AGREEMENT

THIS AGREEMENT ("Agreement") is made and entered into by and between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado ("City"), and **B.I. Incorporated**, a Colorado corporation, with a principal place of business as 6265 Gunbarrel Avenue, Suite B, Boulder, Colorado 80301 ("Contractor" and collectively referred to as the "Parties").

WITNESSETH:

WHEREAS, the City desires the Contractor to perform offender monitoring services for various City agencies; and

WHEREAS, the Contractor has the present capacity and is experienced and qualified to provide such services.

NOW THEREFORE, in consideration of the mutual agreements herein contained, and subject to the terms and conditions herein stated, the Parties agree as follows:

1. **WORK TO BE PERFORMED:**

    A.   Services: The Contractor shall diligently and professionally, under the general direction of the Executive Director of the Department of Safety ("City Representative"), perform offender monitoring and related services, all as more particularly described in **Exhibit A, the Scope of Work and Pricing** ("Work"), incorporated herein by this reference and made a part of this Agreement as if set forth in full herein. The Contractor shall faithfully perform the work required under this Agreement in accordance with the standards of care, skill, training, diligence and judgment provided by highly competent professionals who perform work of a similar nature to the work described in this Agreement. Any professional services specified under this Agreement which requires the employment of licensed or registered personnel shall be performed by licensed or registered personnel.

    B.   Oversight: The Contractor shall conduct the work under the general direction of and in coordination with the City Representative, or other designated City officials and make every reasonable effort to fully coordinate all services with any City agency or any person or firm under contract with the City doing work which affects the Contractor's work. All records, data, specifications and documentation prepared by the Contractor under this Agreement, when delivered to and accepted by the City Representative, shall become the property of the City. The Contractor agrees to allow the City to review any of the procedures

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used by it in doing the work under this Agreement and to make available for inspection all notes and other documents used in performing the work.

        C.   Conflict of Interest: The Contractor shall provide the services under this Agreement with the highest ethical standards. In the event that the Contractor determines to provide similar services to other parties not previously disclosed to the City, the Contractor shall first notify the City Representative of the proposed undertaking. In the event that the proposed undertaking creates a conflict of interest or a potential for conflict of interest, as may be determined in the sole discretion of the City Representative, the City may terminate this Agreement immediately. The Contractor shall notify the City Representative immediately upon becoming aware of any circumstances that create a conflict of interest or potential for conflict of interest. In the event that during the term of this agreement, circumstances arise to create a conflict of interest or a potential for conflict of interest, the City may terminate this Agreement immediately.

        2.   **TERM**: The term of the Agreement is from **February 1, 2019**, until **January 31, 2022**, or until the Maximum Contract Amount specified in sub-section 3.A. below is expended and all of the Services specified in **Exhibit A** has been satisfactorily performed, whichever is sooner, unless this Agreement is terminated earlier as provided in this Agreement or is extended as provided in a separate amendment to this Agreement ("**Term**"). Subject to the City Representative's 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 City Representative. The City may elect, in its sole and absolute discretion, to extend the Term for up to two (2) additional one (1) year periods. Any extension of the Term shall be in writing and shall be executed in the same manner as this Agreement.

        3.   **COMPENSATION AND PAYMENT**:

        A.   Maximum Contract Amount: The Maximum Contract Amount to be paid by the City to the Contractor for the performance of the work set out in **Exhibit A** shall in no event exceed the sum of **Five Million Dollars and Zero Cents ($5,000,000.00)**, unless this

Agreement is modified to increase said amount by a duly authorized and written amendment to this Agreement executed by the Parties in the same manner as this Agreement.[1]

B. Payments: Monthly payments shall be made to the Contractor in accordance with the progress of the work as set out in **Exhibit A** attached hereto and incorporated herein by this reference. Monthly invoices submitted by the Contractor to the City Representative must fully document services rendered and hours spent providing the specified services, and any other authorized and actually incurred expenses, and must be approved by the City Representative in writing in order to be eligible for compensation under this Agreement. All invoicing and payments are subject to the City's Prompt Payment Ordinance, §§ 20-107 through 20-118, D.R.M.C.

C. Subject to Appropriation; No Multiple Year Obligation: It is understood and agreed that any payment obligation of the City hereunder, whether direct or contingent, shall extend only to funds appropriated by the Denver City Council for the purpose of this Agreement, encumbered for the purpose of the Agreement and paid into the Treasury of the City. The Contractor acknowledges that (i) the City does not by this Agreement, irrevocably pledge present cash reserves for payments in future fiscal years, and (ii) this Agreement is not intended to create a multiple-fiscal year direct or indirect debt or financial obligation of the City.

D. Amendment: The Contractor acknowledges that the City is not obligated to execute an amendment to this Agreement for any further phase of work by the Contractor other than the work described in **Exhibit A**, and that any further phase of work performed by Contractor beyond that specifically described or without an amendment to this Agreement is performed at Contractor's risk and without authorization under this Agreement.

4. **TERMINATION:**

A. Termination for Convenience of the City: The City Representative, upon giving twenty (20) calendar days written notice (unless a longer period is given), may terminate this Agreement, in whole or part, when it is in the best interest of the City as determined by the City Representative. Any unfinished portion of the work shall be faithfully and timely performed by the Contractor to the extent directed by the City Representative (in the City

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[1] This maximum contract amount is specific to the City and County of Denver, and does not limit other participating U.S. Communities jurisdictions from increasing or decreasing their contract amounts.

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Representative's discretion), and compensation for all such authorized Work performed shall be paid to the Contractor in accordance with this Agreement.

        B.   Termination for Cause: The City and the Contractor shall each have the right to terminate this Agreement, with cause, upon written notice to the other party. A termination shall be deemed "with cause" when it is based on a material breach of the covenants or a substantial default under this Agreement which has not been corrected or resolved to the satisfaction of the non-breaching or non-defaulting party within a reasonable time specified by the non-breaching or non-defaulting party in a written notice to the breaching or defaulting party. In addition, the City shall have the right to terminate this Agreement immediately for cause if the Contractor or any of its officers 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, kickbacks, collusive bidding, bid-rigging, antitrust, fraud, undue influence, theft, racketeering, extortion or any offense of a similar nature, in connection with the Contractor's business. Nothing herein shall be construed as giving the Contractor the right to continue performing work under this Agreement beyond the time when the City Representative notifies the Contractor that the Contractor's work has become unsatisfactory to the City Representative and the City Representative is terminating the Agreement, except to the extent that the City Representative specifies certain work to be completed prior to terminating this Agreement.

        C.   Compensation: If this Agreement is terminated by the City for cause, the Contractor shall be compensated for all work satisfactorily completed and delivered to the City, and such compensation shall be limited to: (1) the sum of the amounts contained in invoices already submitted and approved by the City Representative and (2) the cost of any work which the City Representative authorizes in writing which the City Representative determines is needed to accomplish an orderly termination of the work. If this Agreement is terminated by the City without cause or by the Contractor with cause, the Contractor shall also be compensated for any reasonable costs the Contractor has actually incurred in performing authorized work hereunder prior to the date on which all work is terminated. Upon termination of this Agreement by the City, the Contractor shall have no claim of any kind whatsoever against the City by reason of such termination or by reason of any act incidental thereto, except for compensation for work satisfactorily performed as described herein.

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D. Product Delivery: If this Agreement is terminated for any reason, the City shall take possession of all materials, equipment, tools and facilities owned by the City which the Contractor is using by whatever method the City deems expedient. The Contractor shall deliver to the City all drafts or other documents the Contractor has completed or partially completed under this Agreement, together with all other items, materials and documents which have been paid for by the City. These documents and materials shall be the property of the City. Copies of work product incomplete at the time of termination shall be marked "DRAFT-INCOMPLETE".

5. **RIGHTS AND REMEDIES NOT WAIVED**: In no event shall any action or inaction, including any payments to the Contractor, by the Contractor constitute or be construed to be a waiver by the City of any breach of covenant or default which may then exist on the part of the Contractor, and the City's action or inaction when any such breach or default shall exist shall not impair or prejudice any right or remedy available to the City with respect to such breach or default. No assent, expressed or implied, to any breach or default shall be deemed or taken to be a waiver of any other breach or default.

6. **INDEPENDENT CONTRACTOR**: It is understood and agreed that the status of the Contractor shall be that of an independent contractor and an entity or person retained on a contractual basis to perform professional or technical services for limited periods of time as described in Section 9.1.1.E.x. of the Charter of the City. It is not intended, nor shall it be construed, that the Contractor or the Contractor's employees, agents, or subcontractors are employees or officers of the City under Chapter 18 of the Denver Revised Municipal Code or for any purpose whatsoever. The Contractor is responsible for the operational management, errors and omissions of the Contractor's employees, agents, and subcontractors. Without limiting the foregoing, the Contractor understands and acknowledges that the Contractor and the Contractor's employees, agents and subcontractors: a) are not entitled to workers' compensation benefits through the City; b) are not entitled to unemployment insurance benefits unless unemployment compensation coverage is provided by the Contractor or some other entity besides the City; and c) are obligated to pay federal and state taxes on any monies earned pursuant to this Agreement. Furthermore, it is understood and agreed that nothing in this Agreement is intended, or shall be construed, to constitute a joint venture between the Parties.

7. **COMPLIANCE WITH M/WBE REQUIREMENTS**: Agreement is subject to Article III, Divisions 1 and 3 of Chapter 28, Denver Revised Municipal Code (D.R.M.C.),

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designated as Sections 28-31 to 28-36 and 28-52 to 28-90 D.R.M.C. (the "M/WBE Ordinance") and any Rules or Regulations promulgated pursuant thereto. Under § 28-72 D.R.M.C., a Consultant has an ongoing, affirmative obligation to maintain for the duration of this Agreement, at a minimum, compliance with its originally achieved level of MBE and WBE participation upon which this Agreement was awarded, unless the City initiates a material alteration to the scope of work affecting MBEs or WBEs performing on this Agreement through change order, contract amendment, force account, or as otherwise described in § 28-73 D.R.M.C.

8. **INSURANCE:**

A. 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, or any extension thereof, during any warranty period, and for three (3) years after termination of the Agreement. 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 contain a valid provision or endorsement requiring notification to the City in the event any of the required policies is 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.

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B. Proof of Insurance: The Contractor shall provide a copy of this Agreement to its insurance agent or broker. The Contractor may not commence services or work relating to the Agreement prior to placement of coverage. The Contractor certifies that the certificate of insurance attached as **Exhibit B**, preferably an ACORD certificate, complies with all insurance requirements of this Agreement. The City requests that the City's contract number be referenced on the Certificate. 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.

C. Additional Insureds: For Commercial General Liability, Professional Liability and Business Auto Liability, the 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.

D. Waiver of Subrogation: For Commercial General Liability, Business Automobile Liability, and Workers Compensation; the Contractor's insurer shall waive subrogation rights against the City.

E. Subcontractors: All subcontractors (including independent contractors, suppliers or other entities providing goods or services required by this Agreement) shall be subject to all of the requirements herein and shall procure and maintain the same coverages required of the Contractor. The Contractor shall include all such subcontractors and as additional insured under its policies (with the exception of Workers' Compensation) or shall ensure that all such subcontractors and maintain the required coverages. The Contractor agrees to provide proof of insurance for all such subcontractors upon request by the City.

F. Workers' Compensation/Employer's Liability Insurance: The 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 Contractor expressly represents to the City, as a material representation upon which the City is relying in entering into this Agreement, that none of the Contractor's officers or employees who may be eligible under any

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statute or law to reject Workers' Compensation Insurance shall effect such rejection during any part of the term of this Agreement, and that any such rejections previously effected, have been revoked as of the date the Contractor executes this Agreement.

      G.   <u>Commercial General Liability</u>: The Contractor shall maintain a Commercial General Liability insurance policy with limits of $1,000,000 for each claim made, $1,000,000 for each personal and advertising injury claim, $2,000,000 products and completed operations aggregate, and $2,000,000 policy aggregate.

      H.   <u>Business Automobile Liability</u>: The Contractor shall maintain Business Automobile Liability with limits of $1,000,000 combined single limit applicable to all owned, hired and non-owned vehicles used in performing services under this Agreement.

      I.   <u>Technology Errors & Omissions including Cyber Liability</u>: Contractor shall maintain Technology Errors and Omissions insurance including cyber liability, network security, privacy liability and product failure coverage with limits of $250,000 per occurrence and $250,000 policy aggregate.

      J.   <u>Additional Provisions</u>:

      (1)   For Commercial General Liability the policy must provide the following:

      (i)   That this Agreement is an Insured Contract under the policy;

      (ii)   Defense costs in excess of policy limits;

      (iii)   A severability of interests, separation of insureds or cross liability provision; and

      (iv)   A provision that coverage is primary and non-contributory with other coverage or self-insurance maintained by the City.

      (2)   For claims-made coverage, the retroactive date must be on or before the contract date or the first date when any goods or services were provided to the City, whichever is earlier.

      (3)   The Contractor shall advise the City in the event any general aggregate or other aggregate limits are reduced below the required per occurrence limits. At the Contractor's own expense, where such general aggregate or other aggregate limits have been reduced below the required per occurrence limit, the Contractor shall procure such per occurrence limits and furnish a new certificate of insurance showing such coverage is in force.

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9.   **DEFENSE & INDEMNIFICATION:**

A.   The Contractor hereby agrees to defend, indemnify, and hold harmless the City, its appointed and elected officials, agents and employees 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 and until such Claims have been specifically determined by the trier of fact to be due to 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 sub-Contractors or subcontractors either passive or active, irrespective of fault, including the City's concurrent negligence whether active or passive, except for the sole negligence or willful misconduct of the City.

B.   The Contractor's duty to defend and indemnify the City shall arise at the time written notice of the Claim is first provided to the City regardless of whether an action has been filed in court on the Claim. The Contractor's duty to defend and indemnify the City shall arise even if the City is the only party sued and/or it is alleged that the City's negligence or willful misconduct was the sole cause of the alleged damages.

C.   The Contractor will defend any and all Claims which may be brought or threatened against the City and will pay on behalf of the 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 the City shall be in addition to any other legal remedies available to City and shall not be considered the 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.

10.   **COLORADO GOVERNMENTAL IMMUNITY ACT:** The Parties hereto understand and agree that the City is relying upon, and has not waived, the monetary limitations

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and all other rights, immunities and protection provided by the Colorado Governmental Act, § 24-10-101, *et seq.*, C.R.S.

11. **PERMITS, LICENSES, TAXES, CHARGES AND PENALTIES:** The Contractor agrees to pay promptly all taxes, excises, license fees, and permit fees of whatever nature applicable to its operations or activities under this Agreement, and to take out and keep current all required licenses or permits (federal, state, or local) required for the conduct of its business hereunder, and further agrees not to permit any of said taxes, excises or license or permit fees to become delinquent. The Contractor further agrees to pay promptly when due all bills, debts and obligations incurred by it in connection with its operations and the performance of this Agreement and not to permit the same to become delinquent. The City shall not be liable for the payment of taxes, late charges or penalties of any nature, except for any additional amounts which the City may be required to pay under § 20-107 to § 20-115, D.R.M.C. The City is a tax exempt entity.

12. **EXAMINATION OF RECORDS:** The Contractor agrees that any duly authorized representative of the City, including the City Auditor, shall, until the expiration of three (3) years after the final payment under this Agreement, have access to and the right to examine any books, documents, papers and records of the Contractor, involving transactions related to this Agreement.

13. **ASSIGNMENT & SUBCONTRACT:** Unless otherwise expressly provided in this Agreement, the Contractor covenants and agrees that the Contractor will not assign, transfer or subcontract the Contractor's rights and obligations hereunder without first obtaining the written consent of the City Representative. Any assignment or subcontract approved by the City Representative may require new or extended insurance being provided by the Contractor or the Contractor's assignee or subcontractor, as specified in the City Representative's written consent. Any attempt by the Contractor to assign, transfer or subcontract the Contractor's rights and obligations hereunder without such prior written consent of the City Representative may, at the option of said City Representative, terminate this Agreement and all rights of the Contractor hereunder. Such consent may be granted or denied at the sole and absolute discretion of said City Representative.

A. **Approved Subcontract.** With prior written consent of the City Representative, the Contractor may subcontract portions of the Work. The Contractor is

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prohibited from hiring any subcontractor currently debarred by the City under section 20-77 of the Denver Revised Municipal Code. A subcontract does not create, and shall not be interpreted as creating, any contractual relationship or privity of contract between the City and any subcontractor. The acceptance or rejection of a proposed subcontractor shall not create in that subcontractor a right to any subcontract nor shall said acceptance or rejection relieve the Contractor of its responsibilities for the Work of any subcontractor. The Contractor shall be responsible for any acts or omissions of its subcontractors, suppliers and personnel. In addition, all Work performed for the Contractor by a subcontractor or supplier shall be pursuant to an agreement between the Contractor and the subcontractor or supplier which shall contain provisions that:

1. Require the subcontractor or supplier to be bound to the Contractor by the terms of this Agreement;

2. Require all subcontracted Work to be performed in accordance with the requirements of the Agreement, and, that with respect to the Work the subcontractor or supplier performs, that the subcontractor or supplier assume toward the Contractor all the obligations and responsibilities which the Contractor assumes toward the City;

3. Preserve and protect the rights of the City with respect to the Work to be performed so that the subcontracting thereof will not prejudice those rights;

4. Require each of its subcontractors or suppliers to include in their contracts with lower tier subcontractors or suppliers these same requirements; and

5. Require each subcontractor or supplier to make copies of this Agreement available to the subcontractor's or supplier's subcontractors or suppliers. The Contractor shall make available to each proposed subcontractor or supplier, prior to the execution of the subcontract, copies of this Agreement.

B.   Performance and Payment Bond. If the Contractor subcontracts any of the Work, the Contractor, at the sole discretion of the City, may be required to issue one or more performance or payment bonds in favor of the City

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14.   **NO THIRD PARTY BENEFICIARY**: The Parties understand and expressly agree that enforcement of the terms and conditions of this Agreement, and all rights of action relating to such enforcement, shall be strictly reserved to the Parties. Nothing contained in this Agreement shall give or allow any such claim or right of action by any third person. It is the express intention of the Parties that any person other than the City or the Contractor receiving services or benefits under this Agreement shall be deemed to be an incidental beneficiary only.

15.   **NO AUTHORITY TO BIND CITY TO CONTRACTS**: The Contractor has no authority to bind the City on any contractual matters. Final approval of all contractual matters which obligate the City must be executed by the City, as required by Charter and ordinance.

16.   **INTEGRATION & AMENDMENTS**: This Agreement, including the exhibits and attachments hereto (each of which is specifically incorporated herein), is intended as the complete integration of all understandings between the Parties. No prior or contemporaneous addition, deletion, or other modification hereto shall have any force or effect, unless embodied in this Agreement in writing. No subsequent novation, renewal, addition, deletion, or other modification shall have any force of effect unless embodied in a written amendment to this Agreement properly executed by the Parties. Any oral representation by any officer or employee of the City at variance with terms and conditions of this Agreement or any written amendment to this Agreement shall not have any force or effect nor bind the City.

17.   **SEVERABILITY**: The Parties agree that if any provision of this Agreement or any portion thereof is held by a court of competent jurisdiction to be invalid, illegal, unenforceable, or in conflict with any law, except for the provisions of the Agreement requiring prior appropriation of funds and limiting the total amount payable by the City, the validity of the remaining portions or provisions shall not be affected, if the intent of the Parties can be fulfilled.

18.   **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 which would result in a conflict of interest under this Agreement. The Contractor represents that the Contractor has disclosed any and all current or potential conflicts of interest. A conflict of

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interest 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, in conflict with those of the City. The legislative agenda, priorities, actions, and needs of the City shall take precedence over any other obligations (contractual or otherwise, direct or indirect) of the Contractor. The City, in its sole discretion, shall determine the existence of a conflict of interest and may terminate this Agreement in the event such a conflict exists after the City has given the Contractor written notice which describes the conflict.

      19.   **NOTICES:** Notices concerning the termination of this Agreement, notices of alleged or actual violations of the terms or conditions of this Agreement, and other notices of similar importance, including changes to the persons to be notified or their addresses, shall be made:

          By City to: B.I. Incorporated
                              6265 Gunbarrel Avenue, Suite B
                              Boulder, CO 80301

          By Contractor to: Community Corrections Division
                              City and County of Denver
                              303 West Colfax Avenue, Suite 1700
                              Denver, Colorado 80204

All notices shall be in writing and provided by either personal delivery, certified mail, return receipt requested, or overnight courier. All notices are effective upon personal delivery or upon placing in the United States mail or with the courier service.

      20.   **DISPUTES:** All disputes of whatsoever nature between the City and the Contractor regarding this Agreement shall be resolved by administrative hearings pursuant to the procedure established by Denver Revised Municipal Code ("D.R.M.C."), § 56-106(b), *et seq.* For the purposes of that procedure, the City official rendering a final determination shall be the City Representative.

      21.   **GOVERNING LAW; COMPLIANCE WITH LAW; VENUE:**

          A.   Governing Law: This Agreement shall be construed and enforced in accordance with applicable federal law, the laws of the State of Colorado, and the Charter and Revised Municipal Code of the City and County of Denver, and the ordinances, regulations and Executive Orders enacted and/or promulgated pursuant thereto, including any amendments. The

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Charter and Revised Municipal Code of the City and County of Denver, as the same may be amended from time to time, are hereby expressly incorporated into this Agreement as if fully set out herein by this reference.

        B.   Compliance with Law: The Contractor shall perform or cause to be performed all services and Work under this Agreement in full compliance with all applicable laws, ordinances, codes, rules, regulations and executive orders of the United States of America, the State of Colorado, and the City and County of Denver.

        C.   Venue: Venue for any legal action relating to this Agreement shall lie in the District Court in and for the City and County of Denver.

        22.   **NO DISCRIMINATION IN EMPLOYMENT:** In connection with the performance of Work under this Agreement, the Contractor agrees not to refuse to hire, discharge, promote or demote, or to discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, gender, age, military status, sexual orientation, gender identity or gender expression, marital status, or physical or mental disability. The Contractor shall insert the foregoing provision in all subcontracts.

        23.   **SMALL BUSINESS ENTERPRISES:** The Contractor shall make a good faith effort to utilize qualified and available Small Business Enterprises (SBE) to the extent required by § 28-205, *et seq.*, D.R.M.C.

        24.   **PREVAILING WAGES:** Employees of the Contractor or the Contractor's subcontractors are subject to the payment of prevailing wages pursuant to § 20-76, D.R.M.C., depending upon the nature of their work. By executing this Agreement, the Contractor covenants and affirms that the Contractor is familiar with the prevailing wages provisions and is prepared to pay or cause to be paid prevailing wages required by the scope of work of the Contractor or the Contractor's subcontractors. A copy of the City's latest update to Prevailing Wage Schedules is attached hereto and incorporated herein as **Exhibit D**.

        25.   **USE, POSSESSION OR SALE OF ALCOHOL OR DRUGS:** The Contractor shall cooperate and comply with the provisions of Executive Order 94 concerning the use, possession or sale of alcohol or drugs. Violation of this provision 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.

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26. PROPRIETARY OR CONFIDENTIAL INFORMATION; OPEN RECORDS:

A.   **City Information:** The Contractor acknowledges and accepts that, in performance of all Work under the terms of this Agreement, the Contractor may have access to proprietary data or confidential information that may be owned or controlled by the City, and that the disclosure of such proprietary data or confidential information may be damaging to the City or third parties. The Contractor agrees that all information designated or marked as proprietary data or confidential information and provided or otherwise disclosed by the City to the Contractor shall be held in confidence and used only in the performance of the Contractor's obligations under this Agreement. The Contractor shall exercise the same standard of care to protect such proprietary data and confidential information as a reasonably prudent Contractor would to protect the Contractor's own proprietary data or confidential information. Proprietary data and confidential information shall include, but not limited to, any materials or information which is designated or marked "Proprietary" or "Confidential" by the City or its agents, provided to or made available to the Contractor by the City subject to a confidentiality agreement or notice of confidentiality, or used by the City under a licensing agreement or other authorization by the owner of the materials or information. Proprietary data and confidential information may be in hardcopy, printed, digital or electronic format.

(1)   **Use of Proprietary Data or Confidential Information:** Except as expressly provided by the terms of this Agreement and subject to written permission of the City Representative, the Contractor agrees that the Contractor shall not disclose, 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 the proprietary data or confidential information, or any part thereof, or any repackaged form of the proprietary data or confidential information, or any part thereof, to any other person, party or entity in any form or media for any purpose other than performing the Contractor's obligations under this Agreement. The Contractor further acknowledges that by providing this proprietary data or confidential information, the City is not granting to the Contractor any right or license to use such data or information except as provided in this Agreement.

The Contractor agrees that any ideas, concepts, knowledge, computer programs, or data processing techniques provided by the City in connection with this Agreement,

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including any proprietary data or any confidential information, shall be deemed to be the sole property of the City and all rights, including copyright, shall be reserved to the City. The Contractor agrees, with respect to the proprietary data and confidential information, that: (1) the Contractor shall not copy, recreate, reverse, engineer or decompile such data, in whole or in part, unless authorized in writing by the City Representative; (2) the Contractor shall retain no copies, recreations, compilations, or decompilations, in whole or in part, of such data or information; (3) the Contractor shall, upon the expiration or earlier termination of the Agreement, destroy (and, in writing, certify destruction) or return all such data or information or work products incorporating such data or information to the City.

(2) **Employees and Subcontractors**: The Contractor shall inform the Contractor's employees and officers of the obligations under this Agreement, and all requirements and obligations of the Contractor under this Agreement shall survive the expiration or earlier termination of this Agreement. The Contractor shall not disclose proprietary data or confidential information to subcontractors unless such subcontractors are bound by non-disclosure and confidentiality provisions at least as strict as those contained in this Agreement.

(3) **Disclaimer**: Notwithstanding any other provision of this Agreement, the City is furnishing proprietary data and 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 or the accuracy and completeness of the proprietary data or confidential information. The Contractor is hereby advised to verify the Contractor's Work performed in reliance upon the proprietary data or confidential information. The City assumes no liability for any errors or omissions herein. 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.

B. Contractor's Information: 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 the Contractor's 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 the Contractor's 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 claim, damages, expense, loss or costs arising out of the Contractor's intervention to protect and assert the Contractor's claim of privilege against disclosure under this subsection 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.

27.   **INTELLECTUAL PROPERTY RIGHTS**: The Parties intend that all property rights to any and all materials, text, logos, documents, booklets, manuals, references, guides, brochures, advertisements, music, sketches, plans, drawings, prints, photographs, specifications, software, data, products, ideas, inventions, and any other work or recorded information created by the Contractor and paid for by the City pursuant to this Agreement, in preliminary or final forms and on any media whatsoever (collectively, "Materials"), shall belong to the City. The Contractor shall disclose all such Materials to the City. To the extent permitted by the U.S. Copyright Act, 17 USC § 101, *et seq.*, the Materials are a "work made for hire" and all ownership of copyright in the Materials shall vest in the City at the time the Materials are created. To the extent that the Materials are not a "work made for hire," the Contractor hereby sells, assigns and transfers all right, title and interest in and to the 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 in perpetuity.

28.   **SOFTWARE PIRACY PROHIBITION**: The Contractor shall perform no work under this Agreement that results in or from the acquisition, operation, maintenance, or use of computer software in violation of United States copyright laws or applicable licensing restrictions. The Contractor hereby covenants and agrees that, for the term of this Agreement and any extensions, the Contractor has in place appropriate systems and controls to prevent such violations of federal law and licensing restrictions. If the City determines that the Contractor is in violation of this provision, the City may exercise any remedy available at law or equity or under this Agreement, including immediate termination of the Agreement and any remedy consistent

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with United States copyright laws or applicable licensing restrictions. The indemnification provision of this Agreement shall be applicable to any such violations by the Contractor.

29.   NO EMPLOYMENT OF ILLEGAL ALIENS.

A.   The Agreement is subject to Article 17.5 of Title 8, Colorado Revised Statutes, and as amended hereafter (the "Certification Statute") and the Contractor is liable for any violations as provided in the Certification Statute.

B.   The Contractor certifies that:

1) At the time of its execution of this Agreement, it does not knowingly employ or contract with an illegal alien who will perform work under this Agreement.

2)   It will participate in either the E-Verify Program, as defined in § 8-17.5-101(3.7), C.R.S., or the employment verification program established by the Colorado Department of Labor and Employment under § 8-17.5-102(5)(c), C.R.S. (the "Department Program"), to confirm the employment eligibility of all employees who are newly hired for employment to perform work under this Agreement.

C.   The Contractor also agrees and represents that:

1)   It shall not knowingly employ or contract with an illegal alien to perform work under the Agreement.

2)   It shall not enter into a contract with a sub-Contractor or subcontractor that fails to certify to the Contractor that it shall not knowingly employ or contract with an illegal alien to perform work under the Agreement.

3)   It has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this Agreement, through participation in either the E-Verify Program or the Department Program.

4)   It is prohibited from using either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while performing its obligations under the Agreement.

5)   If it obtains actual knowledge that a sub-Contractor or subcontractor performing work under the Agreement knowingly employs or contracts with an illegal alien, it will notify such sub-Contractor or subcontractor and the City within three days. The Contractor will also then terminate such sub-Contractor or subcontractor if within three days after such notice the sub-Contractor or subcontractor does not stop employing or contracting

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with the illegal alien, unless during such three day period the sub-Contractor or subcontractor provides information to establish that the sub-Contractor or subcontractor has not knowingly employed or contracted with an illegal alien.

6) It will comply with any 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.

D. 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.

30. **LEGAL AUTHORITY:** The Contractor assures and guarantees that the Contractor possesses the legal authority, pursuant to any proper, appropriate and official motion, resolution or action passed or taken, to enter into this Agreement.

The person or persons signing and executing this Agreement on behalf of the Contractor, do hereby warrant and guarantee that he/she or they have been fully authorized by the Contractor to execute this Agreement on behalf of the Contractor and to validly and legally bind the Contractor to all the terms, performances and provisions herein set forth.

The City shall have the right, at its option, to either temporarily suspend or permanently terminate this Agreement, if there is a dispute as to the legal authority of either the Contractor or the person(s) signing the Agreement to enter into this Agreement.

31. **NO CONSTRUCTION AGAINST DRAFTING PARTY:** The Parties acknowledge that each of them and their respective counsel have had the opportunity to review this Agreement and that this Agreement shall not be construed against any party merely because this Agreement or any of its provisions have been prepared by a particular party.

32. **SURVIVAL OF CERTAIN PROVISIONS:** The Parties understand and agree that all terms and conditions of this Agreement, together with the exhibits and attachments hereto, which, by reasonable implication, contemplate continued performance or compliance beyond the expiration or earlier termination of this Agreement, shall survive such expiration or

termination and shall continue to be enforceable as provided herein. Without limiting the generality of the foregoing, the Contractor's obligations for the provision of insurance and to indemnify the City shall 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.

33. **INUREMENT:** The rights and obligations of the Parties herein set forth shall inure to the benefit of and be binding upon the Parties hereto and their respective successors and assigns permitted under this Agreement.

34. **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.

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

36. **CITY EXECUTION OF AGREEMENT:** This Agreement shall not be or become effective or binding on the City until it has been fully executed by all signatories of the City and County of Denver.

37. **COUNTERPARTS OF THIS AGREEMENT:** This Agreement may be executed in counterparts, each of which shall be deemed to be an original of this Agreement.

38. **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 hereunder, 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.

(signature pages and exhibits to follow)

201844994-00 B.I. Incorporated

Contract Control Number: SAFTY-201844994-00

Contractor Name: B.I. 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: SAFTY-201844994-00

Contractor Name: B.I. Incorporated

By: _Ruth Skerjanec_

Name: _Ruth Skerjanec_
(please print)

Title: _VP, Financial Planning_
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)

Exhibit A

(Exhibit on Following Page)

General Scope (RFP Section D.2)

Operating large-scale electronic monitoring programs, such as that of the City and other U.S. Communities Participating Public Agencies, is inherently complex. The City and U.S. Communities Participating Public Agencies require a vendor that can mitigate program risks by offering a highly secure, responsive, and streamlined operational approach. BI's continuum of robust, reliable, and highly accurate monitoring equipment is backed by our comprehensive service offering that can be tailored to meet each agency's unique monitoring requirements. This portion of BI's proposal details our approach and methodology to meet each requirement specified in *RFP Section D.2—General Scope:*

1. **Monitoring Services Provided by Proposer**—Continuously monitoring offender populations, supporting complex alert notification protocols, resolving alerts, and providing officers with auxiliary support services—**BI Monitoring Operations Centers**

2. **Equipment to be Provided by Contractor**—Ensuring all equipment is certified for use, adhering to maintenance and repair procedures, maintaining shelf inventory—**BI Manufacturing**

3. **Accessories**—Providing an all-inclusive solution—**BI Hardware Accessories**

4. **Proposer Representative**—Supporting program operations through a single representative—**Mr. Laurent Lepoutre**

5. **Offender Monitoring System Operation**—Providing reliable equipment that functions in all environments, communicating program information from the field to the officer—**BI's Continuum of Electronic Monitoring Products**

6. **Central Computer Monitoring System**—Securing data center infrastructure, maintaining and updating server architecture, monitoring system redundancies—**BI Data Centers**

7. **Central Computer Monitoring System Software**—Ensuring program data is always accessible—**BI TotalAccess and BI Monitoring Operations**

8. **Reporting**—Providing standard and custom reports, reporting program violations to established personnel—**BI TotalAccess**

9. **Inventory Management**—Tracking returned and repaired equipment, updating inventory databases, maintaining appropriate spare equipment levels—**BI Customer Business Services**

10. **Maintenance and Support**—Supporting program operations 24/7/365, leveraging escalation and problem resolution processes—**BI Monitoring Operations**

11. **Contract Transition**—Providing knowledgeable, tenured staff to support transition activities, coordinating all aspects of implementation—**BI Account Management**

12. **Project Management for Transition**—Aligning project management approaches with City needs based on complexity of transition, mitigating risks, collaborating with City personnel to effectively transition the contract—**BI Account Management**

13. **Litigation**—Supporting testimony and subpoena requests—**BI Monitoring Operations**

14. **Advertising/Promotions**—Maintaining City, program, and offender confidentiality—**BI Marketing and Communications**

15. **Provision of Database at Contract End**—Ensuring the City has all monitoring data upon contract expiration—**BI Account Management**

1. Monitoring Services Provided By Proposer

U.S.-Based Monitoring Services—*Full service monitoring provides officers with continuous support and reduces the number of alerts sent to officers, effectively streamlining operations and supporting caseload management for more than 1,400 agencies nationwide.*

Knowledgeable Monitoring Specialists are continuously present at BI's U.S.-based Monitoring Operations facilities in Indiana and Illinois. With an average tenure of nearly seven years, our dedicated specialists are prepared and enthusiastic to continue to support the City and Participating Public Agencies. After completing seven weeks of initial training, receiving ongoing call and alert critiques, and attending training specific to City policies and procedures, Monitoring Specialists become equipped to provide valuable support and services to officers.

Monitoring Operations staffing levels are based on a continuous analysis of call traffic and workload. In 2017, BI's Indiana-based Monitoring Operations answered more than 350,000 inbound phone calls. Of those, Monitoring Specialists answered more than 95% of calls in 60 seconds or less with an average call answer time of less than 10 seconds.

Figure 2. BI Monitoring Operations
Our Monitoring Operations facilities are located in Indiana and Illinois and are fully owned and operated by BI. This enables us to provide highly responsive, reliable, and secure services without relying on third parties.

Our corporate office located in Boulder, Colorado, and our parent company office, located in Boca Raton Florida, also support BI's U.S.-based monitoring center. All BI locations, from ownership to operations, are based in the U.S.—other electronic monitoring providers are internationally owned and cannot make this claim.

Surveillance Activities—*Ensuring accurate, timely, and reliable notification of program violations through responsive services and durable equipment.*

Through a combination of BI's highly accurate monitoring equipment and 24/7/365 live support services, we will work with City and each Participating Public Agency to establish alert notification protocols aligned with agency procedures. Based on the level of support purchased by the City or Participating Public Agencies, BI will either notify authorized personnel of violations via automated means (email, text message) or manual means (live phone calls).

Table 1. Surveillance Activities						
RFP Requirement	**Monitoring Technology**					
	GPS	*RF*	*Transdermal*	*Voice Verification*	*BrAC*	*Smartphone*
Continuously monitoring the presence or absence/detecting early leaves or late returns	✓	✓	✓			
Attempts to tamper/actual tampering	✓	✓	✓	✓	✓	✓

Table 1. Surveillance Activities

RFP Requirement	Monitoring Technology					
	GPS	RF	Transdermal	Voice Verification	BrAC	Smartphone
Attempts to duplicate RF transmission	✓	✓	✓			
Disruption of AC power	✓	✓	✓			
Receiver shut downs	✓	✓	✓			
Continuous busy signals	✓	✓	✓	✓		
Attempts to use recorded speech				✓		✓
Spurious RF transmission	✓	✓	✓			
No telephone answer	✓	✓	✓			
Low battery	✓	✓	✓		✓	

Curfew Flexibility—Assigning unlimited curfew periods to every monitored individual to accommodate the most complex monitoring requirements.

TotalAccess, BI's proposed monitoring software platform, is capable of supporting an unlimited number of curfew periods per day and supports customized schedules for every offender monitored by the City or Participating Public Agencies. Curfew schedules can be modified down the minute for each offender within TotalAccess.

Prompt Alert Resolution—Live Monitoring Specialists work to proactively manage offender alerts based on agency approved processes.

BI will call offenders and attempt to resolve alerts prior to escalating events to officers. We understand the specific protocols, policies, and procedures necessary to promptly inform officers of potential noncompliant activities, something no other vendor in the industry can provide.

> BI's proactive alert resolution provides officers with real-time troubleshooting and dispatch of alerts, redirecting the vast majority of alerts that would previously be handled by officers.
>
> During 2017, BI's Indiana-based Monitoring Operations placed more than 3.2 million outbound phone calls to assist agencies around the Country.

Standard Operating Procedure: Contacting Offenders to Proactively Resolve Alerts

BI Monitoring Specialists will receive absence information, or other City-determined violation information directly from TotalAccess. Upon notification of offender absence, Monitoring Specialists will enact the following *Standard Operating Procedures*:

1. Absence violations along with the parameters to determine how long an offender must be in violation before information is sent to the Monitoring Specialists will be determined by the City and each Participating Public Agencies

2. Alert notifications will be automatically generated after an offender has been on unauthorized leave for a certain period of time

3. A Monitoring Specialist will respond to the violation based on handling procedures outlined by City and each Participating Public Agency

4. The handling procedures, which are unique for each violation, will be displayed in the software to ensure consistency in responding to violations

5. The Monitoring Specialist will make a series of outbound calls to attempt to resolve absence violations

6. Calls will be made to an offender's residence and any alternate numbers listed, including cell phone, employment site, school, or aftercare numbers, to determine the reason for schedule noncompliance

7. If the offender is reached, the Monitoring Specialist will discuss the violation with the offender

8. If the offender cannot be reached, the Monitoring Specialist will follow City-determined processes, including continuing to attempt to reach the offender or escalating the alert to authorized personnel

Please see *Supplemental Support Services* on page 104 for additional information on BI's enhanced monitoring services solution.

BI Response to Agency Specifications

a) The Proposer's place of business and monitoring center services facilities used for this program shall be located within the United States of America. The Contractor's primary monitoring center shall be capable of uninterrupted operation 24/7/365. This shall include all systems, hardware and software, communications and building support services such as electrical power.

Electronic monitoring programs operate on a continuous basis. The City needs constant access to hardware, software, and service support to supervise offenders and pretrial defendants 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. At any time, City personnel can contact Monitoring Operations via toll free-telephone number or email to receive real-time assistance.

In support of maximum system uptime and continuous support, all of BI's operations are in the United States and armed with multiple system redundancies. For example, The BI monitoring computer system incorporates internal, local, and geographic redundancies to help ensure full functionality of our proposed system. Technological redundancies provide comparable hardware and operating environments across multiple systems. If a component of our data center technology infrastructure malfunctions, the system engages a redundant component to provide an uninterrupted operating environment for end users.

Figure 3. Redundant Infrastructure

BI maintains two geographically redundant data centers with more than 1,000 miles of separation. Geographic separation protects monitoring data against factors beyond BI's control, such as natural disasters.

Our corporate office located in Boulder, Colorado, and our parent company office, located in Boca Raton Florida, also support BI's U.S.-based monitoring center. All BI locations, from ownership to operations, are based in the U.S.—other electronic monitoring providers are internationally owned and cannot make this claim.

BI ///////////////
a GEO Group Company ®

RFP No. 0790A (2018): Offender Monitoring Products, Services, and Solutions
City and County of Denver on Behalf of U.S. Communities

b) The Proposer's monitoring center shall be monitored twenty-four (24) hours a day, seven (7) days a week, including holidays to ensure that any interruption in service is detected and resolved.

BI's Monitoring Operations Center is staffed and operated 24-hours a day, 7 days a week. Monitoring Specialists have around-the-clock access to internal systems, telecommunications, training, monitoring, management, and technical support staff.

c) Each monitoring center shall have ventilation and temperature control adequate to meet hardware specifications for the operating environment and to ensure proper functions of the monitoring center hardware.

BI's Indiana-based Monitoring Operations is housed in an updated, technically advanced facility that was built in in 2016. Capable of providing uninterrupted services 24/7/365, this state-of-the-art facility has ventilation and temperature control systems to ensure to proper functionality of all monitoring systems.

The center also has robust security features, training rooms equipped with workstations and projectors for both BI staff and our public-sector partners, a secured secondary data center, and a modern call center floor. This advanced facility ensures BI Monitoring Specialists have all the resources necessary to process alerts, troubleshoot equipment issues, and field officer inquiries.

d) The Proposer shall perform complete support of all interface hardware and software equipment (within the monitoring center) necessary to ensure provision of the service for the duration of the contract.

BI will be fully responsible for maintaining and upgrading all interface hardware and software equipment to ensure the TotalAccess software and Monitoring Operations support hubs are fully functional and always available throughout the contract.

> The BI monitoring computer system includes highly resilient hardware components, monitoring applications, and stringent security protections to ensure availability. We incorporate redundant power, telecommunications, and internet sources to help maintain data communication and connections.

e) The Proposer shall maintain professional highly trained and qualified staff to monitor and operate the monitoring center equipment.

With the goal of maximizing system uptime, BI has qualified staff that are responsible for operating and monitoring the equipment within our data center. This team of more than one dozen Information System Engineers has an average tenure of nearly 14 years—evidencing their valuable knowledge and commitment to ensure BI's systems are always operational.

f) The Proposer shall provide the City a toll-free contact number, accessible and staffed twenty (24) hours a day, seven (7) days a week for the purpose of reporting problems that might be experienced.

Authorized City and Participating Public Agency personnel can contact BI Monitoring Operations via toll-free number 24/7/365. Knowledgeable, live Monitoring Specialists are present on a continuous basis in BI's Monitoring Operations facility. In the unlikely event a Monitoring Specialist is unable to resolve the inquiry, he or she will escalate the issue to a Team Lead, Supervisor, or other management personnel as appropriate.

g) In the event any component of the Proposer's service becomes inoperable, the Proposer shall immediately notify the Contract Manager or designee by telephone and email no later than thirty (30) minutes after discovery of service failure.

In the unlikely event of system inoperability, BI will notify the Contract Manager or other designated City personnel within 30 minutes of discovery.

h) When requested, the Contractor's monitoring center shall provide an initial response to pre-determined alarm notifications to troubleshoot and resolve the notifications per established protocols as agreed to by both the City and the Contractor by offender program type.

As a component of BI's enhanced monitoring services, Monitoring Specialists will proactively contact offenders in response to City-defined alarm notifications. During contract implementation, BI will work closely with the City and U.S. Communities Participating Public Agencies to develop standard procedures that guide Monitoring Specialists through the process of contacting offenders. These procedures will be highly customized to meet the specific monitoring requirements of the City, court-mandated monitoring conditions, or limitations associated with specific offender types.

Please see *Standard Operating Procedure: Contacting Offenders to Proactively Resolve Alerts* on page 256 for detailed information on this service.

i) When requested, the Contractor's monitoring system shall be responsible for alerting the City's designated officer via text, message, email, central database, and/or phone. The means or mode of contact shall be at the City's discretion. These services shall be provided twenty-four (24) hours per day, seven (7) days per week.

Upon receipt of violation information from the field equipment, the monitoring computer system can automatically page and/or email designated City personnel. These automated notifications specify the type of violation, the name of the corresponding offender, the date, time when the event occurred, and the date, and time when the monitoring system received the data from the equipment.

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

> BI welcomes the opportunity to continue our long-term cooperation with the City and U.S. Communities Participating Public Agencies to ensure that the desired violation and notification protocols are fully incorporated in a new contract awarded from the RFP.

- Which officers will be notified and in what order
- How each officer will be notified—by fax, email, page, text, or phone call with closed-loop notification procedures
- 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.

j) As required by the City's designee, the Contractor shall provide a toll-free telephone number to be supplied to the City's supervised offenders which shall be utilized to contact the monitoring center for alarm notification resolution.

As a component of our supplemental support services, BI has the ability to provide a toll-free phone number to offenders to assist with proactive alert resolution. This capability is described in detail in *Alert Management Activities* on page 109.

k) The Contractor shall provide immediate notification via telephone, cellular telephone, text message, and/or email 24-hours a day, seven days a week to designated City staff when an alarm notification is generated. The contractor's monitoring service shall include the capability to administer a phone call by a live staff person in the monitoring center in response to designated priority alarm notifications.

As a highly flexible application, BI will continue to work closely with City and Participating Public Agencies to incorporate established alert notification and escalation processes into our proposed electronic monitoring software, TotalAccess. These processes will enable TotalAccess to automatically notify designated City personnel via email and text message on a 24/7 basis. Similarly, should the City or Participating Public Agencies require live notification from a Monitoring Specialist, BI will indicate such within TotalAccess. Please note that BI identifies live automated notifications as a "Supplemental Support Service".

Figure 4. BI Monitoring Services

BI's dual Monitoring Operations facilities—located in Indiana and Illinois—have the ability to provide a continuum of support services to officers and offenders.

l) The Contractor shall be able to receive a verifiable confirmation via a telephone call from the monitoring center to the designated City staff to confirm that all immediate alarm notifications were received/acknowledged by City staff. The Contractor shall be responsible to maintain a call tree to be utilized when contacting City staff to report alarm notifications pursuant to established protocols.

With the understanding that certain alerts and events are higher priority than others are, BI Monitoring Specialists can proactively call the City to confirm that staff have received and are in the process of resolving alerts.

During program implementation, BI will work closely with the City to create procedures that outline:

- Which alerts are high priority and require a live phone call notification
- The amount of time between the alert generation and live notification
- The individuals to contact—including escalation processes
- The amount of time to delay between contacting staff

BI considers this capability to be a "Supplemental Support Service" (as detailed in proposal section *Alert Management Activities* on page 109) for an additional fee.

m) The monitoring center shall have redundant inbound and outbound communication services, provided by distinct carriers and/or methods, such that the failure of the primary service or method shall not adversely affect the secondary (backup) service or method.

BI Monitoring Operations in Anderson has redundant inbound and outbound communication services, provided by multiple carriers and methods, ensuring continuous communication capability. Two separate long-distance carriers provide redundant phone line paths for equipment calls into the Colorado data center. Fiber and copper cable phone lines and data paths enter the building at different locations, providing last-mile redundancy.

In addition, diversely routed internet connection paths and different internet carriers support the BI monitoring computer system. Internet access at the primary data center utilizes multiple internet providers which are routed using an autonomous system number (ASN) backed by the BGP protocol. If the in-use provider should fail, other internet carriers will automatically pick up and route the public IP addresses. The ASN is independent of any single internet carrier, enabling the ASN to route the public IP address to any internet carrier participating in the peering relationship. The following table identifies current internet service providers in use by BI's primary data center.

Table 2. Internet Service Providers			
Current Providers Used by BI's Primary Data Center			
Century Link	Level3	XO	Verizon
AT&T	MHO	Zayo	Comcast

In addition, BI's backup data center is equipped with three independent internet service providers for maximum redundancy.

n) The Contractor shall have the ability to write files to a server at the Contractor's site and shall allow the City to retrieve the files daily through a secure File Transfer Protocol (FTP) or other secure transmission method. The files will need to include the following information (items i-d addressed in table below)

BI has the ability to implement FTP and web services solutions to allow files and information to be securely distributed between City and BI systems. BI's web services solution currently accepts and exchanges data with several systems of other agencies, including those in use by the Administrative Office of the United States Courts and the North Carolina Department of Public Safety. This data exchange approach allows the City and BI TotalAccess to maintain accurate, consolidated data—for example, a list of offenders assigned to Probation and Parole Officers. Sharing data between BI and City systems enhances oversight of electronic monitoring equipment installation, deinstallation, and servicing. BI's web services solution obtains and processes information in near real-time to provide the City with the most current data possible. The following table demonstrates BI's ability to accept file transfers specific to the information requested in the RFP.

Table 3. Web Services Capabilities	
RFP Requirement	**Web Services**
i. File 1—Alarm File	
1. The key file the Contractor uses to distinguish each alarm	✔
2. The type of alarm as defined by the City	✔

Table 3. Web Services Capabilities

RFP Requirement	Web Services
3. The Identification number of the offender	✓
4. Date and time of the alarm	✓
5. Length of the alarm (until resolution)	✓
b. File 2—Comment File	
1. The key field the Contractor uses to distinguish each alarm	✓
2. Comments relating to the alarm	✓
3. Date and time of updates to the comments	✓
c. File 3—Alarm Cleared	
1. The key field that the Contractor uses to distinguish each alarm	✓
2. Date and time the alarm was cleared	✓
d. File 4—Points Reviewed	
1. The ID number of the offender	✓
2. The user ID of the officer reviewing the points	✓
3. Date the points were reviewed	✓
4. Dates of the points reviewed by the officer	✓

BI complies with the aforementioned conditions of file retrieval and will allow the City to access files daily. We offer both FTP files and API calls as options for secure transmission—**exceeding** RFP requirements.

2. Equipment to Be Provided By Contractor

Operating a variety of programs that use a continuum of hardware solutions can introduce complications and risk to larger electronic monitoring programs. As such, the City and Participating Public Agencies require a vendor to supply all equipment required to operate a successful Offender Monitoring Program.

As the incumbent, BI is positioned to maintain our fully operational system. The solutions we offer in this proposal include, but are not limited to: transmitters, base stations, receivers, tracking devices, bracelets, telephones and landline cords, batteries, power cords, clips, straps, tools, reference materials, specialty cleaning supplies, car chargers, Ethernet cables, and beacons.

Figure 5. End-to-End Solution

All of the equipment BI delivers includes the necessary accessories and tools to effectively install, adjust, remove, and charge our devices—simplifying inventory and consumable management.

a) In the case of equipment rental programs, all equipment provided by the Proposer shall remain the property of the Proposer and shall be in good repair, remanufactured and within specifications of new equipment. All equipment supplied shall be latest design and model equipment unless specifically requested by the City.

Within this proposal, BI offers rental program pricing. If the City or Participating Public Agencies decide to rent equipment, BI will provide the latest design of every requested item, inclusive of all one-time-use consumable items and necessary supplies for normal equipment operation. As indicated in our response to *Question 17* regarding testing and re-certifying equipment (see page 256 of this proposal), all devices BI offers to a renter will be in excellent condition and remanufactured to align with the latest software and hardware improvements.

b) For those offenders for whom monitoring is requested who reside in areas that have technical and/or geographical limitations, the Proposer shall provide either alternate technology or installation of a phone line at the residence at no extra charge to the City or the offender. If there is an identified limitation to the equipment functioning in a specific area, Proposer shall provide equipment that will allow the same function at the same price as equipment originally requested.

Alternative technology or phone line installation is necessary to monitor offenders who live in areas with technical or geographical limitations. As detailed by *Table 4*, BI's suite of products includes landline and cellular options for the following proposed categories of equipment:

Table 4. Landline and Cellular Communication Capabilities		
Category	**Landline Option**	**Cellular Option**
GPS	LOC8 with Downloader ExacuTrack One with HomeBase 105	LOC8 (no receiver required) ExacuTrack One (no receiver required)
Radio Frequency	HomeGuard 200 or GroupGuard	HomeGuard 206 or GroupGuard
Alcohol *Breath Alcohol Solution*	Sobrietor	SL2
Alcohol *Transdermal Alcohol Solution*	TAD with HomeBase 105	TAD with HomeBase 110

The remainder of this section details the landline options for the proposed equipment categories. If necessary, and upon negotiated request, BI will coordinate the installation of a phone line to promote product effectiveness and offender compliance.

LOC8 and ExacuTrack One Landline Capability. In the event that a monitored offender spends a significant amount of time in areas with limited cellular coverage, BI will provide a landline downloader that will send GPS device data to TotalAccess via a standard landline telephone connection.

HomeGuard 200 Landline Capability. To best accommodate each offender's RF assignment, the HomeGuard 200 receiver reports equipment events, dates, and time stamps to TotalAccess via landline telephone connection.

Sobrietor Landline Capability. The Sobrietor reports all biometric voice verification data and breath alcohol test results to TotalAccess via landline connection. The Sobrietor can be used as a standalone breath alcohol-monitoring device or paired with a HomeGuard 200 for RF monitoring. In either scenario, only one phone line and one power outlet is required.

TAD with HomeBase Landline Capability. The TAD has the ability to operate in conjunction with a paired landline HomeBase receiver. The ankle-worn TAD continuously collects and records alcohol data internally. The TAD securely transmits alcohol data, curfew information, and equipment events to the HomeBase 105 receiver, which reports to TotalAccess via landline telephone

c) 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 Proposer's proposal.

BI manufactures all proposed equipment, and the equipment can easily be identified by every category. Please find all required information detailed in *Table 5.*

Table 5. Brand and Model of Proposed Equipment		
Category	**Brand, Model**	**OEM**
GPS	BI LOC8 and Beacon	BI
	BI ExacuTrack One and Beacon	BI
Radio Frequency	BI HomeGuard Transmitter	BI
	BI HomeGuard 200, 206, and GroupGuard Receivers	BI
	BI Drive-BI	BI
Alcohol	BI SL2	BI
	BI TAD Transmitter	BI
	BI TAD Receiver (landline and cellular)	BI
	BI Sobrietor	BI

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

As system security is a core tenant of our value proposition, BI confirms that none of the equipment included in our continuum of electronic monitoring products is available as an open market item.

f) Replacement equipment initially provided by the Proposer shall be new, or if not new, refurbished to perform in a like-new manner and shall be maintained by the Proposer in "like-new" condition. Repairs and/or replacements shall be provided within the timeframe specified in this RFP.

BI is the Original Equipment Manufacturer (OEM) of all proposed equipment, which allows us to provide our customers with reliable products and associated support services. BI certifies that all equipment provided under the ensuing contract will be either new or in like-new conditions.

The BI Internal Operations Department produces high quality units that are validated by 24/7/365, in-house support. Additional key aspects of our equipment maintenance and support include the following:

> Our engineers continually improve and upgrade our products and have recently developed an upgraded strap and hinge assembly for the LOC8 to minimizes false tamper alerts. Whenever other enhancements are made, our organization will provide the City and Participating Public Agencies with the latest firmware upgrades and design enhancements.

- BI Manufacturing is ISO-certified and incorporates stringent quality protocols

- As needed, BI will service and/or replace defective units within 48-72 hours—working closely with the City to ensure that there are no interruptions to program operations

- BI Engineers design, develop, and support our continuum of products—which includes responding to and researching technical issues as needed

- BI Monitoring Operations provides 24/7/365 technical support—which includes an established, tier-based escalation process to promptly resolve technical questions

- BI Monitoring Operations can be reached at any time via a toll-free business telephone number, email, and/or fax

g) In the case of a rental program, the Proposer is responsible, at no additional cost to the City except as provided in the RFP and resulting contract, for the maintenance, repair or replacement of all equipment or software provided under the contract. The Proposer is responsible for all costs for shipping, shipping materials and delivering equipment to, from, or between any City offices located within Colorado.

BI offers both a rental and purchase program in our *Pricing Proposal* on page 155. Regarding the rental program, we agree to be responsible, at no additional cost to the City (except as provided in a resulting contract), for the maintenance, repair, or replacement of all provided equipment and software. The City will not be responsible for any costs related to the shipment of materials or equipment to, from, or between any City offices located in Colorado.

h) In the case of a rental program, in the event that any of the equipment or software provided under the contract fails to function properly, or is lost, stolen or damaged, the Proposer(s), at no additional cost to the City, shall deliver a replacement component or components to the designated City office within 48-72 hours of notification by City, if requested by the City. The City will notify the vendor when a piece of equipment is lost, stolen or damaged. This determination is at the sole discretion of the City. City and its client departments will make reasonable efforts to deter the theft, loss or damage to the Proposer's equipment. The City is not responsible for the cost of lost, stolen or damaged equipment.

In the unlikely event that any of BI's supplied equipment or software provided under the contract fails to function properly, or is lost, stolen, or damaged, we agree to deliver replacements within 48-72 hours of notification by the City, at no additional cost. BI agrees that the City maintains the authority to determine if equipment is lost, stolen, or damage. Furthermore, BI agrees that the City will not be held responsible for the cost of lost, stolen, or damaged products.

i) Upon request from the City, when the City activates equipment that has been in shelf stock, the Proposer shall deliver to the designated district office a replacement component or components within 24-hours of notification by City.

BI will offer a shelf allowance to ensure that all equipment and components can be replaced by the City. This inventory supply allows officers to immediately replace damaged devices or add new subjects to the Offender Monitoring Program. BI will replace items pulled from inventory within 24-hours.

j) The Proposer shall provide, at no additional cost to the City, all necessary tools and as many needed per officer or district office to install, adjust, and remove the Proposer-provided equipment. City will notify the Proposer on the number needed.

BI will supply ample electronic monitoring equipment and tools, as depicted in *Figure 6,* to be used by the City at its designated locations to conduct product installations, removals, and adjustments. BI will maintain and guarantee every unit at no cost to the City or Participating Public Agencies. Similarly, BI agrees to phase out and replace units upon advancement of our technology.

Products Requiring Fitting and Installation

An officer or district office can install BI's equipment as follows:

LOC8. Installing a LOC8 tracking unit on an offender takes less than five minutes. The installation process includes the following steps:

1. Measuring the offender's ankle using the BI-provided sizing tool

2. Cutting the tracking unit strap accordingly—ensuring a snug fit against the offender's ankle

3. Attaching the tracking unit to the offender—insert the strap into the tracking unit case and lock the unit in place by securing the tamper-resistant latch clips

Figure 6. BI Provided Toolkit
BI will provide all tools to the City and Participating Public Agencies at no additional cost.

ExacuTrack One. With minimal training and tools, authorized personnel can easily install an ExacuTrack One tracking unit on an offender. The installation process includes the following steps:

1. Sizing for proper fit

2. Securely attaching the tracking unit around the offender's leg and inserting the locking mechanism—no tools are necessary

HomeGuard. Authorized personnel typically install a HomeGuard transmitter in less than five minutes. The installation process includes the following steps:

1. Assembling the transmitter

2. Sizing for proper fit

3. Attaching the transmitter to the offender's ankle

4. Closing the tamper-resistant latches

TAD. This device measures ingested alcohol through a sensor resting securely on the offender's ankle. Because TAD is ankle-worn and easy to install, it removes the complexity associated with many handheld breath alcohol-testing devices. Offender enrollment in the software is simple and does not require any initial testing, training, or participation. The installation process includes the following steps:

1. Sizing for proper fit

2. Securely attaching the tracking unit around the offender's leg and inserting the locking mechanism—no tools are necessary

The other products, services, and solutions BI offers within this proposal do not require installation on an offender's person.

k) 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 Proposer shall upgrade equipment as significant improvements become available. These upgrades shall be provided at no extra charge/additional costs to City.

BI's team of professionals focuses on supplying equipment that establishes the highest industry standards on a daily basis. 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.

The City and Participating Public Agencies 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. They currently are prepared to improve BI's continuum of solutions to enhance the City's program by upgrading our primary mobile breath alcohol-monitoring device. In addition, they anticipate releasing the most advanced RF product during the expected contract term.

> Often, our new product and service releases re-set the standard of operational capabilities in the electronic monitoring industry. As we continue to support the evolution of Offender Monitoring Programs with the most advanced solutions, our competition is often left with no option but to imitate.

Product Deployment Plan

All newly developed equipment offered to the City must pass BI's New Product Deployment Plan, which consists of the following steps:

1. BI receives suggestions from officers and conducts market research through BI Labs and other internal hardware experts regarding new product functionality. BI thoroughly vets the feasibility and application of these features.

2. BI Product Managers develop a *Marketing Requirements Document* that contains details about how the new product will function and interface with BI's larger systems. This document also details the minimum mandatory specifications of the product.

3. The product is manufactured and enters alpha testing. Once alpha testing is complete, the product enters the beta testing phase. BI requires beta testing to be complete before the product is released to the field. During beta testing, the following actions occur:

    a. BI notifies the agency that a new product release is imminent.

    b. We develop field manuals and training curricula for eventual deployment.

    c. Equipment is refined based on field staff and tester feedback.

4. After the successful completion of beta testing, BI begins the manufacturing process.

5. BI trains internal personnel, including Monitoring Operations personnel, on new product features, troubleshooting, and maintenance. During this phase, BI also trains officers and agency personnel.

6. Product deployment occurs only after all previous mentioned steps have been completed. Prior to deploying a new product, BI will work with agencies to develop and implement a contract modification to include the new product in the existing contract.

While most of our equipment receives over-the-air firmware upgrades, BI will upgrade, repair, and replace equipment to incorporate hardware enhancements or industry standard improvements in the manner detailed in *Item f)* on page 20.

l) At no additional charge and upon request by the City, the Proposer shall furnish for each system in operation three (3) spare units for every ten (10) units, with a minimum of five (5) units for shelf stock, per location.

BI will furnish the City three spare units for every 10, with a minimum of five units for shelf stock, per City designated location for each electronic monitoring system offered at no additional charge.

m) The equipment provided shall be Federal Communication's Commission (FCC) currently registered and approved.

Please refer to *Table 6* to view the FCC Certification numbers for the devices BI proposes to support the City's Offender Monitoring program.

Table 6. FCC Certification of BI Equipment		
Category	**BI Device**	**FCC Certification**
Radio Frequency	BI HomeGuard Transmitter	CSQHG200A
	BI HomeGuard 200 Receiver (cellular and landline)	GN7USA-27502-MD-E
	BI HomeGuard 206 Receiver (cellular and landline)	GN7USA-27502-MD-E
	BI GroupGuard	GN7USA-27502-MD-E
Alcohol	BI SL2	R17DE910 Dual
	BI TAD Transmitter	CSQTAD001
	BI TAD Receiver (landline)	GN7MM01B-HB-100
	BI TAD Receiver (cellular)	GNU7MM00B01-EX-520
	BI Sobrietor	GN7USA-27124-MD-E
GPS	BI LOC8	CSQ-LC800A
	BI LOC8 Beacon	TLZ-CU288

Table 6. FCC Certification of BI Equipment

Category	BI Device	FCC Certification
	ExacuTrack One	TS5-6055M-ET300
	ExacuTrack One Beacon	TS5-EB300

n) The contractor shall provide written instructions and all necessary equipment for a trained person to initialize, reset and remove the participant's transmitter as needed.

The City and Participating Public Agencies will receive written instructions and all necessary equipment for installation, initialization, reset, and removal of transmitters on offenders. In addition, BI will offer training sessions to the City's officers and authorized personnel during contract implementation. BI's national team of Account Executives are responsible for account support and business development on a local level, and will provides hands-on assistance and training at City and Participating Public Agency locations throughout the contract term, upon request.

Figure 7. Written Instructions

Comprehensive manuals assist authorized personnel with ensuring they fully understand BI's technology.

3. Accessories

BI Manufacturing handles the manufacturing processes for all of our monitoring equipment and accessories at our corporate location in Boulder, Colorado. Manufacturing strictly adheres to quality assurance processes to maintain a high quality of production. Managed by Gregory Wilson, the Manufacturing Department has an average tenure of five years.

> By contracting directly with an OEM, the City and Participating Public Agencies receive a simplified and accelerated program management approach. BI will deliver all services and equipment through a direct, uninterrupted line of communication.

As the OEM for all electronic monitoring units proposed herein, BI has the flexibility and capability to manufacture and process the equipment and accessories in the quantities required or in larger quantities if the City's needs expand during the course of the contract. Our in-house manufacturing facility can produce high volumes of units in a short time.

As a significant benefit of our proposed solution, the BI TotalAccess software includes integrated and interactive inventory management features. We currently use TotalAccess to help manage the City and Participating Public Agencies' equipment inventory—including by agency, division, district, and county as applicable—to produce corresponding reports.

a) All accessories, including replacement batteries, straps, waist packs, carrying bags, clips, beacons, and other related supplies necessary for proper operation shall be provided by the Proposer at no additional cost to the City, throughout the term of the contract. Install and deactivation tools/equipment shall be provided to the City at no additional cost throughout the term of the contract.

BI will provide all required equipment and services necessary to implement and maintain the Offender Monitoring Program and equipment, including backups, spares, and accessories at no additional cost to the City. Our solution includes an inventory application that provides an accurate report of all equipment and accessories assigned to the City. The inventory software will identify items not in use as "shelf stock" or a term acceptable to the City. This inventory database identifies:

- Equipment/Accessory Name and Type
- Serial Number (when applicable)
- Offender Name (if assigned)
- Total Number of Equipment Items on Inventory

Inventory Management Reporting Capabilities

As an example of our reporting capabilities, the Inventory Analysis Report includes item names, serial numbers, assigned offenders, active units, shelved units, and total items on inventory. Other usage reports include duration of use, case IDs, current active days monitored by offender, and active days for a specified time.

The following page provides an example of our inventory reporting capabilities.

Agency System Utilization

BI TotalAccess

Report Run   7/10/2018   11:23

					Agency **Officer**	City & County of Denver Smith, Maria		

Equip ID	Ag Own	Stat	Case ID	Client Name	End Date	Officer Name	Officer ID	Assoc Equip ID's
Active Systems								
S								
9411700	N	A	192504	Garcia, Joe		Smith, John	21515	
9411910	N	A	19065C	Williams, Mark		King, Thomas	22248	
Inactive Systems								
Beacon								
6304084	N	I	18905E	Larsen, Michael	08/27/2013	King, Thomas	22248	
6323928	N	I	191952	Jackson, Robert	08/27/2013	Smith, John	21515	
6325228	N	I	043748	Walker, Thomas	08/27/2013	Smith, John	21515	
HG200								
7105559	N	I	192504	Garcia, Joe	08/27/2013	Smith, John	21515	
7117201	N	I	19065C	Williams, Mark	08/27/2013	King, Thomas	22248	
SP								
1112958	N	I	043748	Jackson, Robert	08/27/2013	Smith, John	21515	
1126565	N	I	18905E	Lawson, Michael	08/27/2013	King, Thomas	21515	
1138271	N	I	191952	Walker, Thomas	08/27/2013	Smith, John	21515	

Total for Agency	1180101							
	AMDs	Trackers	Bases	GMUs	Transmitters	Beacons		
Total	0	3	2	0	2	3		
Active	0	0	0	0	2	0		
Inactive	0	3	2	0	0	3		
Enrolled	0	0	0	0			Total Cellulars:	0
Utilization	0%	0%	0%	0%			Total Drive-Bis:	0

Figure 8. Inventory Analysis Report

4. Proposer Representative

BI's Program Manager, Mr. Laurent Lepoutre, will act as the single point of contact for all City inquiries, including training questions, status updates, administrative duties, and overall Offender Monitoring Program health. Mr. Lepoutre will conduct status meetings in person or via teleconference at the direction of the City. In addition, Mr. Lepoutre will meet with the City onsite throughout the life of the contract to address any programmatic concerns and provide continual communication with officers, supervisors, administrators, and all other applicable personnel.

In fulfilling the role as Program Manager, Mr. Lepoutre is supported by the entire BI organization. BI experts are available to the City to address issues and improvements throughout the life of the contract. Mr. Lepoutre will remain in close contact with BI's entire organization, including engineering, billing, manufacturing, and training.

a) The Proposer shall provide City a minimum of a single account representative who will serve as a liaison for all aspects of contract performance. All aspects shall include but not be limited to, reporting, equipment inventory, training, contract transition and the install program. The representative shall be familiar with the City's policies, goals and services. The representative shall be knowledgeable in the area of Community Corrections, i.e. parole, probation, pretrial, in-home detention, work release, etc. The representative shall be proficient in and have a working knowledge of all functional areas and services. City would prefer a team approach, consisting of an account representative, inventory management representative and a training representative. City shall not provide any office space or storage space.

BI will support the City and each Participating Public Agency using the team approach illustrated in *Figure 9*, with BI's Business Development Director assuming the role of an account representative.
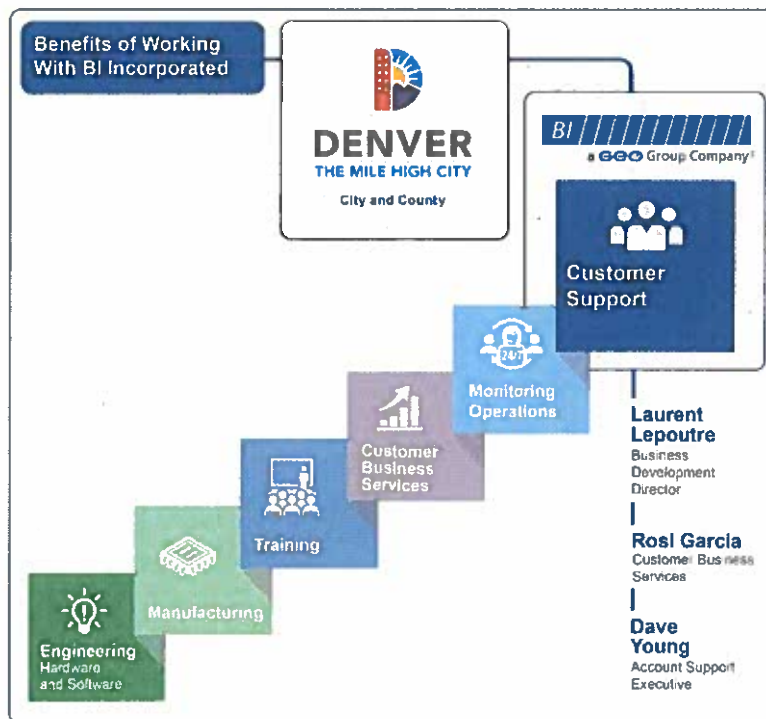

Figure 9. BI's Team Approach to Account Management

While the diagram above depicts the account representative personnel BI offers the City and County of Denver, every Participating Public Agency will receive an equivalent team approach consisting of a Business Development Director, Account Executive, and Customer Business Services.

The following is an introduction to BI's account representative team for the City:

- Mr. Laurent Lepoutre, our Rocky Mountain Business Development Director, is currently assigned to the City and will continue to fulfill all account representative responsibilities, as he is familiar with the City policies, goals, and services. Not only is Mr. Lepoutre conversant with Community Corrections, but he is also knowledgeable in all functional areas and services provided by BI. We are confident Mr. Lepoutre will exceed all expectations as liaison for all aspects of contract performance between the City and County of Denver and BI.

- Ms. Rosi Garcia, a tenured veteran of our Customer Business Services team, will focus on supporting the City's inventory management needs. Ms. Garcia currently manages the City's inventory, return of equipment, and lost equipment. With experience establishing new customer start up programs, ensuring timely product delivery, and collaborating with Manufacturing/Shipping on product availability, Ms. Garcia is an invaluable asset to every agency she supports.

- Mr. Dave Young, BI's Rocky Mountain Account Executive will assume the responsibilities of a training representative who provides training, demonstrations, and assistance with the implementation of any projects related to the City and County of Denver. Mr. Young's areas of expertise include developing and delivering presentations and training on the usage of BI products, assisting with the implementation of new monitoring programs, ensuring customer satisfaction, and identifying practical applications for electronic monitoring services.

> The comprehensive involvement from BI's team helps ensure ongoing customer satisfaction, administrative and fiscal management of the program, the assurance of BI compliance with contract requirements, and the coordination and delivery of equipment and services.

The City and each Participating Public Agency will be supported by a collaborative BI management and operations team with extensive experience working with corrections agencies. Our personnel are proficient in developing, improving, and delivering electronic monitoring solutions to the corrections community.

Figure 99. City and County of Denver and U.S. Communities Organizational Chart on page 253 depicts the organizational structure and titles of those who will serve the Offender Monitoring Program on a local level and national level. *National Staffing Plan* on page 218 defines BI's proposed staff distribution to implement and manage this contract and Master Agreement throughout its term.

5. Offender Monitoring System Operation

Devices designed to monitor offender compliance in the community are unique from other technologies that are available today. Devices must be compact to minimize impact on the offender'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—via landline or cellular connectivity—to ensure appropriate alerts are directed to defined City personnel.

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.

a) The monitoring equipment shall function reliably despite the nearby operation of household electrical equipment or the existence of nearby strong, but not uncommon, electrical fields generated by such sources as power transmission lines, power transformers and commercial radio towers. If a device is worn by the offender, or if a receiver is installed in the offender's home, it shall function reliably in any building and offer a continuous signal and shall work with any type of phone line.

BI designed all of our proposed equipment to monitor offenders 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.

Our body-worn devices continuously emit signals and function reliably in any type of building. BI receivers installed in offender homes can be connected to any type of phone line—and we also offer a receiver model with cellular communication capability. BI equipment uses a noncommercial frequency (314.2 MHz) to communicate equipment data—significantly decreasing the likelihood of duplication of, or interfere with, the transmission signal.

> As BI is the incumbent contractor, our monitoring equipment has proven to operate effectively and consistently throughout the City and County of Denver.

b) The removal of strap by a deliberate action, accidental action or any action that otherwise compromises the integrity of the strap shall immediately generate an alarm that is immediately transmitted to the Proposer's Monitoring Center. The strap shall have a dual tamper capability. The transmitter shall notify the receiver of any tampering.

All of the devices BI includes in this proposal have the ability to detect and report various tamper events, some of which **exceed** RFP requirements. When a transmitter tamper occurs, the transmitter continuously emits a tamper signal. Our equipment is secured on offenders' ankles using an interlocking latch system, which typically produces noticeable physical evidence, upon visual inspection, of an offenders' attempt to tamper with the latch and/or open the transmitter case or strap.

As further specified by the table below, our body-worn devices incorporate dual tamper detection to promptly detect strap removal, damage, or other offender attempts to compromise the device.

Table 7. Tamper Detection for Body-Worn Devices				
BI Device	**Strap Tamper**	**Proximity Tamper**	**Case Tamper**	**Motion Detection**
HomeGuard RF Transmitter	✓	✓		

Table 7. Tamper Detection for Body-Worn Devices				
BI Device	**Strap Tamper**	**Proximity Tamper**	**Case Tamper**	**Motion Detection**
LOC8 GPS Device	✓	✓	✓	✓
ExacuTrack One GPS Device	✓			✓
TAD Transdermal Alcohol Device	✓	✓	✓	✓

The body-worn devices promptly communicate this tamper information to the BI monitoring computer system as follows:

- **HomeGuard Transmitter** communicates to the receiver when in range, and the receiver promptly sends information to the monitoring system via landline phone or cellular connection.

- **LOC8 and ExacuTrack One** promptly sends tamper information directly to the monitoring system via cellular connection—regardless of the next specified call-in time.

- **TAD** communicates curfew and alcohol data to the HomeBase receiver, which sends all monitoring data to the BI computer system via landline and cellular connectivity.

c) The System shall escalate the violation notifications to designated supervisory personnel as specified by City.

BI Monitoring Operations provides 24/7/365 technical support—which includes an established, tier-based escalation process to promptly resolve questions, alert violations, and ensure our field devices are properly functioning.

We suggest the City and Participating Public Agencies create and customize contact lists, including options regarding alert notification and escalation. BI's superior monitoring environment permits the City and agencies to assign multiple notification contacts to a specific alert. In addition, authorized TotalAccess users have the ability to create contact lists for notification escalation that specifies:

- Designated City contacts
- Method of contact (fax, email, page, or text)
- Number of attempts required to contact each person
- Time interval between contact attempts
- Appropriate hours to contact City personnel

d) Equipment shall initiate the sending and receiving of signals through standard telephone lines across the City and County at no cost to the City or offender. Proposer shall ensure that the system allows communication only with authorized receiver/transmitter devices.

All of the signals sent and received through standard telephone lines will be provided at no additional cost to the City, Participating Public Agencies, or offenders. BI guarantees that communications remain dedicated to authorized receiver/transmitter devices.

BI
a GeO Group Company ®

RFP No. 0790A (2018): Offender Monitoring Products, Services, and Solutions
City and County of Denver on Behalf of U.S. Communities

6. Central Computer Monitoring System

BI TotalAccess is a comprehensive, easy-to-use, web-based software platform that supports the full BI continuum of GPS, RF, Voice Identification, Alcohol Monitoring, Supplemental Support Services, Smartphone Application, and Data Analytics software, and technologies. Authorized City personnel can utilize TotalAccess as a single, consolidated software suite for all monitoring tasks—users do not need to toggle between multiple interfaces for different equipment types. Accessible from any web-enabled device, TotalAccess places critical program data in the hands of agency personnel—regardless of location.

Figure 10. BI TotalAccess
BI TotalAccess is a single software platform that allows City personnel to manage their entire electronic monitoring caseload. From any web-enabled device, users can view program information, manage alerts, or perform any number of other tasks.

Housed in BI's highly secure and redundant data centers, we designed TotalAccess to be always available, secure, and robust to support City programs that operate on a continual basis.

The Proposer's central monitoring service center shall include a central computer system, compatible software and all the needed equipment that is capable of complete supervision of the electronic monitoring program with complete redundancy as defined below. This includes receiving and initiating communications to/from the participant's home and to communicate with both the participant and his home monitoring equipment. The system redundancy shall meet the following requirements:

BI's solution includes TotalAccess electronic monitoring software housed in BI's data center and Monitoring Operations facility. The foundation of BI's solution is the server architecture that hosts the TotalAccess application. TotalAccess is a completely web-based system that will be hosted on BI-maintained servers. Our solution automatically communicates with equipment located in the offender's home.

The BI monitoring computer system consists of Dell Rack-mountable (R) servers that use Microsoft Windows Server as the operating system (OS) and Microsoft SQL Server as the database management system (DBMS). BI houses servers in our highly secured data centers located in Colorado and Indiana, providing more than 1,150 miles of geographic redundancy.

a) The central computer system with all associated equipment and services shall be located in a secure, environmentally controlled access facility and provide 24-hour, seven day per week monitoring.

BI's data centers use digital and physical security measures with the understanding that continuous 24/7/365 monitoring service is critical to the missions of our public-sector partners.

Digital Security Measures

The BI monitoring computer system incorporates a variety of security protocols to protect the monitoring computer system and ensure that only authorized individuals can access offender and program data. This includes the following:

- *DMZ and Firewalls.* In computer security, a demilitarized zone (DMZ) isolates servers that access the Internet from the internal network servers that contain monitoring data.

- *TLS Technology.* BI uses Transport Layer Security (TLS) technology to authenticate and encrypt the communications between end-user computers and TotalAccess.

- *Antivirus Software.* The monitoring system automatically receives software updates and implements new signatures on a constant basis. In addition, we receive security patches from third-party hardware and software vendors. We first review and test all security patches, and then apply them to the live monitoring system on a priority and timely basis in accordance with identified risk.

- *Intrusion Detection.* The monitoring system incorporates an intrusion prevention system (IPS) that monitors network traffic for any security breaches or malicious activity. We also use a separate intrusion detection system (IDS) to further examine network traffic and help detect and prevent hacking and other malware threats.

- *Record of User Activities.* The monitoring system incorporates a security log that records user login and log-out activities—including all changes made to monitoring information within the system.

Physical Security Measures

BI securely maintains our servers 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.

> BI data and Monitoring Operations facilities are monitored continuously by a closed-circuit security system— with security cameras placed in strategic areas. Outside lights illuminate facility exteriors and parking lots.

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.
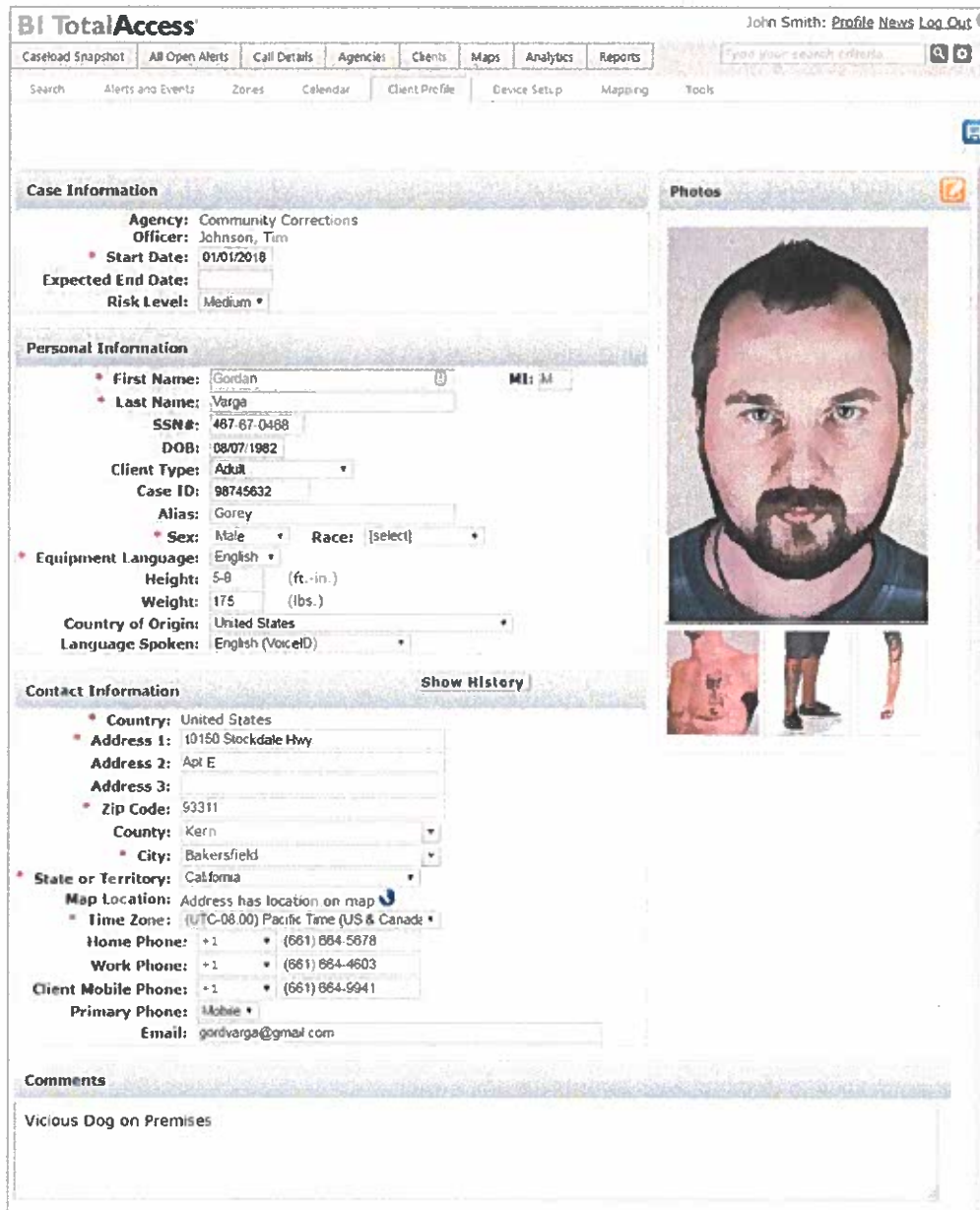
b) The central computer system shall have the ability to perform monitoring with an unlimited number of different curfew periods per day and on a customized schedule for each participant.

TotalAccess is capable of supporting an unlimited number of curfew periods per day and supports customized schedules for every offender monitored by the City. Curfew schedules can be modified down to the minute for each offender monitored in TotalAccess.

In addition, TotalAccess supports the ability to create unique curfew periods with different curfew schedules for each day of the week, for each offender. For example, officers or authorized City personnel can create a commonly used weekly schedule and apply this schedule to multiple offenders in their caseload. Once a schedule has been applied to an offender, it can easily be changed to accommodate the offender's personal conditions. For instance, a weekly schedule could be quickly modified if the offender has a court hearing or substance abuse treatment—**exceeding** RFP requirements.

c) The central computer system shall be capable of retaining personal information for each participant. The Proposer shall also provide a means to enter, modify or delete any of this information by the system operators as requested by designated City officials or staff.

Through TotalAccess, the City and Participating Public Agencies can create, delete, and modify the offenders' personal information identified in *Figure 11* at any time.

Figure 11. Modifiable Offender Information
Within the Offender Profile, each offender account has multiple fields to record personal information and a "Risk Factors" section that an officer can designate specific risk factors associated with each offender.

d) The computer system shall be able to process changes, report printing and other functions without disrupting the monitoring process. It shall have an interconnect capability for all equipment for remote printing to the City central communications unit as required.

BI's computer system is able to process changes, report printing, and other functions without any disruption to the monitoring process. Our solution has interconnect capability for all equipment for remote printing to the City.

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e) The contractor shall provide 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.

Separate and Redundant Power Sources. Commercial power, dual Uninterruptible Power Supply (UPS) systems, and generators support each monitoring computer server. The dual UPS design minimizes any downtime associated with a single UPS failure. If commercial power is lost, the UPS system maintains server power until the generators start supplying power. The multiple generator backup power system is designed to operate indefinitely.

Power Surge Protection. The BI monitoring computer system is fully protected against power surges. 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 used by BI Monitoring Support Specialists within BI Monitoring Operations incorporate UPS to monitor and clean power.

Figure 12. Backup Power Generators

BI's onsite diesel power generators can supply power in case of a long-term loss of power.

f) The contractor shall provide for an automatic backup of data on magnetic media for any commercial power loss. This backup procedure shall also be performed at least on a daily basis to prevent data loss due to a system failure 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:

- All information housed in TotalAccess is backed up regularly. 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. We do incremental twice a day that **exceeds** this requirement

- As a multi-tenant solution, TotalAccess replicates data across multiple server cluster is different geographic locations. In total, BI maintains the information in the TotalAccess database across four different server clusters. BI retains weekly backups for one month

As proof of BI's ability to retrieve data stored on our backup servers, in April of 2015, during a data center migration, we restored a full copy of the TotalAccess database. Our system administrators, using SQL replication and mirroring, restored the backup data. This established process allowed BI to transition operation in a new data center and validate our backup and restoration procedures.

BI certifies that all data generated by the City's program—including backup and archive information—will be housed and accessed from within the United States and retained for at least one year.

g) The contractor shall provide a complete identical backup computer system redundancy in the event of a system malfunction, which cannot be corrected within a reasonable period of time. Specify complete addresses of both primary and redundant systems.

To ensure system integrity and security, BI invests in heavily redundant monitoring computer systems. Technological redundancies provide comparable hardware and operating environments across multiple systems. In the unlikely event a component in our data center malfunctions, the system engages a redundant component to provide an uninterrupted operating environment for end users.

Our fully redundant monitoring system includes a primary production server cluster and two backup servers. We maintain the primary server cluster and an on-site backup server in an Aurora, Colorado location; a second backup server resides within our Monitoring Operations facility in Anderson, Indiana. All monitoring system data is replicated across these separate servers in real-time.

As part of our established *Disaster Recovery Plan*, we continuously maintain the following redundancies:

- Internal Redundancy. Each server incorporates a Redundant Array of Independent Disks (RAID10) subsystem that stores data across a set of hard drives. The RAID10 configuration provides the best fault tolerance for disk configurations. If a drive fails, the server continues to function while the faulted drive is repaired or replaced.

- Local Redundancy. In our Aurora location, the primary monitoring system is set up in a cluster configuration that includes two primary servers. The primary server cluster and an identical hot backup server utilize a shared disk backend. All data is mirrored in real-time from the primary server cluster to the immediate local backup server. In the unlikely event of a primary server cluster issue, the backup server automatically takes over—with no interruption or loss of data.

Figure 13. Geographic Redundancy
BI's geographically redundant server architecture is a key component of our Disaster Recovery Plan that supports optimal uptime and availability.

- Geographic Redundancy. All data is mirrored in real-time from the primary server cluster in Aurora, Colorado to the second backup server in Anderson, Indiana. If the monitoring system in Aurora became unavailable, the backup server in Anderson would function as the primary server for as long as needed.

h) The contractor shall have the ability to provide access to the central computer system by remote PC computer terminals. Access by City shall be made by the Proposer's toll free telephone lines and/or optional alternate communications service.

Optimized for multiple browsers, (Google Chrome, Internet Explorer 11, Microsoft Edge, or Apple Safari), authorized users can access TotalAccess remotely from PCs or tablets. Users simply go to https://www.bi.com and enter their unique username and password to securely login to the TotalAccess interface. Smartphone users can use the TotalAccess Mobile application available free on both iOS and Android platforms. City staff will also have access to a live customer support representative via a toll free 1-800 phone number 24/7/365.

i) The contractor shall provide a redundancy for its telephone carrier and be capable of immediately switching to an alternate in the event that the primary service is interrupted.

The Monitoring Operations center has sufficient telephone lines to handle all incoming and outgoing calls; on average, our staff answer incoming calls in less than 10 seconds. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center; if the primary carrier is down, units will automatically failover to the backup carrier. In addition, once BI is aware of an issue with one of the carriers, we can reconfigure our telephony to use the other carrier automatically. All phone lines and data paths are brought into our data center at different entry points, which provides last-mile redundancy.

> We use a Virtual Private Network (VPN)-backed Multiprotocol Label Switching (MPLS) data line between our data center and the BI Monitoring Operations facility. This provides significant bandwidth for monitoring system access, as well as data replication.

7. Central Computer Monitoring System Software

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

- **Useful Reports.** TotalAccess includes a multitude of standard reports to help the City review offender activities, alert summaries, and caseload statistics. TotalAccess reports provide critical information on a variety of program metrics—including inventory levels and program trends.

  - TotalAccess status reports include compliance information—such as number of tampers generated, Inclusion and Exclusion Zone violations, and equipment usage. With multiple designations available within the software, TotalAccess allows City personnel to indicate why an offender was terminated from the program—for example, successful, unsuccessful, and administrative discharges.

- **Alert Notifications.** Automated alert notifications allow the City to respond to critical situations in a timely manner—enhancing public safety and driving offender compliance. TotalAccess also prioritizes alerts to direct officer priorities and increase efficiencies. From within the software, City personnel can view, process, and close alerts; view the current status and the history of alerts and events; and note trends in offender 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, maximum login attempts, and forgotten passwords.

- **User-Friendly Interface.** TotalAccess allows authorized personnel to maximize their time by quickly navigating the system. TotalAccess is easy to learn and requires minimal training. Since TotalAccess is a consolidated platform that supports all BI equipment, the City does not have to learn how to navigate multiple systems.

Figure 14. Customized Monitoring Software

In the past contract term, BI worked closely with the City and U.S. Communities Participating Public Agencies to accommodate specific software requests.

- **Highly Accessible.** City personnel can login to TotalAccess from any web-enabled device. The software updates in near real-time and includes several time saving features designed specifically 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.

  - In addition to accessibility from any web-enabled device, BI recognizes that officers in the field require intuitive offender monitoring tools that can be managed from a smartphone. With this need in mind, BI developed our officer-centered smartphone application, TotalAccess Mobile, which allows officers to easily manage cases while away from their computer. Features of Officer Mobile include:

    - Officers can add, edit, and delete offender information as well as edit all offender schedules. In addition, the application allows officers to track field visits and send audio messages to offenders on-demand.

    - As part of the application, officers can manage all equipment alerts and add, edit, and delete equipment.

- Through the mobile application, officers have the ability to view all offender GPS points, view offenders near their location, and enable pursuit mode on GPS devices. In addition, the application features quick zone creation so officers can make changes to monitoring requirements in the field.
    - BI looks forward to introducing this mobile application to the City and receiving feedback for improvement from officers in the field.

- **Monitoring Parameters.** From within the software, the City can enroll and activate offenders, enter and modify program information, create and modify GPS zones, and create, activate, and de-activate schedules. Since TotalAccess is a web-enabled solution, authorized personnel can perform the above-mentioned tasks from the field.

- **GPS Data and Location Maps.** The ability to create custom GPS zones and monitor offender locations at all times are powerful software features that play a central role in the success of the electronic monitoring program. TotalAccess allows authorized personnel to display GPS points, view corresponding alerts and events, request an on-demand offender location fix, and view zones.

a) The central computer at the contractor's central monitoring service center shall include a compatible software program with the capability to report on the entire electronic monitoring program. The software program shall be user friendly.

BI TotalAccess—our compatible software program—was designed specifically for use by correctional agencies. As a consolidated interface, authorized personnel can view, modify, and report on all offenders enrolled in electronic monitoring programs. BI developed TotalAccess to be intuitive for agency administrators, supervisors, officers, and monitoring operations personnel. Examples of ease of use include:

- **Entering Participant Schedules.** The TotalAccess calendar interface shares the same features as common calendar applications. Users can easily drag, click, and modify participant schedules in an intuitive manner.

> 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.

- **User Dashboards.** Officer can quickly prioritize their attention by viewing the detailed at-a-glance dashboard that reduces manual navigation of the software.

- **On Demand Reporting.** Authorized agency 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.

- **Visually Highlighting Missing Data.** This feature increases the accuracy and reliability of data and information and provides more complete program.

b) The electronic monitoring software shall be accessible via remote terminal at the City through dedicated line or internet access.

Authorized users can access TotalAccess via remote terminal (through any supported browser), smartphone, or by calling the Monitoring Operations center.

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8. Reporting

As a key aspect of measuring offender compliance and monitoring programs, City personnel need to generate and access reports in the office and in the field. Reports must properly capture and consolidate crucial information to help stakeholders identify program trends, monitor equipment usage, track offender behaviors, and relay key statistics to measure the overall performance of the Offender Monitoring Program.

Access to reliable, updated, and easy to understand information is critical to accurately monitoring offenders in the community. Described throughout this section, TotalAccess includes powerful reporting tools for City and Participating Public Agency use—including a new, comprehensive analytics engine that transforms large amounts of data into actionable information. As demonstrated throughout this section and proven by BI's past performance, BI is able to meet or exceed all reporting requirements.

Figure 15. Customized Reporting Capabilities
As the incumbent provider of services, BI will continue providing standard and customized reports. We will collaborate with the City to continue refining and improving existing reports.

a) The Proposer's system shall provide standardized reports for all functional areas covered by the Proposer's contract. In addition, report parameters are subject to change by City during contract performance, and other reports shall be required as requested by City.

BI will continue to collaborate with the City and Participating Public Agencies to define reporting parameters that are most valuable to their unique operations. TotalAccess includes numerous predefined, automatically generated standardized reports that provide frequently needed information. Users can run reports at any time and schedule reports for automatic delivery by email or fax at specified intervals. City personnel can export reports as PDFs, Word documents, or excel spreadsheets. Reports are quickly generated, and users can save reports to a hard drive or email them with the click of a button.

> The City currently uses standardized TotalAccess' reporting features to meet the historical, current, and future needs of the program. We bring a sophisticated understanding of the metrics and reports required to manage the City's program.

City personnel will use TotalAccess as their single software platform to view data on offenders and inventory. TotalAccess offers the City and Participating Public Agencies robust reporting functionality that provides both on-demand and automated reports. Through TotalAccess, users can query reports and sort/filter the fields in the report.

BI is the only provider that can deliver a fully functioning and integrated records management and reporting system on the first day of the new contract. In addition to the reporting functionality of TotalAccess, BI offers TotalAccess Mobile, enabling officers to access data on their iPhone or Android smartphones when working in the field.

b) When "real-time" information is not available, or data-analysis and review is needed by the Contractor, the monitoring service center shall provide the designated personnel with daily reports about all monitored activities. This report, summarizing all participants' adherence to established protocol, will be faxed or accessible via remote terminal at the designated City Area Offices through dedicated line or internet access (as determined by City) by 4 am every day.

As detailed throughout this proposal, BI houses TotalAccess on a highly secure, redundant, and available server architecture. The likelihood of real-time data being unavailable is very small. However, in the unlikely event of data unavailability, BI will provide required reporting to meet the City's needs.

As a fully automated solution, TotalAccess has the ability to generate and deliver required reports to designated personnel on a regular basis—for example an alert summary report to be delivered at 4 am, daily, to City staff.

> A powerful software tool that enables authorized personnel to access and sort vast amounts of data is a critical component of a successful electronic monitoring program. Evaluating comprehensive program data is essential to keeping communities safe and determining offender compliance.

TotalAccess provides the City and Participating Public Agencies with the *Alert Summary Report*, depicted in *Figure 16*, as a reliable method to verify all offenders' adherence to established protocol.

Alert Summary Report displays the total number of alerts. Information in this report includes:

- Transmitter tampers
- Curfew alerts
- Offender name
- Agency
- Exclusion/Inclusion Zone alerts
- Missed calls
- Officer name

Use Case: The City needs to review and report on overall alert totals for a specific population, caseload, or office. The *Alert Summary Report* enables the City to quickly breakdown alert totals by offender, officer, or both.

Alert Summary — BI TotalAccess

Report Run 7/10/2018 11:23 **Parameters** 3/12/2018 00:00 to 3/18/2018 23:59

Agency City & County of Denver
Officer Smith, Maria

Client Name	Tampers Ankle Unit	Zone Alerts Exclusion	Zone Alerts Inclusion	Curfew Alerts Receiver	Curfew Alerts Tracker	Curfew Alerts Beacon	Missed Call Receiver	Missed Call Tracker	Other	Total
Blake, Jonathan	0	0	0	0	0	0	0	0	0	0
Clark, Lawrence	0	0	0	0	0	0	0	0	0	0
Coleman, Tyler	0	10	6	0	0	0	0	0	2	18
Garcia, Joe	0	0	0	0	0	0	0	0	0	0
Harrison, Monica	0	0	0	0	0	0	0	0	0	0
Jackson, Robert	0	0	0	0	0	0	0	0	0	0
Martin, Alice	0	0	0	0	0	0	0	0	0	0
Martinez, Joseph	0	0	0	0	0	0	0	0	0	0
Pederson, Alan	0	0	8	0	0	0	0	0	0	8
Williams, Mark	0	0	0	0	0	0	0	0	4	4
Officer Totals	0	10	14	0	0	0	0	0	6	30
Agency Totals:	0	10	14	0	0	0	0	0	6	30

Figure 16. Alert Summary Report

The type of report, frequency, and delivery method can be customized for any report generated by TotalAccess. Officers have the option to pull reports from the software themselves, or BI can fax or email the City Area Offices by 4 a.m. every day.

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c) *The monitoring service center shall have available daily reports of cases added and removed during the preceding business day.*

Client Add/Delete Report, detailed in the figure below, identifies the offenders added or removed from an officer's caseload. TotalAccess permits users to set a date and time range to pull data and multiple officers can be included in one report. Information in this report includes:

- Equipment serial number
- Officer name
- Offender name
- Totals

- Create date
- End date
- Status code

Use Case: The City needs to review and report on overall installations or removal totals for a specific population, caseload, date, or office. The *Client Add/Delete Report*, shown below, enables the City to quickly identify the information in an itemized or total format.

Client Add Delete

BI TotalAccess

Report Run 7/10/2018 11:23   **Parameters** 2/08/2018 00:00 to 5/28/2018 23:59

| | **Agency** | City & County of Denver |
| | **Officer** | Smith, Maria |

Officer: Anderson, James

Client Name	Case ID	Serial #	Create Date	Bill Start	End Date	Status Code
Davies, Michael		21000E1E	2/28/2018	2/28/2018		Active

Officer: Cleveland, Ron

Client Name	Case ID	Serial #	Create Date	Bill Start	End Date	Status Code
Tate, Jack		40002093	2/28/2018	2/28/2018		Active

Officer: Johnson, Tom

Client Name	Case ID	Serial #	Create Date	Bill Start	End Date	Status Code
Richardson, Tom		10200006	2/26/2018	5/23/2018		Active

Officer: Stidham(Officer), Jason

Client Name	Case ID	Serial #	Create Date	Bill Start	End Date	Status Code
Holmes, Robert		21000E1E	2/28/2018	2/28/2018	4/28/2018	Inactivate
Pederson, Alan		40002093	2/28/2018	2/28/2018	5/28/2018	Inactivate

Community Corrections totals: Creates: 5   Bill Starts: 5   Bill Ends: 2

Report totals: Creates: 5   Bill Starts: 5   Bill Ends: 2

Figure 17. Client Add/Delete Report
The City and Participating Public Agencies can easily query the desired information in TotalAccess.

d) The monitoring service center shall have available an alert device and arrangement to notify the City of offender's unauthorized absences/late arrivals plus equipment malfunctions immediately from the initial occurrence, through dedicated line or internet access (as determined by City), to the City.

TotalAccess' automated notification capability will allow for real-time delivery of alerts in the format highlighted in *Figure 18*. Alerts including, but not limited to, absences/late arrivals and equipment malfunctions can be delivered to the destination of the City's choice.

Open Alert Status   BI TotalAccess

| **Report Run** | 7/10/2018   11:23 | | | | **Parameters** 6/21/2018 00:00 to 6/21/2018 23:59 |

| | | | **Agency** | City & County of Dever |
| | | | Officer | Smith, Maria |

Open Alerts older than: 2018-06-21

Officer	Client Name	Case	Oldest Alert		All Alerts (with count)
Smith, Maria	Anderson, Chris	QA2323878	6/19/2018	11:35:34AM	30 Beacon Moving
Smith, Maria	Brown, Cathy		6/19/2018	9:54:51AM	1 Equipment Setup Incomplete
Smith, Maria	Jackson, Robert	QA241298	6/19/2018	4:32:48PM	2 Did Not Leave, 1 Unauthorized Enter
Smith, Maria	Pederson, Alan	QA236596	6/19/2018	4:39:53PM	1 TAD Moving, 2 TAD No Motion, 2 TAD Still No Enter/Leave Data

Figure 18. Open Alerts Status Report

BI will collaborate with the City to identify all alert or unauthorized actions that are to be included in this report.

e) Alerts for tampers, zone violations or curfew violations shall be transmitted in "real-time" to the designated staff by different means (as determined by City). The method of notification will be determined by the City for each participant, caseload, or agency. Participants shall also be notified of alerts, at the discretion of the designated staff.

TotalAccess has an automated notification capability that provides real-time delivery of alerts. Alerts including, but not limited to, tampers and zone/curfew violations can be delivered to the destination of the City's choice. In addition, TotalAccess automatically escalates violation notifications to designated supervisory personnel, as designated by the City. Authorized personnel 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 fax, email, page, text, or phone call with closed-loop notification procedures

- How long to wait between each notification

- Notification schedules that accommodate the availability of each specified officer

Figure 19. LOC8 Communication Capability

Officers can configure the LOC8 to play pre-recorded audio messages to the offender in English or Spanish.

BI can configure TotalAccess to alert offenders of noncompliant activities. Similarly, some equipment has offender communication features built directly into the unit. For example, the City can configure the LOC8 tracker to play an audio message or vibrate to alert the offender of noncompliant activities.

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f) If requested, in response to reports of monitoring violations by program participants, the contractor shall prepare a written assessment based upon information received through the contractor's confirmation procedure and provide it immediately to the City.

BI Monitoring Operations will fulfill this request through our Call Client Service that includes outbound alert investigations and documentation of our findings. BI will provide confirmation findings to the City immediately upon completion of the investigation. Please also see *Alert Management Activities* on page 109.

g) The contractor's management information system shall be capable of generating standard reports. The contractor shall be required to provide custom reports and statistical analysis. Standard reports include number of clients, number of incidents (equipment reports, violations, equipment malfunctions, etc.), client histories, curfew schedule, and assigned City staff. Examples of custom reports that shall be required are number of days a client is monitored, etc. Proposer's shall include examples of all reports that they are capable of generating as part of their proposed package. City shall be notified 24-hours in advance of any anticipated interruption in service.

BI remains committed to alerting the City, 24-hours in advance, of any service interruptions.

BI employs a team of in-house software developers and testers who will enhance our ability to meet reporting requirements, manage database functions, and provide customized, ad-hoc reports. TotalAccess is highly customizable, enabling the City and Participating Public Agencies to evaluate the program from a myriad of data perspectives.

BI TotalAccess includes 40 pre-defined reports to assist City personnel with all aspects of caseload management. The City can run reports at any time, and reports can be searched, sorted, or queried on any field. All reports can be exported as PDFs, Word documents, or Excel spreadsheets. 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. The pre-defined reports available in TotalAccess include:

- Activity reports that provide information about offender movements, alerts, events, and equipment statuses such as battery charge levels

- Administrative reports that provide summaries and snapshots of data for specified timeframes

- Reports that provide information specific to individual offenders

- Reports that provide audit information such as the history of changes made to procedures and offender profiles, and the history of offender assignments and events for specific units

City personnel can schedule frequently used reports for automatic delivery by email. Reports identified in *Table 8* can be sent at a specified date and time, or on a daily, weekly, or monthly basis.

Table 8. List of Pre-Defined TotalAccess Reports		
Type of Report	**Reports Available**	
Activity	• 72 Hour Open Alerts • Active Cases Exception • Activity Summary • Activity Summary Consolidated • Agency Alert Count • Alert Detail • Alert Summary • Alerts By Type • Client Stops • Client Time In/Out of Range	• Compressed Summary • Crime Scene Correlation • Daily Summary • Open Alert Status • Recent Case Activity • TAD Activity Graph • VoiceID Case Summary by Agency • Zone By Zone

Table 8. List of Pre-Defined TotalAccess Reports		
Type of Report	**Reports Available**	
Administrative	• Agency Active Client • Agency System Utilization • AMD Calibration • Customer Agency Summary • Device Current Usage • Monthly Equipment Summary	• Selfpay Agency Roster • Selfpay Client Detail • Selfpay Client Summary • User Request Log • VoiceID Exceptions
Participant Information	• Case Status • Caseload At A Glance • Caseload Profile • Caseload Statistics • Client Add Delete • Client Inactivation By Date	• Client List • Client Profile • Client Schedules • Clients by County • Juvenile Caseload Population
Other	• Client Procedure Overview • Client Profile History • Device Assignment	• Notification Suspension • Zones and Schedules • Device History

BI's on-demand reporting capabilities allow users to query information based upon more than 60 fields in TotalAccess. Users can create ad-hoc reports from fields related to the agency, offender, officer, device, or device events. This includes the fields outlined in *RFP Section D.2 General Scope: 8) Reporting.* BI's user-friendly ad-hoc reporting capability does not require any technical training or skills. BI agrees to notify the City 24-hours in advance of any scheduled maintenance that would yield interruption in service.

> BI can create custom reports to support City operations, and TotalAccess ad-hoc capabilities allow users to compile data specific to their own operational responsibilities.

Data Exporting Functionality

For increased report customization, authorized staff can easily export data to Microsoft Excel; this export functionality enables users to: add data visualizations, such as pie chart, or bar and line graphs; apply specific formatting; filer, sort, and group data; and select information fields to be included in the report. Advantages of this data export/ad-hoc solution include:

- Data is replicated in near real-time; there are no periodic batch loads of data. This means that the City and Participating Public Agencies always have access to the most recent data available.

- TotalAccess generates and displays reports in specific report design templates. BI designed these formats to be easy to read and ready to be delivered as a final product.

- BI's standard reports satisfy the City' reporting needs without overwhelming the user with too many options.

- With a user-friendly interface, authorized users are not required to have any specialized technical skills to access the information they need.

9. Inventory Management

The City operates a large program responsible for monitoring hundreds of offenders; inventory management is critical to operating a cost-effective program. A key component of BI's solution is our comprehensive inventory management services that combine local personnel, invoicing processes, and powerful software. This approach to inventory management ensures that the City is only billed for active units, spare levels are adequate to monitor all populations, and lost and damaged equipment expenses are minimal. As detailed throughout this section, key components of our inventory management approach include:

- **TotalAccess Inventory Management Software.** Through TotalAccess, City personnel can run reports to see an accurate snapshot of equipment inventories.

- **Inventory Oversight from Vendor Representative.** As with all other aspects of the City's program, BI's Customer Business Services, with support from the Account Executive, will oversee all inventory management activities.

- **Inventory Reconciliation Process.** To ensure that inventory records are always accurate, BI will continue to follow our established and proven inventory reconciliation process currently in use.

- **Established Billing Processes.** BI has established billing processes for all customers ensuring that invoices accurately reflect City equipment usage.

a) The system shall have the capability of tracking units and equipment that have been returned to the Proposer due to malfunction, and provide reports concerning problems found.

As part of our inventory practices, BI does not wait to receive returned equipment before shipping the replacement items. City personnel will always have access to equipment records to ensure proper and proactive inventory management. BI staff and City 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.

> We will continue to work closely with the City to track all equipment returned to BI for service due to malfunction or other cause. BI performs regular inventory reconciliation with all involved parties and provides reports specific to returned equipment to the City.

b) The Proposer's system shall provide a report of accurate inventory of all equipment and accessories charged to the City. The inventory database shall include item name, serial number, offender name (or "shelf stock" if not in use) and total items on inventory. This system shall have the capability to track inventory by Department.

As a significant benefit of our proposed solution, the BI TotalAccess software includes integrated and interactive inventory management features. BI's *Inventory Variance Report* quickly identifies discrepancies between the physical inventory in the office and the inventory listed in TotalAccess. The process uses a barcode scanner to create a text file of the inventory that is sent to TotalAccess. Inventory discrepancies are then noted in the report. Additional inventory reporting capabilities include the following inventory reports:

- **Agency Active Participant.** This report lists billable days for devices active during the previous month by participant name, participant ID, equipment type, billing start date, billing end date, and active days. Includes a system summary showing active participants, active days, and total active days by equipment type.

- **Agency System Utilization.** This report lists agency equipment by equipment ID, participant status (active, inactive, or enrolled), case ID, participant name, end date, agency staff member name, staff member ID, and associated equipment IDs.

- **Device Current Usage.** This report lists the total number of days monitored during the current month by participant. Includes case ID, serial number, device type, start monitoring date, and end monitoring date.

- **Monthly Equipment Summary.** This report lists equipment totals by type, date, number of installs, number of disconnects, number of active units, and number of active participants by equipment type and by agency staff member. Includes personnel and agency totals by installs, disconnects, units used, and clients.

TotalAccess Inventory Fields

Authorized personnel can search inventory by agency, subject, or serial ID for all equipment assigned to the City. TotalAccess displays the following data rows to provide detailed inventory information.

Table 9. TotalAccess Inventory Fields				
Data Rows—Inventory Information				
Checkbox to select multiple devices	Status Date	Agency	Agency Owned	Power button[3]
Serial Number	Device Type	Subject (if Active)	Device Edit	

c) The Proposer shall provide a dedicated representative to perform the following:

As clarified through *Questions and Answers* released in *RFP Addendum 4,* the City clarified that a representative supporting this contract may also continue to service other agencies. With this clarification, BI will provide a team of representatives to support City operations. Through this team approach—via account management, billing, and inventory specialists—BI will oversee equipment inventories for the City and U.S. Communities Public Purchasing Agencies, including:

- Providing overall inventory management of electronic monitoring equipment

- Updating the inventory database on initial installation of monitoring equipment

- Updating the inventory database for shelf stock at the time of initial installation of monitoring equipment, as needed

- Reconciling inventory

- Maintaining productive working relationships with internal support staff and partners to ensures a high level of customer service

- Quickly resolving issues regarding equipment orders and returns

i) Update the inventory database on initial installation of monitoring equipment

BI Customer Business Specialist will work in coordination with the City's inventory staff to ensure appropriate quantities of required and backup devices are maintained. This will include:

- Assistance with placing orders/returns

- Reconciling the inventory

- Identifying, reporting, and resolving all discrepancies with approval by the City Administration

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[3] By clicking on the Power Button, an officer can see the time and date of the last communication, communication attempt, and device shutdown.

ii) Update the inventory database for shelf stock at the time of initial installation of monitoring equipment

When BI equipment is shipped, our inventory representative will initiate an automated inventory process that designates the equipment to the City's inventory in TotalAccess as Inactive. That equipment becomes available for an officer to assign to an offender or pretrial defendant.

> BI understands that it is crucial to update stock inventory to ensure that the City always has equipment to replenish the shelf stock as needed.

iii) The proposing Vendor shall reconcile inventory by department on a monthly basis no later than the seventh (7th) of each month. The City reserves the right to change the number of reconciliations per year and requirement date

BI's inventory reconciliation process incorporates the comparison of a utilization report pulled from TotalAccess, which details all inactive equipment assigned to the City, and compares it to a physical inventory of equipment for the same point in time. This will ensure that the City has physical possession of all equipment assigned to it. This process identifies equipment that is assigned to the City but may be "unaccounted for".

With the understanding that the City reserves the right to change the reconciliation frequency and date, we will comply by no later than the seventh of each month until instructed otherwise.

d) The awarded Vendor shall maintain the equipment and spares in good condition and arrange for the repair or replacement of the equipment within two (2) business days

BI will offer a shelf allowance of 30% to ensure that all equipment and components can be replaced by the City. This inventory supply allows officers to immediately replace damaged devices or add new subjects to the program. BI will replace items pulled from inventory within two business days. BI will replace devices at no additional cost under the following circumstances:

- If the equipment is lost, stolen, or damaged while under the control of BI or the City
- Additional equipment is needed at any time
- In the event equipment requires servicing or repair

10. Maintenance and Support

Based in Anderson, Indiana, and supported by our Aurora, Illinois annex, BI Monitoring Operations is a complete, secure, and advanced call center and customer support hub that is wholly owned and operated by BI. We will provide the first line of maintenance and support through Monitoring Operations. Monitoring Specialists are onsite 24/7/365 to assist City personnel with troubleshooting, managing alerts, and training. BI Monitoring Operations provides the following key advantages:

Figure 20. BI Monitoring Operations

Newly built in 2016, BI's Monitoring Operations facility provides comprehensive monitoring services for more than 1,400 criminal justice agencies all over the United States

- **24/7/365 Support.** Electronic monitoring programs operate on a continuous basis. The City and Participating Public Agencies need constant access to hardware, software, and service support to supervise offenders effectively. Since BI is a single source provider, City personnel can contact Monitoring Operations 24/7/365 for prompt assistance on any BI technology—streamlining support services by providing the City with a single point of contact. BI Monitoring Specialists ensure that City personnel have the information needed to handle program tasks effectively.

- **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 best assist City personnel with program inquiries. For example, Monitoring Specialists that are highly familiar with equipment functionality can readily help City personnel interpret alerts—such as a tamper event that occurs frequently because the device is not installed properly against the offender'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 that Monitoring Specialists follow established procedures and provide high quality customer service.

a) The Proposer shall utilize a dedicated support team to provide maintenance and support on a 24 x 7 basis.

BI is the manufacturer of all the electronic monitoring devices offered in this proposal and leverages our dedicated support team to provide maintenance and assistance on a 24/7/365 basis. As the OEM of all proposed equipment, we can provide the City with reliable products and associated support services. The BI Internal Operations Department produces high quality units that are validated by 24/7, in-house support. Additional key aspects of our equipment maintenance and support include the following:

- BI Manufacturing is ISO-certified and incorporates stringent quality protocols

- As needed, BI will service and/or replace defective units—working closely with the City to ensure that there are no interruptions to program operations

- BI Engineers design, develop, and support our continuum of products—which includes responding to and researching technical issues as needed

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- BI Monitoring Operations provides 24/7/365 technical support—which includes an established, tier-based escalation process to promptly resolve technical questions
- BI Monitoring Operations can be reached at any time via a toll-free business telephone number, email, and/or fax

b) The Proposer shall provide a toll-free number for maintenance and support.

City staff can call, toll-free at any time to speak with BI Monitoring Specialists physically present within our Monitoring Operations facility. Monitoring Specialists provide live customer service on topics such as equipment troubleshooting, subject status checks, software assistance, reports, and on-time alert notifications. On average, our staff answer incoming calls in less than 10 seconds.

c) In the event any component of the Proposer's service becomes inoperable, the Proposer shall immediately notify the City Contract Manager or designee by telephone, but no later than thirty minutes after the discovery of the service failure.

BI will notify the City supervisor of any interruptions, telecommunication delays, or reporting system outages on a 24/7/365 basis in accordance with *RFP* requirements. BI's highly secure, redundant, and reliable data centers minimize the likelihood of system outages or other technological issues.

Figure 21. Tenured Monitoring Specialists
BI's Monitoring Specialists are fully trained and staffed 24/7/365 to handle any technical issues that may arise over the course of the contract.

BI's *Standard Operating Procedure* for ensuring that we notify the City of interruptions in service includes:

1. Several process-checking applications are continuously running on BI's system platform

2. In the unlikely event a process check detects a deviation in normal traffic or operation, the application automatically pages an on-call System Administrator and emails a notification to the entire technical team

   > TotalAccess had an uptime of 99.99% during the past 12 months, evidencing BI's ability to mitigate risks associated with system outages.

   a. To supplement automated procedures, if a City administrator, officer, or other authorized personnel believe BI has a system error, the individual can report the issue to BI Monitoring Operations on a 24/7/365 basis

3. BI System Administrators will immediately investigate the deviation and confirm that the error impacts key monitoring processes and agency communications

4. The System Administrator will alert the City supervisor and BI Monitoring Operations of the issue, plan corrective actions, and perform ongoing updates

BI will contact the City operations supervisor within 30 minutes of any reported communication system outage. BI follows up within two hours if the issue continues.

d) Proposer's proposal shall contain all tiers offered and shall identify the response time by tier (identify response by telephone or email.) The Proposer shall adhere to the response times contained in its accepted proposal.

BI Monitoring Operations is available 24/7/365 to provide live customer support, including by telephone and by email, during normal business hours and during after-hours. In addition, BI maintains documented policies and procedures for response times during system problems or issues. *Figure 22* defines BI's System Administrator response time according to severity of problem, as well as the method of notification. BI will adhere to the response times described in this accepted proposal and the figure below.

Priority Level	Definition	Response Time	Notification Method
1	The issue creates a critical business, financial, or public safety issue.	Within 30 minutes	Telephone
2	The issue creates a serious business, financial, or public safety issue.	Within 1 hour	Telephone
3	The issue creates a moderate business, financial, or public safety issue.	Within 2 hours	Email
4	The issue creates a low business, financial, or public safety issue.	Within 3 hours	Email

Figure 22. Response Times
Responsiveness is a core tenant of our value proposition and an essential element of our monitoring solution.

e) The Proposer shall fully describe its proposed 24 x 7 maintenance and support for this contract. The Proposer shall clearly identify City's role in all aspects of maintenance and support. The Proposer's proposal shall include, but is not limited to, the following list of items. (no items are listed in RFP specifications)

BI's proposed maintenance and support approach for the City and Participating Public Agencies 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. *Table 10. Maintenance and Support Responsibilities* further summarizes our maintenance and support approach.

Table 10. Maintenance and Support Responsibilities

Maintenance and Support Activity	Responsible Party				
	City/Public Agency	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				✓	

11. Contract Transition

BI works closely with each of our customers to ensure we complete all program implementations and contract award activities as seamlessly as possible. Since the City is a current customer of BI, the process of transitioning to a new contract will be straightforward and seamless. As the largest U.S.-based provider of location monitoring products and services for the criminal justice industry, we possess unparalleled experience in implementing and transitioning electronic monitoring programs.

> As the incumbent provider, BI offers a seamless transition plan with no lapse in service—something no other vendor can provide.

a) Proposer shall provide a dedicated contract transition person 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. This transition shall include:

Mr. Jeremy Elliott will serve as BI's dedicated contract transition professional for the City contract and U.S. Communities Master Agreement. Having joined the BI team in 1998, Mr. Elliott has more than a decade of experience developing, coordinating, and providing staff and agency training and certification on BI's continuum of electronic monitoring products. He was promoted to his current role of National Account Manager position in September 2010.

b) Coordination with the existing Proposer on the date and time of the change over to the new system.

As the existing contractor, BI is in the unique position to offer the City a swift and effective change over to our new proposed solution—with minimal impact on current program operations. Much of the infrastructure and technical components required under our proposed solution are currently established and proven to support the City's needs successfully.

If awarded the new contract, BI will commit to ensuring all Participating Public Agencies we currently service receive contract modifications that reflect new pricing and service options. We will also continue to offer authorized personnel additional training and review monitoring protocols. Similarly, should the City decide to not award BI a contract, we remain committed to working with the awarded vendor to ensure a smooth transition for the City.

c) Initial data entry or migration of identification and curfew information for all offenders being monitored at the time of the transition.

As further detailed in our *Implementation Plan*, BI will assist the City with the initial data entry for new offenders and/or the modification of existing offender profile or curfew information, as applicable. As the incumbent contractor, we will continue to work closely with City personnel to complete needed enrollments and data modification activities.

d) Proposer shall provide resume(s) for the personnel proposed for the contract transition with their proposal.

BI has identified the below individuals as personnel who will be involved in the contract transition:

- Jeremy Elliott
  National Account Manager
- Daniel Hooven
  Eastern Regional Sales Manager
- Laurent Lepoutre
  Business Development Director
- Robert Murnock
  Vice President of Business Development
- Kimberly King
  Western Regional Sales Manager
- Dave Young
  Account Executive

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Please refer to *Resumes and Account Team Information* on page 307 for the resumes of BI's personnel who will be involved in contract transition, maintenance, and implementation for the City and County of Denver's contract and the U.S. Communities Master Agreement.

e) Proposer shall provide a transition plan for all field equipment with their proposal.

BI's has provided a detailed *Transition Plan* within *Section 12—Project Management for Transition*, beginning on page 55 of this proposal. Upon the City's request, we will transition offenders from the ExacuTrack One device (currently in use by the City) to the newest generation LOC8 device. A summary of our proposed transition includes:

- BI will transition offenders to new LOC8 devices following successful completion of officer training sessions

- Approximate active offender count is 420-430

- In an effort to mitigate costs and optimize workload for both BI and the City, we propose the following:

  - BI will provide 1-2 qualified and experienced staff to perform onsite offender transitions

  - The BI staff can complete all transition installations in as little as one week

- BI proposes that offender transitions occur at a specified City location where offenders and pretrial defendants can report for the equipment exchange

  - Dates for the transition will be determined by City Administration

- Each BI staff, working from 8 a.m. to 5 p.m. can perform as many as 40-50 installations per day, or 5-6 per hour

  - With two staff, BI can install 80-100 units per day

- City staff will need to manage and ensure offenders report to the office on the designated dates and times for transition

  - Offender reporting should be scheduled by officers so that no more than 5-6 offenders per hour are reporting

  - This will prevent any significant wait times for offenders, minimizing any potential interference with work, school, or other responsibilities they may have.

f) Proposer is required to demonstrate that their consultant(s) or employee(s) shall have the skills necessary to meet the objectives of this project by listing skills, industry certifications, general educational background, and knowledge set based on prior experience.

Responsible for successfully implementing BI programs, and supported by all BI departments, Mr. Elliott has extensive experience in implementing, transitioning, and managing projects of all sizes and scopes. *Table 11* on the following page highlights Mr. Elliott's experience transitioning agencies similar in size and scope to City and County of Denver's Offender Monitoring Program.

Table 11. Project Manager Relevant Experience and Qualifications

Agency	Transition Metrics
Arizona Administrative Office of the Courts	Specific implementation activities included: • Initial implementation meeting with the agency was May 17th, 2011 • Week 1 (June 6-10) – Officer Equipment and Software Training: 40 officers, 3 Regions, multiple training locations throughout the state. • Week 2 (June 13-17) – Offender Equipment Transition (ExacuTrack One): 250 offenders completed in 4 days, multiple transition locations. • Week 3 (June 20-24) – Ongoing implementation follow up and support • Important Note: Maricopa Co Adult Pre-trial was transitioned concurrently during this time period (an additional 120 offenders)
Maryland Department of Public Safety and Correction Services	Specific implementation activities included: • Initial implementation meeting with the agency – November 30, 2011 • Week 1 (Dec 5-9) – Officer Equipment and Software Training: 260 officers, 3 Regions, multiple training locations throughout the state • Week 2 (Dec 12-16) – Offender Equipment Transition (ExacuTrack One): 340 offenders, completed in 4.5 days, 3 Regions, multiple transition locations • Week 3 (Dec 19-22) – Ongoing implementation follow up and support
North Carolina Department of Public Safety	From the original award in 2012, the program grew from 900 participants to nearly 4,100 participants in 3 years. Specific implementation activities included: *Software Development:* • Customized Web Services interface between the State's case management software and TotalAccess to support Installation Technician service requests, participant/staff updates, and agency staff alert handling. • Customized TotalAccess accommodate the various participant program types and service plans. • Customized reporting based on the agency's structure and data hierarchy requirements. *Equipment Transition:* • Transitioned 600 participants to the most current revision of BI GPS equipment • Transitioned both the adult and juvenile programs concurrently *Service Implementation:* • Developed a curriculum, delivered training, and provided materials to 35 agency Field Training Specialists • Field Training Specialists performed new and ongoing training to the more than 2500 agency staff state-wide • Modified the agency's notification settings and defaults based on changes to the State's policies and *Standard Operating Procedures* • Defined and incorporated alert investigation procedures for BI Monitoring Operations staff • Modified the Installation Technician program to improve services and processes Implementation deliverables, including software development efforts, were completed on time or ahead of the agency's defined timeline.

12. Project Management for Transition

Comprehensive and competent project management is critical to successfully managing operations of the size and scope of the City's Offender Monitoring Program. The inherent complexity of overseeing the monitoring of hundreds of offenders requires dedicated project managers, strategies, and materials. As demonstrated throughout this section, BI will draw from our extensive experience working with the City to provide comprehensive management of the program.

a) The Proposer shall align their project management approach with the project's inherent complexity so the desired results can be achieved. The Proposer shall provide project management in accordance with its accepted proposal. 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. 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.

To supplement the narrative, BI has provided a *Detailed Preliminary Project Implementation Plan* that outlines all major milestones and activities associated with City and U.S. Communities program implementation.

Table 12. Detailed Project Implementation Plan				
Task/Deliverable	**Start Date**	**End Date**	**Description**	**Responsible Parties**
Project Planning and Control: Contract Award and Execution Phase (Weeks 1-2)				
Milestone: Contract Award, Negotiation, and Contract Execution	Upon Award (Week 0)	Week 2	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 the City will execute the contract

Table 12. Detailed Project Implementation Plan

Task/Deliverable	Start Date	End Date	Description	Responsible Parties
Kickoff Meeting *BI and the City discuss:* • *Program policies and procedures* • *Contractual requirements,* • *Implementation (training and transition) planning*	Upon Award (Week 0)	Within 14 Days of Award	The City will determine the location and time of this meeting. The purpose of the meeting will be to conduct any further necessary contract negotiation and project/transition planning, including, but not limited to: • TotalAccess development requirements • New contract program policies and *Standard Operating Procedures* • Alert and event notification procedures • Equipment configurations and protocols • Inventory requirements • Training planning BI personnel will work with the agency's stakeholders to confirm and define in detail the program goals, environment, and expectations.	Meeting attendance by appropriate BI and City Administration
Project Status Meetings	Upon Award (Week 0)	Weekly	Ongoing efforts 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 City Administration can meet weekly to review of the status of the Project Plan
Milestone: Final Approval of the Project Plan	Upon Award (Week 0)	Week 2	Obtain final approval of the Project Plan from City Administration.	Approval of the final Project Plan by appropriate agency personnel

Table 12. Detailed Project Implementation Plan

Task/Deliverable	Start Date	End Date	Description	Responsible Parties
Project Planning and Control: Transition Planning Phase: (Week 3)				
Agency Setup and Notification Procedures *Additions, Deletions, and Modifications*	Week 3	Week 3	BI will review the City's current setup/notification procedures and make appropriate additions and changes as required. BI staff will collaborate with the agency to ensure we understand the City's *Standard Operating Procedures*. BI will integrate these procedures with TotalAccess, allowing monitoring center staff to easily and effectively use the software for monitoring, notification, and reporting purposes.	City Administration to provide review and direction of existing setup requirements and notification procedures; appropriate City personnel will review and approve the notification procedures to be used
Clean Up of Officer Database *Additions, Changes, and Deletions*	Week 3	Week 3	Review the current active officer enrollments for any additions, changes, or deletions to provide an accurate database of officers, if necessary.	As necessary, City Administration will review existing active officers and provide updated information to implement any additions, changes, or deletions
Clean Up of Offender Database *Additions, Changes, and Deletions*	Week 3	Week 3	Review the current active offender enrollments for any additions, changes, or deletions to provide an accurate database of offenders, if necessary.	As necessary, City Administration will review existing active offenders and provide updated information to implement any additions, changes, or deletions
Officer Training Planning *Secure Dates, Times, and Locations*	Week 3	Week 3	BI anticipates up to 50 City staff will require training. All BI equipment and TotalAccess software associated with this contract, and selected by the City to use, will be included in the training curriculum.	Coordination with City Administration to secure dates, times, and training locations/facilities with computers and internet access
Offender Equipment Transition Planning *Identify Offenders to Transition to New Devices*	Week 3	Week 3	BI anticipates that approximately 420-430 new LOC8 devices will need to be swapped for existing ExacuTrack One devices	Coordination with the City to determine which offenders will be transitioned to LOC8 devices

Table 12. Detailed Project Implementation Plan

Task/Deliverable	Start Date	End Date	Description	Responsible Parties
Offender Equipment Transition Planning *Determine Start Date Timelines*	Week 3	Week 3	BI anticipates that approximately 420-430 active ExacuTrack One devices will require transition. BI will collaborate with the City to determine the timeframe and location of equipment transition.	City Administration approval and coordination of transition duration, locations, and dates; City staff to coordinate when offenders will report to predetermined office location at a specified date/time
Project Execution and Control: Training and Transition Execution Phase (Weeks 4-5)				
Equipment Delivery *Training Purposes*	Week 4	Week 4	BI will ship equipment to identified training locations for BI training personnel to provide the City with hands-on experience related to installation, removal, and use of devices.	BI will be responsible for all delivery activities to predetermined locations
Provide and Distribute Training Materials	Week 4	Week 4	BI will provide electronic and/or hard copies of Training Materials to the City prior to training. The materials may be provided to staff prior to training and throughout the life of the contract.	BI will provide materials to the City Administration for approval and distribution
Milestone: Onsite Training *City and County of Denver Staff*	Week 4	Week 4	BI will provide one qualified trainer to conduct onsite training. BI will provide as many sessions as necessary to ensure that all City staff are adequately trained. Each session will last approximately 4 hours, covering all BI equipment and software associated with this contract, and selected by the City to use. Class sizes can range from 10-15 staff per session, which will allow up to 50 staff to be trained in less than one week.	Officer 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.
Equipment Delivery *Transition Subjects to BI Equipment*	Week 2	Contract Duration	BI will deliver equipment, associated consumables, and all other supplies to designated locations across City. This delivery will also include 30% spare unit surplus to complete the transition from the previous vendor to BI equipment.	BI will be responsible for all delivery activities

Table 12. Detailed Project Implementation Plan

Task/Deliverable	Start Date	End Date	Description	Responsible Parties
Equipment Delivery *Transition Offenders to New Devices*	Week 4	Contract Duration	BI will deliver equipment, associated consumables, and all other supplies to the City office location where offenders 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
Milestone: Complete Subject Equipment Transition *Transition to LOC8 Devices*	Week 5	Week 5 TBD	BI will provide 1-2 qualified staff to assist with transitioning offenders from the ExacuTrack One to the LOC8. BI anticipates approximately 420-430 offenders will require equipment swaps. BI will work with City Administration to define a transition plan and schedule that best meets the needs of the agency. Special scheduling efforts can be made for homeless/indigent offenders and pretrial defendants.	Coordination with City Administration to secure dates, times, and locations where equipment transitions will occur City staff will need to notify their respective offenders of the pending transition to ensure client availability on the predetermined dates/times

Project Close Out: Ongoing Training and Support Phase (Week 6—Ongoing)

Task/Deliverable	Start Date	End Date	Description	Responsible Parties
Milestone: Transition Acceptance *Ensure City Satisfaction with Transition*	Week 6	Week 6	Ensure the City is satisfied with the completion of our *Project Plan*.	Receive City approval and post implementation evaluation; BI to complete any additional tasks as necessary
Training *Ongoing/Supplemental Sessions*	Week 6	Ongoing	BI provides options for staff to receive ongoing training through supplemental onsite and web-based sessions. The City can use these training sessions to educate new employees, provide basic sessions or advanced topics, and be used refresher trainings as appropriate and directed by the City.	BI will coordinate all ongoing training activities with City Administration as directed
Change Management *Based on Evolving City Needs*	Week 6	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 that require an addendum to the contract.	City approves or denies proposed modifications

b) City shall approve the selection and/or replacement of the Proposer's Project Manager. The Proposer shall provide their Project Manager's résumé for City to review, including the qualifications of the proposed Project Manager, and explain why this is a good match. The Proposer's proposed Project Manager shall have a minimum five (5) years of experience in a Project Manager role in implementing similar projects. A Project Management Professional (PMP), as defined by the Project Management Institute or equivalent organization, is preferred. City is responsible for assigning the City Project Manager.

Mr. Jeremy Elliott, BI National Account Support Manager will be the City's assigned Project Manager for contract implementation. Mr. Elliott has extensive experience in implementing and managing large contracts throughout the country, and 20 years of experience with BI. With more than a decade of experience training and implementing BI solutions, Mr. Elliott brings the knowledge and experience critical to implement and support the City's program.

Mr. Elliott spent six years as BI's Senior Training Specialist and the Eastern Regional Account Support Representative before promoted to the National Account Support Manager in 2010. In this role, Mr. Elliott is responsible for program implementations, training, and account support for every BI contract. Specific to the City's Offender Monitoring Program, Mr. Elliott will be responsible for the overall management of the contract, including implementation, training, equipment transition, account setup and operation, contract support, and City support.

> As a Subject Matter Expert (SME) in all BI's equipment, monitoring services, and support infrastructure, Mr. Elliott brings the required knowledge and skills to successfully transition and manage the City's program.

Additional information on Mr. Elliott's qualifications is provided within the following proposal sections:

- *Project Manager Relevant Experience and Qualifications* on page 54
- *Resumes and Account Team Information* beginning on page 307
- A personal biography is provided on page 222

BI will allow the City to approve Mr. Elliott's position or replacement.

13. Litigation—Related Testimony

BI understands the critical importance of adhering to the stated Litigation-Related Testimony requirements and we agree to uphold these requirements, as further stated below.

a) If requested as a part of litigation, the Proposer 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 Proposer shall make available qualified personnel to provide expert testimony as requested or subpoenaed.

BI is fully prepared to describe our monitoring equipment methodology and performance in legal proceedings upon the receipt of a subpoena. Technicians from BI's Engineering Department, supervisory personnel from BI Monitoring Operations, 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.

b) The Proposer shall ensure that its personnel responds timely and/or appears as stipulated in the request and/or subpoenas.

We ensure that the assigned BI employees respond to subpoena requests—or appear as stipulated—in a timely manner and in accordance with the specified timeframes. To process all subpoena requests, BI will follow our established process:

1. Upon receipt of a subpoena, BI will review the request
2. If the request is from a third-party outside of the City, BI will work with the City to receive approval to release the information
3. Once BI's receives approval to release the subpoenaed information, we will work internally to gather the requested information
4. Once gathered, the requested information is returned to the party who submitted the subpoena

> BI provides electronic monitoring services for more than 1,400 unique agencies nationwide. We have extensive experience responding to subpoenas in a timely and professional manner.

5. In the event that a BI employee is required to testify, BI will provide a qualified expert to appear in court as needed

c) The Proposer shall supply in format and number requested by City a record of offender movements during specified time frames for investigative or judicial purposes. The format shall include, but not be limited to, CD's, screen shots, supporting narrative, etc.

In order to best support expert witness testimony—or City-requested investigative or judicial purposes—BI will provide the requested record of offender movements in the format and number requested. These formats can include CD, screenshot, written narrative, or DVD.

d) All costs for Litigation Related Testimony shall be included in the prices offered; however, reimbursement can be sought through individual jurisdictions when available

All costs for litigation testimony are included in the items contained within the *Pricing Proposal*; however, in alignment with this requirement, BI reserves the right to seek reimbursement when available through individual jurisdictions. If requests for BI representatives to provide in-person testimony become frequent and/or extensive, BI may request reimbursement of reasonable costs incurred for travel, lodging, and time.

14. Advertising/Promotions

BI will not issue news releases, advertisements, news articles, statistical data, offender information, program information—or any other information related to the City's monitoring initiatives—without obtaining prior written approval from the City. As an industry leader in providing highly secure monitoring solutions, BI understands and respects the proprietary nature of the information collected and reported by our technologies and systems.

15. Provision of Database at Contract End

Upon the expiration of a contract resulting from the RFP—or termination by any other method—BI will provide the City with the most updated copy of the program data stored within the monitoring computer system. This includes all historical data, the data dictionary, file layouts, code tables, code values, data relationships, keys, and indices. We will provide read-only licenses that authorized City personnel may use for a specified period, and we will translate data into a standard and agreed upon format.

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RFP No. 0790A (2018): Offender Monitoring Products, Services, and Solutions
City and County of Denver on Behalf of U.S. Communities

Product Specifications (RFP Section D.3)

BI's Proposed Solution—*Supporting the City and U.S. Communities Participating Public Agencies in providing viable alternatives and meaningful supervision of offenders in the community to protect public safety.*

Understanding that the City faces unique challenges in operating an Offender Monitoring Program, BI has drawn from our experience supporting the City to develop a customized solution. This section of BI's response summarizes our ability to meet all City needs with our innovative technologies and responsive services. In alignment with *RFP Section D.3*, this portion of BI's proposal describes:

1. Active, Passive, and Hybrid GPS—Innovative and proven GPS technologies enhance public safety while decreasing officer workload.

BI's proposed solution includes the newest and smallest GPS device available in the industry, the BI LOC8. The LOC8 is a durable, lightweight, GPS device worn around the offender's ankle 24/7. By using five location detection technologies—including autonomous GPS, assisted GPS, Wi-Fi, CellLocate, and curfew monitoring—the LOC8 accurately tracks offenders in all environments. The device has been proven effective through use in the field by adult and juvenile agencies at the local, county, state, and Federal level. **Released in 2015, there are approximately 35,000 LOC8 devices in active use.** The

To the best of our knowledge, the BI LOC8 is the only GPS solution equipped with Wi-Fi location detection and a proximity sensor.

reliability of the location data collected by the LOC8 has the potential to decrease officer workload by reducing alerts related to faulty equipment.

BI's solution also includes the ExacuTrack One device, which is currently in use by the City. Released to the industry in 2009, there are more than 23,000 active ExacuTrack One devices in use in the United States.

2. Radio Frequency—Accurate curfew monitoring in any environment and for any population.

BI's HomeGuard and GroupGuard Radio Frequency (RF) solutions provide reliable cellular and landline curfew monitoring. With accuracy in mind, BI engineers incorporated several features into the HomeGuard and GroupGuard geared towards strictly monitoring offender schedules. These features include multiple tamper technologies, dual antennas to provide 360° monitoring, and noncommercial frequencies to prevent signal duplication. Available in landline and cellular models, BI's solutions can monitor individuals or groups of offenders, providing flexible technology capable of accurately tracking any population. **With more than 14,400 active units, the HomeGuard is the most extensively used RF monitoring technology in the nation.**

BI invented RF monitoring solutions for use in community corrections programs, releasing our first RF product in 1985.

3. Voice Tracking Verification and Monitoring—Biometrically identify offenders to verify locations without reliance on equipment, offering cost-effective monitoring solutions.

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 an offender's vocal tract. The VoiceID system can monitor location compliance through automated outbound calls as well as required inbound calls that offenders or pretrial defendants make from various approved locations. As a cost-effective alternative to traditional electronic monitoring, VoiceID does not require any hardware in the offender's home or installed on the individual being monitored.

4. Breath Alcohol Monitoring—*Highly accurate breath alcohol monitors provide reliable data while offenders are at home or in the community.*

BI's solution includes two breath alcohol-monitoring solutions: the highly mobile and portable BI SL2, and the in-home, landline RF-compatible Sobrietor. The BI SL2 is an ideal tool for high, medium, or low-risk offenders, offering alcohol detection, photo verification, and location monitoring with each test. The BI Sobrietor is an in-home breathalyzer device that is compatible with BI's landline HomeGuard RF curfew monitoring solution—allowing City personnel the ability to test an offender upon reentering the range of the RF receiver.

Our two-device solution allows the City to assign a device to either confirm curfew compliance through a landline RF solution, or track offender wherabouts via cellular and GPS.

Enhanced Breath Alcohol Monitoring. BI's goal of providing the most reliable and secure breath alcohol solutions continues to drive our research and development processes. We are currently developing a next-generation breath alcohol device that improves upon the mobility and security of the SL2 solution. This solution will have the same size and shape as the SL2, incorporate a larger fuel cell for increased accuracy, and provide enhanced ruggedness and durability.

5. Transdermal Alcohol Monitoring—*Continuously and precisely monitor offender alcohol intake through court-validated fuel cell technologies.*

The BI TAD is a continuous alcohol-monitoring device worn around the offender's ankle 24/7. TAD uses court-validated transdermal technology to detect alcohol consumption and uses RF technology for curfew monitoring. Like the Sobrietor, TAD is paired with a HomeBase receiver that reports alcohol data, curfew information, and equipment events to the monitoring computer via landline telephone or cellular communication.

All BI's alcohol monitors utilize scientifically proven sensor technology to reliably measure alcohol content. Each device meets 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.

BI TAD combines alcohol and curfew monitoring into one device.

6. Supplemental Support Services—*Enhanced monitoring services aimed at alleviating administrative, technical, and data management workloads.*

Through our bi-lingual monitoring center based in Aurora, Illinois, BI is excited to offer a solution designed to meet the needs of the City and any Participating Public Agencies that require services beyond alert notification and 24/7/365 technical support. By offering an automated check-in solution, documenting officer contacts with offenders, proactively managing alerts, processing warrants, and collecting fees, BI's Monitoring Operations team has the potential to drastically reduce administrative workload for officers.

7. Smartphone Application—*Secure mobile application enables real-time messaging, self-reporting, and check-in capabilities to provide an additional level of passive monitoring.*

The newest addition to BI's suite of monitoring solutions, SmartLINK provides several tools that ease officer and offender communication. SmartLINK includes messaging and identity verification tools that enable officers to directly communicate with offenders. In addition, SmartLINK incorporates a *Check-In* and *Self Report* module that collects location information and verifies the offender's identity. These features verify offender identity and compliance with curfews, appointments, or requirements.

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8. Data Analytics Software—*Comprehensive analytics engine to monitor officer's alert processing trends and offender behavioral patterns.*

BI Analytics is an enhanced feature of TotalAccess that uses advanced technologies to analyze the large amounts of data produced by GPS monitoring. The tools within Analytics let officers easily identify offender patterns and pinpoint risky behaviors—allowing the officers to focus on the highest risk individuals. In addition, BI Analytics provides powerful tools for administrators to assess overall program health and operating efficiencies. By evaluating officer effectiveness, City stakeholders can determine if an officer is overwhelmed or not following alert closure protocols. For example, supervisory personnel can run officer performance metrics that detail the number of alerts per offender, average close time, and alert distribution activities.

9. Online Monitoring Software—*A suite of software solutions provides consolidated data and actionable information to direct officer priorities.*

BI designed our TotalAccess software platform to be comprehensive, easy-to-use, and web-based to provide officers with meaningful monitoring data while in the field or in the office. As a single platform that supports all BI equipment, officers can use TotalAccess for all monitoring tasks without the need to toggle between multiple interfaces for different equipment types. The accessibility, single system, and customizations made to TotalAccess provides critical program information to officers to prioritize their caseloads.

As the incumbent vendor, BI can immediately fulfill all requirements for every category of equipment and services, something no other vendor in the industry can offer.


The efficiencies of a single system have the potential to enhance offender supervision by allowing officers to spend more time on tasks meant to rehabilitate offenders and ultimately reduce recidivism.

1. Active, Passive and/or Hybrid Global Positioning Satellite Tracking (GPS) Category

The City and Participating Public Agencies oversee offenders that require intensive supervision with Active, Passive, and Hybrid GPS technologies. The population placed on monitoring technology is diverse and may include offenders from separate and unique correctional agencies.

To monitor this diverse population, the City requires reliable and flexible GPS technology that incorporates use of an RF beacon. BI proposes the use of both the ExacuTrack One and our newest and most advanced GPS device—the BI LOC8—to meet the monitoring needs of the City. BI's proposed solution is described by the following graphic.

Active, Passive and/or Hybrid Global Positioning Satellite Tracking

BI LOC8 and Beacon

BI ExacuTrack One and Beacon
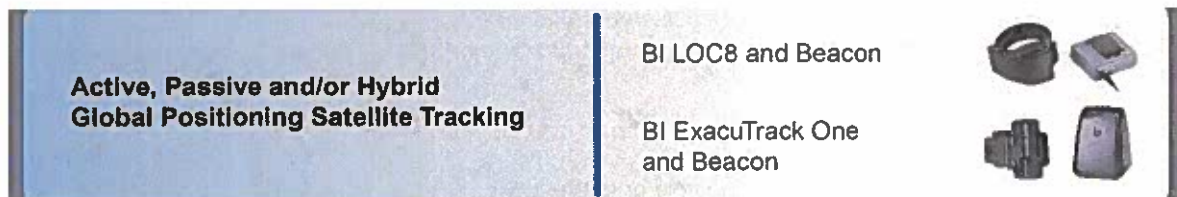
GPS Tracking—*Dependable and easy to use GPS equipment provides the City with reliable location information, multiple communication technologies, and innovative solutions for offender monitoring.*

Designed specifically to monitor offenders that are mandated to participate in community-based supervision programs, the LOC8 accurately tracks and captures location information on a 24/7 basis and communicates this information to BI Monitoring Operations. The device incorporates a field-replaceable, adjustable strap; two external, interchangeable batteries for a minimally restrictive charging solution; and multiple tamper detection technologies.

Agency personnel can easily pair the LOC8 with a beacon that securely transmits RF signals. This combination of technologies provides the City with the flexibility to use RF curfew monitoring when the offender is home and GPS tracking when the offender is in the community—all managed through a single solution. When the LOC8 is in range of the paired beacon, the ankle-worn device seamlessly transitions to RF technology. Using a beacon extends the LOC8 external battery charge and provides accurate location detection and curfew monitoring in an environment that may have limited GPS satellite coverage—for example, within the offender's home or place of employment.

Figure 23. BI LOC8 and Beacon
The beacon provides RF monitoring and also charges the LOC8 external battery.

BI's solution also includes our ExacuTrack One GPS solution, currently in used by the City and U.S. Communities Participating Public Agencies. BI ExacuTrack One is a single-piece, market leading GPS device that participants wear on their ankle 24/7. Equipped with multiple location detection technologies—including GPS and Advanced Forward Link Triangulation (AFLT)—ExacuTrack One works accurately and reliably in a wide variety of environments. The ankle-worn device uses a cellular connection to send its recorded data to the central monitoring computer.

As further detailed below and on the immediately following pages, the LOC8 and ExacuTrack One meets, and often exceeds the specifications.

a) Device shall be waterproof to at least 15 feet, durable, shock-resistant, washable and shall comply with FCC regulations.

The LOC8 and ExacuTrack One are made of hypoallergenic materials and are proven to function reliably under normal atmospheric and environmental conditions. BI's GPS trackers are waterproof up to 15 feet; durable; and shock, vibration, and moisture resistant.

We designed and manufactured the LOC8 and ExacuTrack One to allow for repeated proper sanitization. After removing the device from the offender's ankle, we recommend that City personnel wipe the device with a soft cloth—using Lysol® or Sporicidin® as a disinfectant if needed. Staff can also clean the LOC8 or ExacuTrack One in a standard dishwasher, on the light cycle with no detergent.

The LOC8 is certified by the FCC as shown in *Table 13* below.

Table 13. LOC8 FCC Certification		
Category	**BI Device**	**FCC Certification**
GPS	BI LOC8	CSQ-LC800A
	BI LOC8 Beacon	TLZ-CU28
	ExacuTrack One	TS5-6055M-ET300
	ExacuTrack One Beacon	TS5-EB300

b) The unit shall have tamper detection utilizing electronic and/or fiber optic mechanisms. Once the unit detects a strap tamper violation, it shall send a unique tamper signal to the central host system to alert staff of a violation.

BI has designed our GPS strap tamper detection with the goal of eliminating false tampers. We understand that detecting and reporting attempts to damage or remove the device are critical to the City's operation. Accordingly, the LOC8 and ExacuTrack One promptly send the monitoring computer system a "Tracker Proximity Tamper" message if the device loses contact with the offender's ankle and a "Tracker Strap Tamper" message if the offender cuts, stretches, removes, or disassembles the fiber optic strap.

> To the best of BI's knowledge, the LOC8 is the only GPS device available that has proximity tamper detection technology.

In addition, the LOC8 and ExacuTrack One promptly report no motion events and case tampers to the monitoring system.

c) Device straps should be replaceable in the field and require minimal training for City staff.

The LOC8 and ExacuTrack One attach around the offender's ankle with a field-replaceable strap. With minimal training and tools, City personnel can easily replace a LOC8 or ExacuTrack One strap in the field.

d) The unit shall include motion detection.

Internal motion sensors detect when the LOC8 and ExacuTrack One has been motionless for a specified amount of time—as well as when the device begins moving again. The LOC8 and ExacuTrack One generate a "No Motion" event to indicate that the offender may have removed the device from their ankle. The LOC8 and ExacuTrack One generate a "Tracker Moving" event when the device resumes motion.

e) City staff shall be able to communicate with the offender through a minimum of one way communication. The contractor's software shall provide City staff the ability to send messages on command.

Using BI's TotalAccess software, City personnel can configure the GPS trackers to notify the offender of critical events as follows:

- Automatically play an audio message when a specified zone event occurs
- Play an audio message in response to an on-demand request from City personnel
- Emit a unique vibration pattern to notify the offender of various events (LOC8 Only)
- LED display the GPS status, battery status, and beacon range status

Paying attention to the feedback of our public-sector partners has allowed BI to identify product enhancements deemed important to program operations; therefore, our GPS devices were improved to incorporate all possible upgrades. For example, we learned sending messages to offenders on command not only improves compliance, but also acts as a form of alert resolution. In addition, BI's collaboration with our customers revealed the importance of discretion when generating offender notifications. We even incorporated vibrations in the LOC8 for offenders who are hearing-impaired. *Table 14* further specifies how the LOC8 and ExacuTrack One communicate critical monitoring events to offenders via audio/pre-recorded messages and vibration notifications.

Table 14. LOC8 Ability to Communicate with Offenders			
Event	**Available Offender Notifications**		
	Automated Audio Message	*On-Demand Audio Message*	*Vibration Notification[4]*
Entered Exclusion Zone	✔		✔
Exited Exclusion Zone	✔		✔
Failed to Enter Inclusion Zone	✔		✔
Entered Inclusion Zone Late	✔		✔
Exited Inclusion Zone Early	✔		✔
Entered Master Inclusion Zone	✔		✔
Exited Master Inclusion Zone	✔		✔
Call Officer Now		✔	✔
Low Battery, Recharge Unit		✔	✔
Pay Fees		✔	✔
Report to Office		✔	✔

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[4] Vibration notification is only available with LOC8

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f) The unit shall provide a feature for the offender to acknowledge the one way communication.

To help foster communication between the monitoring computer system and the offender, the offender can easily acknowledge their receipt of a notification by tapping the LOC8. Similarly, the ExacuTrack One has a button that offenders press to acknowledge receipt of communication.

g) The unit shall be configurable to collect location data in Active, Hybrid, and Passive modes without making any adjustments to the unit hardware.

The LOC8 and ExacuTrack One are highly configurable devices that allow City personnel to track offender locations and movements in the community in near real-time at the desired level of intensity. In accordance with the selected service plan, the device can be configured to collect a date- and time-stamped GPS points every minute—and as frequently as every 15 seconds. In addition, the LOC8 and ExacuTrack One can be configured to report its collected data to the monitoring computer system every 30 minutes—with more immediate reporting when violations occur.

City personnel can select the desired service plan at any time using the TotalAccess software—without the need to physically interact with either device.

Figure 24. Active, Passive, and Hybrid Monitoring

Regardless of the selected service plan, the LOC8 promptly reports the following events to the monitoring system—assuming that the device has cellular service: tamper events, loss of GPS, zone violations, loss/restoration of cell service, low battery, and curfew violations.

h) The unit shall be capable of being attached to the offender so that efforts to tamper with or remove the transmitter are obvious to visual inspection.

The LOC8 and ExacuTrack One securely attach around the offender's ankle with a durable strap that includes fiber optics for tamper detection. The fiber optic strap is reinforced for strength to help prevent stretching once installed. If the offender tampers with or removes either device, physical evidence should be apparent upon visual inspection.

Our proposed devices include several other layers of tamper detection, **exceeding** the City's specifications. Tamper detection technologies include:

- **Fiber Optic Strap.** A fiber optic strap secures the device to the offender's ankle. If the fiber optic circuitry within the strap is interrupted—for example, the offender cuts, stretches, removes, and/or disassembles the strap—the system generates a "Tracker Strap Tamper" message.

- **Motion Detection.** Internal motion sensors detect when the device has been motionless for a specified amount of time—as well as when the device begins moving again. The system generates a "No Motion" event to indicate that the offender may have removed the device from their ankle. The LOC8 and ExacuTrack One generate a "Tracker Moving" event when the device resumes motion.

- **Case Tamper.** An internal photo-optic sensor detects offender attempts to open the device case, and the system generates a corresponding "Tracker Case Tamper" message.

- **Proximity Tamper** *(LOC8 Only).* LOC8 incorporates proximity sensors that monitor the distance between the device and the offender. If the LOC8 loses its contact with the offender's ankle, the system generates a "Tracker Proximity Tamper" message.

i) The transmitter shall emit a signal at a frequency which is not commercially interruptible at least once every 30 seconds.

The LOC8 and ExacuTrack One constantly receive signals from GPS satellites—without requiring cellular service—to obtain accurate location fixes and continuously record offender movements.

In addition, both the ExacuTrack One and LOC8 have an optional RF curfew-monitoring beacon; for the LOC8, we offer a model of the LOC8 battery charger that incorporates an RF beacon. Similar to traditional curfew monitoring technologies, when the GPS tracker is paired with a beacon, the City can determine the presence or absence of the offender from a specific location using noncommercial RF signals. The beacon continuously transmits RF signals at random intervals—approximately every 30 seconds—on noncommercial frequencies.

j) The unit shall have batteries which are easily charged by offender or shall plug into standard residential power sources. Charging system shall be lightweight and accommodate 110V power supplies. Charging system shall include indication whether the GPS tracking unit is charging or has a full charge. Charging system shall allow for a secure connection to the bracelet without undue risk to the offender.

LOC8 Battery Charging. When the external battery in the LOC8 is low, the offender easily removes the battery and places it in the stand-alone charger. We designed this recharging solution to encourage offender compliance and minimize unnecessary alerts as follows:

- The offender does not need to wait for the charging cycle to complete to insert the second, previously charged external battery into the LOC8

- The offender can rotate the two external batteries in a matter of seconds. We recommend that the offender swap the external batteries every morning and every evening

  - As a result, the offender can always have a charged battery in the LOC8 and a second battery that is charging or already fully charged

- If the offender does not have a spare external battery available, the LOC8 contains an internal battery that will continue to operate the device for up to two hours; this provides the offender with ample time to charge and/or exchange the external batteries

| LOC8 alerts offender via audio message | Offender replaces battery | Event logged into TotalAccess | Officer notified via established protocols |

Figure 25. LOC8 Battery Charging Process
The offender does not connect their ankle-worn LOC8 to a charger or power source—which significantly reduces undue risk to the offender.

With dimensions of 3.5 x 3.0 x 1.0 inch and a weight of 3 ounces, the charger is small and lightweight. The charger plugs into standard AC power outlets. LED lights on the charger notify the offender of key charging events—including power connectivity and charge status. The charger fully recharges a depleted external battery in approximately two hours.

When used with a beacon, the LOC8 battery can last up to three days, offering the longest battery life in the industry based on known market knowledge.

ExacuTrack One Battery Charging. Participants use a wall charger in order to charge the battery in the ankle-worn ExacuTrack One tracking unit. The wall charger connects to the ankle unit with a 15-foot cord, providing participants with the ability to move while the ankle unit is charging. While charging the ankle unit battery, participants are protected from electrical surges by a built-in UL-approved transformer that incorporates surge protection and fuses.

The ExacuTrack One wall charger can fully recharge the ankle unit battery in approximately 1.5 hours.

k) The unit shall not unduly restrict the offender's day to day activities.

Wearing a LOC8 or ExacuTrack One does not unduly affect the offender's day-to-day activities—the offender can still bathe, exercise, work, and perform other routine tasks. With the most compact design of any GPS device in the industry, the LOC8 continually delivers robust location tracking in a minimally restrictive manner.

l) At a minimum, the unit shall detect, record, and alert City staff for the following events: low battery, battery charging, lost GPS coverage, zone violation, curfew violation, communication loss, and equipment tamper.

BI understands that communication of critical events is crucial to accurately monitoring offenders in the community. Accordingly, the LOC8 and ExacuTrack One will generate key messages in response to the events identified in *Table 15.*

Table 15. GPS Trackers—Communication of Critical Events		
Event Type	**Tracker-Generated Message**	**Message Description**
Battery Status	"Tracker Battery Removed" *	The external battery has been removed
	"Tracker Battery Installed" *	The external battery has been successfully installed
	"Tracker Low Battery"	The external battery has 4 hours of life remaining, or has been removed for more than 40 minutes
	"Tracker Internal Battery Charged" *	The internal battery is charged to full capacity
Cell Status	"Cell Signal Lost"	The device is not within cellular coverage
GPS Status	"Seeking Location"	The device is attempting to acquire a location fix. This event occurs in the following situations: • The device is activated for the first time • The device has restarted • The device leaves a *No GPS* state The device leaves the range of the RF beacon.
Tamper Status	"GPS Jam Detect"	The device has detected RF interference
	"Tracker Case Tamper"	The device case has been tampered with or opened

Table 15. GPS Trackers—Communication of Critical Events		
Event Type	**Tracker-Generated Message**	**Message Description**
	"Tracker Proximity Tamper" *	The device has lost contact with the offender's ankle
	"Tracker Strap Tamper"	Fiber-optic circuitry in the strap has been interrupted
Zone Status	"Failed to Enter Inclusion Zone"	The offender failed to enter a required zone in accordance with City-designated schedules
	"Inclusion Zone Enter"	The offender entered a required zone
	"Master Zone Leave"	The offender left a zone that they must remain within on a 24/7 basis (for example, a state or county)
Curfew Status	"Beacon Unauthorized Leave"	The offender left the beacon range during a time when they were scheduled to remain in range
	"Beacon Unauthorized Enter"	The offender returned in range, during a time period when they were scheduled to already be in range

* *indicates messages generated only by the LOC8*

m) Transmitter straps shall be adjustable to fit any size offender. Straps of multiple sizes are encouraged.

The LOC8 and ExacuTrack One attach around the offender's ankle with an adjustable strap:

- The LOC8 strap has a "cut to fit" design to ensure secure sizing and attachment to the unique body sizes of various offenders. Since the LOC8 strap is adjustable in length, City personnel can streamline inventory management by eliminating the need to maintain straps in several sizes.

- The ExacuTrack One has a 12-inch strap that can be adjusted in .25-inch increments to comfortably fit each participant, and field-replaceable straps ease inventory management.
    - In addition, we manufacture a larger, 19-inch strap to ensure the unit will securely attach to individuals of varying sizes.

The straps are made of hypoallergenic synthetic rubber and do not contain any metal or steel.

2. Radio Frequency/RF Category

RF monitoring is a proven tool that allows offenders 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 offender compliance with release conditions, it is important that the technology be reliable and accurately report program data. Additional needs associated with RF monitoring include:

- **Easy to Use Technology.** Any electronic monitoring device that is a burden to use will not be an effective tool for supervision. The City requires an RF curfew monitoring technology that is not only easy for officers to set up and use, but also requires little or no interaction from the offender.

> BI developed the first RF solution for the criminal justice system in 1985. In 33 years of monitoring offenders, BI has reliably monitored hundreds of thousands of offenders.

- **Flexible Scheduling Capabilities.** Many offenders placed on electronic monitoring have sporadic schedules that change from day-to-day. To ensure compliance while accommodating complex offender schedules, the City will continue to benefit from our curfew monitoring solution that can accommodate daily changes to the routines of those monitored.

- **Dependable Tamper Detection.** When using an electronic monitoring technology, it is always important that the City be notified of any attempt to tamper with the device. The City requires an RF monitoring solution that incorporates multiple tamper detection technologies and reliably generates alerts to any tamper attempt.

BI's proposed RF solution, designed to meet these needs, is summarized below.

Radio Frequency/RF	BI HomeGuard 200 and 206
	BI GroupGuard
	BI Drive-BI

BI HomeGuard—*Accurate curfew monitoring in any environment and for any population.*

The City will be able to use the HomeGuard 200, HomeGuard 206, or GroupGuard to monitor offenders in any environment. BI's provision of three RF devices allows the City to assign the appropriate device for each offender. In areas of poor cellular coverage, the HomeGuard 200 communicates compliance via a standard telephone line. For offenders that do not have a landline connection, or in situations where wireless service is preferred, the HomeGuard 206 can communicate via cellular signal. If several offenders live in the same residence, the GroupGuard, a variation of the HomeGuard receiver, can monitor multiple offenders from one receiver. In addition, the Drive-BI allows officers to remotely confirm offender locations while at work or other scheduled appointments.

As the remainder of this section demonstrates, BI's RF solution meets and often exceeds the City's and Participating Public Agencies' requirements.

Transmitter

i) The Proposer shall propose a transmitter, which shall be comfortably worn on the ankle or wrist of the participant and shall meet the following requirements: i) The device shall be small, lightweight and not pose a health hazard nor unduly restrict the activities of the participant; and of a size to be worn under normal slacks.

The HomeGuard transmitter is comfortably—yet securely—installed and worn around the offender's ankle. Weighing 3.3 ounces—roughly the weight of a deck of playing cards—the transmitter is small, lightweight, and fits discreetly under normal pant legs. The transmitter strap is made of hypoallergenic material and does not contain any metal, steel, or alloy. Accordingly, the transmitter does not pose a health hazard or unduly restrict the daily activities of the offender.

Figure 26. Continuum of RF Solutions

BI RF solutions provide reliable cellular- and landline-based curfew monitoring and incorporate multiple tamper detection technologies, dual antennas, and use of a noncommerical frequency to accurately detect and communicate offender presence and absence from the home.

ii) The device shall be capable of being securely attached to the participant's ankle or wrist and report any and all efforts to tamper with or remove the device.

We designed the HomeGuard transmitter to attach around the offender's ankle securely, be highly durable, and accurately detect offender attempts to damage the monitoring equipment. Key aspects of our transmitter tamper detection include:

- Electronic circuitry inside the strap and proximity sensors detect and report if the transmitter strap is damaged or severed; if the transmitter case is damaged or separated from the strap; or if the transmitter is removed from the offender's leg—even if it is removed underwater and/or without severing the strap.

- When a transmitter tamper occurs, the device continuously emits a tamper signal. The HomeGuard receiver detects this tamper signal when the transmitter is within range, and the receiver promptly sends a "Proximity Tamper" and/or a "Strap Tamper" message to the monitoring computer system.

Figure 27. Physical Evidence of Tamper

City personnel will be able to determine if an offender has tampered with the HomeGuard Transmitter upon visual inspection.

- An interlocking latch system helps secure the transmitter around the offender's ankle. Physical evidence of transmitter tamper or removal attempts is typically noticeable upon visual inspection.

iii) Transmitter straps shall be adjustable to fit any size offender. Straps of multiple sizes are encouraged.

The HomeGuard transmitter attaches to the offender with an adjustable, field-replaceable strap to ensure a comfortable fit on any offender. We provide a 13-inch adjustable strap with each transmitter and 19-inch and 25-inch adjustable straps are available to City personnel upon request.

iv) The device shall be shock resistant, water and moisture proof up to at least 15 feet, and function reliably under normal atmosphere and human environment conditions. Device shall also conform to all FCC regulations.

The transmitter is shock resistant, waterproof to 50 feet, and moisture-proof. During the development and design of the HomeGuard transmitter, internal personnel and third-party companies performed rigorous durability testing. This Highly Accelerated Life Testing (HALT) exposed the HomeGuard to extremes in

environment, shock, and vibration to ensure accurate functionality under normal atmospheric and human living conditions.

The transmitter is certified by the FCC as shown in the table below.

Table 16. HomeGuard Transmitter FCC Certification		
Category	BI Device	FCC Certification
RF	BI HomeGuard Transmitter	CSQHG200A

v) The device shall contain a radio transmitter whose coded radio signal shall be unique to the individual to whom it is attached so as to enable positive confirmation of the presence/absence of the participant within an adjustable range of a minimum of 50 feet of the receiver.

Each BI device has a unique equipment ID number. This ensures that each device is unique to the offender to whom the City assigns a transmitter and receiver. The HomeGuard transmitter emits encrypted RF signals that contain its unique ID number. To enable positive confirmation of the presence/absence of the offender within the specified range, the HomeGuard receiver will only detect the RF signals of the assigned transmitter that is attached to the offender.

The HomeGuard receiver can detect RF signals from the assigned transmitter at 35, 75, or 150 feet, **exceeding** requirements.

vi) The transmitter shall emit a coded radio signal at least once every minute on a continuous basis during the operating life of the battery.

Throughout the operating life of the battery, the HomeGuard transmitter constantly emits signals (approximately every 30 seconds) on the noncommercial 314.2 MHz radio frequency. Each transmitter incorporates a unique equipment ID, random transmission intervals, and a coding encryption scheme. These features are designed to discourage offender attempts to trace, interfere with, or duplicate transmitter signals. Commercially available transmitting products normally found in residential settings do not affect the HomeGuard system.
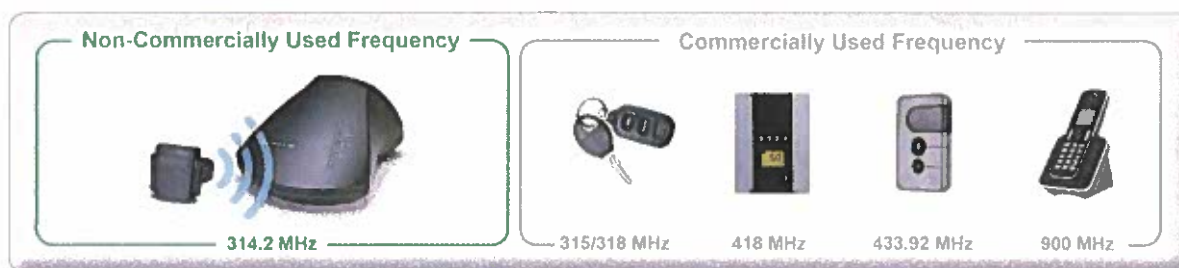
Figure 28. HomeGuard Operational Consistency

Household equipment that use radio frequencies do not interfere with the HomeGuard and GroupGuard devices.

vii) The transmitter shall be battery powered and designed for a minimum continuous operating battery life of a minimum of approximately six months.

The HomeGuard transmitter battery continuously operates the device for at least one year without the need for battery recharging—**exceeding** RFP requirements. The system generates a "Transmitter Low Battery" message approximately five days before the battery is depleted, providing ample time for replacement. City personnel can easily replace a transmitter battery in the field or in the office.

Receiver

i) The Proposer shall propose a receiver to be located in the participant's home (conforming to FCC standards and regulations), which shall continuously monitor the participant's transmitter and meets the following requirements: i) The receiver shall be powered by 110-volt A.C. power with internal auto-recharging battery capable of supplying back up power for a period of more than 24-hours. The electrical wire connecting to A.C. power shall be UL approved, and of sufficient length to adequately connect to the household AC power.

The HomeGuard receiver is installed in the offender's home and continuously monitors for RF signals from the assigned transmitter worn by the offender. The receiver plugs into a standard AC power outlet with a UL approved cord of sufficient length, for accommodation of typical household environments. The power and phone inputs on the receiver incorporate built-in gas discharge tubes and internal fuses for electrical surge protection.

The receiver also contains an internal backup battery that can continuously power all normal receiver functions for at least 48 hours in the event of AC power loss, **exceeding** RFP requirements. When the receiver reconnects to the power source, the backup battery automatically recharges.

Figure 29. Easy Receiver Installation
The HomeGuard receiver connects to AC power and communicates with the monitoring system via any type of landline phone.

The receiver is certified by the FCC as shown in the table below.

Table 17. HomeGuard Receiver FCC Certification		
Category	**BI Device**	**FCC Certification**
RF	BI HomeGuard 200 Receiver	GN7USA-27502-MD-E
	BI HomeGuard 206 Receiver	GN7USA-27502-MD-E

ii) The receiver shall be capable of full communications to the Proposer's central computer system by connection to the participant's telephone company wall outlet using a standard RJ-11-C modular telephone connector.

The HomeGuard receiver can communicate over any brand or make of landline telephone—including rotary, pulse, or touch-tone phones. City personnel simply plug the receiver into a standard landline jack using BI-supplied cords.

iii) The unit shall be directly connected to the offender's home phone line, or through an optional Cellular Receiver, to report events and alerts to the contractor's central monitoring computer.

The HomeGuard receiver is available in two models to provide accurate curfew monitoring in all environments. The HomeGuard 200 receiver communicates with our monitoring computer system via landline telephone connection, and the HomeGuard 206 receiver includes both cellular and landline telephone communication capabilities. BI intends to introduce a future RF product with LTE Cat M1 capability, which will operate on the AT&T/Verizon cellular networks to the City and Participating Public Agencies upon official product deployment.

iv) The participant's receiver shall accept and process radio signals only from the unique signal of that same participant's transmitter.

City personnel can pair any HomeGuard transmitter with any HomeGuard receiver—providing the City with additional inventory management flexibility. Once the specified transmitter and receiver are paired together within TotalAccess, the home-based receiver will only recognize and detect signals from the paired transmitter worn by the offender.

> Any unassigned HomeGuard transmitter can be paired with any unassigned HomeGuard receiver—significantly streamlining inventory management.

v) The receiver shall detect attempts to simulate or duplicate the participant's transmitter radio signal by a foreign device and immediately report detection of such an occurrence to the central computer.

Our HomeGuard RF solutions provide reliable landline and cellular-based curfew monitoring. BI's engineers incorporated several features into the HomeGuard system specifically to increase accuracy and hinder offender attempts to simulate or duplicate transmitter signals. These features include multiple tamper detection technologies; dual antennas to provide 360° monitoring; and unique equipment IDs, random transmission intervals, a coding encryption scheme, and use of a noncommercial frequency to prevent signal duplication.

vi) The receiver shall contain an internal clock and sufficient memory to continue and store with a time stamp of all events and activities per day that shall occur for at least the next 5 days, in the event the communications link with the Proposer's central computer system is disrupted. The receiver shall be capable of operating without AC power for a minimum 24-hours and events can be stored for up to a minimum of 10 days.

The HomeGuard receiver incorporates a non-volatile memory that can securely store up to 4,800 date- and time-stamped messages in the event that the receiver is unable to communicate with the monitoring computer system. This is approximately one week of data. Stored messages are saved even in the event of power loss or complete battery depletion—remaining in the receiver memory indefinitely until communication with the monitoring computer is restored or until the memory becomes completely full. If AC power is lost, the receiver backup battery can continuously operate the receiver as normal for at least 48 hours, **exceeding** RFP requirements.

vii) The receiver shall detect, and store with time stamp the following events, at a minimum, and promptly communicate them to the central computer: (items 1-9 addressed in table below).

The HomeGuard equipment date and time stamps all events upon occurrence. The receiver promptly communicates the information provided in *Table 18* via landline or cellular connection, and the monitoring computer system records a date and time stamp when it receives information from the field equipment.

Table 18. HomeGuard Receiver Generated Events	
RFP-Required Event	**HomeGuard Generated Notification**
(1) Arrival of transmitter within the range of the receiver	The system generates "Enter" and "Leave" events when the offender enters/leaves the range of the receiver in compliance with an established schedule.
(2) Departure of transmitter out of range of the receiver after a preset programmable time interval	An "Unauthorized Leave" occurs when the offender leaves the receiver range during a time when they are scheduled to be at home—and the receiver does not receive a signal from the transmitter before the specified Leave Window expires.

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Table 18. HomeGuard Receiver Generated Events	
RFP-Required Event	**HomeGuard Generated Notification**
(3) Tampering and/or removal of the transmitter from the participant	The transmitter generates a "Proximity Tamper" message if the offender removes the transmitter from their leg and generates a "Strap Tamper" message if the offender cuts or otherwise compromises the transmitter strap. The receiver detects these messages when the transmitter is within range and promptly reports to the monitoring computer system.
(4) An attempt to simulate or duplicate the radio signal by a device other than participant's own transmitter	The HomeGuard system incorporates multiple features to hinder offender attempts to trace, simulate, interfere with, or duplicate the RF signals. The HomeGuard transmitter incorporates a unique equipment ID, random transmission intervals, a coding encryption scheme, and emits signals on the noncommercial 314.2 MHz radio frequency.
(5) Loss and/or restoration of the home's commercial power	The receiver records and reports "Power Loss" and "Power Restore" messages to communicate loss/restoration of commercial power within the offender's residence.
(6) Loss and/or restoration of the communication service (the disconnection event shall be sent as soon as the communications service is restored)	If the receiver cannot communicate with the monitoring computer system, the receiver records a "Phone Loss" (HomeGuard 200) or a "Cell Signal Lost" (HomeGuard 206) message and stores this information within its non-volatile memory. When communication is restored, the receiver promptly sends all stored messages—as well as a corresponding "Phone Restore" or "Cell Signal Acquired" message.
(7) Low battery condition of transmitter and/or receiver	The transmitter begins to emit a "Transmitter Low Battery" message when there is approximately five days of battery power remaining. The receiver detects this information when the transmitter is within range and promptly reports to the monitoring computer system. If the receiver is disconnected from AC power and the internal backup battery becomes low, the receiver promptly reports a "Receiver Low Battery" message to the monitoring system.
(8) Tampering of receiver	In addition to reporting power and communication loss/restore events, the receiver generates a "Receiver Case Tamper" message if the offender opens or otherwise damages the receiver case.
(9) Motion detection cellular devices	The HomeGuard 206 receiver promptly reports a "Receiver Motion Event" if there is sustained movement—indicating that the offender may be moving or relocating the equipment. The HomeGuard 206 reports a "Receiver Stationary" event to indicate that the receiver has returned to a no motion state.

viii) The receiver shall be capable of seizing a telephone line when not in use. It shall not seize a line in use, but instead shall deliver a courtesy signal as a yield warning to any person using the line. It shall them seize the line after the person hangs up.

If the landline phone in the offender's residence is being used when the HomeGuard receiver attempts to contact the monitoring computer system, the receiver interrupts the call with a series of audible tones that become louder and more frequent. We designed this progressive annoyance to alert the caller that the receiver needs the phone line to communicate with the monitoring system. The progressive annoyance will continue until the phone line becomes available for receiver use.

ix) The 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.

The HomeGuard receiver does not pose a health or safety hazard and is proven to function reliably within normal living environments and atmospheric conditions. We designed the receiver specifically for installation and use within typical home environments and minimal interaction is required between the receiver, the offender, and any other persons present within the residence.

Figure 30. Proven RF Solution

The HomeGuard system is proven to operate reliably across the City and County of Denver and Nationwide.

x) Electrical surge protectors shall be built-in or provided for connecting power and communication lines.

As the OEM of our proposed HomeGuard solution, we designed the power and telephone inputs on the HomeGuard receiver with gas discharge tubes and internal fuses to help protect against power and electrical surges.

xi) The receiver shall be capable of being installed and made operational by an officer or offender following the written instructions provided by the contractor/officer.

Authorized City personnel can easily install the HomeGuard receiver in less than five minutes:

- **HomeGuard 200 Installation.** The individual simply connects the receiver to a commercial power outlet, plugs the receiver into a standard landline jack using BI-supplied cords, and keys the receiver to the "ON" position.

- **HomeGuard 206 Installation.** The HomeGuard 206 receiver includes landline telephone and cellular communication capabilities. If only cellular communication will be used, the individual simply connects the receiver to the power outlet and keys the receiver to the "ON" position.

BI provides written instructions in both English and Spanish to further support successful installations.

3. Video and/or Voice Tracking/Verification and Message Reporting System Category

The City and Participating Public Agencies monitor a wide variety of populations—from low-risk, first time offenders to high-risk, repeat, or violent offenders. Agencies may determine that some lower-risk offenders require less intensive monitoring through a cost-effective and common approach. With these needs in mind, BI is pleased to provide a continuum of electronic monitoring solutions for this *Message Reporting System Category*.

BI's solution to this category is summarized in *Table 19.*

Table 19. Message Reporting System Solutions

Video and/or Voice Tracking/Verification and Message Reporting System Category

BI VoiceID	BI SmartLINK	Interactive Voice Response (IVR)
BI VoiceID issues outbound and accepts inbound calls to verify an offender's presence or absences from a specific location. Using voice verification biometrics, VoiceID can postitively identify an individual with extreme accuracy. *VoiceID capabilities are described within this section.*	BI SmartLINK is an offender-facing smartphone application that includes check-in and self-report modules. By downloading this application to the offender's phone, City personnel can require the individual to check-in using biometric facial recognition. The application also collects a GPS point correlated with the check-in location. *SmartLINK capabilities are described in Section 7, Smartphone Application, on page 114.*	Using a combination of technology and services, BI's IVR solution accepts inbound calls from offenders to report any signifant changes to their circumstances. Should an offender have an exception to standard questions, the IVR automatically transfers the call to a live Monitoring Specicalist that documents the information in real-time. *IVR capabilities are described in Section 6, Supplemental Support Services, Automated Check-In, on page 105.*

Base Requirements

i) The system shall work by comparing an offender's voice during a verification call to a "voiceprint," or digitized representation of the offender's voice obtained during enrollment.

BI's VoiceID is an automated system that verifies each offender'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 offender during enrollment.

ii) The system shall allow total voice enrollment, including voiceprint, in less than five minutes.

Officers can easily enroll offenders in BI VoiceID from within TotalAccess in less than five minutes. Before an offender can check-in using VoiceID, the system must establish a voiceprint template to compare the offender's voice to during future calls. The offender should speak at a normal rate and volume and reduce background noise during the enrollment process. An offender can be enrolled in less than five minutes by following these steps:

1. Once the offender is enrolled in TotalAccess, the officer will navigate to the "Voice Setup" tab. With the offender 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 offender. The system will confirm the name of offender, and language to be used. The officer hands the phone to the offender to create a voiceprint template.

3. To create a template the offender 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 offender to hand the phone to the officer and the officer must confirm the offender has completed the process.

Figure 31. BI VoiceID
VoiceID supports more than 30 languages.

iii) The system shall have the ability to identify the offender's presence at prescribed locations.

To verify the offender's whereabouts VoiceID will call the offender at a pre-established phone number. The location and identify of the offender is established through the following steps:

The offender receives a notification call stating that they must call into the VoiceID system from the approved phone location within five minutes.

1. The offender calls the VoiceID system within five minutes at the number provided and verifies their identity by repeating five random digits

2. If an offender calls after the five-minute window, the offender is prompted to leave a message for their officer explaining why they were late after the voice verification stage

3. Calls placed between six and ten minutes of notification are marked "Late"

4. Calls placed after ten minutes are marked "Unexpected"

5. Calls not placed after ten minutes are marked "Missed"

iv) City staff shall be able to listen to recordings of voice verification calls over the Internet.

Authorized City personnel can listen to VoiceID verification calls at any time over the internet by logging into TotalAccess.

v) The system shall have the ability to place outbound calls and receive inbound calls.

The VoiceID system can both place outbound calls and receive inbound calls, allowing flexibility to meet the varying mandated schedules associated with offender monitoring.

vi) Call schedules and alert notification options shall be customizable on a case-by-case basis.

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.

VoiceID Scheduling Options. Users have the ability to select two types of VoiceID schedules:

- 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.

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- Random Schedules are frequently used by officers to monitor offenders 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, as illustrated in *Figure 32*.
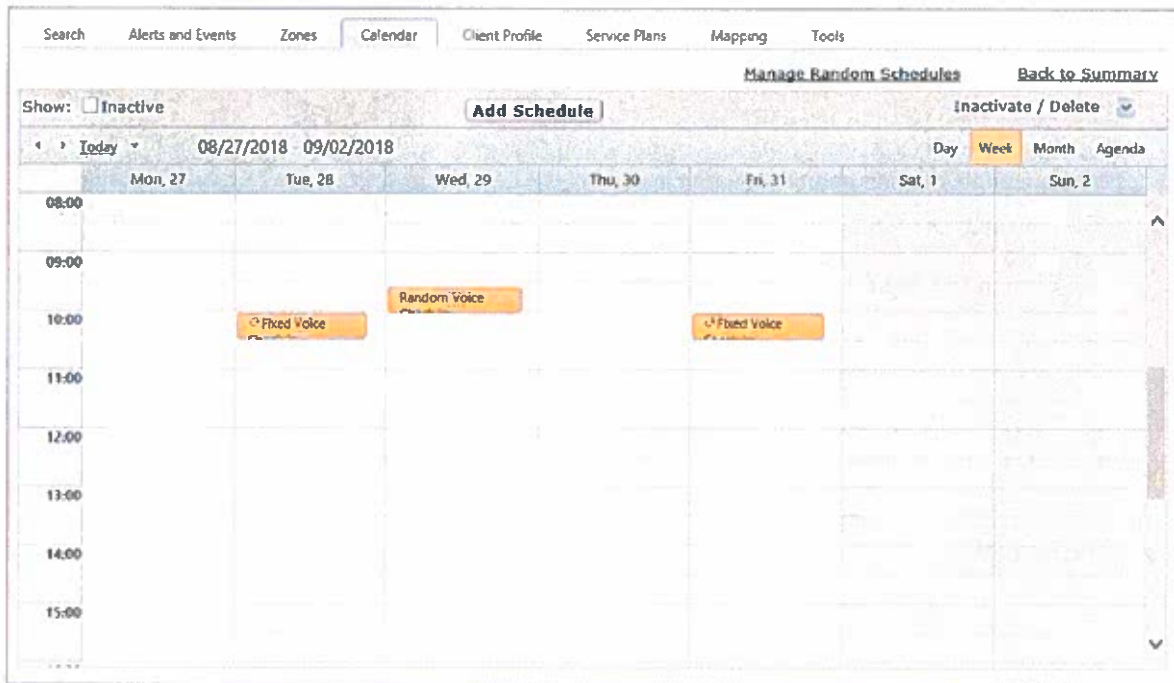
Figure 32. VoiceID Schedules

TotalAccess mirrors common calendar applications, such as Microsoft Outlook, to allow users to easily
manipulate offender schedules.

Alert Notification Options. 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, text, or fax alert notifications automatically to any designated contacts; create escalation trees within the software; designate alerts as higher or lower priority; and delay alter notification in alignment with City protocols.

vii) The system shall have the ability to individually set the number of acceptable failures before an alert is generated.

BI's Software Development team is actively engaged in writing software that would allow our equipment to satisfy this requirement independently. We anticipate the official implementation of our system's ability to individually set the number of acceptable failures before an alert is generated to be the beginning of 2019. We do, however, understand this requirement and the City's desire for it; thus, we will use all the resources at our disposal to expedite the software's completion.

viii) The system shall have such hardware and software security features as necessary to be tamper resistant.

There is no hardware associated with the VoiceID solution, so typical tamper resistant features (such as case tamper or strap tamper) do not apply. To discourage an individual other than the monitored offender calling into the system, VoiceID uses biometric voice verification and records the phone number associated with the call, for inbound check-ins. For detailed information of TotalAccess security

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features—including data center security, redundant architecture, and software protection measures, please see *Cloud Services—Security Requirements* (located in the attachments portion of this proposal).

ix) If the system requires City to manage outbound calling schedules, it shall allow access only by authorized personnel with remote access via the Internet and/or via toll-free dial-in.

BI anticipates that the City and U.S. Communities Participating Public Agencies will enter the frequency and schedule of outbound calling schedules, as detailed in BI's response to *Specification iv* above. Authorized users can enter, view, and modify offender schedules by logging into TotalAccess or calling BI Monitoring Operations. BI will issue each authorized individual a secure login and password to access the software and a PIN to access live Monitoring Operations support.

x) If the system makes outbound calls to offender locations, the system shall be 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 offender locations, and authorized users can set the range of minutes between retry calls or maximum number of verification call attempts.

xi) The system shall be able to allow City staff to view and print summary and analytical reports as needed to alert supervising Officers and/or City staff.

TotalAccess is equipped with powerful reporting mechanisms that allow authorized users to view summaries and analysis of offender compliance activities. With more than 40 predefined reports, users can view information about their entire caseload, from a single interface, regardless of the type of technology used to monitor the offender. Similarly, BI software engineers designed several reports specific to VoiceID, as described in *Table 20* below.

Table 20. VoiceID Reports

Report Title	Report Description
Active Cases Exception	Displays the number of open alerts for offenders enrolled in VoiceID monitoring. This report and includes the offender's case number, officer, and enrollment date.
Recent Case Activity	Displays recent VoiceID case activity by agency and date. This report contains information summarized by totals, including: • Active offenders • Newly created offender profiles • Offenders that are on hold for enrollment • Offenders that have been reactivated in the system • Offenders that have been inactivated in the system Users can run this report based on data collected in the last 24-hours, 7 days, and 30 days.
VoiceID Case Summary by Agency	Displays totals for VoiceID call alerts, alert status, and failed verify alerts for each offender, sorted by officer.
VoiceID Exceptions	Lists VoiceID offenders and Yes/No to the following: voiceprint, language, check-in, notification, random, or fixed.

xii) The system shall be able to record and print the name of the offender and the date and time of the violation.

TotalAccess records all events and alerts associated with BI's monitoring solutions, as well as the notification processes enacted by the software of BI's Monitoring Specialists. At any time, authorized users can login to TotalAccess or call BI Monitoring Operations to review enrolled offenders and the dates and times associated with violations.

xiii) The system shall demonstrate a high degree of accuracy. The method of validation and percentage of accuracy shall be explained and quantified.

BI designed VoiceID to minimize the success of an imposter checking in for an offender, 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 an offender has called in successfully several times, the automatic, continuous adaptation typically reduces this rate to below 1%.

Message/Day Reporting System

As detailed in the introduction to this section, BI's solution includes several message and day reporting system options, including:

- VoiceID for remote, biometric check-ins that verify offender location and identity through inbound and outbound calls
- SmartLINK application that includes a check-in module that biometrically verifies offender identity, collects a GPS point, and prompts the offender to report any significant life changes or other terms of supervision
- IVR through BI Monitoring Operations that provides a call-in number for offenders to report status changes supported by live Monitoring Specialists

As further demonstrated by the following table, BI is able to meet all message and day reporting system specifications.

Table 21. Message/Day Reporting Requirements			
RFP Requirement	**BI Continuum of Solutions**		
	VoiceID	*SmartLINK*	*IVR*
i) Shall have call in for questions/responses.		✓	✓
ii) Shall have call in format flexibility to include multiple question format based on City needs		✓	✓
iii) Shall have the ability to call in from predetermined/designated locations	✓	✓	✓
iv) Shall have the ability to notify City personnel of any change or violation through email, pager or text messaging	✓	✓	✓
v) Shall allow instant audible voice verification replay sessions via the internet	✓	✓	

4. Alcohol Monitoring

BI's solution includes two breath alcohol-monitoring devices: the highly mobile, portable, and most widely used BrAC monitoring device, the BI SL2; and the in-home, RF-compatible Sobrietor. The BI SL2 is an ideal tool for high, medium, or low-risk offenders, offering alcohol detection, photo verification, and location monitoring with each test. The BI Sobrietor is an in-home breathalyzer device that is compatible with BI's landline HomeGuard RF curfew monitoring solution—allowing the City to test an offender upon reentering the range of the RF receiver.
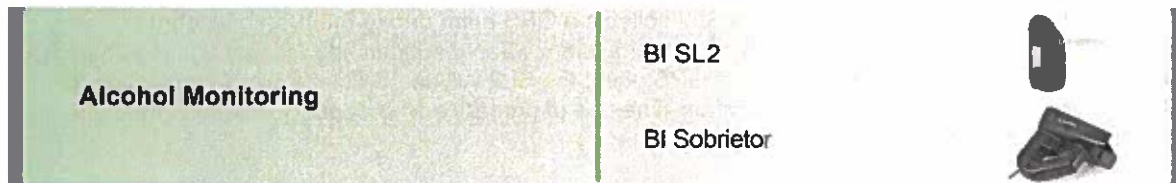
Alcohol Monitoring	BI SL2	
	BI Sobrietor	

Breath Alcohol Monitoring—*Highly accurate breath alcohol monitors provide reliable data while offenders are at home or in the community.*

BI SL2

The BI SL2 allows offenders to have their sobriety monitored remotely. The high-resolution internal camera includes a flash to capture pictures in low-light or dark spaces. Multiple acquisition technologies determine the device's location and capture a GPS point during each test. Each test report includes a high-resolution offender photo, breath alcohol content reading, GPS location, and time and date stamp to ensure accuracy. Battery status, messages, and test directions are displayed on the SL2 high-resolution color LCD screen. Additional key features include:

- **Adaptive Facial Recognition.** The BI SL2 device takes a high-resolution photograph of the offender during each breath alcohol test, and each photograph is spatially analyzed by Adaptive Facial Recognition (AFR) technology. The intelligent software algorithm compares each test photo to a template of multiple offender photos on file, as opposed to one master photo.

- **Simple, Reliable Testing.** An automated text message is sent to the offender's phone 15 minutes before the next test. Offenders test results are sent to the monitoring computer within approximately 60 seconds. 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.

- **Tamper Detection Features.** The SL2 incorporates photo recognition and temperature detection technologies to ensure the offender is submitting legitimate tests. In the event of a tamper attempt, the test is flagged and City personnel are notified via email or text message.

BI Sobrietor

BI Sobrietor is a hand-held, remote alcohol-monitoring device that detects the presence of alcohol through an individual's deep lung breath sample. Sobrietor incorporates biometric voice verification technology, fuel cell alcohol testing technology, and BI's proprietary security technology to ensure the offender is accurately identified and tested, the unit's integrity remains intact, and results are reported promptly to TotalAccess. Monitoring with Sobrietor is performed remotely using a telephone connection, allowing daily verification of compliance with alcohol restrictions.

At the beginning of each test, the Sobrietor confirms the offender's identity though biometric voice identification. The test uses audible commands to prompt the offender to respond properly to the voice verification.

Enhanced Breath Alcohol Monitoring. BI's goal of providing the most reliable and secure breath alcohol solutions continues to drive our research and development processes. We are currently developing a next-generation breath alcohol device that improves upon the mobility and security of the SL2 solution. This solution will have the same size and shape as the SL2, incorporate a larger fuel cell for increased accuracy, and provide increased ruggedness and durability.

For all equipment types, the Proposer's system shall meet the following requirements:
a) Shall identify the offender's presence at certain prescribed locations.

SL2 Location Capabilities. The portable SL2 collects a GPS point during the breath alcohol test and reports this information to the monitoring computer system when it submits the alcohol test result. In the unlikely event the unit is unable to collect a GPS point; the SL2 will use cellular tower triangulation to determine the offender's approximate location. The use of primary and secondary location detection technologies **exceeds** *RFP* requirements.

Figure 33. SL2 Location Detection Capability
Authorized personnel can view the location of the offender performing a test at any time by logging into TotalAccess.

During each alcohol test, the SL2 records a GPS point to provide the City with an accurate offender location fix. If the device cannot determine a GPS point, it uses nearby cellular towers to record a location. From within TotalAccess, authorized personnel can view a map that visually displays the location recorded at the time of the test. This feature enables authorized personnel to:

- Zoom in/out and move the map around
- View if the recorded position fix is GPS or cellular-based
- View the accuracy of the recorded position fix—measured in meters and shown as a radius

Sobrietor Location Capabilities. The Sobrietor is an in-home solution that determines if an offender is present in a prescribed location based on the receipt of a breath alcohol test. In addition, the Sobrietor can be paired with BI HomeGuard, our landline RF curfew monitoring solution to allow City personnel to mandate that the offender perform a breath test upon entering the home.

b) Handheld devices shall work by comparing an offender's voice to a voiceprint, digitized representation of the offender's voice and/or facial recognition.

SL2 Identification Capability. The SL2 takes a high resolution, digital photograph of the offender during each breath alcohol test. City personnel can view these photographs in the monitoring software at any time. The system uses innovative AFR technology to assist the City in confirming that the assigned offender was the individual who submitted to the alcohol test.

Adaptive Facial Recognition, illustrated in *Figure 34*, is more comprehensive than other facial recognition technologies—instead of relying on a single master photo that the offender may no longer resemble, AFR compares each test photo to the library of previously submitted photos. AFR continuously improves over time and adapts to subtle changes in appearance to verify the offender's identity.
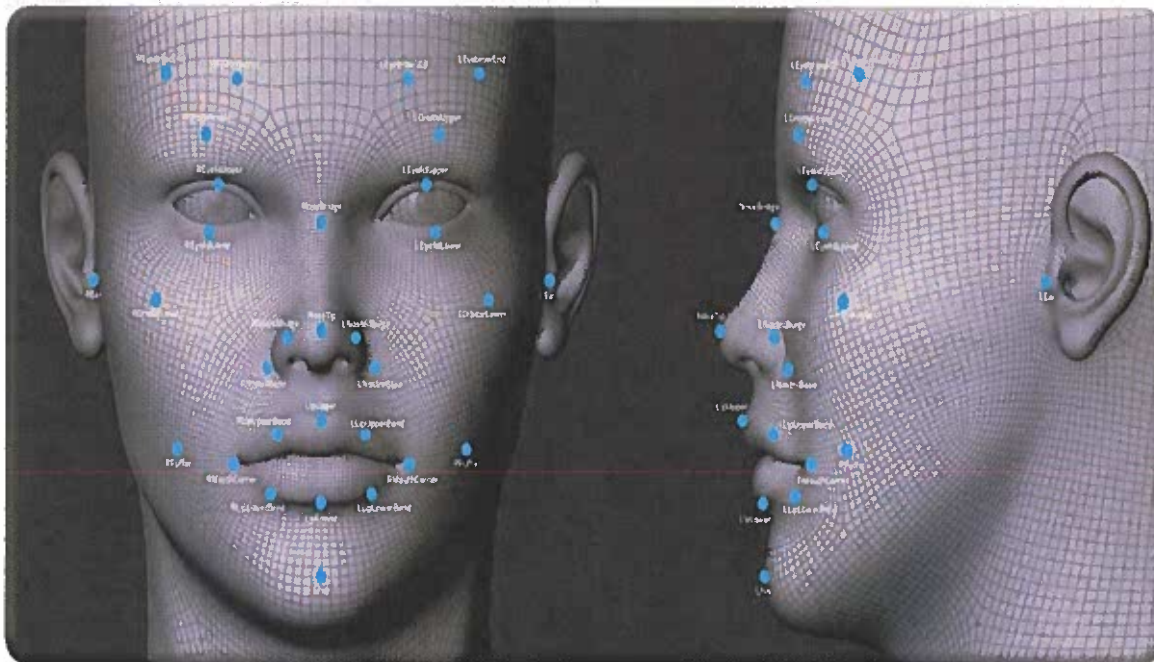
Figure 34. Advanced Facial Recognition Software
This technology biometrically assesses an offender's facial structure over a series of several tests and is able to intelligently "learn" the specific characteristics of their face. This technology can be used to quickly and easily sort offender photos, increasing caseload supervision efficiencies.

Sobrietor Identification Capability. Sobrietor uses biometric voice verification technology to ensure that the offender is the person actually performing the test. At the time of enrollment, the offender records three words, which are stored in the Sobrietor as a template of the offender's voice. Before blowing into the Sobrietor, the offender is asked to repeat up to six words randomly chosen by the Sobrietor. This device compares the offender's voice to the enrolled template to verify the offender's identity.

c) Shall allow placement of outbound calls and/or receiving of inbound calls.

Our entire suite of alcohol 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.

d) Shall have call schedules and alert notification options that are variable by offender case.

SL2 Testing Capabilities. From within TotalAccess, authorized personnel can configure each offender's SL2 for scheduled, random, and/or on-demand breath alcohol testing—providing three settings. Users can schedule SL2 tests to occur at any hour, seven days a week. Using TotalAccess, authorized personnel can easily add or edit offender-testing schedules as follows:

- Enter a mobile phone number for the offender—if enabled, the monitoring computer system will send text messages to this number to notify the offender of required tests

- To create a *Fixed Test Schedule:*
  - Specify the Test Window—the amount of time that the offender has to complete a test
  - As desired, enable automated text messaging to remind the offender 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 by clicking, holding, and dragging the mouse cursor on the displayed Calendar
  - Up to four Random Test Schedules can be specified per day, in addition to any Fixed Test Schedules

- To send an *On-Demand Test*, simply click the On-demand Test button.

Figure 35. SL2 LCD Screen
The SL2 communicates equipment events to the offender via a full color, highly durable LCD screen.

Authorized personnel can save, remove, edit, and print schedules at any time from within TotalAccess—with no need to contact BI Monitoring Operations.

Sobrietor Testing Capabilities. When used with the HomeGuard RF system, Sobrietor can administer an alcohol test immediately after an offender returns home, and on a random or scheduled basis thereafter. Authorized City personnel can easily create or change BrAC testing schedules in TotalAccess by:

1. Following the TotalAccess enrollment wizard that guides the user through creating and verifying voice templates, instructing the offender on how to provide a BrAC sample, and setting security/language settings.

2. Scheduling the type of test within TotalAccess. Available test types include:
   a. *Fixed*—the offender is required to perform an alcohol test at a specified time
   b. *Random*—the user specifies the timeframe and number of tests required of the offender; The Sobrietor will randomly summon the offender, in accordance with the testing frequency, during the user-specified period
   c. *On-Demand*—authorized users can initiate an on-demand test at any time from within TotalAccess; after receiving the on-demand testing request, the Sobrietor will immediately summon the offender to perform a BrAC test

Similar to the SL2, authorized personnel can create and modify schedules directly in TotalAccess without contacting BI Monitoring Operations.

e) Shall individually set the number of acceptable failures before an alert is generated.

As our continued commitment to meeting the needs of the City's requirements, BI's Software Team is writing software that will comply with this requirement. We anticipate the official implementation of our system's ability to individually set the number of acceptable failures before an alert is generated to be the beginning of 2019. We do, however, understand this requirement and the City's desire for it; thus, we will use all the resources at our disposal to expedite the software's completion.

f) Shall allow alert notifications through email or text messaging.

TotalAccess can alert the agency with notifications via email and/or text message. Alerts will be distributed based upon the notification procedures created by the City. The administrators can decide how each type of alert is processed.

SL2 Notification Capabilities. Since the SL2 is a portable device that is carried with the offender, an offender can be alerted to submit an alcohol test via text message at any time. From within TotalAccess, an officer can either schedule a test or request an on-demand test from the offender. The offender would receive a text message, like the message in *Figure 36. SL2 Offender Notification*, notifying the offender of the upcoming test.

Once the offender submits a test, the SL2 communicates those results to TotalAccess via cellular connection. If the offender submitted a positive breath alcohol test, the officer would be notified via text message or email per the City's notification parameters.

Sobrietor Notification Capabilities. As a landline device designed to remain in the home, the Sobrietor notifies the offender of a test by emitting an audible tone. Once the offender submits a test, the Sobrietor communicates these results to the central monitoring computer. As an added feature, Sobrietor is interoperable with BI's HomeGuard RF solution, enabling the City to require offenders to perform a test when entering the range of the receiver. TotalAccess notifies authorized personnel of Sobrietor test results in the same manner as SL2 test results.
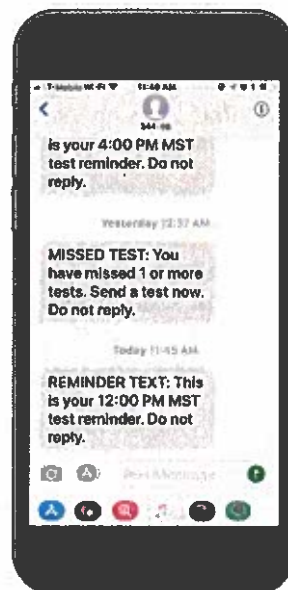
Figure 36. SL2 Offender Notification

Offenders will receive a reminder text message to allow them enough time to refrain from eating or drinking and submit a compliant test

g) Shall have such hardware and software security features as necessary to be tamper resistant.

SL2 Security Features. The SL2, BI's portable alcohol monitoring device, incorporates the following tamper detection features to detect and report offender attempts to compromise normal device operation:

- *Infrared Digital Camera* takes a high-resolution photo during each alcohol test to help confirm the offender's identity.

- *Adaptive Facial Recognition* technology analyzes the photo from the alcohol test and compares it to an adaptive collection of approved photos of the offender.

- *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.

Sobrietor Security Features. Sobrietor, BI's stationary alcohol monitoring device, incorporates voice verification, fuel cell alcohol testing, and proximity sensors to ensure that the offender is accurately identified, properly tested, and the integrity of the unit remains intact:

- *Highly Accurate Voice Verification.* Sobrietor uses biometric voice verification technology to ensure that the offender is the person actually performing the test. At the time of enrollment, the offender records three words, which are stored in the Sobrietor as a template of the offender's voice. Before blowing into the Sobrietor, the offender is asked to repeat up to six words randomly chosen by Sobrietor. The device compares the offender's voice to the enrolled template to verify the offender's identity.

- *Proximity Sensors.* When Sobrietor is positioned around the mouth, multiple proximity sensors register the presence of the face. If the offender removes Sobrietor from the face at any time during the testing process, the test will be reported as a mask failure. This prevents the offender from passing the voice verification test and then handing the unit to someone else. If at any point during the test the unit is removed from the offender's face, Sobrietor generates an alert.

- *Photo Optic Cell.* A photo optic cell detects if the casing of the unit is pried open, alerting the agency to potential tampering.

Both the SL2 and Sobrietor report all breath alcohol tests to the central monitoring computer in near real-time. If an offender misses a test, or submits a positive test, TotalAccess processes the alert to notify the supervising officer to respond appropriately to the offender. This combination of tamper resistance and security features **exceeds** the City's requirements.

h) Shall allow online access to offender compliance history.

All alcohol monitoring data, including offender photographs, voiceprints, locations, and alcohol test data are communicated in near real-time to the monitoring computer system—facilitating prompt notifications of any missed or positive tests to the City. At any time, City personnel can access our web-based monitoring software to view current offender information and their history of compliance.

i) Shall individually set the range of minutes between retry calls after busy signal or a no answer and the maximum number of attempts to verify within a verification call.

Figure 37. Highly Accurate BrAC Test
The SL2 is a court validated technology that is supported by BI's tenured team of expert witnesses.

We respectfully suggest the City's or Participating Public Agencies' procedures allow BI to perform outbound verification calls. This will enable BI Monitoring Operations personnel to initiate a call to satisfy the requirement.

j) Shall allow an officer or other designee to view and print summary reports as needed.

Our TotalAccess monitoring software includes more than 60 predefined reports regarding offender activity, violations and alerts, caseload statistics, equipment inventory, and historical data. City personnel can also create customized reports at any time. Most TotalAccess reports take less than a minute to run. City personnel can view reports onscreen, save reports to a hard drive, print reports from the software, or download reports into a variety of formats.

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City and County of Denver on Behalf of U.S. Communities

k) Shall allow recording and printing the name of offenders and date and time of violation.

As part of the SL2 and Sobrietor enrollment process, City personnel login to TotalAccess and enter the offender's information (including name, demographic information, address, and notes), the equipment ID of the assigned device, and a Security PIN.

The field equipment records a date and time stamp for all events upon occurrence, and the monitoring computer system records the date and time when it receives this information from the field.

l) Shall demonstrate high degree of accuracy. Method of validation and percentage of accuracy shall be explained and quantified as part of the technical proposal.

SL2 Accuracy. The SL2 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 SL2 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 SL2 provides Breath Alcohol Content (BrAC) readings, with results that are accurate to within +/- .010 of the individual's BrAC.

> BI successfully provides testimony services to agencies—evidencing our ability to seamlessly continue supporting the City and Participating Public Agencies.

Sobrietor Accuracy. The Sobrietor has an alcohol detection range of 0.011 to 0.200. The baseline range for alcohol detection is 0.000. The device will read breath alcohol content results with an accuracy of +/- .005 blood alcohol content, enabling the device to display a high degree of accuracy, **exceeding** standard alcohol detection equipment. The deep lung breath sample requires a strong and steady stream lasting four seconds; if an appropriate deep lung sample is not achieved, the device will require additional attempts until the sample is successful.

Court Admissibility of BI's Devices. The SL2 and Sobrietor devices are court admissible and both devices have 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.

m) The unit shall measure Breath Alcohol Content (BrAC) by using a detection technology.

The SL2 and Sobrietor measures BrAC and provides readings from 0.000 to 0.400. BI SL2 test results are accurate to within +/- .010 of the subject's BrAC. The Sobrietor can measure Breath Alcohol levels within +/- .005.

n) The unit shall measure BrAC by collecting deep lung samples.

> Authorized personnel can remotely specify scheduled, random, and/or on-demand testing schedules.

The SL2 and Sobrietor both take a deep lung breath sample during the alcohol test, requiring the offender to supply a strong and steady stream of breath for approximately four seconds. Both devices use a calibrated fuel cell sensor and a conversion calculation to provide a BrAC reading.

Trained BI manufacturing staff calibrates each device during regularly scheduled maintenance. The sensor is adjusted using a known quantity of alcohol and tested to ensure the device generates accurate test results.

o) As the concentration of alcohol in a deep lung sample is directly proportionate to alcohol concentration in the blood, the unit shall be capable of measuring Blood Alcohol Content (BAC) from 0.010 at a minimum.

The BrAC range reported by SL2 and Sobrietor starts at .000, and alerts are generated upon the detection of a 0.020 or higher. All readings, however, are stored in TotalAccess for review and reporting purpose, regardless if an alert was generated or not. In BI's experience, courts do not admit any alcohol readings below 0.020.

p) The unit shall have a battery-operated backup.

SL2 Battery Backup. As a mobile device, the SL2 is designed to operate solely on rechargeable battery power. A completely depleted SL2 battery is recharged in approximately four hours. Since the device is not attached to the offender, charging can fully accommodate the desired testing schedules and the offender's approved activities and mobility—for example, the offender can easily recharge the SL2 while they are sleeping.

Sobrietor Back-up Battery Capabilities. The Sobrietor is equipped with a 12-hour back up battery life. While running on the backup battery, the unit will continue to collect and transmit monitoring information to the host computer. In the event the unit's backup battery is depleted, the Sobrietor will store up to 16 test results in the unit's non-volatile memory.

q) The battery shall power the unit for a minimum of 12 hours and retain an ability to continue prescheduled tests.

SL2 Battery Capabilities. As a mobile device, the SL2 is powered by an internal, rechargeable battery and therefore does not rely on being constantly connected to a power source. If loss of the cellular connection disrupts the ability of the SL2 to communicate with the TotalAccess, the SL2 can continue to conduct alcohol tests and stores date and time stamped information in the device memory. The SL2 can continuously operate on battery power for approximately five days, greatly **exceeding** *RFP* requirements.

Once the cellular connection is restored, the SL2 automatically sends all stored information to TotalAccess.

Sobrietor Battery Capabilities. The Sobrietor is equipped with a 12-hour backup battery life. In the event of a power loss or phone outage, the Sobrietor will continue to administer breath tests, and is capable of storing up to 16 tests that will be promptly sent to the monitoring computer as soon as power or phone service is restored.

r) The unit shall use a secure process that prevents enrollment except by authorized individuals.

Authorized personnel must use their approved and unique username and password to login to the TotalAccess software and complete enrollments.

s) The unit will be capable of storing messages in a nonvolatile memory in the event of phone loss.
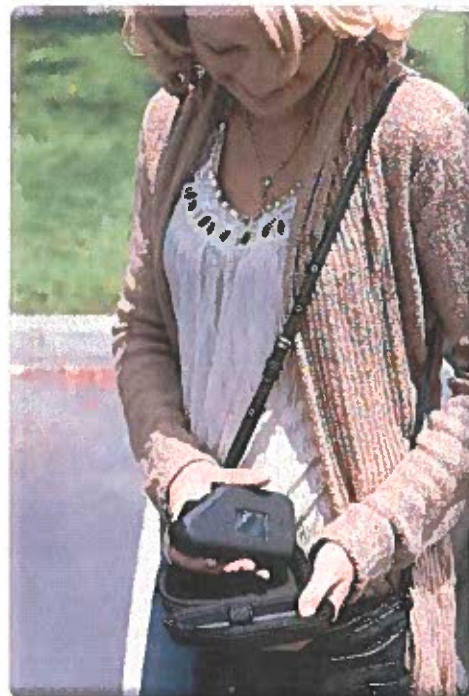
Figure 38. Mobile Alcohol Testing

The SL2 allows the City to test offenders BrAC while they are away from their home, offering officers more complete alcohol-monitoring data than home-based solutions.

SL2 Battery Storage. If cellular service is unavailable, the SL2 can conduct and store at least 50 date and time stamped alcohol tests in the non-volatile memory. Once cellular service is restored, the SL2 promptly sends all stored data. This memory capacity meets *RFP* requirements should the City require an offender perform no more than 15 tests a day.

Sobrietor Battery Storage. In the event that landline phone service is unavailable, the Sobrietor will store up to 16 breath alcohol tests in the non-volatile memory. Most agencies do not require an offender to submit more than five tests per day. All test results are saved with date and time stamps. The Sobrietor will attempt to transmit the test results at specified intervals until telephone connection is restored. Once the connection is restored, the test results, date- and time-stamps, and any generated alerts will be transmitted to the central monitoring computer.

t) The unit will be able to continue to administer breath tests in the absence of phone service.

All of BI's breath alcohol monitoring products can administer breath tests in the absence of phone service.

u) The contractor's central monitoring computer system will be capable of determining whether the offender took the test and then generate alerts based on the test results.

SL2 Identification Capability. The SL2 reports all identification verification photos, location points, and test results to TotalAccess via cellular connection. The SL2 uses a built in, high resolution camera to capture an image of the individual submitting to the alcohol test, and TotalAccess compares this image with a collection of approved digital photos to verify that the assigned offender completes each test as required.

The BI SL2 takes a high resolution, digital photograph of the offender each the time a breath alcohol sample is collected. These photographs can be viewed at any time, and, in conjunction with the equipment's innovative Adaptive Facial Recognition technology, allows City staff to confirm that the breath sample is that of the monitored individual.

Sobrietor Identification Capability. The Sobrietor incorporates biometric voice verification technology to ensure that the offender is the person actually performing the test. During enrollment, the offender creates a voice template. Before each test, the offender is asked to repeat up to six words at random. The Sobrietor compares the tester's voice to the enrollment voice template stored internally on the Sobrietor to confirm the offender's identity.

Once the Sobrietor is positioned around the mouth, multiple proximity sensors register the presence of the face. If the offender removes Sobrietor from the face at any time during the testing process, the test will be reported as a mask failure.

All biometric voice verification data and breath alcohol test results are reported from the Sobrietor to TotalAccess via landline connection. The Sobrietor can be used as a standalone breath alcohol-monitoring device or paired with a HomeGuard 200 for RF monitoring. In either scenario, only one phone line and one power outlet is required.

Figure 39. Sobrietor Identity Recognition During Testing

The Sobrietor uses biometric voice verfication to confirm the identity of the offender before each test.

v) The unit shall measure the presence of alcohol only. The Device shall not respond to natural gas or acetone.

BI designed the SL2 and Sobrietor to collect a deep lung breath sample and measure breath alcohol content through use of a professional grade fuel cell. The fuel cell sensor is sensitive to methyl alcohol,

isopropanol, carbon monoxide, and diethyl ether. The offender 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 help determine if a test result was potentially influenced by exposure to environmental alcohol, the unit can be configured to automatically issue a retest 15 minutes after an initial test result of 0.02 BrAC or higher. 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 to that item.

w) The unit will use verification to correctly identify the offender.

The SL2 is equipped with a high-resolution camera and temperature recognition technology, and the system uses intelligent facial recognition technology to confirm the offender's identify during all tests.

Similarly, the Sobrietor uses biometric voice verification to ensure the individual providing the breath test is the monitored offender.

x) The unit will allow tests to be administered in a variety of methods: (items i-iii addressed in table below)

As demonstrated by *Table 22*, the SL2 and Sobrietor can administer breath alcohol tests in accordance with fixed, random, and on-demand testing schedules.

Table 22. Breath Alcohol Testing Schedules		
RFP Requirement	**SL2**	**Sobrietor**
i) Random, computer generated as specified by the City. Allowing for an unlimited number of test periods and tests	✓	✓
ii) At City designated locations or in the offender's home by authorized City staff. After the test, within 30 seconds the BrAC level should be displayed on the City operated hand held device	✓	✓
iii) "On-demand" by the City	✓	✓

y) The unit will utilize mechanisms that detect attempts by the offender to defeat the unit by supplying a breath sample other than their own. The "erroneous" sample might be from a mechanical apparatus or accomplice.

SL2 Capabilities. The SL2 uses a built-in camera that takes a photo during each alcohol test. This Adaptive Facial Recognition technology, combined with temperature detection, and pressure sensors detect and report offender attempts to compromise the system. These technologies include:

- *Photo Recognition.* To confirm the identity of the offender at the time of testing, a photo is taken during the breath test and is transmitted to TotalAccess where it is compared to the master photo taken upon enrollment. The City has a color, high-resolution test photo to compare against after each test.

- *Automated Facial Recognition™ (AFR).* In addition to taking a photo with each test, TotalAccess is equipped with AFR technology. This technology biometrically assesses an offender's facial structure over a series of several tests and is able to intelligently "learn" the specific characteristics of their face. This technology can be used to quickly and easily sort offender

photos, increasing caseload supervision efficiencies. Photos recognized through AFR can be viewed at any time through the software platform, as illustrated in *Figure 40*.

- *Temperature Recognition.* The device also monitors breath temperature and ambient temperature to detect air sources other than human breath, such as air pumps, canned air, or other compressed air sources.

These combined technologies ensure that the offender assigned to the device is the person submitting the test and **exceed** *RFP* requirements.

Sobrietor Capabilities. The Sobrietor incorporates biometric voice verification technology to ensure that the offender is the person actually performing the test. At the time of enrollment, the offender repeats three words a minimum of five times to create a template of their voice. The recorded words are stored in the Sobrietor, and before each test, the offender is asked to repeat up to six words at random. The Sobrietor compares the offender's voice to the enrollment voice template to confirm the offender's identity.

To ensure the offender is compliant, the Sobrietor limits the number of retries allowed to the offender. The Sobrietor uses voice prompts to assist the offender if they are speaking to quietly or too loudly. The Sobrietor prompts the offender to speak louder if they are whispering or quieter if they are shouting.

Figure 40. Photo Recognition Capabilities

Officers can review pictures of the individual performing the test on an as needed basis— the Adaptive Facial Recognition software resolves the majority of verifications.

In addition, when Sobrietor is positioned around the mouth, multiple proximity sensors register the presence of the face. If the offender removes Sobrietor from the face at any time during the testing process, the test will be reported as a mask failure.

z) The unit will have tamper technology that is accurate and non-intrusive.

The SL2 and Sobrietor use various, non-intrusive methods to accurately detect offender attempts to tamper with the device. This includes an infrared digital camera that captures a photo of the offender during each test, biometric voice recognition, breath temperature detection, and pressure sensors. Additionally, tampers to the SL2 case are typically evident upon visual inspection.

aa) The contractor shall have monitoring software that is accessible through the internet and shall provide a description of its capabilities.

BI TotalAccess is a web-based software platform that supports our full continuum of monitoring technologies. Authorized City personnel can utilize the software on a 24/7/365 basis for all monitoring tasks. TotalAccess is highly customizable, sends automated notifications in accordance with City procedures, includes a multitude of reports, and allows City personnel to easily search offender records.

City personnel can login to TotalAccess from any web-enabled device—including tablets, notebooks, smartphones, and computers. The software includes several time-saving features designed specifically 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.

5. Transdermal Specific Requirements

The TAD transmits all monitoring data to the HomeBase. The HomeBase then communicates all participant, monitoring, and device information to BI's central monitoring computer via landline or wireless means. BI's proposed solution will report alcohol events to assigned City staff within 24-hours of occurrence. The TAD automatically and continuously emits RF signals that are detected by the HomeBase. The HomeBase detects the offender's presence in or absence from the home by these signals and contacts the central monitoring computer whenever the offender enters or leaves the home. The computer system contains the parameters for each individual case, including the offender's schedule. It compares the messages sent by the HomeBase to the offender's schedule and alerts City staff to any violations.

Transdermal Specific Requirements	BI TAD and BI HomeBase

Transdermal Alcohol Monitoring—*Continuously and precisely monitor offender alcohol intake through court-validated fuel cell technologies.*

TAD provides highly reliable, accurate, and durable continuous alcohol monitoring. 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 the unit. The BI representative provided expert testimony, offered data interpretation for the alleged drinking event, and defended the reliability of the TAD device. BI's testimony was by BI 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.

> 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.

a) *The unit will include tamper detection features including phone, case, and power alerts to ensure accuracy of the data generated by the unit.*

The TAD transmits all monitoring data to a paired HomeBase receiver that is installed in the offender's home. The HomeBase communicates all participant alcohol data, curfew monitoring information, and equipment information to the monitoring computer system via landline or cellular communication.

The HomeBase generates and reports the phone, case, and power alerts identified in *Table 23.*

Table 23. HomeBase Events	
Event	**Generated Event and Description**
Power Status	*"Power Loss"*—The AC power connection to the HomeBase was interrupted.

Table 23. HomeBase Events	
Event	**Generated Event and Description**
Case Status	*"Receiver Case Tamper"*—The HomeBase case was opened or tampered with. *"Receiver Motion Event"*—The motion sensor detected sustained movement of the HomeBase, indicating that the offender may have relocated the equipment.
Phone Status	*"Phone Loss"*—The landline phone cord was disconnected from the HomeBase.

b) The unit will not require offenders to push buttons, or otherwise interact with the unit, in order for the testing process to begin or results of the test to be reported.

There is no need for the offender to push buttons or otherwise interact with the TAD. The ankle-worn TAD continuously detects for the presence of alcohol and seamlessly and automatically transmits all collected information to the HomeBase receiver when in range.

c) The System shall provide 24-hour monitoring of alcohol concentration through the skin.

Worn around the offender's ankle 24/7, TAD uses transdermal technology to sample perspiration that passes through the skin. The device samples every minute and records an average of the collected samples every five minutes. This sampling frequency provides 288 data points within a 24-hour period.

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. The algorithm creates a baseline for each individual wearing the device and enhances testing accuracy. The algorithm is proven independent of individual factors such as gender, height, and weight and demonstrates high statistical confidence in distinguishing true alcohol drinking events from false positives. When the TAD detects environmental alcohol, the transdermal alcohol content raises and decreases in a "spike" motion. It is physically impossible for human alcohol consumption to mirror these results. BI Monitoring Operations staff will assist with interpreting alcohol charts on a 24/7/365 basis throughout the life of the contract.

d) The unit shall be attached to the detainee's ankle using secure straps and alarms that detect any attempt to tamper with the device.

The TAD transmitter incorporates several tamper detection technologies to provide comprehensive protection against offender tamper attempts and help to ensure system integrity. As a highly durable and shock resistant unit, the TAD incorporates the following tamper detection technologies:

- Proximity detection gauges the unit's proximity to the offender's leg
- A fiber optic strap to detect attempts to compromise or cut the strap
- A motion sensor to record the amount of time the unit is stationary, which may indicate it has been removed from the ankle
- A skin contact sensor verifies the Alcohol Detection Module (ADM) remains in contact
- A water sensor reports if the unit is submerged for more than 20 minutes
- A temperature sensor detects if the unit temperature drops below 32°F or above 140°F
- An infrared sensor detects buildup of debris or grime that can interfere with the functioning of the ADM

e) External power and phone cords for the unit shall be field replaceable.

In the field, City personnel can quickly and easily replace the cords that connect the HomeBase receiver to the AC power and landline phone sources, as needed.

f) The unit will be compatible with the contractor's Radio Frequency monitoring solution. The unit will also have the capability to be used as a stand-alone solution.

The TAD solution offers objective, reliable alcohol monitoring and RF curfew monitoring within a single system. The ankle-worn TAD automatically and continuously emits RF signals that are detected by a HomeBase receiver in the offender's home. The HomeBase detects the offender's presence/absence from the home by detecting the presence/absence of the TAD signals within a specified range. The TAD also transmits all stored alcohol data to the HomeBase when in range.

Figure 41. Highly Secure Monitoring
To the best of BI's knowledge, the TAD is the only device in the industy equipped with seven tamper detection technologies.

The HomeBase communicates all system information to the monitoring computer system via landline or cellular connection.

g) The transmitter shall automatically measure and record the offender's transdermal alcohol level on a regular basis, regardless of the offender's location.

The ankle-worn TAD automatically and continuously samples the offender's skin perspiration for the presence of alcohol and records corresponding measurements on an ongoing basis—regardless of the offender's location.

h) The transmitter shall take an alcohol sample a minimum of once every 30 minutes or as determined by City.

The TAD samples perspiration every minute and records an average of all samples every five minutes, **exceeding** the City's requirement for testing at least every 30 minutes. This frequency of sampling provides 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.

i) The unit shall connect to the telephone network with a standard RJ11-C jack or through cellular communication. A telephone cord and modular plug shall be provided with the unit at no additional cost to the City. The unit shall be directly connected to the offender's home phone line, or through an optional Cellular Receiver, to report events and alerts to the contractor's central monitoring computer.

The TAD operates in conjunction with a paired landline or cellular HomeBase receiver. The ankle-worn TAD continuously collects and records alcohol data internally. The TAD securely transmits data to the HomeBase station via RF signal when the device is in range of the receiver. The HomeBase receiver is available in two distinct models:

- HomeBase 100 reports to TotalAccess via landline telephone

- HomeBase 110 uses a cellular connection to report TotalAccess, with the ability for landline functionality

The HomeBase receiver is typically installed inside the offender's home. The receiver automatically detects the RF signals from the TAD when the ankle-worn device comes within range. The receiver
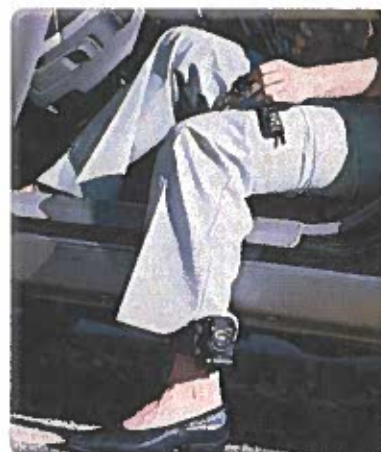
reports all alcohol and curfew data to the central monitoring computer via landline telephone or cellular connection. The HomeBase receiver can be used with VoIP technology.

j) The transmitter shall comply with FCC regulations and be highly durable, shock-resistant, and water resistant to allow for activities such as bathing.

The TAD is highly durable, shock-resistant, and water resistant up to three feet—allowing the offender to continue with normal activities such as bathing.

The TAD system is certified by the FCC as shown in the table below.

Table 24. LOC8 FCC Certification		
Category	BI Device	FCC Certification
Transdermal Alcohol	BI TAD	CSQTAD001
	BI HomeBase 100	GN7MM01B-HB-100
	BI HomeBase 110	GNU7MM00B01-EX-520

k) When a low-battery event occurs, the system shall generate a low-battery alert that gives City staff at least five days to replace the battery before it becomes exhausted.

The TAD generates a "TAD Battery Level Low" message approximately five days prior to battery depletion. The alert would appear in the TotalAccess alert queue, managed by BI Monitoring Operations. The officer would simply call BI Monitoring Operations to schedule a service call.

l) The transmitter straps and battery shall be replaceable in the field and require minimal training for City staff.

With minimal training and tools, City personnel can easily and quickly replace the TAD field-replaceable fiber optic strap and/or the field-replaceable battery.

m) The transmitter shall be able to distinguish between ingested alcohol and environmental alcohol.

The TAD monitors and measures alcohol ingestion by detecting the insensible perspiration that passes through the offender's skin. The device incorporates an ADM that rests firmly against the offender's bare leg. The ADM uses membrane electrode technology to calculate Transdermal Alcohol Concentration (TAC) readings. The 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.

Figure 42. Alcohol Detection Module (ADM)
When used in conjuction with an individual baseline reading for each monitored offender, the ADM can differentiate between ingested and environmental alcohol.

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.
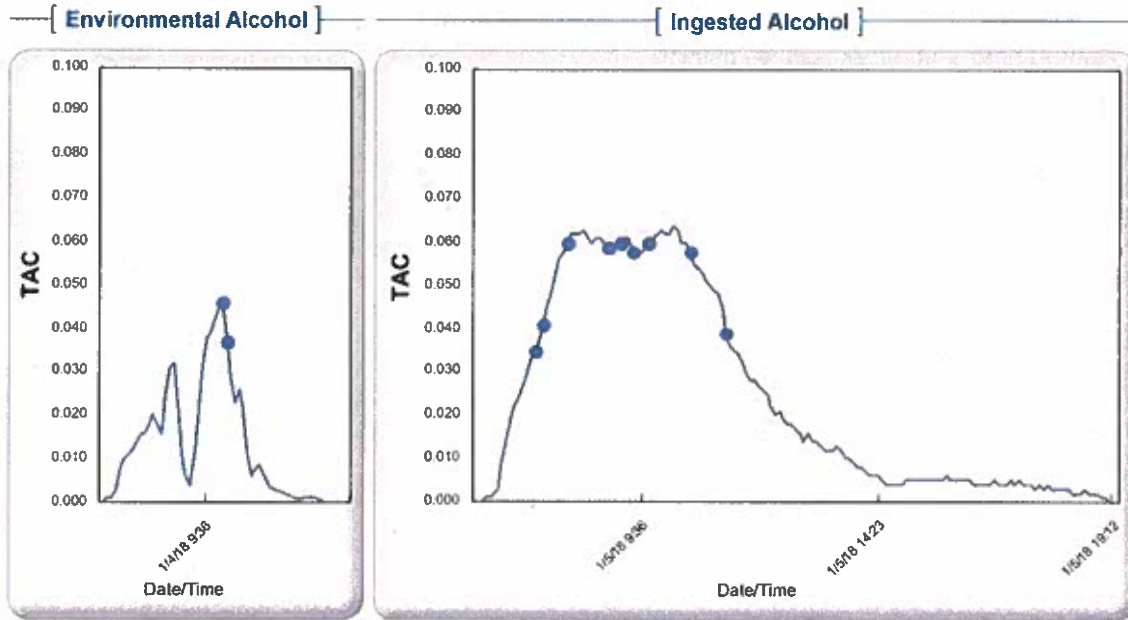
Figure 43. TAD Activity Graph–Environmental Alcohol vs. Drinking Event

The data collected from the TAD can be viewed in TotalAccess. The City can customize the parameters for each TAD device. If the City or Participating Public Agencies are unsure whether a drinking event occurred, trained BI Monitoring Operations Technical Support Specialist can assist in interpreting TAC graphs.

n) The transmitter should have multiple tamper detection technologies such as water submersion, skin conductivity, temperature, proximity to the leg, infrared debris buildup detection, motion detection and strap tamper detection.

To our knowledge, the TAD device and its tamper features surpass the capabilities of every other transdermal alcohol-monitoring device on the market. Agencies across the country that utilize this technology recognize BI for our consistently delivering proven, reliable technology with the latest, state-of-the-art tamper technologies. Other vendors may boast about high compliance rates, but without multiple tamper features to detect problems, those assertions are highly debatable. The TAD incorporates the tamper detection technologies identified in *Table 25* to detect and report offender attempts to remove the device or otherwise deter normal system operation.

Table 25. TAD Tamper Detection Technologies

Technology	Generated Event	Description
Temperature Sensor	"TAD Temperature High" "TAD Temperature Low" "TAD Temperature OK"	Monitors an offender'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 that the device is no longer attached to the offender.
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 the offender 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 the offender.
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 offenders can shower, submerging the unit for extended periods can interfere with accurate alcohol sensing.

o) At a minimum, the transmitter shall detect, record, and alert City staff for the following: low battery, unit shall be returned for recalibration, alcohol event, equipment tamper, and curfew violation (if paired with an optional receiver).

The HomeBase receiver obtains all TAD information when the ankle-worn device is in range, and the HomeBase promptly reports to the monitoring computer system via landline or cell connection. The monitoring system can automatically notify designated City personnel of alerts by the specified method. As specified by *Table 26*, TAD detects all critical equipment and alcohol events.

Table 26. TAD Events		
Event	**Message**	**Description**
Low Battery	"TAD Battery Level Low"	The field-replaceable battery in the TAD is low.
Recalibration	AMD Calibration Report	Available in TotalAccess, this report tracks the calibration date for each TAD device.
Alcohol Event	"TAD Alcohol Event"	TAD detected the presence of alcohol.
	"TAD Alcohol Threshold Exceeded"	The offender's TAC level is rising.
Tamper	"TAD in Water"	TAD has been submerged for a sustained amount of time.
	"TAD IR Blocked"	Dirt and debris have collected on the ADM.
	"TAD Proximity Tamper"	TAD is no longer in contact with the offender's leg.
	"TAD Strap Tamper"	The fiber optic circuitry in the strap is interrupted—for example, the strap has been cut.
Curfew Violation	"Unauthorized Enter"	TAD entered the receiver range during a time when no curfew schedule is in place.
	"Unauthorized Leave"	TAD left the receiver range during a time when the offender is scheduled to be at home—and the specified Leave Window has expired.
	"Did Not Enter"	TAD did not enter the receiver range as scheduled.
	"Did Not Leave"	TAD did not leave the receiver range as scheduled.

p) The transmitter shall be able to pair to a receiver to report monitoring data to the contractor's central monitoring computer system.

Using the TotalAccess software, City personnel can pair any TAD device with any HomeBase receiver. The HomeBase reports all system information to the monitoring computer system.

q) The transmitter shall emit a signal to the receiver at least once every 30 seconds continually, during the operating life of the transmitter's battery.

Throughout the operating life of the battery, the ankle-worn TAD continuously emits RF signals. When in range, the TAD signals are automatically detected by the paired HomeBase receiver.

r) RF signals from the transmitter to the receiver should have a range of up to 150 feet.

For RF curfew monitoring, the HomeBase can be configured with a range of 35, 75, or 150 feet.

s) RF signals from the transmitter to the receiver should be on a noncommercial frequency.

TAD transmits curfew information and alcohol data to the HomeBase using noncommercial frequencies.

t) Proposer shall allow the unit to be paired with Radio Frequency (RF) as determined needed by the City. The RF service shall be available in landline and cell variants.

Within the TotalAccess software, City personnel can easily pair any TAD device with any HomeBase receiver. Every TAD and HomeBase pair has the capability for RF curfew monitoring, and all system data is communicated from TAD to the HomeBase via radio frequencies. For the utmost flexibility and accommodation of each offender's individual situation, we offer HomeBase models that can communicate with the monitoring computer system via landline telephone or cellular connection.

Figure 44. Field Replaceable Battery and Strap
Field replaceable components ease inventory management activities and allow officers to spend more time in the field.

6. 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 an offender 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.

> BI developed our supplemental support solution with the goal relieving officers of clerical and administrative tasks to allow City personnel to maximize time spent with offenders.

With these monitoring challenges in mind, BI has continued to develop enhanced support solutions aimed at alleviating administrative, technical, and data management workloads. For example, through our bilingual monitoring center based in Aurora, Illinois, BI offers a solution designed to meet the needs of the City and any Participating Public Agencies that require services beyond alert notification and 24/7/365 technical support. Our supplemental support services are summarized by the following graphic.

Supplemental Support Services

Automated Check-In: Interactive Voice Response (IVR)

Documenting Officer Contact with Clients: Client Contact Services

Alert Management: Alert Management Services

Processing Warrants: Warrant Help Desk

Fee Processing: Fee Collection Services

All data that is generated, modified, or updated through BI's solution is available to the City by calling BI Monitoring Operations or directly accessing data online.

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Automated Check-In

With expanding caseloads and limited resources, many agencies struggle with actively monitoring lower level, first time, or low risk offenders. Alternatively, some agencies require additional monitoring check-ins beyond traditional monitoring technologies.

As a highly flexible and customizable solution, BI's Interactive Voice Response (IVR) system can be used on any offender population to support City-defined monitoring conditions. IVR supports routine offender check-ins on a City-defined frequency. BI's automated check-in system consists of the following activities:

1. The offender 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 City-defined questions, such as change of address, employment updates, or contact with law enforcement.

    a. Information collected by the IVR is automatically captured by BI's software without any interaction from a Monitoring Specialist.

4. The IVR will automatically escalate the call to a live Monitoring Specialist if there are any exceptions to the questions.

Figure 45. 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.

i) The offeror must provide an automated self-reporting solution that requires clients to call into an Interactive Voice Response (IVR) system.

BI's fully automated IVR solution allows City personnel to require offenders to regularly check-in and report any significant changes to their circumstances. During each check-in, the IVR will pull offender information from our software. As the offender confirms information, the IVR will update the database with any relevant changes. If the offender's information has changed since the last check-in, the IVR will automatically forward the call to a live Monitoring Specialist who will collect and record the updated information in the database.

ii) Clients must be able to call the system as required to provide daily, weekly, or monthly check-ins.

As a highly configurable system, the City can require offenders to call the IVR on a daily, weekly, or monthly basis.

iii) The system must be able to verify information for each caller through a series of questions (e.g. "have you had any changes in employment?").

During program implementation, BI will work closely with the City and Participating Public Agencies to determine which questions the IVR will ask each caller. Examples of the types of questions routinely asked by the IVR include:

- Has your address changed?
- Has your employment changed?

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- Have you had any contact with law enforcement?

- Have you been arrested since your last check-in?

- Would you like to leave a message for you officer?

- Would you like to request a change to your schedule?

- Do you have any orders of protection?

- Would you like to update your officer on your schedule or location?

> BI's IVR solution performs real-time adjustments, including escalating calls to a live Monitoring Specialists. Many other IVR solutions forward the offender to voicemail box for call center staff follow-up at a later time.

We look forward to working with City and Participating Public Agencies to customize IVR questions specific to each agency's monitoring needs.

iv) If there are changes or exceptions to the expected responses, the client must be routed to a live member of the offeror's monitoring center. Offeror staff must update information in the system in real time.

BI's routine check-in solution relies on both automated and live Monitoring Specialist interaction to capture offender information. The IVR will ask the offender a series of questions, escalate the call to a live Monitoring Specialist if there are any exceptions, and make real-time adjustments to offender information in the software. *Figure 46* further demonstrates how the IVR escalates a routine check-in to a live operator when the caller reports an exception.
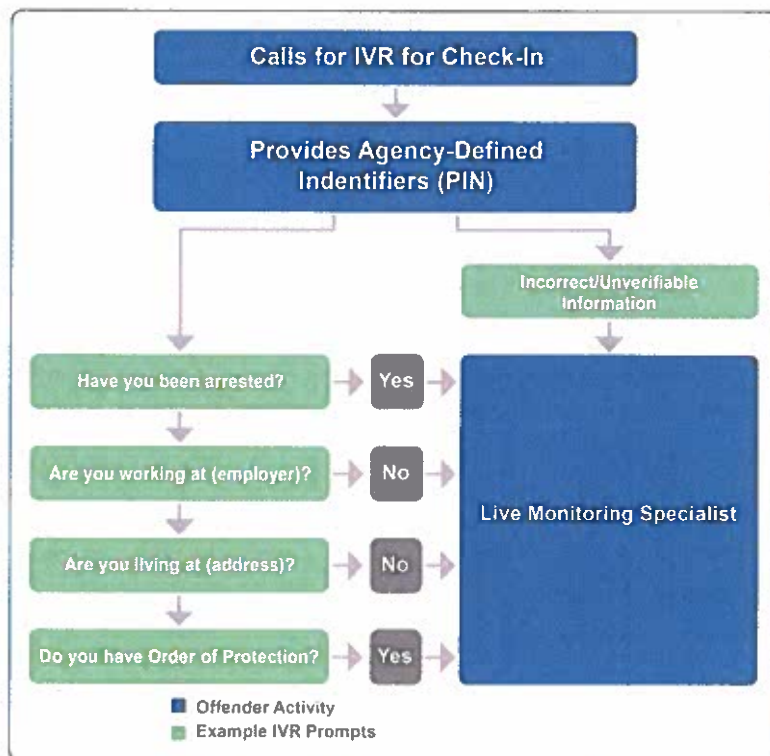
Figure 46. Escalation of Reported Exceptions

Escalating callers to a live Monitoring Specialists allows BI to capture information about exceptions or noncompliant activities in real-time—relieving officers of the need to log into the system to capture case notes.

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v) The system must provide automated notifications and reminders to clients.

BI's system can be used to remind offenders and pretrial defendants of upcoming probation appointments, court hearings, or other mandated activities. The City will be able to select the method and frequency of all reminder notifications, including alerting offenders of upcoming activities via text message, email, or live operator call.

Email and text reminders will be configured for automatic delivery within the Automated Check In software. Offenders who require phone calls will be identified and tracked within the Automated Check In software. BI's Monitoring Operations will place outbound calls to offenders and record the time, date, and the result (successful or unsuccessful) of the call. The assigned officer will receive notification for all reminders that are sent, and all communications will be recorded in the offender's record. Officers will be able to select which method of delivery they prefer—text, email, automated call, or live operator call.

vi) The system must have the capability for officers and clients to leave and receive messages from one another.

BI's IVR solution streamlines the communication process between officers and offenders:

- If an offender wants to leave a message for their officer, the caller simply indicates so during the check-in process.
  - The call is escalated to a live Monitoring Specialist that transcribes the message, asks follow-up questions (if part of the City-determined procedure), and alerts the officer of the message via predetermined notification methods.
- If an officer wants to leave a message for the offender, the officer calls BI Monitoring Operations.
  - BI will verify the officer's identity through a PIN and transcribe the message.
  - The next time the offender performs a check-in, the caller will be notified that they have a pending message from their officer.
    - Alternatively, BI can proactively contact the offender to relay urgent or time-sensitive messages.

In addition to verbal messages relayed to individual offenders, the IVR system is able to send out mass communications to all or groups of offenders. Officers can relay information to their entire caseload as easily as sending a message to an individual offender.

> The IVR will act as a comprehensive data collection tool for officers, providing programmatic efficiencies while dramatically reducing officer workload.

vii) The system must provide real-time officer notifications for any noncompliant activity.

With the understanding that communicating noncompliant activities is critical to successfully monitoring offenders, BI can customize our IVR solution to meet the unique notification and escalation processes used by the City. BI Monitoring Specialists will leave a message for officers when necessary regarding routine offender check-in activities. All data collected during check-in calls will be available in BI's software. BI will communicate with officers in numerous ways regarding check-in calls, including:

- Placing outbound calls
- Sending email messages to the officer's mailbox
- Displaying information in case summary and dashboard screens within the software
- Following alert notification and escalation protocols

viii) The agency must be able to customize the questions asked by the IVR system.

BI's proposed check-in solution is highly flexible. We are able to modify questions or make other changes based on evolving City requirements.

Documenting Officer Contact with Clients

A key component to effectively monitoring offenders 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 has a Case Contact solution, depicted in *Figure 47,* which allows officers to dictate information to Monitoring Specialists.

Key components of this solution include:
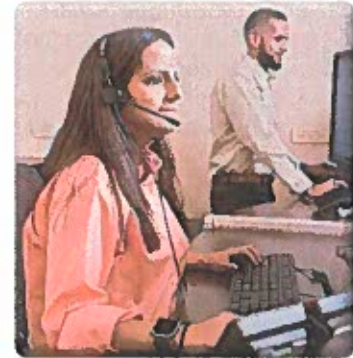
Figure 47. Documenting Offender Contacts

BI's Case Contacts feature supports officers with dictating key events to Monitoring Specialists through various codes.

- **Developing a Coding System.** In collaboration with the City, BI will develop a simple coding system that will streamline the data entry process. Officers and Monitoring Specialists will use these established codes to quickly communicate and capture Case Contacts in the software.
  - For example, an officer may call BI Monitoring Operations after completing an in-person meeting with an offender to dictate information to Monitoring Specialist regarding the engagement. By using a coding scheme, the officer can relay detailed information about the visit using a series of established numbers and letter codes in minimal time.
- **Customizing Software Fields.** After the code is established, BI software engineers will customize the fields in the software to accept the City-specified codes.
- **Creating Call Scripts and Operating Procedures.** BI will work with the City to determine what information the Monitoring Specialist will capture in the software. When a Monitoring Specialist receives a Case Contact call from the field, the software will automatically guide the Specialist through each question to ask and the associated code.

i) The offeror must provide data entry service for officers to record case notes while in the field.

The *Case Contact* feature uses a series of mandatory fields to guide Monitoring Specialists in capturing critical data points. The *Case Contact* feature is a highly intuitive solution that BI designed to capture complete and accurate information. Monitoring Specialists data entry screens will change based on the type of information the officer dictates.

For example, if an officer calls BI Monitoring Operations to report a drug test, the software will automatically prompt the Monitoring Specialist to ask the following questions:

> The Case Contacts feature allows users to sort and view data based on event codes, for example the number of face-to-face contacts, drug test results, and routine check-ins.

- 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?

ii) The offeror must provide highly trained staff to transcribe officer notes based on interactions with clients. These services must be provided on a 24x7 basis.

BI Monitoring Specialists will be available on a 24/7 basis to receive dictated case notes from officers in the field. City personnel can retrieve offender history files by calling BI Monitoring Operations or by directly accessing the software.

iii) All documentation of case notes must be date and time stamped within the software. These notes should be easily reviewed by authorized staff.

Authorized City personnel can retrieve all dictated case notes by calling BI Monitoring Operations or directly accessing the software. With the understanding that all offender contacts are critical to ensuring compliance, BI's software will automatically date and time stamp all Case Contact activities.

Alert Management Activities

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 IVR or similar technologies. With these challenges in mind, BI's Monitoring Operations can provide supplemental services to attempt to proactively resolve alerts, troubleshoot equipment issues, and notify assigned City personnel of confirmed violations.

i) The offeror's monitoring center must accept client calls to verify that clients are adhering to agency-mandated schedules.

Note: This requirement does not apply to individuals on electronic monitoring devices. Monitoring Specialists will not need accept location verification calls from individuals wearing equipment, as the device will perform these verifications.

BI understands that officers can place an offender that is not monitored via electronic monitoring technology on curfew requirements. BI will work closely with the City to create specific procedures regarding accepting calls from offenders to verify compliance with mandated schedules. The following procedure is an example of the methods employed by BI Monitoring Operations to verify offender schedule compliance:

1. The offender will call BI Monitoring Operations within 2 hours of the scheduled departure/arrival time.

2. BI's software will generate random outbound calls to ensure the offender is present at home and compliant with curfew restrictions.

3. If an offender misses a check-in call, BI will generate an outbound call to determine if the offender is complying with curfew requirements.

ii) Clients will call the offeror's monitoring center to verify, schedule, or amend appointments for job interviews, work, school, or doctor visits.

Monitoring Specialists will document all calls for schedule changes in BI's software. BI will document all information pertaining to the schedule change request including:

- The date and time of the request

- The Monitoring Specialist associated with documenting the request

- The type of schedule change requested by the offender

> Officers will be able to override standard movement procedures for any offender on a 24/7 basis. As an extra level of quality assurance, Monitoring Specialists will review any "Special Notes" in the software to determine if there are any exceptions associated with an offender's movement.

Modifying Offender Schedules

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
- Emergency Room (ER) medical situations, with up to 90 minutes travel time
- Movement authorized by request from officers

iii) The system must enable officers approve or deny requests by phone or via offeror software.

BI will collaborate with City leadership during program implementation to develop approval processes related to schedule requests. Monitoring Specialists can call officers to verify the approval processes, or authorized users can approve or deny requests through the software.

iv) The offeror's monitoring center must conduct initial outbound calls on all EM alerts, placed by persons physically present in the monitoring center. This must occur prior to dispatching alert information to the officer.

As a supplemental service, BI has the ability to proactively investigate electronic monitoring alerts through our live Monitoring Specialists located at our Monitoring Operations offices. 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 Monitoring Operations includes:

1. Monitoring Specialists will ensure that the violation status is accurate by viewing offender information in software.
2. If the violation is still active, the Monitoring Specialist will attempt to locate the offender by calling the host site, work, school, or aftercare locations.
3. BI will attempt to resolve the violation by performing the steps outlined above two times.
4. Should the Monitoring Specialist have contact with the offender, BI staff will attempt to troubleshoot the issue with the offender.
5. The Monitoring Specialist will follow City-designated alert notification procedures, including emailing, calling, or escalating the alert.

v) These initial calls should troubleshoot equipment issues or to locate a missing monitored individual.

BI can designate that offenders may have faulty equipment in two scenarios: (1) per an officer's instructions; or (2) when a Monitoring Specialist determines an equipment violation may exist. BI's *Standard Operating Procedure* for equipment repairs includes:

1. Officers call Monitoring Operations to report equipment malfunctions, or the Monitoring Specialist determines equipment malfunctions are occurring.
2. The Monitoring Specialist selects a function within the software.

3. Based on software prompts, the Monitoring Specialist describes the equipment error through answering a series of questions.

4. Monitoring Specialists attempt to resolve equipment issues by reviewing alert history and making outbound calls to the offender to ensure equipment functionality.

To locate a missing individual, BI will enact the violation resolution process described above in response to the previous specification.

vi) If unsuccessful, the alert must be escalated to the supervising officer for additional action in real time.

BI Monitoring Specialists will always follow the City's alert notification processes, methods, and timeframes. This will enable officers to respond to potential violations in real-time.

Processing Warrants

Warrant processing is a critical component to enacting sanctions after an offender has demonstrated non-compliance with mandatory terms of release. This activity, while critical to supporting public safety and upholding City and Participating Public Agency supervision goals, can quickly become an administrative burden to officers with large caseloads.

With these needs in mind, BI has an established Warrant Processing Helpdesk staffed by live, knowledgeable Monitoring Specialists based out of our Monitoring Operations facility. Each Participating Public Agency will have unique warrant processing requirements, protocols, and preferences. BI will work closely with the City and Participating Public Agencies to develop and implement customized warrant processing.

i) The offeror must provide warrant processing services to expand the agency's after-hour coverage.

BI will assist the City and Participating Public Agencies with processing, reporting, and maintaining accurate records related to warrant issuance. This will be accomplished through a 24-hour BI Warrant Processing Helpdesk, staff specifically trained to support warrant requests, consolidated reporting, and Standard Operating Procedures that will guide Monitoring Specialists through the warrant process.

Based on each unique agency's needs and processes, BI will establish which events trigger support from our Warrant Processing Helpdesk. Examples of the types of events that may trigger Monitoring Specialists to process warrants include:

- Absent without Leave (AWOL) or absconded offenders, including:
  - Offenders considered AWOL based on electronic monitoring and GPS data
  - Offenders considered AWOL per officer instructions
- Failure to comply with orders of supervision/agency mandates
- Offenders that have been arrested

ii) When a client misses a scheduled check-in or is considered absconded, the offeror must accept calls from officers to process a warrant for the client's arrest.

In support of processing warrants, we understand that law enforcement officials will contact BI Monitoring Operations to hold a suspect by acquiring a warrant. BI will provide an 800-phone number dedicated to law enforcement officials to accommodate this component of our solution.

BI allocates more senior, tenured Monitoring Specialists to respond to warrant requests, and these individuals have received rigorous training specific to collecting and recording information regarding warrants. In addition, BI developed our software interface to provide the Monitoring Specialists with automated prompts to aid with data collection and accuracy.

> BI Monitoring Operations currently has all telecommunications equipment in place to accommodate warrant issuance requirements, including a system to distribute law enforcement calls to specially trained Monitoring Specialists.

Examples of information collected when law enforcement official contacts BI Monitoring Operations to request a warrant include:

- The Law Enforcement Officer's name, associated agency, and county
- Specific incident information, such as:
  - Was the offender arrested?
    - What was the offender charged with?
    - What was the class of the charge?
  - Was there a weapon involved in the incident?

iii) The offeror must processes fingerprint and name matches in the National Crime Information Center (NCIC) database.

As a component of warrant processing, BI will perform name and fingerprint hit monitoring through a National Crime Information Center (NCIC) terminal within our Monitoring Operations facility. Tenured Monitoring Specialists will review and respond to emailed name and fingerprint hits, escalating information as appropriate to designated agency personnel.

Fee Processing

Cost-effective monitoring is critical to meeting the needs of many agencies; budgets are often shrinking while officer caseloads continue to expand. Many community corrections programs include models that require offenders to directly pay all, or a portion of, the costs associated with their supervision—including electronic monitoring, case management, and other supervision activities. Fee collection adds another administrative duty to an officer's workload, and agencies often struggle with collecting fees, generating reports on fee collection, and processing offenders that may be indigent. Fee collection is further complicated by the type of offender population being monitored—for example, certain types of offenders may be required to pay only a portion of the cost of their supervision.

i) The offeror must provide fee management services that include client fee collection and processing, for both court-ordered or supervision fees, either electronically or manually.

BI will provide offender fee collections and a web-based payment record of collected supervision fees per offender. Our system will calculate, collect, and record fees owed by the offender, and will track and notify City personnel and offenders of missed payments. The Offender Supervision Fee Collection System will provide the City with three types of offender enrollment statuses:

1. Enrolled. The offender is currently enrolled in the Supervision Fee Collection System and is responsible for payments. If the offender needs to be removed due to inability to make payments (indigent, homeless, SSI-Disability, or unemployed) then the officer can change the offender to Not Enrolled or Suspended status.

2. Not Enrolled. The offender is not currently enrolled in the Supervision Fee Collection System and is not responsible for any fees that were assessed during their release.

3. **Suspended.** The offender's status is currently suspended, and they are only responsible for fees assessed while in Enrolled status. Once the offender is suspended they will not continue to generate additional fees.

ii) The system must have the ability to configure fee reminders for each individual through an automated notification system.

The Offender Supervision Fee Collection System will configure fee reminders through an automated notification system for assigned offenders or pretrial defendants.

iii) The system must utilize a notification system that alerts clients when payments are due or late.

BI will notify offenders of delinquent payments through an automated script in the IVR system, which will review missed payments and remind offenders of their payment schedule during monthly check-in calls. In addition, Monitoring Specialists will provide outbound calls to offenders upon request of City personnel.

iv) Clients should have the option to pay fees via remittance envelopes or credit card through the offeror's 24-hour monitoring center.

BI will provide an easy to use remittance envelope with clearly labeled fields to assist offenders with providing the necessary information for payment submission. BI will only accept cashier's checks or money orders from offenders. If payment by personal check or cash is received, a BI Monitoring Specialist will contact the supervising officer to determine the appropriate response. In addition to the methods detailed above, BI has the ability to add additional methods of payment, including credit cards or online payment as directed by the City or Participating Public Agencies.

7. Smartphone Application

Smartphone Application	BI SmartLINK

The offeror must provide a client-facing smartphone application that provides supervision tools for agency personnel and client tools for accessing community resources.

Supervised offenders typically have unique monitoring requirements, complex schedules, and varying risk and needs. BI SmartLINK is a smartphone application that provides mobile supervision and offender-focused tools. It is designed to foster offender compliance with City requirements and helps facilitate a successful transition to pro-social life within the community.

BI SmartLINK is an Apple and Android compatible mobile application that provides the City and Participating Public Agencies with a tool to effectively communicate with and supervise offenders. Equipped with the ability to message offenders, sample GPS data, biometrically identify offenders, require offenders to report on significant life events, and remind offenders of critical appointments, BI SmartLINK is an ideal supplemental monitoring solution.

SmartLINK is the newest monitoring solution released by BI. This application was first released in 2016, and BI software developers are continuing to add features to SmartLINK based on feedback from agencies using the technology.

Figure 48. BI SmartLINK

City personnel select any combination of stand-alone SmartLINK modules to create a customized application for each offender—allowing SmartLINK to be used as a supervision tool for a continuum of lower and higher risk caseloads.

Application Features

i) The mobile application must be highly secure and use password protection and other security features.

SmartLINK includes industry-standard security features commonly used by other smartphone applications. After the offender installs the application on their personal smartphone, the monitored individual must enter valid credentials before enrollment begins. When enrollment is complete, the username is stored and only the password is required to launch the application. The SmartLINK session expires after one hour of no activity, and the offender must login again to access the application.

ii) The application must provide a mobile reporting platform to help increase client accountability while in the community.

BI designed the SmartLINK application with the intent of increasing offender accountability—and therefore compliance with agency-mandated supervision terms—when individuals are released in the community. SmartLINK consists of seven individual modules BI designed to support offender accountability and supervision.

iii) The mobile application must be customizable based on agency preferences and client risks and needs.

SmartLINK uses distinct modules to provide a suite of monitoring tools. The City and Participating Public Agencies can use any combination of the SmartLINK modules to best accommodate their preferences

and individual offender needs—including using the application to augment other electronic monitoring technologies. Described in detail throughout this section, *Table 27* summarizes each SmartLINK module.

Table 27. SmartLINK Application Modules	
Module	**Description**
Check-In Module	Provides random or scheduled check-ins. During the check-in process, SmartLINK collects a GPS point and uses facial recognition technology to verify the offender's identity.
Self Report Module	Provides a reporting mechanism for significant life changes—such as change of address, employment, program violations, arrests, and contact with law enforcement.
Supervision Terms Module *Exceeds RFP Requirements*	Allows offenders to review their supervision conditions within the SmartLINK application at any time.
Calendar Module	Displays the offender's scheduled appointments and services and provides the offender with automated, City-designated reminders.
Calendar Check-In Module	Allows City personnel to combine the check-in process with a mandated offender activity.
Resources Module	Displays a directory of City-approved local service providers to inform offenders of available support.
Messaging Module	Allows offenders and City personnel to directly message each other.
Document Capture Module	Allows offenders to capture documents as photographs and submit this information directly to supervising City personnel.

SmartLINK increases the City's options for offender supervision and monitoring. The application is well suited for any population where use of offender-worn electronic monitoring equipment may not be necessary, as it provides a non-intrusive solution at a minimal cost. The City can also use any combination of the SmartLINK stand-alone modules to augment electronic monitoring or to enhance other community-based services (e.g. day reporting programs).

iv) The data generated, collected, and reported via the mobile application must be accessible within the offeror's electronic monitoring software.

All SmartLINK data is accessible via TotalAccess, BI's proposed electronic monitoring software. The consolidation of all data in the interface is ideal for officers with caseloads that have individuals monitored by multiple types of electronic monitoring equipment.

v) The mobile application must be available in both English and Spanish.

SmartLINK is available in English and Spanish.

Supervision Tools

Check-In

Check-In Module is a highly flexible tool that accommodates a variety of offender schedules and mandated monitoring conditions. This module allows the City to require that an offender submit to random or scheduled check-ins. During the application's check-in process, SmartLINK collects a GPS point and

uses facial recognition technology to verify the offender's identity. Specific use cases and features of this module include:

- City personnel create customized schedules that best suit varying offender populations. For example, schedules that are specific to approved work activities, counseling, or other City-mandated activities.

- City personnel instruct the offender to check-in for a specific situation. For example, an officer might instruct the offender to check-in upon arrival to their place of employment.

- If City personnel believe that the offender may be partaking in noncompliant or illegal activities, City personnel initiate an on-demand check-in request from within TotalAccess.

In addition, SmartLINK is equipped with a Calendar Check-In Module that allows City personnel to

Figure 49. SmartLink Check-In

combine the check-in process with a mandated offender activity—such as counseling or community service. For example, the City can use the Calendar Check-In Module to help confirm that an offender completed certain activities as required.

The following table provides additional confirmation of BI's compliance with RFP requirements specific to check-in activities.

Table 28. SmartLINK Check-In Features	
RFP Requirement	**SmartLINK**
(1) The mobile application must biometrically verify client identity and location through fixed or randomly scheduled check-ins.	✓
(2) The mobile application should offer multiple options for biometrically identifying clients, including facial and voice biometric technology.[5]	✓
(3) Agency personnel must be able to confirm that clients are compliant with location and curfew through the mobile application.	✓
(4) The mobile application must collect a GPS point during client check-in to confirm the location of the client.	✓
(5) The mobile application must be able to process the GPS point collected during a client check-in against the address of a required location at a specific time.	✓

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[5] Biometric voice verification available at an additional cost.

Self Report

Self Report Module allows the offender to inform City personnel quickly of significant life changes—such as change of address, employment, program violations, arrests, and contact with law enforcement, as depicted in *Figure 50*. After the offender submits self-report information from their mobile device, SmartLINK requires that the offender complete the application's check-in process. For example, City or Participating Public Agency personnel use the Self Report Module to manage and maintain contact with lower risk offenders who do not require frequent office visits—as well as supplement face-to-face visits with higher risk offenders.
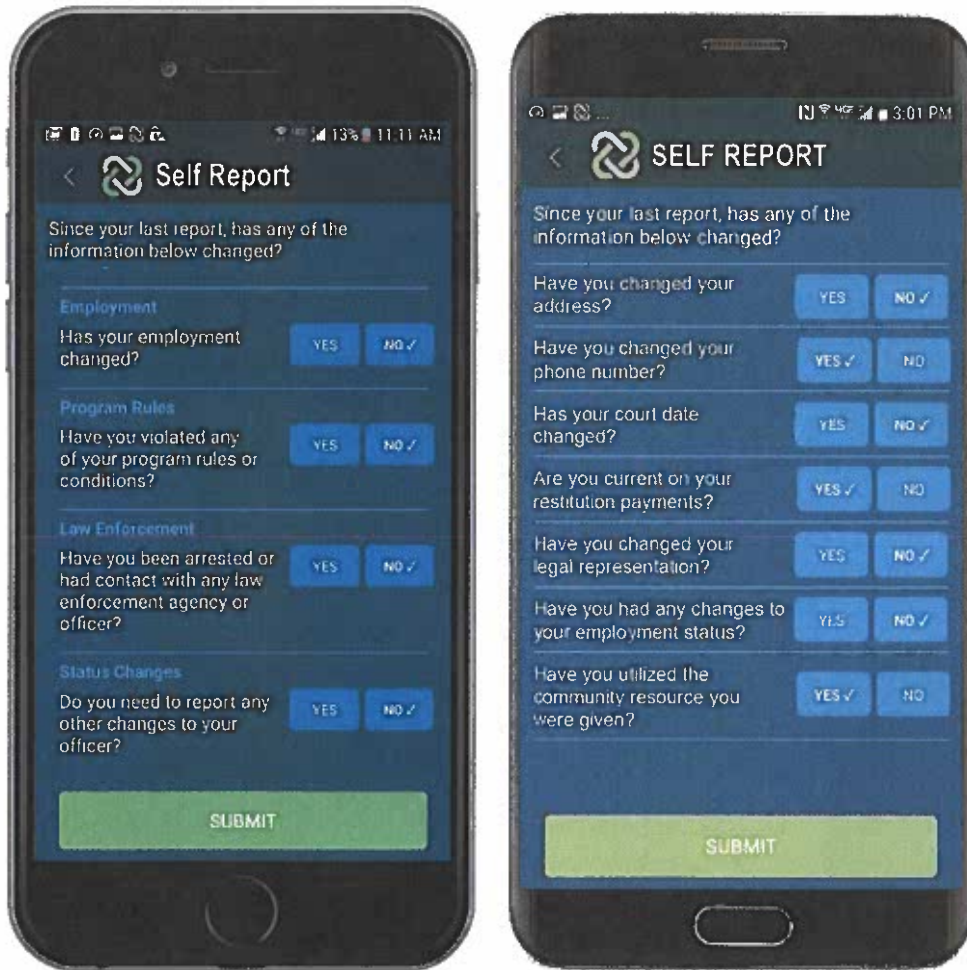
Figure 50. SmartLINK Self Report

Table 29 provides additional confirmation of BI's compliance with RFP requirements specific to Self Report activities.

Table 29. SmartLINK Self Report Features

RFP Requirement	SmartLINK
(1) The mobile application must provide a means for clients to report significant life events (such as address changes, employment updates, program violations, arrests, and contact with law enforcement).	✓
(2) The mobile application must complete a biometric check-in, complete with GPS point collection, upon completion of the self-report activity.	✓
(3) The mobile application must allow agencies to create their own questions to be asked to a client.	✓

Calendar

Calendar Module displays the offender's scheduled appointments and services—such as court dates, case manager meetings, and counseling—and provides the offender with automated, City-designated reminders. The application's ability to remind offenders of upcoming appointments and services helps support compliance with supervision conditions. Specific use cases and features of this module include:

- From within TotalAccess, City personnel enter the offender's scheduled appointments and services into the system and designate when SmartLINK will provide automated reminder notifications to the offender, as indicated in *Figure 51*.

- Using the SmartLINK application on their phone, the offender 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.

Viewing Appointment Calendar (Offender)   Setting Schedules and Reminders with Push Notifications (Officer)
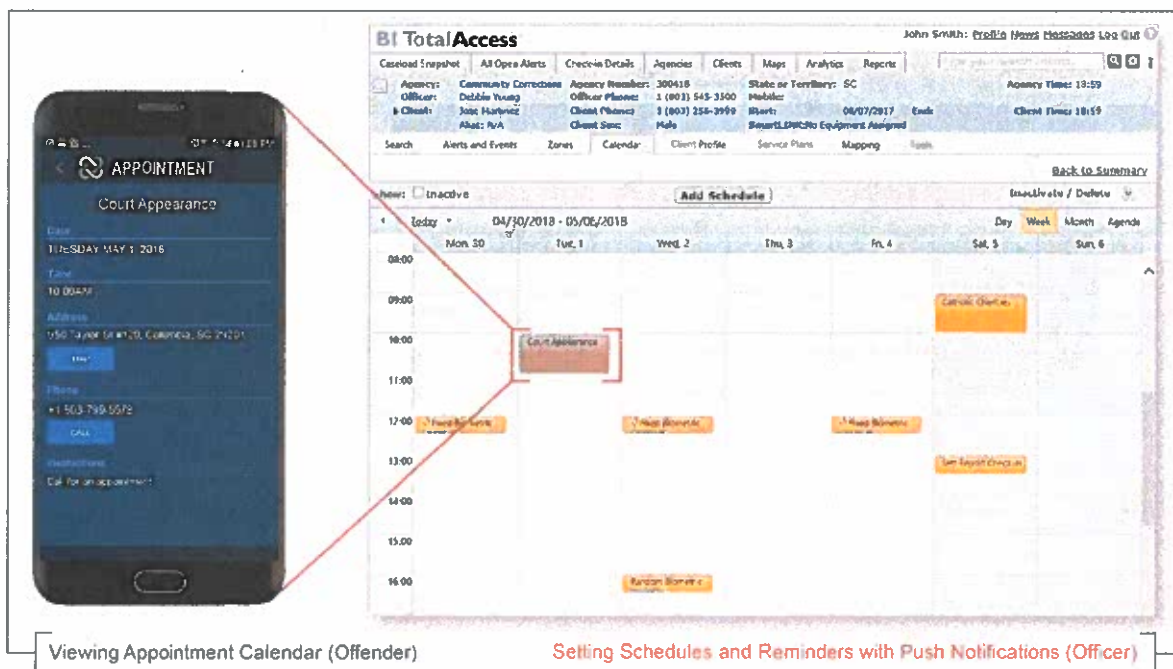
Figure 51. SmartLINK Calendar Module

The Calendar Module can also be combined with the Calendar Check-In Module, which allows City personnel to combine the application's check-in process with a mandated offender activity—such as counseling or community service.

Table 30 provides additional confirmation of BI's compliance with RFP requirements specific to calendar activities.

Table 30. SmartLINK Calendar Features	
RFP Requirement	**SmartLINK**
(1) The application must allow officers to create calendar events of upcoming appointments, such as court dates, officer meetings, and counseling sessions.	✓
(2) The mobile application must automatically send the client reminders of scheduled events.	✓
(3) The calendar and appointment reminder features must be flexible and easily customized by the officer.	✓
(4) The mobile application must provide officers with the option to link biometric check-ins to calendar events to verify attendance at required activities.	✓
(5) The mobile application must provide officers with the option to require that a client acknowledge an upcoming appointment on their calendar.	✓

Messaging

Messaging Module allows offenders and City personnel to directly message each other. The system date and time-stamps when all messages are sent, received, and read. Unlike traditional text messages, the offender cannot delete messages within SmartLINK. Specific use cases and features of this module include:

- The offender sends a SmartLINK message, and the system records the message in TotalAccess for City review, as depicted in *Figure 52*. This mitigates the potential nuisance of an abundance of offender messages being sent directly to an officer's mobile device.

- From within TotalAccess, City personnel review the historical record of sent and received messages. This information can be used as documentation of offender behavior during the monitoring period or be presented as evidence in court, if needed.
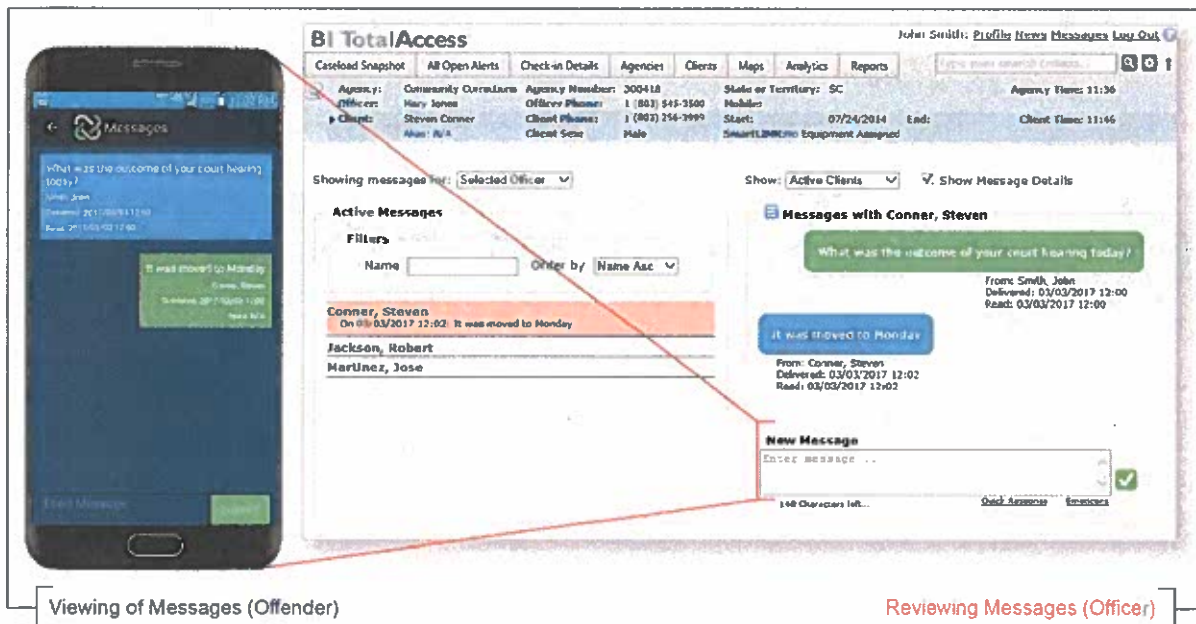
Figure 52. SmartLINK Messaging Module

The following table provides additional confirmation of BI's compliance with RFP requirements specific to messaging activities.

Table 31. SmartLINK Messaging Features	
RFP Requirement	**SmartLINK**
(1) The application must contain a messaging feature that allows two-way communication between officers and clients.	✓
(2) All messages must contain a date and time stamp associated with each communication. The content of the messages and associated time and date stamp must be easily retrieved and reviewed within the offeror's electronic monitoring software.	✓
(3) All messages must contain delivery and read receipt information.	✓

Documentation

Document Capture Module allows offenders to capture documents—such as education, employment, or court documentation—as photographs and then submit this information directly to supervising City personnel. This module is the ideal solution when supervising personnel require that offenders capture photos of paystubs, attendance records at court-mandated counseling, court documentation, etc. TotalAccess securely stores all this information for City review and reference.

Table 32 provides additional confirmation of BI's compliance with RFP requirements specific to documentation activities, and *Figure 53* depicts the module in smartphone and TotalAccess interfaces.

Table 32. SmartLINK Documentation Features	
RFP Requirement	**SmartLINK**
(1) The mobile application must allow clients to upload documents, such as employment and court information, into the offeror's electronic monitoring software. These documents must be captured as photographs that can be easily reviewed by agency staff.	✓

Sending and Categorizing Documents (Offender)   Reviewing Documents (Officer)
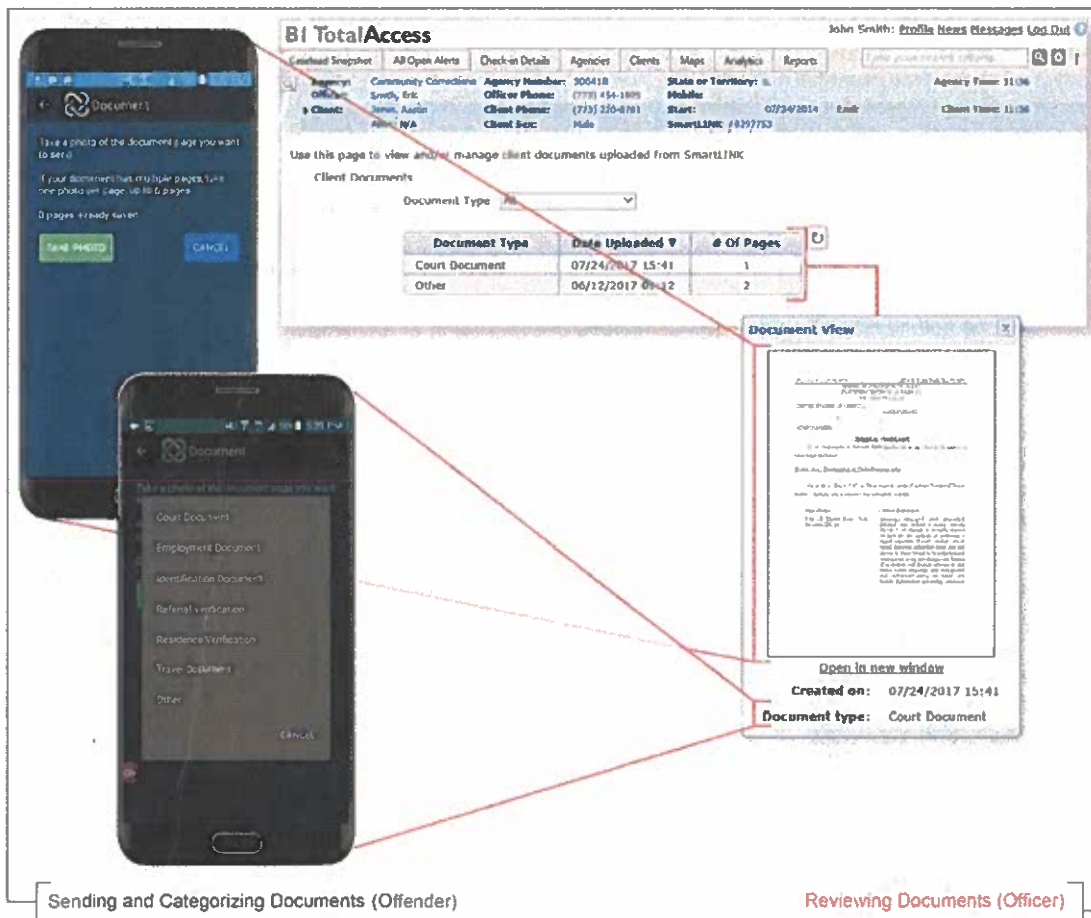
Figure 53. SmartLINK Document Capture Module

Client Tools

Resources Module displays a directory of City-approved local service providers to inform offenders of available support—such as housing, food, employment, and treatment services. The directory is intuitively organized into categories to assist offenders in easily locating specific services in accordance with their needs. Specific use cases and features of this module include:

- From within TotalAccess, City personnel add the desired resources and assign community referral(s) to an offender.

- Using the SmartLINK application on their phone, the offender views information about each assigned resource—including address, phone number, hours of operation, point of contact, website, a map of the location, and a button to call the provider.

- If a significant event occurs—such as a medical or family situation—the offender can access City-approved resources.

Table 33 provides additional confirmation of BI's compliance with RFP requirements specific to offender resources, and *Figure 54* depicts the module in smartphone and TotalAccess interfaces.

Table 33. SmartLINK Offender Resources Features	
RFP Requirement	**SmartLINK**
i) The mobile application should list agency-approved service providers for housing, medical, employment, and other essential services	✓
ii) Listed resources within the application should contain contact information of service providers	✓
iii) Clients must be able to directly call service providers from within the mobile application	✓
iv) The mobile application must include access to an offeror's dedicated 24/7/365 call center	✓
v) Clients must be able to retrieve and review conditions of supervision at any time from within the mobile application.	✓

Viewing of Resources (Offender)   Adding and Assigning Resources (Officer)
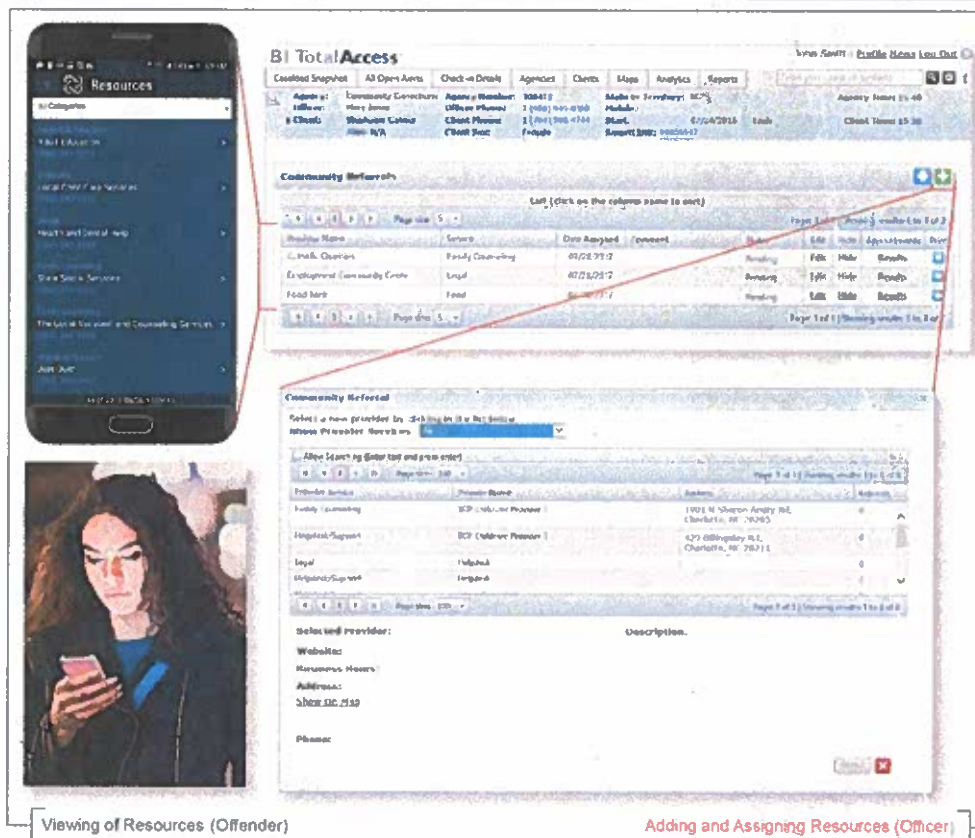
Figure 54. SmartLINK Client Tools

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8. Data Analytics Software

Our integrated software platform will include actionable analytics from additional imported data sources to further enhance officer decision-making and improve outcomes. BI's robust reporting and software features offer City managers enhanced value to reduce program performance risk through more efficient oversight and increased program accountability.

Data Analytics Software	BI Analytics Suite

Data Analysis is the science of using qualitative and quantitative tools to examine large quantities of data with the purpose of identifying insights derived from analyzing behavioral data and patterns. Our proprietary application collects, organizes, and analyzes large sets of data while collecting the vast amount of offender tracking data. As a result, BI Analytics draws conclusions and makes inferences on behavior trends, creating actionable information for City staff. BI Analytics can uncover hidden elements in the enormous amounts of data captured in TotalAccess. These elements are used to formulate trends, construct profiles and analytic reports, and build predictive models that create insights about the offender population. BI's Data Analytics promotes key insights and learnings by generating high-quality graphics to visually display trends.

> Rather than logging on to disparate systems and comparing information, BI Analytics is integrated with TotalAccess, so City staff can easily query offender location and date/time ranges to establish proximity to a crime scene.

a) Offerors must provide advanced data analytics software that is fully integrated with proposed electronic monitoring software. This analytical analysis feature should be designed to evaluate trends in client behavior and calculate potential risk.

BI Analytics is an enhanced 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 offender patterns and pinpoint risky behaviors—allowing the City to focus on the highest risk individuals. In addition, Analytics allows program administrators to view the overall health of their program and the work of officers.

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.

Table 34 below depicts the software features that are standard to TotalAccess and the enhanced features provided to the City within BI Analytics.

Table 34. BI Analytics Features		
Electronic Monitoring Software Feature	**Standard TotalAccess Capability**	**Enhanced BI Analytics Feature**
Travel Route Playback	✓	
Map Zoom Capabilities	✓	
Address Association and Identification	✓	

Table 34. BI Analytics Features

Electronic Monitoring Software Feature	Standard TotalAccess Capability	Enhanced BI Analytics Feature
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 City to compare the advance 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.

Example Use Cases: Trend Analysis and Risk Determination Tools

BI designed the Analytics Suite to offer enhanced monitoring capabilities when analyzing data generated by the LOC8. Several features of BI Analytics Suite are unique to the industry and provide officers with insight about offender compliance that is simply not possible through standard electronic monitoring software. As an example of Analytics capabilities, officers can easily identify areas when an offender frequently visits. This technology is supplemented by LOC8 Wi-Fi tracking and includes the following features:

- Visual distinguishers in TotalAccess identify the amount of time an offender remains at a location—enabling officers to determine if an offender is, for example, at a stop light or spending prolonged amount of time in a location.

- Analysis of the frequency the offender stops at the location—enabling officers to identify travel patterns and determine which locations are regularly visited.

- Through the Wi-Fi access points detected by the LOC8, the software can automatically identify the type of business associated with the Wi-Fi signals and categorize locations based on risk—providing officers with a valuable tool to identify high-risk locations (such as liquor stores or day cares) from a consolidated software system.

Analyzing Alert Actions

Supervisory personnel need tools to rapidly determine program and officer efficiency. Evaluating officer effectiveness allows the City to determine if an officer is overwhelmed or is not following alert closure protocols. *Officer Alert Comparison Analysis* detail trends on officers and offenders in intuitive graphical formats. For example, supervisory personnel can run officer performance metrics that detail the number of alerts per offender, average close time, and alert distribution activities. This information helps the City identify performance trends for corrective actions and areas to improve. A sample Officer Alert Comparison Analysis is depicted in *Figure 55*.

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Figure 55. Officer Alert Comparison Analysis

The following table provides additional confirmation of BI's compliance with general *RFP* requirements specific to data analysis.

Table 35. General Data Analysis Capabilities

RFP Requirement	Analytics Capability
b) The offeror must provide analysis tools that promote officer work efficiency by providing agency supervisors and leadership with performance metrics. The analysis should provide key metrics correlated with officer productivity based on alert actions.	Officer Alert Comparison Analysis, p.124
(1) The agency requires analysis that supports supervisors with monitoring officer efficiencies in managing and responding to alerts.	Officer Alert Comparison Analysis, p.124

Table 35. General Data Analysis Capabilities

RFP Requirement	Analytics Capability
(2) The offeror's software must provide consolidated alert closure information, including: the number of alerts by officer within a specific period; categories of alerts and associated resolution times; and average time of alert resolution.	Officer Alert Comparison Analysis, p.124
(3) The offeror's software must provide a graphical display that details outliers of alert trends.	Analytics Dashboard, p.127
(4) The offeror's software must be capable of providing consolidated alert closure information that includes: the number of alerts closed by type; the average alert closure time; and an analysis of the five most frequently generated alerts.	Analytics Dashboard, p.127
c) The offeror must provide analysis tools that support officer efficiencies in managing electronic monitoring data and large caseloads. The software should analyze historical and recent data to provide officers with information about client risk patterns, identify high-risk clients, and prioritize alert management.	Analytics Dashboard, p.127
d) The software should display the results of client data analysis in a visual format. This visual representation to should enable officers to manage higher risk clients at-a-glance.	Analytics Dashboard, p.127
e) The software should display a list of clients by officer caseload that are ranked by priority of risk level.	Analytics Dashboard, p.127

Comparing and Analyzing Alerts

The Analytics Dashboard appears when officers first log into TotalAccess and provides an immediate summary of caseload information. This dashboard feature provides an easy to understand graphical interface and gives users the ability to triage caseloads and increase productivity. Color-coded tools focus users on the highest-risk offenders in order of priority. BI Analytics uses GPS data and other information to calculate a risk-based score. This score is determined by behavioral information input into TotalAccess by the City, the frequency of equipment related alerts such as tampers and battery related events, and the frequency in which offenders do not comply with travel and schedule restrictions.

Based on these categories of risk, 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 three, seven, or 30-day periods. A screenshot depicting the Analytics Dashboard is depicted in *Figure 56*.

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Figure 56. BI Analytics Dashboard

The following table provides additional confirmation of BI's compliance with *RFP* requirements specific to comparing and analyzing alerts.

Table 36. Analytics—Comparing and Analyzing Alert Features	
RFP Requirement	**Analytics**
(1) The software should display monitored clients for a specific officer and be able to categorize alert information based on established time periods.	✓
(2) The software should easily identify clients that generate a high number of alerts.	✓

Analyzing Frequently Visited Locations

Typically, when reviewing GPS information, the focus of supervising personnel is on equipment, zone, and schedule infractions. To glean more information from GPS data, City personnel can utilize the *Enhanced Stops Analysis* in Analytics. The *Enhanced Stops Analysis* provides information about where the offender 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. Within TotalAccess, City personnel can view the address nearest to an area where an offender has stopped, the amount of time that transpired during the stop, and nearby businesses. Potential areas of risk and concerns are color coded for easy visual interpretation. A sample *Enhanced Stops Analysis* has been provided in *Figure 57*.
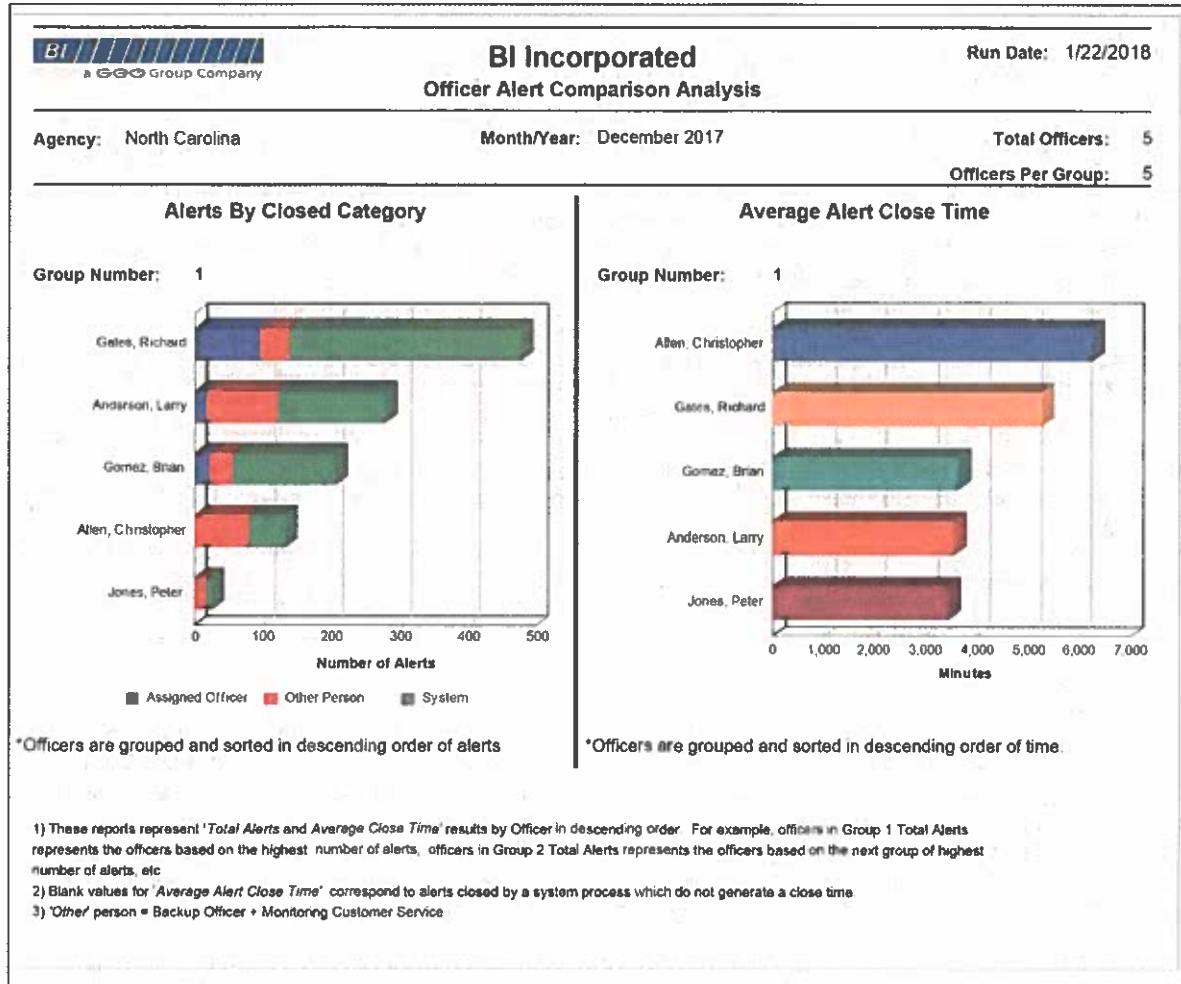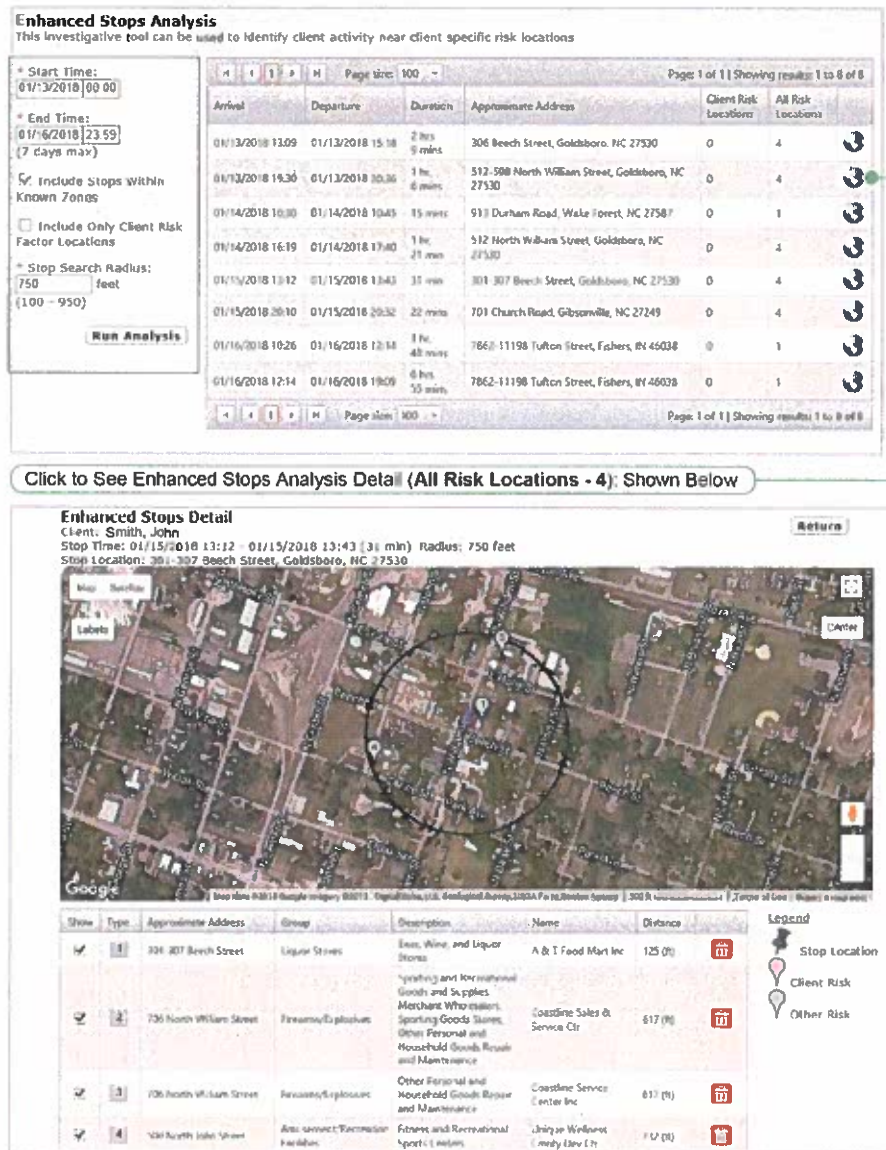

Figure 57. Enhanced Stops Analysis

The following table provides additional confirmation of BI's compliance with *RFP* requirements specific to analyzing frequently visited locations.

Table 37. Analytics—Analyzing Frequently Visited Locations	
RFP Requirement	**Analytics**
(1) The offeror's software should provide information on the areas and timeframes that clients frequently visit or "stop". This information is critical to determining potential hotspots of undesired activity.	✓
(2) The offeror's software should automatically aggregate data to provide trends in offender behavior and determine high-risk locations.	✓

Analyzing Areas of Interest

Similar to analyzing frequently visited locations, when supervising personnel review GPS information to inspect areas of interest, the focus is typically directed towards equipment, zone, and schedule infractions. City personnel can utilize the *Enhanced Stops Analysis* detailed in the aforementioned section to garner additional information from GPS data. The following table provides additional confirmation of BI's compliance with *RFP* requirements specific to analyzing areas of interest.

Table 38. Analytics—Analyzing Areas of Interest	
RFP Requirement	**Analytics**
(1) The offeror's software should provide the ability for officers to search for clients that were in proximity of a specific address at a certain time. This feature is critical to assisting officers with determining which clients were in close proximity to a crime scene, victim, or exclusion zone.	✓
(2) The offeror's software should display all monitored clients that were in a certain area at a predetermined time on a map.	✓

Creating Zones Based on Risk Data

During an offender'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 offender into consideration. *Risk-Based Zone Creation* allows authorized users to rapidly identify and create Exclusion Zones in TotalAccess based on offender risk factors. Analytics identifies potential areas of concern by combining offender data and business classification information from external sources. A sample of *Risk-Based Zone Creation* is provided in *Figure 58*.

Click the Category to See Map Results (Note: Locations May Need to be Validated)

Figure 58. Risk-Based Zone Creation

The following table provides additional confirmation of BI's compliance with *RFP* requirements specific to creating zones based on risk data.

Table 39. Analytics—Creating Zones Based on Risk Data	
RFP Requirement	**Analytics**
(1) The offeror's software should contain addresses of locations that are considered high-risk. This information should be updated at least quarterly.	✓
(2) The offeror's software should leverage these known risk locations to increase efficiency with exclusion zone creation.	✓

Identifying Absconder Behavior

As public safety is paramount in any Offender Monitoring Program, locating offenders who have absconded from their court-ordered supervision is of the highest importance. Often, when offenders have absconded, City personnel do not have the time and resources to systematically review historical offender GPS data to determine where an offender might be located. *Absconder Analysis* generates a report that details the history of areas where an offender frequently visits, or stops, providing officers with another tool to locate missing offenders. A sample *Absconder Analysis* is provided below in *Figure 59*.
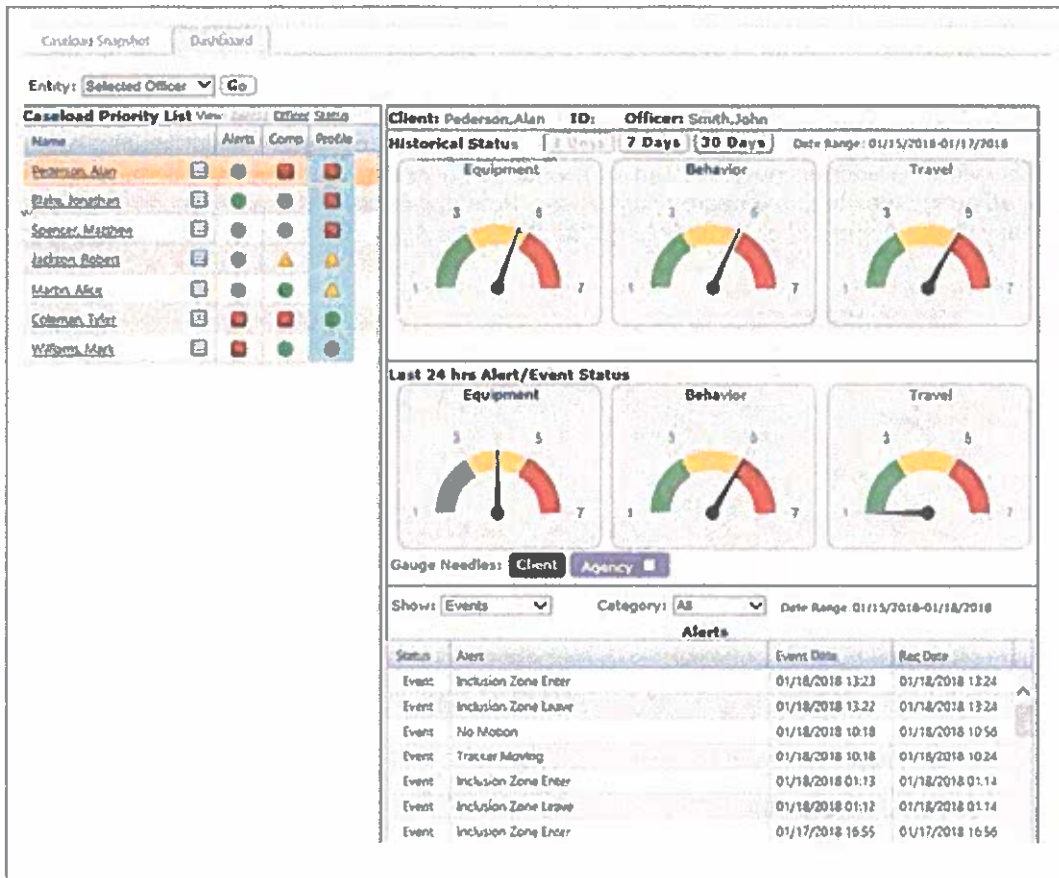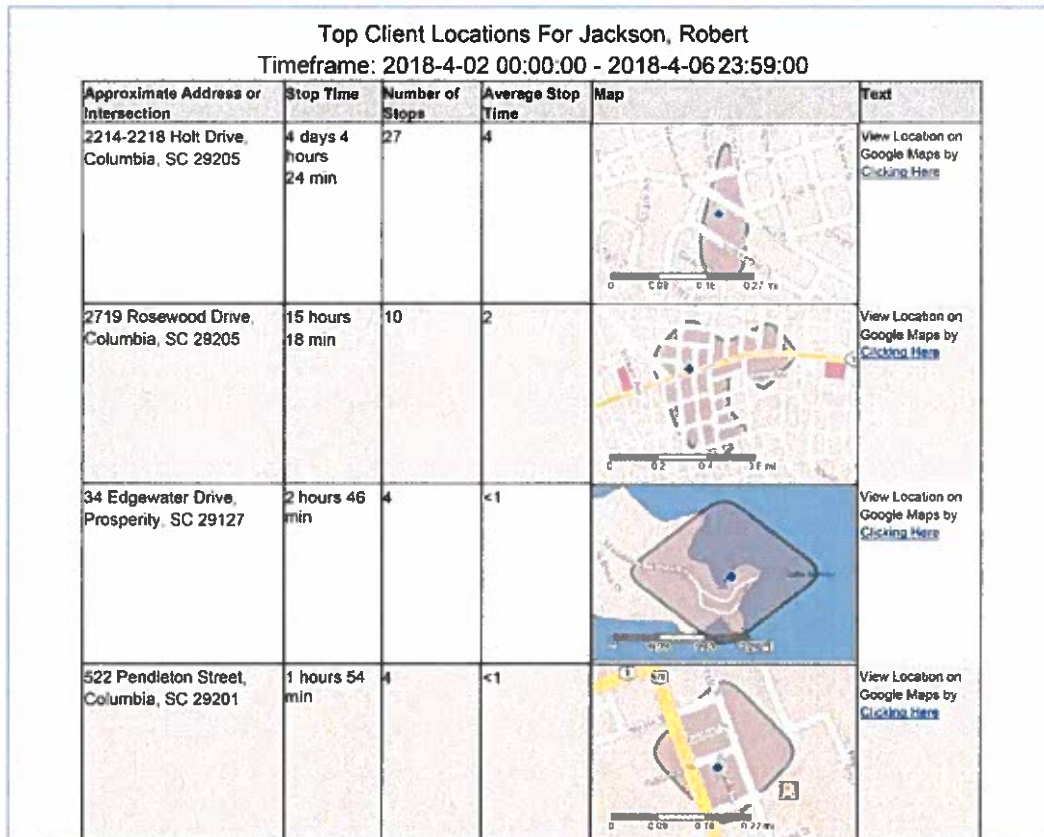

Figure 59. Absconder Analysis

The following table provides additional confirmation of BI's compliance with *RFP* requirements specific to identifying absconder behavior.

Table 40. Analytics—Identifying Absconder Behavior	
RFP Requirement	**Analytics**
(1) The offeror's software must generate a historical report that details areas where clients frequently stop for a specified timeframe. The offeror's software must analyze this historical information to identify where the client frequently visits—enabling officers to prioritize enforcement activities when clients have absconded.	✓
(2) The analysis should detail the locations of family, friends, employers, and other locations and the amount of time spent at each location.	✓

9. Online Monitoring Software

A powerful software that enables authorized personnel to access and sort vast amounts of data is a critical component of a successful Offender Monitoring Program. Evaluating comprehensive program data is essential to keeping communities safe and determining offender compliance. Additional software needs associated with operating an electronic monitoring program successfully includes:

> BI designed our TotalAccess software platform to be comprehensive, easy-to-use, and web-based to provide officers with meaningful monitoring data while in the field or in the office.

- **Accurate Data.** Since program data may be used to measure offender success and recidivism, the City needs to be confident that all generated information is accurate and complete.

- **Access to Information.** City personnel need to view caseloads, monitor offender activities, and close alerts—without being confined to a desk. Officers require the ability to accomplish these tasks in near real-time from a variety of locations, including in the field.

- **Easy-to-Navigate Interface.** The City requires an easy-to-use software interface. An intuitive software design allows authorized personnel to easily navigate to the desired information—freeing up valuable time and facilitating more efficient caseload management.

BI's proposed software solution, designed to meet these needs, is summarized below.

Online Monitoring Software	BI TotalAccess and Mobile

Online Monitoring Software—*A suite of software solutions provides consolidated data and actionable information to direct officer priorities.*

BI TotalAccess is a comprehensive, easy-to-use, web-based software platform that supports the full BI continuum of GPS, RF, Voice Identification, Alcohol Monitoring, Supplemental Support Services, Smartphone Application, and Data Analytics software and technologies. Authorized City personnel can use TotalAccess as a single, consolidated software suite for all monitoring tasks. Officers do not need to toggle between multiple interfaces for different equipment types. Available for both Android and Apple iOS, the TotalAccess Mobile application allows users to perform their primary duties in the field. TotalAccess Mobile places critical program data in the hands of City personnel—regardless of location. BI's proposed solution is described by the following graphic.

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

- **Highly Accessible.** City personnel can login to TotalAccess from any web-enabled device, or from the mobile application. The software updates in near real-time and includes several timesaving features designed specifically 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.

- **Enter and Modify Parameters. The** City can enroll and activate offenders, enter and modify offender and program information, create and modify GPS zones, and create, activate, and de-activate schedules. Since TotalAccess is a web-enabled solution, authorized personnel can perform the above-mentioned tasks from the field using TotalAccess Mobile.

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

movements and geographical information—providing the most up to date satellite imagery available, as illustrated in the following graphic. TotalAccess allows authorized personnel to display GPS points, view corresponding alerts and events, request an on-demand offender location fix, and view zones.

- TotalAccess includes a variety of map views to display GPS points. All TotalAccess maps include reverse geo-coding, which allows the software to generate an approximate address for each GPS point.

- 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. City 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.

- City personnel can use TotalAccess to request an on-demand location fix—with the ability to submit requests an unlimited number of times, at no additional charge. The monitoring computer system delivers the location request, to the offender's GPS tracker, and the equipment responds by sending a current location point and any other stored data.

- From within TotalAccess, City personnel can create and modify GPS zones with associated schedules. This highly flexible and customizable zone functionality accommodates the most complex geographic and offender monitoring situations. The City can create color-coded Master Inclusion Zones, Primary Location Zones, Inclusion Zones, Exclusion Zones, Areas of Interest, and Group Zones in any shape and size.

Figure 60. TotalAccess Mapping Capabilities
A variety of mapping views allow City personnel to obtain detailed information on offender movements.

Modern Software Interface

While the current interface is compliant with the City and U.S. Community's requirements, BI is in the process of upgrading the user experience of TotalAccess to provide a more intuitive, easier-to-navigate, modern interface. These enhancements will be available to the City and Participating Public Agencies during the next contract term. *Figure 61* provides examples of the modernized TotalAccess interface.
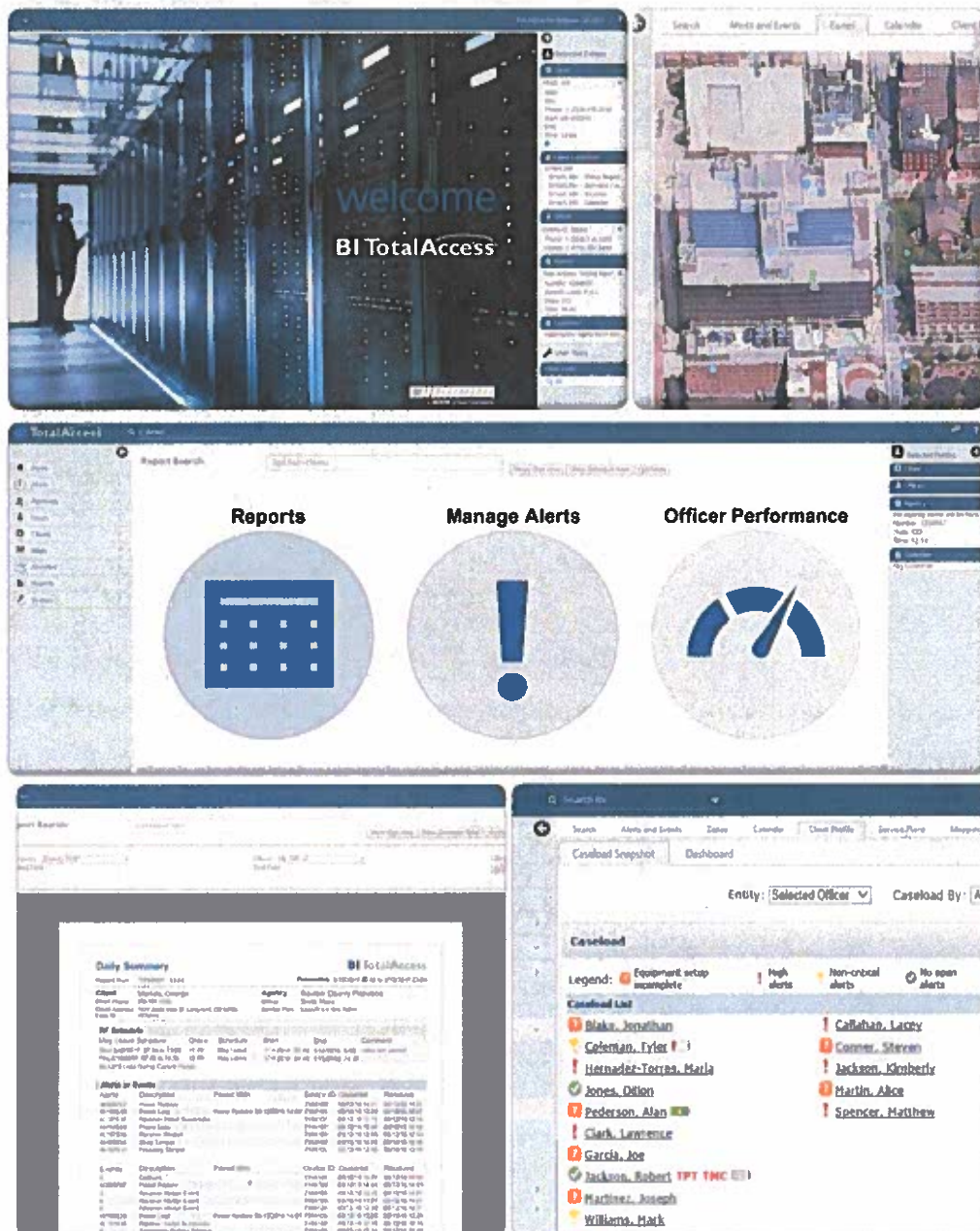
Figure 61. Modern Software Interface
The sleek new design of TotalAccess will increase officer and administrator efficiencies.

1) Software should be provided as one interface from which to manage an entire caseload, and support all products within this solicitation, to include all variations of radio frequency, GPS, and alcohol monitoring equipment. 2) Software should be available 24/7/365 from any web-enabled computer, smartphone, or tablet. 3) Software, and the associated server/hardware system should be geographically redundant, and both the primary and backup servers located within the United States of America.

1) Single Interface Solution

BI TotalAccess is a comprehensive, easy-to-use, web-based software platform that supports the full BI continuum of GPS, RF, Voice Identification, Alcohol Monitoring, Supplemental Support Services, Smartphone Application, and Data Analytics software and technologies. Authorized City personnel can use TotalAccess as a single, consolidated software suite for all monitoring tasks. Officers do not need to toggle between multiple interfaces for different equipment types. As a completely web-enabled solution, authorized users can access TotalAccess through any device with internet access, including PCs, laptops, smartphones, and tablets.

Self Report	Breath Alcohol	Continuous Alcohol Monitoring	Radio Frequency	GPS Tracking
BI SmartLINK	BI SL2 BI Sobrietor	BI TAD	BI HomeGuard 200 BI HomeGuard 206	BI ExacuTrack One BI LOC8
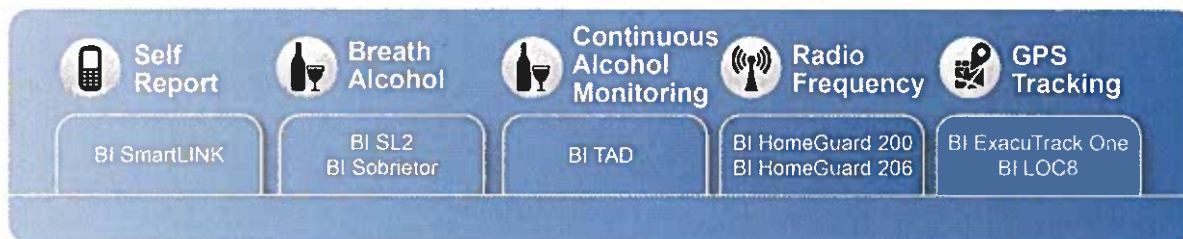
Figure 62. Consolidated Software Platform
Officers will have access to their entire caseload—regardless of monitoring technology type—via BI TotalAccess.

2) 24/7/365 Availability

Designed for maximum flexibility and usability, TotalAccess provides City personnel with 24/7/365 access to all Offender Monitoring Program data. TotalAccess is highly customizable, capable of sending automated notifications in accordance with City procedures and includes more than 40 predefined reports.

In addition, BI recognizes that officers in the field require intuitive subject monitoring tools accessible via smartphone. With this need in mind, BI has developed an officer-centered smartphone application to provide officers with the ability to manage cases in the field. Key features of TotalAccess Mobile, shown in *Figure 63* will include the ability to:

- Add, edit, and delete subject information and schedules
- Track field visits and send audio messages to subjects on-demand
- Manage all equipment alerts and add, edit, and delete equipment
- View all subject GPS points, view subjects near their location, and enable *Pursuit Mode*
- Create zones via a "quick zone creation" feature so officers can make changes to monitoring requirements in the field

These features will improve officers' ability to respond quickly to alerts and provide more information to personnel while they are in the field.

Figure 63. Officer Mobile Application

Providing officers with accurate subject information while in the field will assist with supervision activities and minimize reliance on BI's Monitoring Operations.

To the best of our knowledge, BI is the only electronic monitoring provider that offers a fully functional, smartphone-optimized application in the industry.

3) Redundant Server Architecture

With the understanding that electronic monitoring programs operate on a continuous basis, BI has triplicate system redundancies in place to ensure that our software is always available to City and U.S. Communities Participating Public Agencies. In the unlikely event of a primary monitoring system failure, on-duty System Administration personnel will fully implement our *Disaster Recovery Plan* that includes leveraging this redundant architecture. Since all data is replicated in near real-time between the primary and backup servers located in Anderson, Indiana, the backup servers will take over as the primary servers with no loss of data or interruption of service. If any of our monitoring facilities lose commercial power, an Uninterruptible Power Supply will instantly deliver backup power to all servers for up to 15 minutes. If a power loss occurs, a diesel-powered generator will come online to deliver power to both facilities in Colorado and Indiana in real-time. From the field, any shift in power supply is seamless. The diesel generator will run indefinitely with an unrestricted fuel supply.

For detailed information on BI's highly redundant server architecture, please see BI's response to *RFP Requirement D.2, Item G* on page 35.

Accessibility

The BI monitoring computer system consists of multiple, state-of-the-art servers that use Microsoft Windows Server as the operating system and Microsoft SQL Server as the database management system. This sophisticated monitoring system ensures that all program information is accessible under varying user loads. We currently use web services to interface with the agency's internal system. Please refer to *Table 41* for BI's compliance with each software accessibility requirement.

> By leveraging BI's virtual and physical security measures, our highly tenured technical administrators, and vast experience supporting the City's existing servers, BI is confident that our solution will provide a high level of availability and uptime. To further evidence this ability, TotalAccess had an uptime of 99.99% in the last 12 months.

Table 41. Online Monitoring Software Accessibility Compliance	
RFP Requirement	**BI Compliance**
i) Offeror should provide software that can be accessed 24/7/365 from any device.	✓
ii) Offeror should not use third-party software or make plug-ins required.	✓
iii) Offeror should be required to have software web interface on one platform, be user friendly and easy to use.	✓

Reporting

i) Offeror should be able to enroll and inactivate clients from software in an efficient manner, with ease.

From within TotalAccess, authorized personnel can perform all tasks associated with operating a successful Offender Monitoring Program, such as accessing and modifying key program and offender information. TotalAccess empowers Officers and authorized personnel to view and change critical monitoring data. Common activities performed within TotalAccess include:

- Enrolling and de-activating offenders

- Entering and editing offender demographic information

- Entering and editing offender program information—including equipment configurations, GPS zones, and RF curfew schedules

> TotalAccess tracks information with user identifiers and date and time stamps—including user access, additions, changes, and deletions—and provides an overview of these activities with an Audit Trail Report.

- Activating and de-activating schedules without deletion—ideal for temporary changes

- Establishing, reviewing, and updating alert notification procedures

- Viewing, processing, closing, and tracking alerts

- Viewing the current status and history of alerts and events

ii) Agency should require software that can view and process alerts, view, enter and modify data including zones, schedules, and client demographics, enter violation procedures, customize violation notifications and pair alerts.

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

  o Zones associated with GPS tracking, such as Exclusion and Inclusion Zones

  o Curfew monitoring schedules associated with GPS, RF, and alcohol monitoring solutions

- Accessing and modifying offender demographic data, including photos, employment/school information, and contact information

- Viewing and modifying violation procedures, including the agency's procedures for processing/escalating alerts

  o This ability is limited to certain users with appropriate privileges

- Pairing alerts to reduce false positive notification—for example the agency can dismiss events that occur in rapid succession, such as enter and leave events that are generated within 2-3 minutes

  o This ability is limited to certain users with appropriate privileges

iii) Agency should require software that is capable of assigning multiple equipment and application types to a single individual.

> A significant advantage to BI TotalAccess is the ability for users to manage their entire caseloads, regardless of monitoring equipment type, from a single interface.

TotalAccess has the capacity to assign numerous devices and supervision services to an offender. In addition, the City can deactivate a device without removing an offender from the monitoring system and generate reports on an offender's activity related to one or both devices.

iv) Agency should, at a minimum, require software to have functionality to create Standard and custom reports, have the ability to export to Word, Excel or PDF, and schedule one-time or recurring reports.

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BI's on-demand reporting capabilities empower the City to query information based upon more than 60 fields in TotalAccess. Users can create ad-hoc reports from fields related to the agency, offender, officer, device, or device events. This includes the fields outlined in *RFP Section D.2, Item 8—Reporting*; for detailed information on TotalAccess reporting functionality, please see page 39. Similarly, BI has provided example, standardized reports in *Sample TotalAccess Reports* on page 309.

v) Offeror's software should automatically dispatch a notification of a violation to one or more designated personnel. Notifications shall be sent via phone, fax, email, page, text message, as designated by the agency with options for immediate, business hours, after hours or agency recognized holidays, next day, or next business day notification.

BI understands the importance of receiving prompt notification and prioritizing certain alerts. To allow the City to receive the most accurate information, BI's equipment records the date and time when an equipment event occurs. The equipment communicates this information to the central monitoring computer from the field, and TotalAccess records the date and time when it receives this information from the field equipment.

BI enables City personnel to adjust alert settings to define escalation parameters of alert levels as appropriate. TotalAccess contains the parameters for each individual offender. Upon receipt of an event, TotalAccess automatically compares equipment messages with the offender's monitoring conditions and automatically generates alert notifications in accordance with pre-established City procedures. Using the TotalAccess interface, the City can define a multitude of customized alert notification parameters. This includes the following:

Figure 64. Ability to Manipulate Data
BI's user-friendly ad-hoc reporting capability does not require any technical training or skills. The ad-hoc reporting function is a standard feature of TotalAccess and allows the City to easily export data to Microsoft Excel.

- 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 offender

- Create notification schedules that accommodate an officer's temporary assignments, weekend coverage, and holiday duty

vi) The software shall differentiate GPS points when a violation has occurred.

City personnel are able to view a history of GPS points for an offender from the 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—like a low battery, zone violation, tamper, or loss of GPS service 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 in an offender is in compliance with monitoring conditions. Specific features of TotalAccess that support this capability include:

- GPS points match the color of the zone when the offender is within a specified area; for example, when an offender 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 offender 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 offender's points in accordance with the color-coded zones associated with the GPS points.

- Two different symbols visually distinguish between recorded GPS tracking points and the Wi-Fi location points on the displayed map.

When an offender enters a zone or commits a movement infraction, TotalAccess automatically changes the color of the GPS point to reflect compliance, as demonstrated in the following figure.
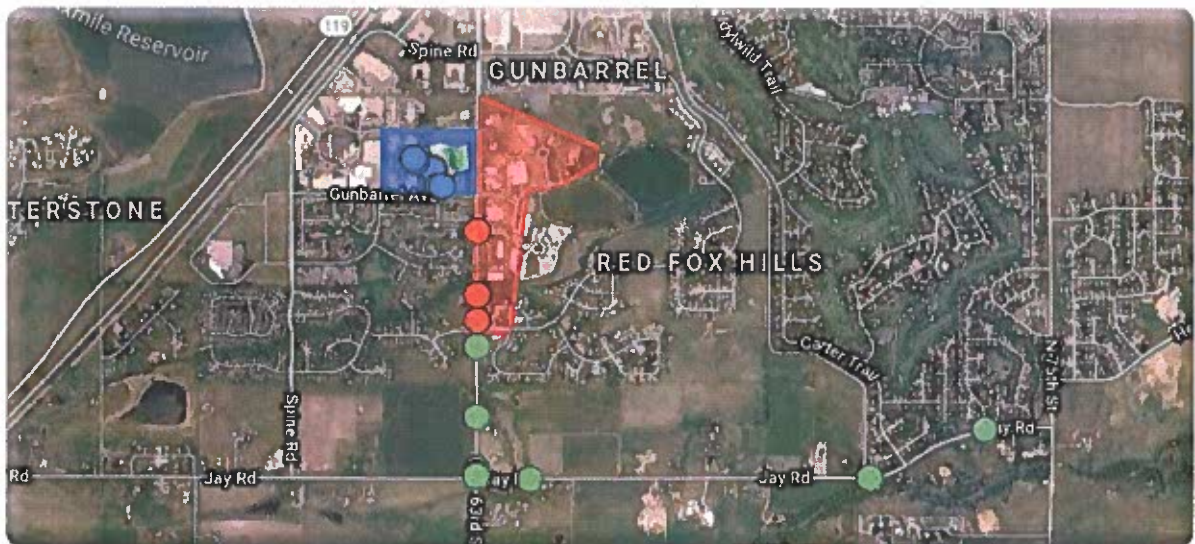
Figure 65. Identifying Offender Non-Compliance

Officers can quickly identify offender non-compliance in TotalAccess. When an offender crosses into a zone without authorization or outside of their custom schedule, the GPS points on the map are depicted in red rather than in green.

vii) Agency should require that software allow officers with GPS caseloads to create circular, rectangular, and polygon shaped zones, that can be easily modified as necessary. In addition, GPS points are color-coded to indicate the location of subjects and compliance with monitoring conditions as follows:

With the understanding that the City's Offender Monitoring Program is responsible for supervising a wide variety of offender populations, BI TotalAccess includes six distinct zone types, far **exceeding** *RFP* requirements for simple Inclusion and Exclusion Zone types. Available zone types include:

- **Inclusion Zones.** The offender must remain within an Inclusion Zone during specified times. For example, the offender may be required to remain at work between 09:00 and 17:30. If the offender leaves work during this time, the system generates an alert.

- **Exclusion Zones.** Exclusion Zones are areas the offender may not enter at any time. For example, the offender may be required to stay at least one mile away from a specific address or predefined locations, such as schools.

- **Areas of Interest.** An Area of Interest is a zone that the offender may enter and leave without generating a violation. An example of an Area of Interest Zone is a home where the offender 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 offender's movements in the specific area without generating alerts.

- **Master Inclusion Zones.** The offender must remain within a Master Inclusion Zone at all times. Examples of Master Inclusion Zones are counties and states. 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 offender leaves the Master Inclusion Zone.

- **Primary Location Zone.** Users can create Primary Location Zones around the offender's residence or primary location. The offender is required to stay in the Primary Location Zone at all times unless sanctioned to leave for work, school, or other permitted activities.

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

Notification of Zone Violations

To report offender movements within established Inclusion and Exclusion zones, the LOC8 generates the following date and time stamped messages, as applicable:

- "Exclusion Zone Enter Alert"
- "Master Zone Leave Alert"
- "Inclusion Zone Leave Alert"
- "Failed to Enter Inclusion Zone"

- "Exclusion Zone Leave Alert"
- "Master Zone Enter Alert"
- "Inclusion Zone Enter Alert"

The LOC8 promptly reports zone violations to TotalAccess—regardless of the next specified reporting interval—via cellular connection.
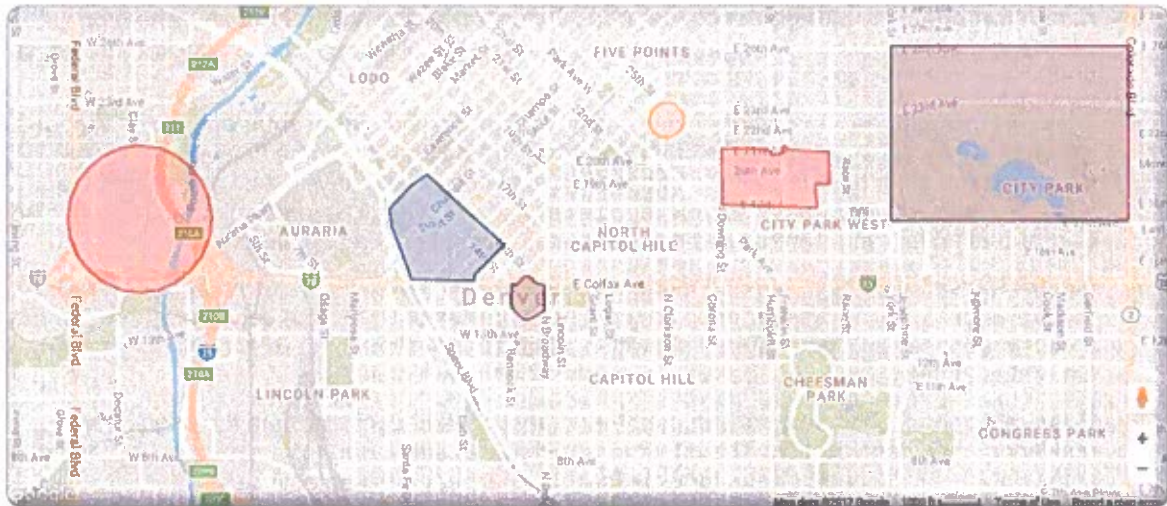
Color Code Key: Green–Normal; Blue–Inclusion Zone; Red Exclusion Zone; Purple–Area of Interest;
Aqua–Outside Master Inclusion Zone; Orange–Primary Location Zone

Figure 66. Advanced Zone Capabilities

BI designed TotalAccess to be able to accomidate the most complex offender schedules to ensure accurate and flexible monitoring.
This is evidenced by the six unique zone types available within the software.

viii) Agency should require that the software allow officers to find a GPS client's location in near real time.

GPS tracking is perhaps the most commonly used form of electronic monitoring, and agencies must consider significant factors when implementing a GPS program. For example, if high-risk offenders will be monitored via GPS, the City needs to receive accurate location data on a frequent basis in order to best supervise offender actions.

City personnel can manually and remotely locate ("ping") an offender's LOC8 or ExacuTrack One an unlimited amount of times—at no additional charge. Authorized users simply initiate an on-demand location request from within the TotalAccess software. BI's GPS devices respond by promptly sending its most current location—as well as any stored data—to the monitoring computer system via cellular communication.

> To satisfy the City's and Participating Public Agency's needs, BI proposes the LOC8 device—our newest and most advanced GPS monitoring technology that allows users to perform on-demand location requests at no additional cost.

Agency personnel use TotalAccess to view this near-real-time information from the LOC8.

ix) Offeror's software should have the capability to actively, in near real time, pursue a GPS client as necessary by the Agency.

City and Participating Public Agency personnel can enable the Pursuit Mode function via TotalAccess software. Once this function is enabled, our GPS devices collect a location point every 15 seconds and report the collected data to the monitoring system every minute. Authorized personnel can enable Pursuit Mode for up to 30 minutes of functionality or disable the feature earlier if desired.

x) Offeror's software should have the capability to modify a device's setup and configurations by individual client, officer caseload, and for the entire agency.

TotalAccess supports the ability to create unique parameters with different schedules, zones, and testing intervals for each day of the week, for each offender. For example, City and Participating Public Agency staff can create a commonly used weekly schedule and apply this schedule to multiple offenders in their caseload or the entire Offender Monitoring Program. Once a modification has been applied to an offender, officer's caseload, or entire agency, it can easily be changed to accommodate various conditions. For instance, a weekly schedule could be quickly modified if the offender has a court hearing, or substance abuse treatment.

xi) Offeror's software should be able to have the ability to send messages on command.

Officers can configure certain devices to play pre-recorded audio messages to the offender in English or Spanish on command. These audio messages will play in response to specific events and/or upon receipt of an on-demand request from authorized personnel.

Detailed information on BI's ability to communicate with offender wearing a LOC8 device is detailed in *Table 14* on page 68 of our proposal.

Advanced Mapping Capabilities

BI's TotalAccess GPS reporting system uses Google maps, which allows a variety of map views including aerial, street, and topographical views. When hovering over a GPS point within a TotalAccess map, authorized City users have access to the following information:

- Date and time the GPS point was collected
- Offender name
- Latitude
- Longitude
- Direction of travel

- Speed the offender was traveling
- Number of satellites used to acquire the location point
- Nearest address (reverse geo-coding)

City users view current and historical information and can view up to 48 hours of GPS data on the map. The following figure depicts offender movements and reverse geo-coding as viewed through TotalAccess. Reverse geo-coding uses the latitude and longitude coordinates of a location to determine the closest street. Geo-coding then returns a likely address, relative to nearby cross streets, as illustrated in *Figure 67.*

Figure 67. Mapping Offender Movements
All maps contain recognizable state, county, and municipality data, and authorized personnel can view the street names within the map as well.

i) Agency should require that software allow officers with GPS caseloads to have access to sophisticated mapping technologies that are integrated with the software.

City and Participating Public Agency personnel supervising offenders with GPS monitoring have access to sophisticated mapping technologies integrated with TotalAccess. Harnessing the power of Google Maps, TotalAccess allows GPS points to be viewed using forward and reverse playback at three different speeds.

Users can view GPS points can be viewed one point at a time. Arrows show the direction of an offender's movement, along with a scrolling list of events that correspond to the GPS points during playback. A color gradient bar shows the passage of time. Authorized personnel can hover the mouse over any GPS point to display the offender's name, latitude, longitude, direction, speed, number of visible satellites, and a link to the nearest address.

> Officers can click on any GPS point mapped in TotalAccess to see the exact date and time the GPS point was generated.

Users can look at maps in two- or three-dimensional forms and view road, aerial, and bird's eye views of GPS points.

ii) Offeror's should be required to use Google Maps™ mapping service to build zones and review client information from software.

Authorized users have several Google Maps views to choose from when setting up zones, running reports, and viewing offender movement. City personnel can easily zoom in and out of maps from street

level to statewide. With this feature-rich functionality, authorized users can create precise zones and see offender movement with extreme accuracy.

iii) Offeror's software should utilize Google Maps in order to can be viewed in 2-D or 3-D and provide road, aerial, and bird's eye views 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 views (Street View), 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.

Agency Level Access

i) Offeror should incorporate several features that support agency level efficiency.

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

1. **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:
   a. Complete initial setup of agency personnel, enter and manage users, and enter login, personal, and contact information for each staff member
   b. Complete initial setup of agency-level settings, such as Master Inclusion Zones and Group Zones
   c. View the agency's equipment inventory and transfer equipment to various departments within the agency, as applicable
   d. Establish and manage contact lists
   e. Set default settings for alert notifications
   f. Transfer offenders to specific departments and/or agency staff members
2. **The Officer Level** user can perform the following tasks:
   a. Enroll offenders
   b. Monitor offenders
   c. Create offender-level zones and schedules
   d. Configure individual defaults according to the officer's profile
   e. Transfer offenders to specific departments and/or officers
3. **The Officer Read-Only** user can access and view program and offender data without altering any information in the system.

ii) Offeror's software should be required to incorporate inventory management and allow agency to view inventory data across multiple sub agencies and easily transfer equipment between them.

TotalAccess includes a robust reporting mechanism that offers detailed information about inventory levels. Through the web-enabled TotalAccess software platform, officers, and other authorized City personnel will have access to detailed inventory information and the ability transfer equipment designation to other departments. Examples of inventory reports in TotalAccess include the following:

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- **Agency Active Offender.** Lists billable days for devices active during the previous month by offender name, offender ID, equipment type, billing start date, billing end date, and active days. Includes a system summary showing active offenders, active days, and total active days by equipment type.

- **Agency System Utilization.** Lists agency equipment by equipment ID, offender status (active, inactive, or enrolled), case ID, offender name, end date, officer name, officer ID, and associated equipment IDs.

- **Device Current Usage.** Records the total number of days monitored during the current month by offender. Includes case ID, serial number, device type, start monitoring date, and end monitoring date.

- **Monthly Equipment Summary.** Lists equipment totals by type, date, number of installs, number of disconnects, number of active units, and number of active offenders by equipment type and by officer. Includes officer and agency totals by installs, disconnects, units used, and offenders.

Please also see *Section 9—Inventory Management* on page 45 for additional information on BI's ability to provide a cost-effective inventory management solution.

iii) Offeror's software should allow agencies to create zones and permissions at the agency level, rather than building them individually for each client.

As a significant benefit, TotalAccess incorporates a Group Zone feature. Group Zones allow the City and Participating Public Agencies to quickly assign pre-established zones on an agency-wide basis or for specific client populations. Using TotalAccess, an authorized user first creates and saves the desired zones around the desired locations. Then, whenever agency personnel enroll an offender, they can simply select the appropriate option to quickly apply pre-established zones, similar to those illustrated in *Figure 68*, to an individual in the Offender Monitoring Program. With Group Zones, there is no need to continually recreate the same commonly used zones, which saves significant staff time and resources.
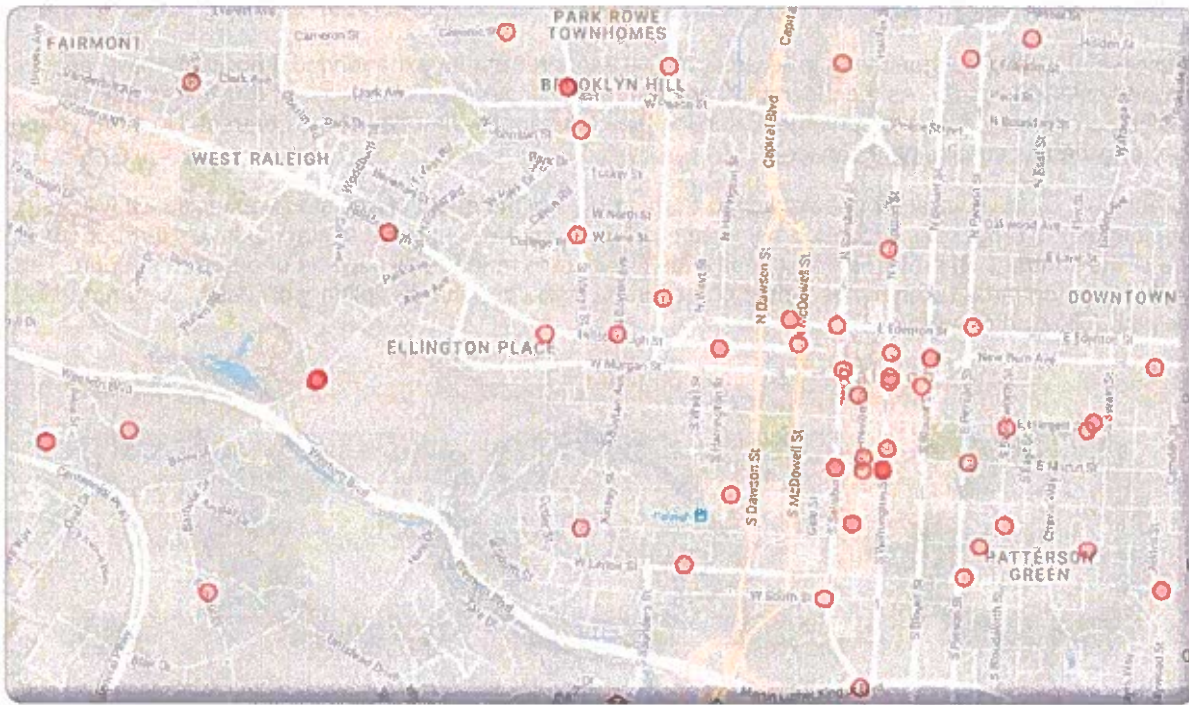
Figure 68. Group Zones
Some of BI's public-sector partners utilize more than 2,500 group zones to ensure offenders do not threaten public-safety. The City and Participating Public Agencies will have the same opportunity through TotalAccess.

Local Staffing Plan

Successful electronic monitoring programs require support from an experienced, knowledgeable, and properly staffed vendor. As the incumbent provider of services and technology, BI has the established staffing structure in place to continue to service the City from the first day of the contract. No other vendor can provide this continuity of services.

In addition, BI will leverage our established *Staffing Plan* in the event of any staff vacancies. BI will implement the processes described below to build and maintain appropriate staffing levels throughout the life of the contract. BI provides an extensive staffing plan to manage all aspects of program support. This includes safeguards taken at every step of the hiring, retaining, and disciplinary process, as summarized buy the following graphic.

Figure 69. Staffing Plan
BI's staffing plan ensures that qualified staff are hired, trained, and able to support the monitoring requirements of the City.

The Proposer shall provide the names, qualifications, experience, and proposed responsibilities for the personnel it proposes as Key Personnel for the City for work under the resulting awarded contract. This shall include the assigned Proposer representative, all trainers, project manager and team.

To support daily operations and overall program health, BI will provide a team focused on meeting the needs of the City. For the purpose of this proposal response, BI has categorized key personnel by department or area of expertise, including:

- **Program Management and Business Development**—This team includes highly tenured professionals that have decades of experience with electronic monitoring programs of various size and scope. The BI Business Development team is a nationwide operation comprised of a Vice President, Regional Sales Managers, Business Development Directors, a National Account Manager, Account Executives, and Account Support located across the U.S. These individuals ensure that each program receives comprehensive training, onsite support, inventory assistance, and ongoing development in accordance with contract requirements and each agency's unique needs and goals.

- **Monitoring Operations and Training**—BI Monitoring Operations staff are committed to creating a better customer experience and provide an important tier of customer support. Monitoring Specialists are physically present within the Monitoring Operations facility on a 24/7/365 basis to provide live customer service on topics such as equipment troubleshooting, participant status checks, software assistance, reports, and on-time alert notifications. BI Monitoring Operations staff have an average tenure of almost seven years.

> 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.

- **Customer Business Services**—BI Customer Business Services provides administrative support to our customers for equipment order placement, product servicing, and customer invoicing. Managed by Ms. Dawn Gagne, the department has an average tenure of nearly nine years.

- **Manufacturing**—BI Manufacturing handles the manufacturing processes for all of our monitoring equipment at our corporate location in Boulder, Colorado. Manufacturing strictly adheres to quality assurance processes to maintain a high quality of production. Managed by Gregory Wilson, the Manufacturing Department has an average tenure of more than five years.

Table 42 summarizes the qualifications and responsibilities of all assigned key personnel.

Table 42. Key Personnel Experience

Name	Qualifications/Experience	Responsibilities
Program Management and Business Development		
Robert Murnock Vice President, Business Development	Mr. Murnock's more than 24 years within the criminal justice system is complimented by a business development background. His relevant experience includes administration of adult and juvenile probation offices in Western Pennsylvania, and work with the Department of Public Welfare and the National Center for Juvenile Justice in Pennsylvania.	Ensures BI delivery of electronic monitoring equipment and services in compliance with contract requirements; leverages other internal company divisions and departments as needed to provide ongoing responsive support for customers
Kimberly King Western Region Sales Manager	Ms. King began her career as county based mental health case manager and then transitioned to Government Consulting. Mrs. King has almost 20 years' experience in corrections, including extensive work supporting federal, state, and local corrections officials in identifying funding opportunities for offender programs. She has worked closely with probation and parole officials, sheriffs, elected officials, and local justice stakeholders such as district attorneys, judges, and service providers to help develop correctional programs for adult and juvenile offenders.	Facilitates all aspects of account management—including contract negotiation, program implementation and transition oversight, training coordination, contract compliance oversight, and regular meetings with City personnel
Daniel Hooven Eastern Regional Sales Manager	Mr. Hooven has nearly 30 years of experience specific to the criminal justice and behavioral health industries. This includes a 25-year career within the private sector and offender treatment services.	Oversees ongoing account management, administrative support, and compliance with agency requirements
Jeremy Elliott National Account Manager	Having joined the BI team in 1998, Mr. Elliott has more than a decade 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.	Oversees project management, program implementation and transition, and operational set-up activities to ensure seamless service delivery upon contract award

Table 42. Key Personnel Experience

Name	Qualifications/Experience	Responsibilities
Laurent Lepoutre Business Development Director **Based in Colorado**	Mr. Lepoutre's criminal justice career combines hands-on work experience with theoretical and business training. His relevant experience includes working as a Corrections Officer in a high security youth detention center and training probation and parole professionals throughout the U.S. as a Consultant. Mr. Lepoutre joined the BI team in 2000 and assumed his current Business Development Director position in 2005.	Facilitates all aspects of account management—including contract negotiation, program implementation and transition oversight, training coordination, contract compliance oversight, and regular meetings with City personnel
Dave Young Account Executive	Mr. Young's areas of expertise include developing and delivering presentations and training on the usage of BI products, assisting with the implementation of new monitoring programs, ensuring customer satisfaction, identifying practical applications for electronic monitoring services, and determining new business opportunities.	Mr. Young will provide training, demonstrations, and assist with the implementation of any projects related to the City and County of Denver and Participating Public Agencies within his region
Monitoring Operations and Training		
Jennifer White Vice President, Monitoring Operations	Having joined the BI team in 1988, Ms. White has more than 30 years of experience converting, implementing, and supporting a continuum of electronic monitoring programs. In 2009, she helped the company successfully transition approximately 6,000 participants to BI equipment and services within 60 days.	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
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.	Ensures that monitoring notification procedures and protocols comply with contract requirements; implements customized solutions in response to specialized agency requests
Sherry Smith Training Manager	Prior to joining BI in 1992, Ms. Smith taught in the public school system. Ms. Smith has been a pioneer in creating comprehensive, easy-to-access training materials and onsite lessons. She helped implement remote training for our software application, which provides long distance learning opportunities to customers in all time zones.	With more than 25 years 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

Table 42. Key Personnel Experience

Name	Qualifications/Experience	Responsibilities
Patty Dobbins Manager, Monitoring Operations	Ms. Dobbins has more than 20 years of tenure with our company. In 1994, she joined the BI team as a Monitoring Services Specialist and has since been promoted numerous times within BI Monitoring Operations. In her current position, Ms. Dobbins helps manage the daily operations, personnel, and budgets of BI Monitoring Operations.	With an extensive working knowledge of electronic monitoring and call center operations, Ms. Dobbins plays a crucial role in assisting with program transitions and implementations and ensuring ongoing monitoring operations
Customer Business Services		
Dawn Gagne Manager, Customer Financial Services **Based in Colorado**	Ms. Gagne has more than 20 years of accounting and business management experience. She has held her current Manager, Customer Financial Services position since 2005. In this role, Ms. Gagne manages the BI Customer Business Services Department—that serves as an interface between internal BI functions and our customers' accounting-related requirements and needs.	Oversees all functions of BI Customer Business Services' monthly invoicing and equipment inventory management
Rosi Garcia Supervisor, Order Entry **Based in Colorado**	Ms. Garcia has more than 23 years of experience as a member of BI's Customer Business Services. She has held her current Supervisor position since 1994. In this role, Ms. Garcia has established herself as a vital member of the Customer Business Services Department—as she was recognized as BI's Employee of the Year in 2015.	Supports all functions of BI Customer Business Services' monthly invoicing and equipment inventory management
Manufacturing		
Greg Wilson Vice President, Internal Operations **Based in Colorado**	Mr. Wilson has more than thirty-five years of progressive business operations experience in Repetitive, Discreet, Engineer to Order, Process Manufacturing, and Distribution. Mr. Wilson is expert with supply chain management, logistics, manufacturing, and distribution planning techniques and systems. He is experienced in project management at an enterprise level, as liaison to management, engineers, developers, IT, consultants, functional disciplines, and Subject Matter Experts. Mr. Wilson is accomplished in solution development and implementation and effective in business needs assessment, relationship management, gap analysis, systems and technology, and presentation skills.	Provides recommendations and guidance to BI's product development, supply chain, logistics, and manufacturing operations; develop operational processes and guidance to enhance efficiencies, quality and schedule adherence. Identify key areas where BI can understand how to learn of failures earlier in the manufacturing lifecycle and ways to better manage variation in output
Mark Rushworth Supply Chain Manager **Based in Colorado**	Mr. Rushworth is experienced in increasing efficiencies in supply chain process to positively impact the corporate bottom line. He is competent in procurement methods, including cross-functional team development and continuous process improvement. Mr. Rushworth developed, implemented, and maintained strategic initiatives supporting company supply chain and operations across a range of fast-paced industries.	Responsible for securing components and material needed to manufacture electronic monitoring devices in a cost effective and efficient manner

Table 42. Key Personnel Experience

Name	Qualifications/Experience	Responsibilities
Kyle Kingrey Manager, Manufacturing **Based in Colorado**	Mr. Kingrey is highly skilled in identifying customer, employee, and business needs. He is accomplished in implementing cost- effective solutions while balancing operational efficiency and business growth. Mr. Kingrey has a proven record of achievement in researching, developing, executing programs. He is skilled in establishing and supporting an environment of organizational learning, by leading continuous improvement initiatives.	Facilitates all aspects of manufacturing

Pricing Proposal (RFP Section E)

This section of BI's response, in alignment with *RFP Section E*, provides a detailed description of our proposed costs and prices. We have included the costs associated with all requirements set forth in *RFP Section D*, as well as all other solutions contained in our proposal that go beyond RFP requirements. Through our comprehensive continuum of technologies, this *Pricing Proposal* does not contain any omissions. Throughout this section of our proposal, BI describes:

1. Pricing Narrative—key components of our solution that make BI the lowest risk, highest value provider

2. City and County of Denver Pricing Option 1—contains costs associated with our technologies *without* enhanced monitoring services

3. City and County of Denver Pricing Option 2—contains costs associated with our technologies *with* enhanced monitoring services (equipment installations and data entry)

4. U.S. Communities Tiered Pricing Catalog—contains all proposed solutions, services, and technologies, mirroring the current contract pricing structure

BI understands the City will not consider change orders or amendments unless deemed a change in the original scope of the project. If any items instrumental to completing the project are not itemized in the pricing below, BI agrees to supply at no additional charge to the City.

1. Pricing Narrative

BI's pricing is all inclusive and offers several unique features and advantages:

- **Single provider approach**—all solutions described in the proposal are provided directly from BI, eliminating the complications associated with managing multiple manufacturers, monitoring centers, software systems, project management approaches, and all other aspects of contract delivery

- **Reliable, proven equipment**—with more than 131,000 active technologies in the field, BI is the largest provider of electronic monitoring solutions in the country, evidencing the reliability of our devices

  - To further demonstrate our commitment to quality product, BI maintained an out-of-box failure rate of 0.13% in the first quarter of 2018

- **Responsive services from knowledgeable specialists**—all of BI's solutions include 24/7/365 monitoring support from our redundant, U.S.-based monitoring operations

- **Ongoing commitment to innovation**—this year BI is excited to introduce an enhanced mobile application to support officer activities in the field, ongoing updates to our SmartLINK application, and a new design of our monitoring software to improve usability. In addition, the following product enhancements will be available to the City and Participating Public Agencies during the ensuing contract:

  - The most advanced mobile breath alcohol monitoring product that builds on the durability, accuracy, and reliability of SL2

  - The newest RF monitoring equipment with enhanced features, smaller form factor, and increased offender communication capabilities.

- **Advanced manufacturing capabilities**—as the City and U.S. Communities programs continue to expand and evolve over the ensuing contract term, BI will leverage our ISO-certified facilities to manufacture equipment in tandem with program demands

  - In the past 12 months, BI has shipped more than 342,750 units

- **Flexible GPS tracking options**—throughout BI's pricing, we offer several GPS tracking options to meet the complex schedules of varying offender populations and agency supervision mandates; these service levels are defined in the following table

Table 43. Proposed GPS Service Levels

Device/Service	Service Level Variables				
	GPS Collection	Data Reporting [1]	Wi-Fi Tracking [2]	Cellular Tracking [3]	Zone Crossing [4]
LOC8 *Active Option #1*	One point per minute	Once every 30 minutes	Scans AP every five minutes	Every 30 minutes	Included
LOC8 *Active Option #2*	One point per minute	Once every 30 minutes	Scans AP every five minutes	None	Included
LOC8 *Hybrid Option*	One point per minute	Once every four hours	Scans AP every five minutes	None	Included
LOC8 *Passive Option #1*	One point per minute	Once every 12 hours	Scans AP every five minutes	None	Included
LOC8 *Passive Option #2*	One point per minute	Once every 12 hours	Scans AP every five minutes	None	Not included
ExacuTrack One *Active Option #1*	One point per minute	Once every 30 minutes	None	Every 30 minutes	Included
ExacuTrack One *Active Option #2*	One point per minute	Once every 30 minutes	None	None	Included
ExacuTrack One *Hybrid Option*	One point per minute	Once every four hours	None	None	Included
ExacuTrack One *Passive Option #1*	One point per minute	Once every 12 hours	None	None	Included
ExacuTrack One *Passive Option #2*	One point per minute	Once every 12 hours	None	None	Not included

Service Plan Notes:

[1] Data Reporting—device will report all noncompliant activities (zone infractions, tamper attempts) upon occurrence, regardless of reporting frequency

[2] Wi-Fi Tracking—available only with LOC8 device, unit will attempt a location fix in the absence of GPS signals

[3] Cellular Tracking—LOC8 will attempt a location fix via CellLocate technology in the absence of GPS; ExacuTrack One will attempt a location fix via AFLT technology in the absence of GPS

[4] Zone Crossing—the device will automatically increase its tracking intensity when an offender commits a zone violation; during this time, the unit collects a location point every 15 seconds and reports the collected data to the monitoring system every minute

In accordance with RFP instructions, all listed costs in BI's *Price Proposal* are per unit, per day prices except where noted.

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2. City and County of Denver Pricing Option 1

This pricing structure in the following mirrors the current offering BI provides to the City and assumes all data entry and installation is conducted by City personnel. To simplify this pricing option for the City, BI has provided an example of our pricing at the usage tiers that are currently active for the agency in the table below.

Table 44. City and County of Denver—Pricing Option 1 Example				
Device	**Quantity** *Current Usage*[6]	**Base Price** *includes 30% spares*	**Unlimited Lost and Damaged**	**Total**
HomeGuard 206	153	$2.75	$0.55	$3.30
ExacuTrack One	426	$3.15	$0.60	$3.75
LOC8		$3.25	$0.60	$3.85
TAD (landline, with curfew monitoring)	205	$5.90	$1.19	$7.09
TAD (cellular, with curfew monitoring)		$7.22	$1.42	$8.64
SL2	2	$5.45	$0.95	$6.40

BI's pricing is broken into the following categories:

Equipment Rental Options

a. **Radio Frequency Tracking**—includes landline, cellular, and group devices rental costs
   (30% or 5 fixed unit spare allotment; no lost and damaged equipment allotment)

b. **Active, Passive, Hybrid GPS Tracking**—includes both GPS tracking devices rental costs and associated service levels
   (30% or 5 fixed unit spare allotment; no lost and damaged equipment allotment)

c. **Alcohol Monitoring**—includes mobile breath, transdermal landline, transdermal landline with curfew monitoring, transdermal cellular, transdermal cellular with curfew, and landline breath rental costs
   (30% or 5 fixed unit spare allotment; no lost and damaged equipment allotment)

d. **Lost and Damaged Options**—includes costs associated with provision of lost and damaged equipment allotment

e. **Spare Unit Options**—includes costs associated with provision of spares beyond 30% or five fixed units

f. **Equipment and Support Accessories**—includes remote RF monitoring device, voice verification/tracking, and GPS downloader receivers rental costs

g. **Optional Mobile Devices**—includes costs associated with BI's provision of tablets or smartphones to officers

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[6] Per Addendum 4

Application and Software Options

    h.   **Offender Smartphone Application**—includes standalone application and BI-provided smartphone with application pre-loaded

    i.   **Online Monitoring Software**—includes desktop and mobile versions

    j.   **Data Analytics**—includes software data analysis engine

Monitoring Services Options

    k.   **Offender Payment Service**—includes options for fee collection

    l.   **Enhanced Monitoring Services**—includes automated check-in and officer assistance services

Equipment Purchase Options

    m.   **Equipment Purchase Options/Lost and Damaged Replacement Costs**—includes purchase and replacement costs for all hardware

    n.   **Purchased Equipment Maintenance Costs**—includes extended warranty prices associated with equipment purchase options

Costs associated with this option are provided on the following page.

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Table 45. City and County of Denver—Pricing Option 1

Device	Volume Tier	Rental Price	Monitoring Price	Total
a. Radio Frequency Tracking				
HomeGuard 200 (landline)	1 - 100	$1.05	$0.90	$1.95
HomeGuard 206 (cellular)	101 - 200	$1.85	$0.90	$2.75
GroupGuard (landline)	1 - 100	$1.05	$0.90	$1.95
GroupGuard (cellular)	1 - 100	$3.05	$0.90	$3.95
b. Active, Passive, Hybrid GPS Tracking				
LOC8 *Active Option #1*	201 - 500	$2.15	$1.10	$3.25
LOC8 *Active Option #2*	201 - 500	$2.15	$1.10	$3.25
LOC8 *Hybrid Option*	201 - 500	$2.15	$1.10	$3.25
LOC8 *Passive Option #1*	201 - 500	$2.15	$1.10	$3.25
LOC8 *Passive Option #2*	201 - 500	$2.15	$1.10	$3.25
ExacuTrack One *Active Option #1*	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Active Option #2*	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Hybrid Option*	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Passive Option #1*	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Passive Option #2*	201 - 500	$2.00	$1.10	$3.10
c. Alcohol Monitoring				
SL2	1 - 100	$2.85	$2.60	$5.45
TAD (landline, alcohol monitoring only)	201 - 500	$4.10	$1.80	$5.90
TAD (landline, with curfew monitoring)	201 - 500	$4.10	$1.80	$5.90

Table 45. City and County of Denver—Pricing Option 1				
Device	**Volume Tier**	**Rental Price**	**Monitoring Price**	**Total**
TAD (cellular, alcohol monitoring only)	201 - 500	$4.10 Bracelet, $1.32 Cell Base	$1.80	$7.22
TAD (cellular, with curfew monitoring)	201 - 500	$4.10 Bracelet, $1.32 Cell Base	$1.80	$7.22
Sobrietor (landline)	1 - 100	$1.60	$1.15	$2.75
d. Lost and Damaged Options				
5% allotment				
HomeGuard 200 **5% allotment**	N/A	N/A	N/A	$0.05
HomeGuard 206 **5% allotment**	N/A	N/A	N/A	$0.15
SL2 **5% allotment**	N/A	N/A	N/A	$0.15
TAD (landline) **5% allotment**	N/A	N/A	N/A	$0.33
TAD (cellular) **5% allotment**	N/A	N/A	N/A	$0.40 *$0.33 bracelet* *$0.07 base*
ExacuTrack One **5% allotment**	N/A	N/A	N/A	$0.20
LOC8 **5% allotment**	N/A	N/A	N/A	$0.20
10% allotment				
HomeGuard 200 **10% allotment**	N/A	N/A	N/A	$0.10
HomeGuard 206 **10% allotment**	N/A	N/A	N/A	$0.30
SL2 **10% allotment**	N/A	N/A	N/A	$0.25
TAD (landline) **10% allotment**	N/A	N/A	N/A	$0.66

Table 45. City and County of Denver—Pricing Option 1				
Device	**Volume Tier**	**Rental Price**	**Monitoring Price**	**Total**
TAD (cellular) **10% allotment**	N/A	N/A	N/A	$0.73 *$0.66 bracelet* *$0.07 base*
ExacuTrack One **10% allotment**	N/A	N/A	N/A	$0.40
LOC8 **10% allotment**	N/A	N/A	N/A	$0.40
HomeGuard 200 **10% allotment**	N/A	N/A	N/A	$0.10
HomeGuard 206 **10% allotment**	N/A	N/A	N/A	$0.30
Unlimited allotment				
HomeGuard 200 **Unlimited allotment**	N/A	N/A	N/A	$0.25
HomeGuard 206 **Unlimited allotment**	N/A	N/A	N/A	$0.55
Sobrietor **Unlimited allotment**	N/A	N/A	N/A	$0.65
SL2 **Unlimited allotment**	N/A	N/A	N/A	$0.95
TAD Landline **Unlimited allotment**	N/A	N/A	N/A	$1.19
TAD Cellular **Unlimited allotment**	N/A	N/A	N/A	$1.42 *$1.19 bracelet* *$0.23 base*
ExacuTrack One **Unlimited allotment**	N/A	N/A	N/A	$0.60
LOC8 **Unlimited allotment**	N/A	N/A	N/A	$0.60
e. Spare Unit Options				
40% allotment				
HomeGuard 200 (landline) **40% allotment**	N/A	N/A	N/A	$0.05

Table 45. City and County of Denver—Pricing Option 1

Device	Volume Tier	Rental Price	Monitoring Price	Total
HomeGuard 206 (cellular) **40% allotment**	N/A	N/A	N/A	$0.30
ExacuTrack One **40% allotment**	N/A	N/A	N/A	$0.35
LOC8 **40% allotment**	N/A	N/A	N/A	$0.35
SL2 **40% allotment**	N/A	N/A	N/A	$0.25
TAD Landline **40% allotment**	N/A	N/A	N/A	$0.40
TAD Cellular **40% allotment**	N/A	N/A	N/A	$0.65
Sobrietor **40% allotment**	N/A	N/A	N/A	$0.05
Unlimited allotment				
HomeGuard 200 (landline) **Unlimited allotment**	N/A	N/A	N/A	$0.10
HomeGuard 206 (cellular) **Unlimited allotment**	N/A	N/A	N/A	$0.60
ExacuTrack One **Unlimited allotment**	N/A	N/A	N/A	$0.70
LOC8 **Unlimited allotment**	N/A	N/A	N/A	$0.70
SL2 **Unlimited allotment**	N/A	N/A	N/A	$0.50
TAD Landline **Unlimited allotment**	N/A	N/A	N/A	$0.80
TAD Cellular **Unlimited allotment**	N/A	N/A	N/A	$1.30
Sobrietor **Unlimited allotment**	N/A	N/A	N/A	$0.10
f. Equipment and Support Accessories				
Drive-BI	N/A	N/A	N/A	$0.95

Table 45. City and County of Denver—Pricing Option 1

Device	Volume Tier	Rental Price	Monitoring Price	Total
VoiceID	N/A	N/A	N/A	$0.39 per check-in
ExacuTrack One Downloader	N/A	N/A	N/A	$0.95
LOC8 Downloader	N/A	N/A	N/A	$0.95
Cost to Install and manage landline	N/A	N/A	N/A	$45 per month Plus reimburse of landline at cost
g. Optional Mobile Devices				
Mobile Tablet or Phone for Officers Add to monitoring	N/A	N/A	N/A	$120.00 per month
h. Offender Smartphone Application				
SmartLINK (Package - Facial Recognition, Check-in, Resources, Calendar, Messaging, Document Capture, Terms & Conditions)	1 - 150	N/A	N/A	$1.00
BI Provided Cell Phone	N/A	$120.00 per month	N/A	$120.00 per month
i. Online Monitoring Software				
TotalAccess	N/A	N/A	Included with Monitoring Fee	$0.00
TotalAccess Mobile	N/A	N/A	Included with Monitoring Fee	$0.00
j. Data Analytics				
BI Analytics Suite	N/A	N/A	N/A	$0.25
k. Offender Payment Services				
Self Pay - Monthly Reconciliation	N/A	N/A	N/A	$0.29
BI Agency Assist - Daily Reconciliation Credit Card Payment Fee - 14 days of payments—fee added to offender payment				
RF	N/A	N/A	N/A	$4.35

Table 45. City and County of Denver—Pricing Option 1

Device	Volume Tier	Rental Price	Monitoring Price	Total
GPS Active	N/A	N/A	N/A	$4.75
GPS Passive	N/A	N/A	N/A	$4.50
SL2	N/A	N/A	N/A	$5.35
TAD Landline	N/A	N/A	N/A	$5.10
TAD Cellular	N/A	N/A	N/A	$5.85
BI Agency Assist - Daily Reconciliation *Check Payment Fee - 14 days of payments—fee added to offender payment*				
RF	N/A	N/A	N/A	$2.75
GPS Active	N/A	N/A	N/A	$2.75
GPS Passive	N/A	N/A	N/A	$2.75
SL2	N/A	N/A	N/A	$2.75
TAD Landline	N/A	N/A	N/A	$2.75
TAD Cellular	N/A	N/A	N/A	$2.75
l. Enhanced Monitoring Services				
IVR Check In - one per month - up to 6 questions	N/A	N/A	N/A	$4.50
Officer Assistance - Minimum of $1,000/mo - $1.35 per minute	N/A	N/A	N/A	$1.35
m. Equipment Purchase Options/Lost and Damaged Replacement Costs **Per Item Pricing**—*except where noted*				
HomeGuard 200 Complete Unit	N/A	N/A	N/A	$1,200.00
HomeGuard 200 Base Station	N/A	N/A	N/A	$850.00
RF Transmitter (works with HomeGuard 200 or HomeGuard 206)	N/A	N/A	N/A	$350.00
HomeGuard 206 Complete Unit	N/A	N/A	N/A	$2,100.00
HomeGuard 206 Base Station	N/A	N/A	N/A	$1,500.00
HomeGuard 206 First Year Telecom	N/A	N/A	N/A	$250.00

Table 45. City and County of Denver—Pricing Option 1

Device	Volume Tier	Rental Price	Monitoring Price	Total
RF Transmitter (works with HomeGuard 200 or HomeGuard 206)	N/A	N/A	N/A	$350.00
SL2	N/A	N/A	N/A	$650.00
TAD Landline Complete Unit	N/A	N/A	N/A	$2,500.00
TAD Landline Base Station	N/A	N/A	N/A	$1,250.00
TAD Bracelet	N/A	N/A	N/A	$1,250.00
TAD Cell Complete Unit	N/A	N/A	N/A	$3,050.00
TAD Cellular Base Station	N/A	N/A	N/A	$1,550.00
TAD Bracelet	N/A	N/A	N/A	$1,250.00
TAD Cell First Year Telecom	N/A	N/A	N/A	$250.00
ExacuTrack One Complete Unit	N/A	N/A	N/A	$2,150.00
ExacuTrack One Bracelet	N/A	N/A	N/A	$1,550.00
ExacuTrack One First Year Telecom	N/A	N/A	N/A	$275.00
ExacuTrack One Beacon Corded	N/A	N/A	N/A	$325.00
ExacuTrack One Downloader	N/A	N/A	N/A	$995.00
ExacuTrack One Straps	N/A	N/A	N/A	$30.00
ExacuTrack One Charger	N/A	N/A	N/A	$49.00
LOC8 Complete Unit	N/A	N/A	N/A	$2,475.00
LOC8 Bracelet	N/A	N/A	N/A	$1,950.00
LOC8 First Year Telecom	N/A	N/A	N/A	$275.00
LOC8 Beacon	N/A	N/A	N/A	$250.00
LOC8 Straps (for purchase only)	N/A	N/A	N/A	$20.00
LOC8 Charger	N/A	N/A	N/A	$49.00
Drive-BI	N/A	N/A	N/A	$995.00

Table 45. City and County of Denver—Pricing Option 1

Device	Volume Tier	Rental Price	Monitoring Price	Total
n. Purchased Equipment Maintenance Costs				
HomeGuard 200 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$104.00
HomeGuard 206 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$354.00
SL2 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$139.00
TAD Landline Cost per Year after 12 month Warranty	N/A	N/A	N/A	$550.00
TAD Cell Cost per Year after 12 month Warranty	N/A	N/A	N/A	$800.00
ExacuTrack One Cost per Year after 12 month Warranty	N/A	N/A	N/A	$694.00
LOC8 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$694.00

3. City and County of Denver Pricing Option 2

This pricing structure in the following mirrors the current offering BI provides to the City. This model includes BI-provided equipment installations and data entry. To simplify this pricing option for the City, BI has provided an example of our pricing at the usage tiers that are currently active for the agency in the table below.

Table 46. City and County of Denver—Pricing Option 2 Example

Device	Quantity Current Usage[7]	Base Price includes 30% spares	Unlimited Lost and Damaged	Data Entry	Installs at agency office	Total
HomeGuard 206	153	$2.75	$0.55	$0.13	$2.00	$5.43
ExacuTrack One	426	$3.15	$0.60	$0.13	$2.00	$5.88
LOC8		$3.25	$0.60	$0.13	$2.00	$5.98
TAD (landline, with curfew monitoring)	205	$5.90	$1.19	$0.13	$2.00	$9.22
TAD (cellular, with curfew monitoring)		$7.22	$1.42	$0.13	$2.00	$10.77
SL2	2	$5.45	$0.95	$0.13	$2.00	$8.53

BI's pricing is broken into the following categories:

Equipment Rental Options

a. **Radio Frequency Tracking**—includes landline, cellular, and group devices rental costs
   (30% or 5 fixed unit spare allotment; no lost and damaged equipment allotment)

b. **Active, Passive, Hybrid GPS Tracking**—includes both GPS tracking devices rental costs and associated service levels
   (30% or 5 fixed unit spare allotment; no lost and damaged equipment allotment)

c. **Alcohol Monitoring**—includes mobile breath, transdermal landline, transdermal landline with curfew monitoring, transdermal cellular, transdermal cellular with curfew, and landline breath rental costs
   (30% or 5 fixed unit spare allotment; no lost and damaged equipment allotment)

d. **Lost and Damaged Options**—includes costs associated with provision of lost and damaged equipment allotment

e. **Spare Unit Options**—includes costs associated with provision of spares beyond 30% or five fixed units

f. **Equipment and Support Accessories**—includes remote RF monitoring device, voice verification/tracking, and GPS downloader receivers rental costs

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[7] Per Addendum 4

g. **Optional Mobile Devices**—includes costs associated with BI's provision of tablets or smartphones to officers

Application and Software Options

h. **Offender Smartphone Application**—includes standalone application and BI-provided smartphone with application pre-loaded

i. **Online Monitoring Software**—includes desktop and mobile versions

j. **Data Analytics**—includes software data analysis engine

Monitoring Services Options

k. **Offender Payment Service**—includes options for fee collection

l. **Enhanced Monitoring Services**—includes automated check-in, officer assistance services, *data entry, alert resolution services, and installation services (variance from Option 1)*

Equipment Purchase Options

m. **Equipment Purchase Options/Lost and Damaged Replacement Costs**—includes purchase and replacement costs for all hardware

n. **Purchased Equipment Maintenance Costs**—includes extended warranty prices associated with equipment purchase options

Costs associated with this option are provided on the following page.

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Table 47. City and County of Denver—Pricing Option 2

Device	Volume Tier	Rental Price	Monitoring Price	Total
a. Radio Frequency Tracking				
HomeGuard 200 (landline)	1 - 100	$1.05	$0.90	$1.95
HomeGuard 206 (cellular)	101 - 200	$1.85	$0.90	$2.75
GroupGuard (landline)	1 - 100	$1.05	$0.90	$1.95
GroupGuard (cellular)	1 - 100	$3.05	$0.90	$3.95
b. Active, Passive, Hybrid GPS Tracking				
LOC8 *Active Option #1*	201 - 500	$2.15	$1.10	$3.25
LOC8 *Active Option #2*	201 - 500	$2.15	$1.10	$3.25
LOC8 *Hybrid Option*	201 - 500	$2.15	$1.10	$3.25
LOC8 *Passive Option #1*	201 - 500	$2.15	$1.10	$3.25
LOC8 *Passive Option #2*	201 - 500	$2.15	$1.10	$3.25
ExacuTrack One *Active Option #1*	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Active Option #2*	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Hybrid Option*	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Passive Option #1*	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Passive Option #2*	201 - 500	$2.00	$1.10	$3.10
c. Alcohol Monitoring				
SL2	1 - 100	$2.85	$2.60	$5.45
TAD (landline, alcohol monitoring only)	201 - 500	$4.10	$1.80	$5.90
TAD (landline, with curfew monitoring)	201 - 500	$4.10	$1.80	$5.90

Table 47. City and County of Denver—Pricing Option 2				
Device	**Volume Tier**	**Rental Price**	**Monitoring Price**	**Total**
TAD (cellular, alcohol monitoring only)	201 - 500	$4.10 Bracelet, $1.32 Cell Base	$1.80	$7.22
TAD (cellular, with curfew monitoring)	201 - 500	$4.10 Bracelet, $1.32 Cell Base	$1.80	$7.22
Sobrietor (landline)	1 - 100	$1.60	$1.15	$2.75
d. Lost and Damaged Options				
5% allotment				
HomeGuard 200 **5% allotment**	N/A	N/A	N/A	$0.05
HomeGuard 206 **5% allotment**	N/A	N/A	N/A	$0.15
SL2 **5% allotment**	N/A	N/A	N/A	$0.15
TAD (landline) **5% allotment**	N/A	N/A	N/A	$0.33
TAD (cellular) **5% allotment**	N/A	N/A	N/A	$0.40 *$0.33 bracelet $0.07 base*
ExacuTrack One **5% allotment**	N/A	N/A	N/A	$0.20
LOC8 **5% allotment**	N/A	N/A	N/A	$0.20
10% allotment				
HomeGuard 200 **10% allotment**	N/A	N/A	N/A	$0.10
HomeGuard 206 **10% allotment**	N/A	N/A	N/A	$0.30
SL2 **10% allotment**	N/A	N/A	N/A	$0.25
TAD (landline) **10% allotment**	N/A	N/A	N/A	$0.66

Table 47. City and County of Denver—Pricing Option 2

Device	Volume Tier	Rental Price	Monitoring Price	Total
TAD (cellular) 10% allotment	N/A	N/A	N/A	$0.73 *$0.66 bracelet* *$0.07 base*
ExacuTrack One 10% allotment	N/A	N/A	N/A	$0.40
LOC8 10% allotment	N/A	N/A	N/A	$0.40
HomeGuard 200 10% allotment	N/A	N/A	N/A	$0.10
HomeGuard 206 10% allotment	N/A	N/A	N/A	$0.30
Unlimited allotment				
HomeGuard 200 **Unlimited allotment**	N/A	N/A	N/A	$0.25
HomeGuard 206 **Unlimited allotment**	N/A	N/A	N/A	$0.55
Sobrietor **Unlimited allotment**	N/A	N/A	N/A	$0.65
SL2 **Unlimited allotment**	N/A	N/A	N/A	$0.95
TAD Landline **Unlimited allotment**	N/A	N/A	N/A	$1.19
TAD Cellular **Unlimited allotment**	N/A	N/A	N/A	$1.42 *$1.19 bracelet* *$0.23 base*
ExacuTrack One **Unlimited allotment**	N/A	N/A	N/A	$0.60
LOC8 **Unlimited allotment**	N/A	N/A	N/A	$0.60
e. Spare Unit Options				
40% allotment				
HomeGuard 200 (landline) **40% allotment**	N/A	N/A	N/A	$0.05

Table 47. City and County of Denver—Pricing Option 2

Device	Volume Tier	Rental Price	Monitoring Price	Total
HomeGuard 206 (cellular) **40% allotment**	N/A	N/A	N/A	$0.30
ExacuTrack One **40% allotment**	N/A	N/A	N/A	$0.35
LOC8 **40% allotment**	N/A	N/A	N/A	$0.35
SL2 **40% allotment**	N/A	N/A	N/A	$0.25
TAD Landline **40% allotment**	N/A	N/A	N/A	$0.40
TAD Cellular **40% allotment**	N/A	N/A	N/A	$0.65
Sobrietor **40% allotment**	N/A	N/A	N/A	$0.05
Unlimited allotment				
HomeGuard 200 (landline) **Unlimited allotment**	N/A	N/A	N/A	$0.10
HomeGuard 206 (cellular) **Unlimited allotment**	N/A	N/A	N/A	$0.60
ExacuTrack One **Unlimited allotment**	N/A	N/A	N/A	$0.70
LOC8 **Unlimited allotment**	N/A	N/A	N/A	$0.70
SL2 **Unlimited allotment**	N/A	N/A	N/A	$0.50
TAD Landline **Unlimited allotment**	N/A	N/A	N/A	$0.80
TAD Cellular **Unlimited allotment**	N/A	N/A	N/A	$1.30
Sobrietor **Unlimited allotment**	N/A	N/A	N/A	$0.10
f. Equipment and Support Accessories				
Drive-Bi	N/A	N/A	N/A	$0.95

Table 47. City and County of Denver—Pricing Option 2

Device	Volume Tier	Rental Price	Monitoring Price	Total
VoiceID	N/A	N/A	N/A	$0.39 *per check-in*
ExacuTrack One Downloader	N/A	N/A	N/A	$0.95
LOC8 Downloader	N/A	N/A	N/A	$0.95
Cost to Install and manage landline	N/A	N/A	N/A	$45 per month Plus reimburse of landline at cost
g. Optional Mobile Devices				
Mobile Tablet or Phone for Officers Add to monitoring	N/A	N/A	N/A	$120.00 per month
h. Offender Smartphone Application				
SmartLINK (Package - Facial Recognition, Check-in, Resources, Calendar, Messaging, Document Capture, Terms & Conditions)	1 - 150	N/A	N/A	$1.00
BI Provided Cell Phone	N/A	$120.00 per month	N/A	$120.00 per month
i. Online Monitoring Software				
TotalAccess	N/A	N/A	Included with Monitoring Fee	$0.00
TotalAccess Mobile	N/A	N/A	Included with Monitoring Fee	$0.00
j. Data Analytics				
BI Analytics Suite	N/A	N/A	N/A	$0.25
k. Offender Payment Services				
Self Pay - Monthly Reconciliation	N/A	N/A	N/A	$0.29
BI Agency Assist - Daily Reconciliation Credit Card Payment Fee - 14 days of payments—fee added to offender payment				
RF	N/A	N/A	N/A	$4.35

Table 47. City and County of Denver—Pricing Option 2				
Device	Volume Tier	Rental Price	Monitoring Price	Total
GPS Active	N/A	N/A	N/A	$4.75
GPS Passive	N/A	N/A	N/A	$4.50
SL2	N/A	N/A	N/A	$5.35
TAD Landline	N/A	N/A	N/A	$5.10
TAD Cellular	N/A	N/A	N/A	$5.85
BI Agency Assist - Daily Reconciliation *Check Payment Fee - 14 days of payments—fee added to offender payment*				
RF	N/A	N/A	N/A	$2.75
GPS Active	N/A	N/A	N/A	$2.75
GPS Passive	N/A	N/A	N/A	$2.75
SL2	N/A	N/A	N/A	$2.75
TAD Landline	N/A	N/A	N/A	$2.75
TAD Cellular	N/A	N/A	N/A	$2.75
I. Enhanced Monitoring Services				
IVR Check In - one per month - up to 6 questions	N/A	N/A	N/A	$4.50
Officer Assistance - Minimum of $1,000/mo - $1.35 per minute	N/A	N/A	N/A	$1.35
Data Entry	N/A	N/A	N/A	$0.13
Up to three manual notification attempts to agency staff	N/A	N/A	N/A	$0.60
Escalation > three manual notification attempts	N/A	N/A	N/A	$1.58
Call client / offender	N/A	N/A	N/A	$0.58
Close open alerts	N/A	N/A	N/A	$0.02
Conference calls on-demand	N/A	N/A	N/A	$0.22
Installs - At Agency Office ALOS 50-75 Days	501	N/A	N/A	$2.00

Table 47. City and County of Denver—Pricing Option 2

Device	Volume Tier	Rental Price	Monitoring Price	Total
m. Equipment Purchase Options/Lost and Damaged Replacement Costs Per Item Pricing—*except where noted*				
HomeGuard 200 Complete Unit	N/A	N/A	N/A	$1,200.00
HomeGuard 200 Base Station	N/A	N/A	N/A	$850.00
RF Transmitter (works with HomeGuard 200 or HomeGuard 206)	N/A	N/A	N/A	$350.00
HomeGuard 206 Complete Unit	N/A	N/A	N/A	$2,100.00
HomeGuard 206 Base Station	N/A	N/A	N/A	$1,500.00
HomeGuard 206 First Year Telecom	N/A	N/A	N/A	$250.00
RF Transmitter (works with HomeGuard 200 or HomeGuard 206)	N/A	N/A	N/A	$350.00
SL2	N/A	N/A	N/A	$650.00
TAD Landline Complete Unit	N/A	N/A	N/A	$2,500.00
TAD Landline Base Station	N/A	N/A	N/A	$1,250.00
TAD Bracelet	N/A	N/A	N/A	$1,250.00
TAD Cell Complete Unit	N/A	N/A	N/A	$3,050.00
TAD Cellular Base Station	N/A	N/A	N/A	$1,550.00
TAD Bracelet	N/A	N/A	N/A	$1,250.00
TAD Cell First Year Telecom	N/A	N/A	N/A	$250.00
ExacuTrack One Complete Unit	N/A	N/A	N/A	$2,150.00
ExacuTrack One Bracelet	N/A	N/A	N/A	$1,550.00
ExacuTrack One First Year Telecom	N/A	N/A	N/A	$275.00
ExacuTrack One Beacon Corded	N/A	N/A	N/A	$325.00
ExacuTrack One Downloader	N/A	N/A	N/A	$995.00
ExacuTrack One Straps	N/A	N/A	N/A	$30.00
ExacuTrack One Charger	N/A	N/A	N/A	$49.00
LOC8 Complete Unit	N/A	N/A	N/A	$2,475.00

Table 47. City and County of Denver—Pricing Option 2

Device	Volume Tier	Rental Price	Monitoring Price	Total
LOC8 Bracelet	N/A	N/A	N/A	$1,950.00
LOC8 First Year Telecom	N/A	N/A	N/A	$275.00
LOC8 Beacon	N/A	N/A	N/A	$250.00
LOC8 Straps for purchase only	N/A	N/A	N/A	$20.00
LOC8 Charger	N/A	N/A	N/A	$49.00
Drive-BI	N/A	N/A	N/A	$995.00
n. Purchased Equipment Maintenance Costs				
HomeGuard 200 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$104.00
HomeGuard 206 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$354.00
SL2 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$139.00
TAD Landline Cost per Year after 12 month Warranty	N/A	N/A	N/A	$550.00
TAD Cell Cost per Year after 12 month Warranty	N/A	N/A	N/A	$800.00
ExacuTrack One Cost per Year after 12 month Warranty	N/A	N/A	N/A	$694.00
LOC8 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$694.00

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4. U.S. Communities Tiered Pricing Catalog

This pricing structure in the following mirrors the current offering BI provides to U.S. Communities. This model includes all BI-provided equipment and services. BI's pricing is broken into the following categories:

Equipment Rental Options

a. **Radio Frequency Tracking**—includes landline, cellular, and group devices rental costs
   (30% or 5 fixed unit spare allotment; no lost and damaged equipment allotment)

b. **Active, Passive, Hybrid GPS Tracking**—includes both GPS tracking devices rental costs and associated service levels
   (30% or 5 fixed unit spare allotment; no lost and damaged equipment allotment)

c. **Alcohol Monitoring**—includes mobile breath, transdermal landline, transdermal landline with curfew monitoring, transdermal cellular, transdermal cellular with curfew, and landline breath rental costs
   (30% or 5 fixed unit spare allotment; no lost and damaged equipment allotment)

d. **Lost and Damaged Options**—includes costs associated with provision of lost and damaged equipment allotment

e. **Spare Unit Options**—includes costs associated with provision of spares beyond 30% or five fixed units

f. **Equipment and Support Accessories**—includes remote RF monitoring device, voice verification/tracking, and GPS downloader receivers rental costs

g. **Optional Mobile Devices**—includes costs associated with BI's provision of tablets or smartphones to officers

Application and Software Options

h. **Offender Smartphone Application**—includes standalone application and BI-provided smartphone with application pre-loaded

i. **Online Monitoring Software**—includes desktop and mobile versions

j. **Data Analytics**—includes software data analysis engine

Monitoring Services Options

k. **Offender Payment Service**—includes options for fee collection

l. **Enhanced Monitoring Services**—includes automated check-in, officer assistance services, data entry, alert resolution services, and installation services

Equipment Purchase Options

m. **Equipment Purchase Options/Lost and Damaged Replacement Costs**—includes purchase and replacement costs for all hardware

n. **Purchased Equipment Maintenance Costs**—includes extended warranty prices associated with equipment purchase options

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
a. Radio Frequency Tracking				
HomeGuard 200 (landline)	1 - 100	$1.05	$0.90	$1.95
	101 - 200	$0.85	$0.75	$1.60
	201 - 500	$0.85	$0.75	$1.60
	501	$0.85	$0.75	$1.60
HomeGuard 206 (cellular)	1 - 100	$1.85	$0.90	$2.75
	101 - 200	$1.85	$0.90	$2.75
	201 - 500	$1.85	$0.90	$2.75
	501	$1.85	$0.90	$2.75
GroupGuard (landline)	1 - 100	$1.05	$0.90	$1.95
	101 - 200	$0.85	$0.75	$1.60
	201 - 500	$0.85	$0.75	$1.60
	501	$0.85	$0.75	$1.60
GroupGuard (cellular)	1 - 100	$3.05	$0.90	$3.95
	101 - 200	$2.85	$0.75	$3.60
	201 - 500	$2.85	$0.75	$3.60
	501	$2.85	$0.75	$3.60
b. Active, Passive, Hybrid GPS Tracking				
LOC8 *Active Option #1*	1 - 100	$2.30	$1.35	$3.65
	101 - 200	$2.20	$1.25	$3.45
	201 - 500	$2.15	$1.10	$3.25
	501	$2.15	$1.10	$3.25
LOC8 *Active Option #2*	1 - 100	$2.30	$1.35	$3.65
	101 - 200	$2.20	$1.25	$3.45
	201 - 500	$2.15	$1.10	$3.25

Table 48. U.S. Communities Pricing Catalog				
Device	**Volume Tier**	**Rental Price**	**Monitoring Price**	**Total**
	501	$2.15	$1.10	$3.25
LOC8 *Hybrid Option*	1 - 100	$2.30	$1.35	$3.65
	101 - 200	$2.20	$1.25	$3.45
	201 - 500	$2.15	$1.10	$3.25
	501	$2.15	$1.10	$3.25
LOC8 *Passive Option #1*	1 - 100	$2.30	$1.35	$3.65
	101 - 200	$2.20	$1.25	$3.45
	201 - 500	$2.15	$1.10	$3.25
	501	$2.15	$1.10	$3.25
LOC8 *Passive Option #2*	1 - 100	$2.30	$1.35	$3.65
	101 - 200	$2.20	$1.25	$3.45
	201 - 500	$2.15	$1.10	$3.25
	501	$2.15	$1.10	$3.25
ExacuTrack One *Active Option #1*	1 - 100	$2.20	$1.30	$3.50
	101 - 150	$2.10	$1.20	$3.30
	151 - 200	$2.05	$1.20	$3.25
	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Active Option #2*	1 - 100	$2.20	$1.30	$3.50
	101 - 150	$2.10	$1.20	$3.30
	151 - 200	$2.05	$1.20	$3.25
	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Hybrid Option*	1 - 100	$2.20	$1.30	$3.50
	101 - 150	$2.10	$1.20	$3.30
	151 - 200	$2.05	$1.20	$3.25
	201 - 500	$2.00	$1.15	$3.15

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
ExacuTrack One *Passive Option #1*	1 - 100	$2.20	$1.30	$3.50
	101 - 150	$2.10	$1.20	$3.30
	151 - 200	$2.05	$1.15	$3.20
	201 - 500	$2.00	$1.15	$3.15
ExacuTrack One *Passive Option #2*	1 - 100	$2.20	$1.30	$3.50
	101 - 150	$2.10	$1.20	$3.30
	151 - 200	$2.05	$1.10	$3.15
	201 - 500	$2.00	$1.10	$3.10
c. Alcohol Monitoring				
SL2	1 - 100	$2.85	$2.60	$5.45
	101 - 200	$2.85	$2.60	$5.45
	201 - 500	$2.75	$2.50	$5.25
	501	$2.60	$2.35	$4.95
TAD (landline, alcohol monitoring only)	1 - 100	$4.35	$2.00	$6.35
	101 - 200	$4.25	$1.95	$6.20
	201 - 500	$4.10	$1.80	$5.90
	501	$4.10	$1.80	$5.90
TAD (landline, with curfew monitoring)	1 - 100	$4.35	$2.00	$6.35
	101 - 200	$4.25	$1.95	$6.20
	201 - 500	$4.10	$1.80	$5.90
	501	$4.10	$1.80	$5.90
TAD (cellular, alcohol monitoring only)	1 - 100	$4.35 Bracelet, $1.35 Cell Base	$2.00	$7.70
	101 - 200	$4.25 Bracelet,	$1.95	$7.55

Table 48. U.S. Communities Pricing Catalog				
Device	**Volume Tier**	**Rental Price**	**Monitoring Price**	**Total**
		$1.35 Cell Base		
	201 - 500	$4.10 Bracelet, $1.32 Cell Base	$1.80	$7.22
	501	$4.10 Bracelet, $1.32 Cell Base	$1.80	$7.22
	1 - 100	$4.35 Bracelet, $1.35 Cell Base	$2.00	$7.70
	101 - 200	$4.25 Bracelet, $1.35 Cell Base	$1.95	$7.55
TAD (cellular, with curfew monitoring)	201 - 500	$4.10 Bracelet, $1.32 Cell Base	$1.80	$7.22
	501	$4.10 Bracelet, $1.32 Cell Base	$1.80	$7.22
	1 - 100	$1.60	$1.15	$2.75
	101 - 200	$1.60	$1.15	$2.75
Sobrietor (landline)	201 - 500	$1.60	$1.15	$2.75
	501	$1.60	$1.15	$2.75
d. Lost and Damaged Options				
5% allotment				
HomeGuard 200 **5% allotment**	N/A	N/A	N/A	$0.05
HomeGuard 206 **5% allotment**	N/A	N/A	N/A	$0.15

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
SL2 5% allotment	N/A	N/A	N/A	$0.15
TAD (landline) 5% allotment	N/A	N/A	N/A	$0.33
TAD (cellular) 5% allotment	N/A	N/A	N/A	$0.40 $0.33 bracelet $0.07 base
ExacuTrack One 5% allotment	N/A	N/A	N/A	$0.20
LOC8 5% allotment	N/A	N/A	N/A	$0.20
10% allotment				
HomeGuard 200 10% allotment	N/A	N/A	N/A	$0.10
HomeGuard 206 10% allotment	N/A	N/A	N/A	$0.30
SL2 10% allotment	N/A	N/A	N/A	$0.25
TAD (landline) 10% allotment	N/A	N/A	N/A	$0.66
TAD (cellular) 10% allotment	N/A	N/A	N/A	$0.73 $0.66 bracelet $0.07 base
ExacuTrack One 10% allotment	N/A	N/A	N/A	$0.40
LOC8 10% allotment	N/A	N/A	N/A	$0.40
HomeGuard 200 10% allotment	N/A	N/A	N/A	$0.10
HomeGuard 206 10% allotment	N/A	N/A	N/A	$0.30
Unlimited allotment				
HomeGuard 200 Unlimited allotment	N/A	N/A	N/A	$0.25

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
HomeGuard 206 **Unlimited allotment**	N/A	N/A	N/A	$0.55
Sobrietor **Unlimited allotment**	N/A	N/A	N/A	$0.65
SL2 **Unlimited allotment**	N/A	N/A	N/A	$0.95
TAD Landline **Unlimited allotment**	N/A	N/A	N/A	$1.19
TAD Cellular **Unlimited allotment**	N/A	N/A	N/A	$1.42 *$1.19 bracelet* *$0.23 base*
ExacuTrack One **Unlimited allotment**	N/A	N/A	N/A	$0.60
LOC8 **Unlimited allotment**	N/A	N/A	N/A	$0.60
e. Spare Unit Options				
40% allotment				
HomeGuard 200 (landline) **40% allotment**	N/A	N/A	N/A	$0.05
HomeGuard 206 (cellular) **40% allotment**	N/A	N/A	N/A	$0.30
ExacuTrack One **40% allotment**	N/A	N/A	N/A	$0.35
LOC8 **40% allotment**	N/A	N/A	N/A	$0.35
SL2 **40% allotment**	N/A	N/A	N/A	$0.25
TAD Landline **40% allotment**	N/A	N/A	N/A	$0.40
TAD Cellular **40% allotment**	N/A	N/A	N/A	$0.65 *$0.40 bracelet* *$0.25 base*
Sobrietor **40% allotment**	N/A	N/A	N/A	$0.05

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
Unlimited allotment				
HomeGuard 200 (landline) **Unlimited allotment**	N/A	N/A	N/A	$0.10
HomeGuard 206 (cellular) **Unlimited allotment**	N/A	N/A	N/A	$0.60
ExacuTrack One **Unlimited allotment**	N/A	N/A	N/A	$0.70
LOC8 **Unlimited allotment**	N/A	N/A	N/A	$0.70
SL2 **Unlimited allotment**	N/A	N/A	N/A	$0.50
TAD Landline **Unlimited allotment**	N/A	N/A	N/A	$0.80
TAD Cellular **Unlimited allotment**	N/A	N/A	N/A	$1.30 *$0.80 bracelet* *$0.50 base*
Sobrietor **Unlimited allotment**	N/A	N/A	N/A	$0.10
f. Equipment and Support Accessories				
Drive-Bi	N/A	N/A	N/A	$0.95
VoiceID	N/A	N/A	N/A	$0.39 *per check-in*
ExacuTrack One Downloader	N/A	N/A	N/A	$0.95
LOC8 Downloader	N/A	N/A	N/A	$0.95
Cost to Install and manage landline	N/A	N/A	N/A	$45 per month Plus reimburse of landline at cost
Overnight Delivery charge	N/A	N/A	N/A	$18.00 per piece of equipment

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
g. Optional Mobile Devices				
Mobile Tablet or Phone for Officers Add to monitoring	N/A	$120.00 per month	N/A	$120.00 per month
h. Offender Smartphone Application				
SmartLINK (Package - Facial Recognition Check-in, Self Report, Resources, Calendar, Messaging, Document Capture, Terms & Conditions)	1 - 150	N/A	N/A	$1.00
	151 - 500	N/A	N/A	$0.95
	500	N/A	N/A	$0.90
SmartLINK Check-In-Only (Facial Recognition)	1 - 150	N/A	N/A	$0.46
	151 - 500	N/A	N/A	$0.44
	500	N/A	N/A	$0.41
SmartLINK Voice Verification Check-In—Add-on	N/A	N/A	N/A	$0.39 per check-in
SmartLINK Self Report Only	1 - 150	N/A	N/A	$0.17
	151 - 500	N/A	N/A	$0.16
	500	N/A	N/A	$0.15
SmartLINK Resources Only	1 - 150	N/A	N/A	$0.12
	151 - 500	N/A	N/A	$0.11
	500	N/A	N/A	$0.11
SmartLINK Calendar Only	1 - 150	N/A	N/A	$0.40
	151 - 500	N/A	N/A	$0.38
	500	N/A	N/A	$0.36
SmartLINK Messaging Only	1 - 150	N/A	N/A	$0.20
	151 - 500	N/A	N/A	$0.15
	500	N/A	N/A	$0.10
SmartLINK Document Capture Only	1 - 150	N/A	N/A	$0.10
	151 - 500	N/A	N/A	$0.10

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
	500	N/A	N/A	$0.10
BI Provided Cell Phone	N/A	120.00 per month	N/A	$120.00 per month
i. Online Monitoring Software				
TotalAccess	N/A	N/A	Included with Monitoring Fee	$0.00
TotalAccess Mobile	N/A	N/A	Included with Monitoring Fee	$0.00
j. Data Analytics				
BI Analytics Suite	N/A	N/A	N/A	$0.25
k. Offender Payment Services				
Self Pay - Monthly Reconciliation	N/A	N/A	N/A	$0.29
BI Agency Assist - Daily Reconciliation *Credit Card Payment Fee - 14 days of payments—fee added to offender payment*				
RF	N/A	N/A	N/A	$4.35
GPS Active	N/A	N/A	N/A	$4.75
GPS Passive	N/A	N/A	N/A	$4.50
SL2	N/A	N/A	N/A	$5.35
TAD Landline	N/A	N/A	N/A	$5.10
TAD Cellular	N/A	N/A	N/A	$5.85
SmartLINK	N/A	N/A	N/A	$4.25
BI Agency Assist - Daily Reconciliation *Check Payment Fee - 14 days of payments—fee added to offender payment*				
RF	N/A	N/A	N/A	$2.75
GPS Active	N/A	N/A	N/A	$2.75
GPS Passive	N/A	N/A	N/A	$2.75
SL2	N/A	N/A	N/A	$2.75

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Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
TAD Landline	N/A	N/A	N/A	$2.75
TAD Cellular	N/A	N/A	N/A	$2.75
SmartLINK	N/A	N/A	N/A	$2.75
I. Enhanced Monitoring Services				
IVR Check In - one per month - up to 6 questions	N/A	N/A	N/A	$4.50
Officer Assistance - Minimum of $1,000/mo - $1.35 per minute	N/A	N/A	N/A	$1.35
Data Entry	N/A	N/A	N/A	$0.13
Up to three manual notification attempts to agency staff	N/A	N/A	N/A	$0.60
Escalation > three manual notification attempts	N/A	N/A	N/A	$1.58
Call client / offender	N/A	N/A	N/A	$0.58
Close open alerts	N/A	N/A	N/A	$0.02
Conference calls on-demand	N/A	N/A	N/A	$0.22
Installations Provided at Agency Office Locations				
Installs - At Agency Office ALOS 20-49 Days	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$3.90
	76 - 100	N/A	N/A	$2.87
	101 - 125	N/A	N/A	$2.20
	126 - 150	N/A	N/A	$2.16
	151 - 175	N/A	N/A	$2.14
	176 - 200	N/A	N/A	$2.13
	201 - 500	N/A	N/A	$2.12
	501	N/A	N/A	$2.09

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
Installs - At Agency Office ALOS 50-75 Days	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$3.81
	76 - 100	N/A	N/A	$2.78
	101 - 125	N/A	N/A	$2.11
	126 - 150	N/A	N/A	$2.07
	151 - 175	N/A	N/A	$2.05
	176 - 200	N/A	N/A	$2.04
	201 - 500	N/A	N/A	$2.03
	501	N/A	N/A	$2.00
Installs - At Agency Office ALOS 76-85 Days	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$2.09
	76 - 100	N/A	N/A	$2.00
	101 - 125	N/A	N/A	$1.96
	126 - 150	N/A	N/A	$1.92
	151 - 175	N/A	N/A	$1.90
	176 - 200	N/A	N/A	$1.89
	201 - 500	N/A	N/A	$1.88
	501	N/A	N/A	$1.85
Installs - At Agency Office ALOS 86-95 Days	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$1.89
	76 - 100	N/A	N/A	$1.80
	101 - 125	N/A	N/A	$1.80

Table 48. U.S. Communities Pricing Catalog				
Device	**Volume Tier**	**Rental Price**	**Monitoring Price**	**Total**
	126 - 150	N/A	N/A	$1.78
	151 - 175	N/A	N/A	$1.76
	176 - 200	N/A	N/A	$1.75
	201 - 500	N/A	N/A	$1.75
	501	N/A	N/A	$1.75
Installs - At Agency Office ALOS 96-105 Days	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$1.75
	76 - 100	N/A	N/A	$1.75
	101 - 125	N/A	N/A	$1.75
	126 - 150	N/A	N/A	$1.75
	151 - 175	N/A	N/A	$1.75
	176 - 200	N/A	N/A	$1.75
	201 - 500	N/A	N/A	$1.75
	501	N/A	N/A	$1.75
Installations Provided at Offender Homes				
Installs - At Offender's Home ALOS 20-49 Days	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$5.09
	76 - 100	N/A	N/A	$4.06
	101 - 125	N/A	N/A	$3.39
	126 - 150	N/A	N/A	$3.35
	151 - 175	N/A	N/A	$3.33
	176 - 200	N/A	N/A	$3.32
	201 - 500	N/A	N/A	$3.31

Table 48. U.S. Communities Pricing Catalog				
Device	**Volume Tier**	**Rental Price**	**Monitoring Price**	**Total**
	501	N/A	N/A	$3.27
Installs - At Offender's Home ALOS 50-75 Days	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$5.00
	76 - 100	N/A	N/A	$3.97
	101 - 125	N/A	N/A	$3.30
	126 - 150	N/A	N/A	$3.26
	151 - 175	N/A	N/A	$3.24
	176 - 200	N/A	N/A	$3.23
	201 - 500	N/A	N/A	$3.22
	501	N/A	N/A	$3.18
Installs - At Offender's Home ALOS 76-85 Days	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$3.27
	76 - 100	N/A	N/A	$3.19
	101 - 125	N/A	N/A	$3.14
	126 - 150	N/A	N/A	$3.11
	151 - 175	N/A	N/A	$3.09
	176 - 200	N/A	N/A	$3.08
	201 - 500	N/A	N/A	$3.07
	501	N/A	N/A	$3.03
Installs - At Offender's Home ALOS 86-95 Days	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$3.08
	76 - 100	N/A	N/A	$2.99

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
	101 - 125	N/A	N/A	$2.99
	126 - 150	N/A	N/A	$2.97
	151 - 175	N/A	N/A	$2.95
	176 - 200	N/A	N/A	$2.94
	201 - 500	N/A	N/A	$2.94
	501	N/A	N/A	$2.94
	1 - 25	N/A	N/A	N/A
	26 - 50	N/A	N/A	N/A
	51 - 75	N/A	N/A	$2.94
	76 - 100	N/A	N/A	$2.94
Installs - At Offender's Home ALOS 96-105 Days	101 - 125	N/A	N/A	$2.94
	126 - 150	N/A	N/A	$2.94
	151 - 175	N/A	N/A	$2.94
	176 - 200	N/A	N/A	$2.94
	201 - 500	N/A	N/A	$2.94
	501	N/A	N/A	$2.94
m. Equipment Purchase Options/Lost and Damaged Replacement Costs **Per Item Pricing**—*except where noted*				
HomeGuard 200 Complete Unit	N/A	N/A	N/A	$1,200.00
HomeGuard 200 Base Station	N/A	N/A	N/A	$850.00
RF Transmitter (works with HomeGuard 200 or HomeGuard 206)	N/A	N/A	N/A	$350.00
HomeGuard 206 Complete Unit	N/A	N/A	N/A	$2,100.00
HomeGuard 206 Base Station	N/A	N/A	N/A	$1,500.00
HomeGuard 206 First Year Telecom	N/A	N/A	N/A	$250.00
RF Transmitter (works with HomeGuard 200 or HomeGuard 206)	N/A	N/A	N/A	$350.00

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
SL2	N/A	N/A	N/A	$650.00
TAD Landline Complete Unit	N/A	N/A	N/A	$2,500.00
TAD Landline Base Station	N/A	N/A	N/A	$1,250.00
TAD Bracelet	N/A	N/A	N/A	$1,250.00
TAD Cell Complete Unit	N/A	N/A	N/A	$3,050.00
TAD Cellular Base Station	N/A	N/A	N/A	$1,550.00
TAD Bracelet	N/A	N/A	N/A	$1,250.00
TAD Cell First Year Telecom	N/A	N/A	N/A	$250.00
ExacuTrack One Complete Unit	N/A	N/A	N/A	$2,150.00
ExacuTrack One Bracelet	N/A	N/A	N/A	$1,550.00
ExacuTrack One First Year Telecom	N/A	N/A	N/A	$275.00
ExacuTrack One Beacon Corded	N/A	N/A	N/A	$325.00
ExacuTrack One Downloader	N/A	N/A	N/A	$995.00
ExacuTrack One Straps	N/A	N/A	N/A	$30.00
ExacuTrack One Charger	N/A	N/A	N/A	$49.00
LOC8 Complete Unit	N/A	N/A	N/A	$2,475.00
LOC8 Bracelet	N/A	N/A	N/A	$1,950.00
LOC8 First Year Telecom	N/A	N/A	N/A	$275.00
LOC8 Beacon	N/A	N/A	N/A	$250.00
LOC8 Straps for purchase only	N/A	N/A	N/A	$20.00
LOC8 Battery for purchase only	N/A	N/A	N/A	$35.00
LOC8 Charger	N/A	N/A	N/A	$49.00
Drive-BI	N/A	N/A	N/A	$995.00
TotalAccess 500 Server	N/A	N/A	N/A	$65,000.00
TotalAccess 1000 Server	N/A	N/A	N/A	$125,000.00

BI | | | | | | | | | |
a **GEO** Group Company ®

RFP No. 0790A (2018): Offender Monitoring Products, Services, and Solutions
City and County of Denver on Behalf of U.S. Communities

Table 48. U.S. Communities Pricing Catalog

Device	Volume Tier	Rental Price	Monitoring Price	Total
GPS or TAD Software Fee with Servers	N/A	N/A	N/A	$1.00 per unit per active day
n. Purchased Equipment Maintenance Costs				
HomeGuard 200 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$104.00
HomeGuard 206 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$354.00
SL2 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$139.00
TAD Landline Cost per Year after 12 month Warranty	N/A	N/A	N/A	$550.00
TAD Cell Cost per Year after 12 month Warranty	N/A	N/A	N/A	$800.00
ExacuTrack One Cost per Year after 12 month Warranty	N/A	N/A	N/A	$694.00
LOC8 Cost per Year after 12 month Warranty	N/A	N/A	N/A	$694.00
Total Access 500 Server Cost per Year after 12 month Warranty	N/A	N/A	N/A	$21,500.00
Total Access 1000 Server Cost per Year after 12 month Warranty	N/A	N/A	N/A	$31,500.00

Pricing Offered for Related Products, Services, and Solutions

Within this proposal, BI offers the City and Participating Public Agencies In-Custody Treatment and Urinalysis and Drug Testing through our sister company, GEO Reentry Services. *Table 49* includes the cost for these proven, recidivism-reducing solutions.

Table 49. Pricing Offered for Related Products, Services, and Solutions

Service	Purchase Price
In-Custody Treatment	$27,750 per Month
Urinalysis	$11.00 per Service
Oral Swab	$14.00 per Service
Breath Testing	$4.00 per Service

All warranty claims are to be sent to:

BI Incorporated
5154 Gunbarrel Avenue
Suite B
Boulder, CO 80301

From:	Miskell, Andrew M. - GS CA0979 Buyer Senior
To:	███████████████████████████
Subject:	FW: Follow up for Denver
Date:	Wednesday, October 31, 2018 12:28:20 PM
Attachments:	image001.jpg

████████

████████████████████████ Please note the response below from BI, confirming that the Sporicidn will be provided at no cost.

██

Thanks,

Andrew

From: Sierra Ramirez [mailto:Sierra.Ramirez@bi.com]
Sent: Wednesday, October 31, 2018 12:25 PM
To: Miskell, Andrew M. - GS CA0979 Buyer Senior <Andrew.Miskell@denvergov.org>; Laurent Lepoutre <Laurent.Lepoutre@bi.com>
Subject: [EXTERNAL] RE: Follow up for Denver

Use caution with attachments or links.

Good Afternoon Mr. Miskell,

Apologies for the delay. BI agrees to provide Sporicidin and/or an equivalent product to meet agency needs, upon request. BI will not charge the agency for this product.

Please do not hesitate to contact me should you require anything additional.

Best Regards,

Sierra Ramirez, CF APMP
MANAGER, PROPOSALS

BI Incorporated, a GEO Group Company
6265 Gunbarrel Avenue, Suite B
Boulder CO 80301

Tel: 303.218.1076 • Fax: 303.218.1413
www.bi.com

From: Miskell, Andrew M. - GS CA0979 Buyer Senior <Andrew.Miskell@denvergov.org>
Sent: Tuesday, October 30, 2018 10:45 AM
To: Laurent Lepoutre <Laurent.Lepoutre@bi.com>; Sierra Ramirez <Sierra.Ramirez@bi.com>
Subject: Follow up for Denver
Importance: High

Laurent and Sierra,

I have failed to follow up on this, but during the interview portion of the RFP, BI, Inc. made the verbal commitment to provide Sporicidn at a zero dollar cost to the City, if awarded the contract.

Would you please reply to this email and state that the Sporicidin product will still be provided at the stated cost, for us to be able to document and keep this as a record? I would appreciate it if you can provide me this response by the end of today.

Please and thank you.

Please Take Our Customer Survey

Andrew Miskell | Senior Buyer
General Services/Purchasing | City and County of Denver
720.913.8159 Phone | 720.913.8101 Fax
Andrew.Miskell@denvergov.org

Exhibit B

(Exhibit on Following Page)

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
07/25/2018

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).

PRODUCER	CONTACT NAME:		
Willis Insurance Services of Georgia, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	PHONE (A/C, No. Ext): 1-877-945-7378		FAX (A/C, No): 1-888-467-2378
	E-MAIL ADDRESS: certificates@willis.com		

	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED The GEO Group Inc and All Subsidiaries GEO Reentry Services, LLC; Cornell Companies; BI, Inc 621 NW 53rd Street, Suite 700 Boca Raton, FL 33487 USA	INSURER A: National Union Fire Insurance Company of P	19445
	INSURER B: Steadfast Insurance Company	26387
	INSURER C: New Hampshire Insurance Company	23841
	INSURER D: Illinois National Insurance Company	23817
	INSURER E: American Home Assurance Company	19380
	INSURER F:	

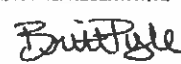## COVERAGES   CERTIFICATE NUMBER: W6980078   REVISION NUMBER:

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	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR X Medical Professional X Civil Rights GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY / PRO-JECT / LOC OTHER:	Y	Y	6939063 (AOS)	10/01/2017	10/01/2018	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	$ 5,000,000
							PRODUCTS - COMP/OP AGG	$ 5,000,000
								$
A	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY / SCHEDULED AUTOS X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY	Y	Y	7093286	10/01/2017	10/01/2018	COMBINED SINGLE LIMIT (Ea accident)	$ 3,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
							Deductible	$ 1,000,000.00
B	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED / RETENTION $			IPR 3792274-03	10/01/2017	10/01/2018	EACH OCCURRENCE	$ 25,000,000
							AGGREGATE	$ 25,000,000
								$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? No (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	086326409 (AOS)	10/01/2017	10/01/2018	X PER STATUTE / OTHER	
							E.L. EACH ACCIDENT	$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000
B	Professional Liability			IPR 3792303-05	10/01/2017	10/01/2018	Per Loss	$3,000,000
							Annual Agg	$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
This Voids and Replaces Previously Issued Certificate Dated 10/04/2017 WITH ID: W3953383.

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 SEE ATTACHED

CERTIFICATE HOLDER	CANCELLATION
THE CITY AND COUNTY OF DENVER 201 WEST COLFAX AVENUE DENVER, CO 80202	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 Britt Pyle

ACORD 25 (2016/03)   The ACORD name and logo are registered marks of ACORD

SR ID: 16496173   BATCH: 801018

ADDITIONAL REMARKS SCHEDULE

ACORD

AGENCY		NAMED INSURED
Willis Insurance Services of Georgia, Inc.		The GEO Group Inc and All Subsidiaries GEO Reentry Services, LLC; Cornell Companies; BI, Inc
POLICY NUMBER		621 NW 53rd Street, Suite 700
See Page 1		Boca Raton, FL 33487 USA

CARRIER	NAIC CODE	
See Page 1	See Page 1	EFFECTIVE DATE: See Page 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: __25__ FORM TITLE: Certificate of Liability Insurance

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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.

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 and as permitted by law.

THE CITY AND COUNTY OF DENVER, ITS ELECTED AND APPOINTED OFFICIALS, EMPLOYEES, AND VOLUNTEERS ARE INCLUDED AS ADDITIONAL INSURED WITH RESPECT TO THE GENERAL AND AUTO LIABILITY POLICIES WHERE REQUIRED BY WRITTEN CONTRACT. WAIVER OF SUBROGATION IS APPLICABLE WHERE REQUIRED BY WRITTEN CONTRACT.   THIS INSURANCE IS PRIMARY AND NON-CONTRIBUTORY OVER ANY EXISTING INSURANCE AND LIMITED TO LIABILITY ARISING OUT OF THE OPERATIONS OF THE NAMED INSURED AND WHERE REQUIRED BY WRITTEN CONTRACT.

Residential, Non-Residential, Reporting Centers and Re-Entry Programs

INSURER AFFORDING COVERAGE: New Hampshire Insurance Company   NAIC#: 23841
POLICY NUMBER: 086326410 (IL/KY/NC/UT)   EFF DATE: 10/01/2017   EXP DATE: 10/01/2018

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation - IL/KY/NC/UT	Each Accident	$2,000,000
Per Statute	Disease -Policy Limit	$2,000,000
	Disease-Each Employee	$2,000,000

INSURER AFFORDING COVERAGE: New Hampshire Insurance Company   NAIC#: 23841
POLICY NUMBER: 086326408 (AK/AZ/VA)   EFF DATE: 10/01/2017   EXP DATE: 10/01/2018

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation - AK/AZ/VA	Each Accident	$2,000,000
Per Statute	Disease -Policy Limit	$2,000,000
	Disease-Each Employee	$2,000,000

SR ID: 16496173   BATCH: 801018   CERT: W6980078

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
Willis Insurance Services of Georgia, Inc.		The GEO Group Inc and All Subsidiaries

		NAMED INSURED
POLICY NUMBER		The GEO Group Inc and All Subsidiaries
See Page 1		GEO Reentry Services, LLC; Cornell Companies; BI, Inc
		621 NW 53rd Street, Suite 700
CARRIER	**NAIC CODE**	Boca Raton, FL 33487 USA
See Page 1	See Page 1	**EFFECTIVE DATE:** See Page 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: ___25___   FORM TITLE: Certificate of Liability Insurance

INSURER AFFORDING COVERAGE: New Hampshire Insurance Company   NAIC#: 23841
POLICY NUMBER: 086326407 (NJ/PA)   EFF DATE: 10/01/2017   EXP DATE: 10/01/2018

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation - NJ/PA	Each Accident	$2,000,000
Per Statute	Disease -Policy Limit	$2,000,000
	Disease-Each Employee	$2,000,000

INSURER AFFORDING COVERAGE: New Hampshire Insurance Company   NAIC#: 23841
POLICY NUMBER: 086326404 (MA OH WA)   EFF DATE: 10/01/2017   EXP DATE: 10/01/2018

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation - MA/WI	Each Accident	$2,000,000
Per Statute	Disease-Policy Limit	$2,000,000
	Disease-Each Employee	$2,000,000

ADDITIONAL REMARKS:
Workers Compensation - MA
Stop Gap - OH/WA is included

INSURER AFFORDING COVERAGE: Illinois National Insurance Company   NAIC#: 23817
POLICY NUMBER: 086326405 (FL)   EFF DATE: 10/01/2017   EXP DATE: 10/01/2018

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation - FL	Each Accident	$2,000,000
Per Statute	Disease -Policy Limit	$2,000,000
	Disease-Each Employee	$2,000,000

ACORD®

ADDITIONAL REMARKS SCHEDULE

Page 4 of 4

AGENCY			NAMED INSURED
Willis Insurance Services of Georgia, Inc.			The GEO Group Inc and All Subsidiaries

AGENCY
Willis Insurance Services of Georgia, Inc.

POLICY NUMBER
See Page 1

CARRIER
See Page 1

NAIC CODE
See Page 1

NAMED INSURED
The GEO Group Inc and All Subsidiaries
GEO Reentry Services, LLC; Cornell Companies; BI, Inc
621 NW 53rd Street, Suite 700
Boca Raton, FL   33487 USA

EFFECTIVE DATE: See Page 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: ____25____ FORM TITLE: Certificate of Liability Insurance

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INSURER AFFORDING COVERAGE: American Home Assurance Company   NAIC#: 19380
POLICY NUMBER: 086326406 (CA)   EFF DATE: 10/01/2017   EXP DATE: 10/01/2018

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Workers Compensation - CA	Each Accident	$2,000,000
Per Statute	Disease -Policy Limit	$2,000,000
	Disease-Each Employee	$2,000,000

INSURER AFFORDING COVERAGE: National Union Fire Insurance Company of Pittsburgh   NAIC#: 19445
POLICY NUMBER: 7093288   EFF DATE: 10/01/2017   EXP DATE: 10/01/2018

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Automobile Liability - VA Only	Any Auto including	
	Hired & Non-Owned	
	Combined Single Limit	$3,000,000

INSURER AFFORDING COVERAGE: National Union Fire Insurance Company of Pittsburgh   NAIC#: 19445
POLICY NUMBER: 7093287   EFF DATE: 10/01/2017   EXP DATE: 10/01/2018

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Automobile Liability - MA Only	Any Auto including	
	Hired & Non-Owned	
	Combined Single Limit	$3,000,000

INSURER AFFORDING COVERAGE: Steadfast Insurance Company   NAIC#: 26387
POLICY NUMBER: ZRE 0184690-00   EFF DATE: 10/01/2015   EXP DATE: 10/01/2020

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Pollution Liability	Each Incident	$10,000,000
	Policy Aggregate	$10,000,000

ACORD® CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
07/25/2018

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).

PRODUCER	CONTACT NAME:		
MCGRIFF, SEIBELS & WILLIAMS OF GEORGIA, INC. 5605 Glenridge Drive - Suite 300 Atlanta, GA 30342	PHONE (A/C, No, Ext): 404 497-7500		FAX (A/C, No):
	E-MAIL ADDRESS:		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Lloyd's of London		
INSURED The Geo Group, Inc. 621 NW 53rd Street, Suite #700 Boca Raton, FL 33487	INSURER B :		
	INSURER C :		
	INSURER D :		
	INSURER E :		
	INSURER F :		

COVERAGES   CERTIFICATE NUMBER: H6MF6ZZ6   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	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$
	OTHER:							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N ☐ N/A					☐ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
A	Cyber Coverage			B0146CYUSA1800676	02/27/2018	02/27/2019	Per Claim/Aggregate	$ 10,000,000 $ $ $

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence of Insurance

CERTIFICATE HOLDER	CANCELLATION
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
The City and County of Denver 201 West Colfax Avenue Denver, CO 80202	AUTHORIZED REPRESENTATIVE

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