período de tiempo.

Limpie regularmente su tobillo y el dispositivo con jabón suave y agua.

Si siente alguna molestia o tiene una irritación grave de la piel en cualquier momento, notifique inmediatamente a su oficial supervisor.

El calzado no debe interferir con el brazalete y debe permitir la rotación del brazalete alrededor del tobillo. Si debe usar botas, deben estar atadas sin apretar para evitar presionar el brazalete contra su pierna.

Siempre revise su estación base para ver si hay nuevos mensajes cuando regrese a casa.

No coloque objetos encima de la unidad de HomeGuard.

No utilice una toma de corriente de pared controlada por un interruptor de luz, ya que el interruptor pueda ser apagado accidentalmente.

## Recuerda:

- Nunca conteste el teléfono hasta después del segundo timbre. icono esté visible en la
- No utilice el teléfono cuando el  pantalla de la estación base.
- Finalice su conversación telefónica y cuelgue inmediatamente cuando el dispositivo emita un fuerte ruido molesto en la línea telefónica.
- Remueva el reenvío de llamadas desde su teléfono de servicio y cualquier otras características especiales como dirigido por su oficial supervisor.

## Mensajes:

Para recuperar un mensaje:

- La pantalla parpadea y muestra un mensaje nuevo
- Lea el mensaje y toque *Aceptar/Accept*

Para revisar mensajes:

- Toque *Mensajes/Messages*
- Toque el mensaje para revisar y luego toque *Atrás*
- Toque X en la esquina superior derecha para cerrar

## Instrucciones para el cliente para instalar la estación base

1. Coloque su estación base en una ubicación central de la residencia o en una habitación donde pase la mayor parte del tiempo.
2. Asegúrese de que la ubicación esté a tres pies sobre el piso y no al lado de artículos metálicos, estantes o espejos. También debe estar fuera de la luz solar directa y de las zonas de mucho tráfico.
3. Conecte el cable desde la parte posterior de la estación base a la toma de corriente y el cable telefónico en la toma de pared.  
**NOTA:** No conecte la estación base a un tomacorriente controlado por un interruptor de luz. Apagar accidentalmente el interruptor y la estación base puede provocar falsas alertas de falla de energía.
4. Verifique Power Cable Connected y Landline Connected son verdes. Es posible que la línea fija conectada tarde unos minutos en mostrarse en verde.



# BI SL3<sup>®</sup>



1. Press the power button once to turn on the BI SL3® device.
2. Insert the mouthpiece and press the left display button to **SUBMIT** the test.
3. When the blue status light begins to blink, take a deep breath and exhale into the mouthpiece in a firm, steady blow for four seconds.
4. The report will take approximately 60 seconds to send.



Test subjects should wait 20 minutes after eating, drinking, or smoking before blowing in the SL3 device. Failure to wait 20 minutes can provide inaccurate test results and damage the sensor.

## To Charge the Battery

1. Plug the power supply into a standard wall outlet and insert the connector into the SL3 device.
2. Charge the SL3 device until the battery charging icon  displays 100%.
3. Disconnect the power cord from the SL3 device and wall outlet.

## Remember...

- Once you receive your SL3 reminder text, submit a test.
- Always keep your eyes open and look straight into the camera during a test.
- Do not wear glasses or anything on your head.
- If you miss a test, submit a test as soon as possible.
- Watch out for glare from lights or the sun and reposition before submitting the test.
- Do not store the SL3 device in extreme temperatures (below 32° or over 105°).



# BI TAD® CLIENT GUIDE

**To successfully complete your alcohol monitoring sentence, remember to follow the information below:**

- Always leave your TAD unit around your ankle, touching your skin, as installed by your supervising officer.
  - Properly installed, the device may be rotated from one area of your ankle to another.
- Periodically move the device around your ankle to avoid leaving the device in one place for an extended time period.
- Always keep your TAD unit clean and free of debris.
- Regularly clean your ankle and the device with mild soap and water.
- Footwear should not interfere with the device and must allow device rotation around the ankle. If you are required to wear boots, they should be loosely tied to avoid pressing the device against your leg.
- Always read the label of skin products for any alcohol related ingredients prior to using the product. If necessary, consult with your officer for a list of alcohol free products.
- Always read the label of medications for any alcohol related ingredients prior to using the product. If you have any questions, consult with your physician.
- If you experience discomfort or a serious skin irritation at any time, immediately notify your supervising officer.
- Always go within 50 feet of your HomeBase unit when returning home.
- Do not place objects directly on the HomeBase unit.
- Do not use a wall outlet controlled by a light switch as the switch may be accidentally be turned off.
- For HomeBase units plugged into a landline phone jack:
  - Never answer your phone until after the second ring.
  - Wait ten minutes before making a phone call when the HomeBase unit's red light is on.
  - End your phone conversation and hang up immediately when the unit emits a loud irritating noise through the phone line. The phone line can be used again when the HomeBase unit's red light is off.
- Remove call forwarding from your telephone service and any other special features as directed by your officer.

# BI TAD® GUÍA PARA EL CLIENTE

**Para completar con éxito su sentencia de control de alcohol, recuerde que debe seguir la siguiente información:**

- Siempre deje su unidad TAD alrededor de su tobillo, Tocar tu piel como instalado por su oficial supervisor.
  - Si se lo instala correctamente, el dispositivo puede ser rotado de una zona a otra de su tobillo.
- Periódicamente gire el dispositivo alrededor de su tobillo para evitar dejarlo en un lugar por un largo período de tiempo.
- Mantenga siempre su unidad TAD limpia y libre de residuos.
- Limpie regularmente su tobillo y el dispositivo con jabón suave y agua.
- El calzado no debe interferir con el dispositivo y debe permitir que este rote alrededor del tobillo. Si debe usar botas, estas no deben presionar el dispositivo contra su pierna.
- Lea siempre la etiqueta de los productos para la piel de cualquier cantidad de alcohol ingredientes relacionados antes de utilizar el producto. Si fuera necesario, consulte con su oficial supervisor para obtener una lista de productos sin alcohol.
- Lea siempre la etiqueta de medicamentos para cualquier alcohol ingredientes relacionados antes de utilizar el producto. Si usted tiene alguna pregunta, consulte con su médico.
- Si siente alguna molestia o tiene una irritación grave de la piel en cualquier momento, notifique inmediatamente a su oficial supervisor.
- Siempre van dentro de 50 pies de su unidad de HomeBase cuando regrese a casa.
- No colocar objetos directamente en la unidad de HomeBase.
- No utilice una toma de corriente de pared controlada por un interruptor de luz, ya que el interruptor puede apagarse accidentalmente.
- Para las unidades de HomeBase conectadas a una línea telefónica del hogar compartido:
  - Nunca contestan el teléfono hasta después del segundo timbre.
  - Espere diez minutos antes de hacer una llamada telefónica cuando la luz roja de la unidad HomeBase esté encendida.
  - Finalice su conversación telefónica y cuelgue inmediatamente cuando el dispositivo emita un fuerte ruido molesto en la línea telefónica. La línea telefónica puede usar nuevamente cuando la luz roja de la unidad HomeBase esté apagada.
- Quitar el reenvío de llamadas desde su teléfono de servicio y cualquier otras características especiales como dirigido por su oficial supervisor.

**EXHIBIT B: Pricing****BI**

October 14, 2021]

*Sent via Email*

ATTN: Ms. Brenda Hannu  
 Purchasing Division  
 City and County of Denver  
 201 W. Colfax Ave  
 Department 304, 11<sup>th</sup> Floor  
 Denver, CO 80202

Re: *RFP*: Offender Monitoring Products, Services, and Solutions  
**Final Base Daily Rate**  
 Solicitation Number: 0790A-2021  
 Due: October 14, 2021 at 12:00 noon MST

Dear Ms. Hannu,

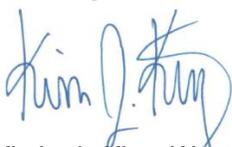
In response to the referenced solicitation, BI Incorporated (BI) is pleased to offer our Final Base Daily Rate for Offender Monitoring Products, Services, and Solutions. In accordance with your instructions, the final base daily rate includes a single number that is inclusive of all monitoring, supplies, lost and damaged, and 30% shelf allotments.

The following table details our Final Base Daily Rate. BI's cost offering will save the City 17% on an annual basis.

<b>Final Base Daily Rate</b>		
<b>Name, Title</b>	<b>Original Price</b> <i>submitted September 13, 2021</i>	<b>Final Base Daily Rate</b>
<b>GPS (Active and Passive)</b> <i>BI LOC8 XT and Beacon</i>	\$3.30	<b>\$3.25</b>
<b>Breath Alcohol Monitoring</b> <i>BI SL3</i>	\$4.95	<b>\$4.85</b>
<b>Transdermal Alcohol Monitoring</b> <i>TAD Cellular</i>	\$7.75	<b>\$7.65</b>
<b>Transdermal Alcohol Monitoring</b> <i>TAD Landline</i>	\$6.50	<b>\$6.45</b>
<b>Radio Frequency</b> <i>HomeGuard 20 20</i>	\$2.90	<b>\$2.85</b>

We are confident the City and County of Denver will conclude that our advanced technologies, proven experience, and overall project approach make BI the only company able to provide the low risk, high value solution the agency requires. We are excited and prepared to earn the opportunity to continue serving the City and County of Denver during the next contract term.

Best Regards,



Kimberly King, Western Regional Manager, Partnership Development  
 Tel: 214.222.5955 | Email: [Kimberly.King@bi.com](mailto:Kimberly.King@bi.com)



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
12/03/2021

**THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.**

**IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).**

<b>PRODUCER</b> Willis Towers Watson Southeast, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	<b>CONTACT NAME:</b> Willis Towers Watson Certificate Center <b>PHONE (A/C, No, Ext):</b> 1-877-945-7378 <b>FAX (A/C, No):</b> 1-888-467-2378 <b>E-MAIL ADDRESS:</b> certificates@willis.com														
<b>INSURED</b> The GEO Group Inc and All Subsidiaries 4955 Technology Way Boca Raton, FL 33431	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: National Union Fire Insurance Company of P</td> <td style="text-align: center;">19445</td> </tr> <tr> <td>INSURER B: American Guarantee and Liability Insurance</td> <td style="text-align: center;">26247</td> </tr> <tr> <td>INSURER C: AIU Insurance Company</td> <td style="text-align: center;">19399</td> </tr> <tr> <td>INSURER D: Steadfast Insurance Company</td> <td style="text-align: center;">26387</td> </tr> <tr> <td>INSURER E: Ironshore Specialty Insurance Company</td> <td style="text-align: center;">25445</td> </tr> <tr> <td>INSURER F: Berkley National Insurance Company</td> <td style="text-align: center;">38911</td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: National Union Fire Insurance Company of P	19445	INSURER B: American Guarantee and Liability Insurance	26247	INSURER C: AIU Insurance Company	19399	INSURER D: Steadfast Insurance Company	26387	INSURER E: Ironshore Specialty Insurance Company	25445	INSURER F: Berkley National Insurance Company	38911
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**COVERAGES**

**CERTIFICATE NUMBER:** W23002097

**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> <b>Civil Rights</b> GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	Y	1729003	10/01/2021	10/01/2022	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 5,000,000 MED EXP (Any one person) \$ 0 PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 25,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000
A	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	4594443	10/01/2021	10/01/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$	Y	Y	IPR 3792274-07	10/01/2020	10/01/2022	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N No	N/A	065885756	10/01/2021	10/01/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 2,000,000 E.L. DISEASE - EA EMPLOYEE \$ 2,000,000 E.L. DISEASE - POLICY LIMIT \$ 2,000,000
D	<b>Professional Liability</b>			IPR 3792303-09	10/01/2021	10/01/2022	Per Loss \$3,000,000 Annual Aggregate \$3,000,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**  
 General Liability: Contractual Liability is provided per form CG0001 - Commercial General Liability. Coverage includes Severability of interest and Cross Suits. Sexual Molestation - Physical Abuse is not excluded under the General Liability policy. Blanket Additional Insured is included to Certificate Holder as respects General Liability if required by written contract. Insurance is Primary and Non Contributory. Blanket Waiver of Subrogation is provided as respects General Liability as required by written contract.  
**SEE ATTACHED**

**CERTIFICATE HOLDER**

**CANCELLATION**

City and County of Denver Department of Safety 1331 Cherokee St., Room 302 Denver, CO 80204	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  
--	---

AGENCY CUSTOMER ID: \_\_\_\_\_

LOC #: \_\_\_\_\_



## ADDITIONAL REMARKS SCHEDULE

Page 2 of 4

<b>AGENCY</b> Willis Towers Watson Southeast, Inc.	<b>NAMED INSURED</b> The GEO Group Inc and All Subsidiaries 4955 Technology Way Boca Raton, FL 33431
<b>POLICY NUMBER</b> See Page 1	<b>NAIC CODE</b> See Page 1
<b>CARRIER</b> See Page 1	<b>EFFECTIVE DATE:</b> See Page 1

### ADDITIONAL REMARKS

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**  
**FORM NUMBER:** 25 **FORM TITLE:** Certificate of Liability Insurance

Blanket Additional Insured is included to Certificate Holder as respect Automobile Liability if required by written contract.

Blanket Waiver of Subrogation is provided as respects Automobile Liability as required by written contract.

Blanket Waiver of Subrogation is provided as respects Workers Compensation as required by written contract, as permitted by law.

Additional Insured entities: The City and County of Denver, its elected and appointed officials, employees and volunteers.

INSURER AFFORDING COVERAGE: AIU Insurance Company NAIC#: 19399  
 POLICY NUMBER: 065885755      EFF DATE: 10/01/2021      EXP DATE: 10/01/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation - WI	Each Accident	\$2,000,000
Per Statute	Disease Each Empl	\$2,000,000
	Disease Pol Limit	\$2,000,000

INSURER AFFORDING COVERAGE: AIU Insurance Company NAIC#: 19399  
 POLICY NUMBER: 065885758      EFF DATE: 10/01/2021      EXP DATE: 10/01/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation - NY	Each Accident	\$2,000,000
Per Statute	Disease Each Empl	\$2,000,000
	Disease Pol Limit	\$2,000,000

INSURER AFFORDING COVERAGE: AIU Insurance Company NAIC#: 19399  
 POLICY NUMBER: 065885757      EFF DATE: 10/01/2021      EXP DATE: 10/01/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation - CA	Each Accident	\$2,000,000
Per Statute	Disease Each Empl	\$2,000,000
	Disease Pol Limit	\$2,000,000

AGENCY CUSTOMER ID: \_\_\_\_\_

LOC #: \_\_\_\_\_



## ADDITIONAL REMARKS SCHEDULE

Page 3 of 4

<b>AGENCY</b> Willis Towers Watson Southeast, Inc.	<b>NAMED INSURED</b> The GEO Group Inc and All Subsidiaries 4955 Technology Way Boca Raton, FL 33431	
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### ADDITIONAL REMARKS

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**

**FORM NUMBER:** 25 **FORM TITLE:** Certificate of Liability Insurance

**INSURER AFFORDING COVERAGE:** National Union Fire Insurance Company of Pittsburgh **NAIC#:** 19445  
**POLICY NUMBER:** 4594445 **EFF DATE:** 10/01/2021 **EXP DATE:** 10/01/2022

**ADDITIONAL INSURED:** Y  
**SUBROGATION WAIVED:** Y

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Automobile Liability - VA Only Any Auto including Hired & Non-Owned	Any Auto - CSL Limit:	\$5,000,000

**INSURER AFFORDING COVERAGE:** National Union Fire Insurance Company of Pittsburgh **NAIC#:** 19445  
**POLICY NUMBER:** 4594444 **EFF DATE:** 10/01/2021 **EXP DATE:** 10/01/2022

**ADDITIONAL INSURED:** Y  
**SUBROGATION WAIVED:** Y

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Automobile Liability - MA Only Any Auto including Hired & Non-Owned	Combined Single Limit	\$5,000,000

**INSURER AFFORDING COVERAGE:** Ironshore Specialty Insurance Company **NAIC#:** 25445  
**POLICY NUMBER:** 004443800 **EFF DATE:** 10/01/2020 **EXP DATE:** 10/01/2023

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Pollution Liability	Each Incident	\$10,000,000
	Policy Aggregate	\$10,000,000
	Retention	\$100,000

AGENCY CUSTOMER ID: \_\_\_\_\_

LOC #: \_\_\_\_\_



## ADDITIONAL REMARKS SCHEDULE

Page 4 of 4

<b>AGENCY</b> Willis Towers Watson Southeast, Inc.	<b>NAMED INSURED</b> The GEO Group Inc and All Subsidiaries 4955 Technology Way Boca Raton, FL 33431	
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### ADDITIONAL REMARKS

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**

**FORM NUMBER:** 25 **FORM TITLE:** Certificate of Liability Insurance

**INSURER AFFORDING COVERAGE:** Berkley National Insurance Company **NAIC#:** 38911  
**POLICY NUMBER:** CEX09602890-4      **EFF DATE:** 10/01/2021      **EXP DATE:** 10/01/2022

<b>TYPE OF INSURANCE:</b>	<b>LIMIT DESCRIPTION:</b>	<b>LIMIT AMOUNT:</b>
Excess Liability	Limit	\$5M XS \$15M

**INSURER AFFORDING COVERAGE:** Endurance Assurance Corporation **NAIC#:** 11551  
**POLICY NUMBER:** EXC10005626207      **EFF DATE:** 10/01/2021      **EXP DATE:** 10/01/2022

<b>TYPE OF INSURANCE:</b>	<b>LIMIT DESCRIPTION:</b>	<b>LIMIT AMOUNT:</b>
Excess Liability	Limit	\$5M x \$20M