AGREEMENT

THIS AGREEMENT is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the "City") and **ALCOHOL MONITORING SYSTEMS, INC., d/b/a SCRAM SYSTEMS**, a Colorado Corporation, with an address for notice purposes of 1241 W. Mineral Ave., Littleton, CO 80120 (the "Contractor"), jointly "the Parties" and individually a "Party."

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the City and the Contractor agree as follows:

1. **COORDINATION AND LIAISON**: The Contractor shall fully coordinate all services under the Agreement with the Executive Director of the Department of Public Safety ("Executive Director"), or the Executive Director's Designee.
2. **SERVICES TO BE PERFORMED**: As the Executive Director directs, the Contractor shall diligently undertake, perform, and complete all of the services and produce all the deliverables set forth in **Exhibit A, Scope of Work**, to the City's satisfaction, Additionally, the Executive Director may increase the scope of work described in Exhibit A by written notice to the Contractor which describes any additional work to be performed and corresponding budget amounts, if applicable, for such services. The Contractor is ready, willing, and able to provide the services required by this Agreement. The Contractor shall faithfully perform the services in accordance with the standards of care, skill, training, diligence, and judgment provided by highly competent individuals performing services of a similar nature to those described in the Agreement and in accordance with the terms of the Agreement.
3. **TERM**: The Agreement will commence on February 1, 2022, and will expire, unless sooner terminated, on January 31, 2025.
4. **COMPENSATION AND PAYMENT**

4.1. Invoicing: The Contractor shall invoice the City monthly on or before the tenth (10^{th}) day of each month and shall be paid by the City within thirty (30) days from the date of such invoice in a format and with a level of detail acceptable to the City including all supporting documentation required by the City. The City's Prompt Payment Ordinance, §§ 20-107 to 20-118, D.R.M.C., applies to invoicing and payment under this Agreement.

4.2. Maximum Contract Amount

4.2.1. Notwithstanding any other provision of the Agreement, the City's maximum payment obligation will not exceed **ONE MILLION FIVE HUNDRED THOUSAND DOLLARS AND NO CENTS ($1,500,000.00)** (the "Maximum Contract Amount"). The City is not obligated to execute an Agreement or any amendments for any further services, including any services performed by the Contractor beyond that specifically described in **Exhibit A**. Any services performed beyond those in **Exhibit A,** or as directed by the Executive Director in writing, are performed at the Contractor's risk and without authorization under the Agreement.

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

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

6. TERMINATION

6.1. The City has the right to terminate the Agreement with cause upon written notice effective immediately, and without cause upon sixty (60) days prior written notice to the Contractor. However, nothing gives the Contractor the right to perform services under the Agreement beyond the time when its services become unsatisfactory to the Executive Director.

6.2. Notwithstanding the preceding paragraph, the City may terminate the Agreement 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. Termination for the reasons stated in this paragraph is effective upon receipt of notice.

6.3. Upon termination of the Agreement, with or without cause, the Contractor shall have no claim against the City by reason of, or arising out of, incidental or relating to termination, except for compensation for work duly requested and satisfactorily performed as described in the Agreement.

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

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

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

9. INSURANCE

9.1. General Conditions: 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. Contractor shall keep the required insurance coverage in force at all times during the term of the Agreement, including any extension thereof. The required insurance shall be underwritten by an insurer licensed or authorized to do business in Colorado and rated by A.M. Best Company as "A-VIII" or better. Each policy shall require notification to the City in the event any of the required policies be canceled or non-renewed before the expiration date thereof. Such written notice shall be sent to the parties identified in the Notices section of this Agreement. Such notice shall reference the City contract number listed on the signature page of this Agreement. Said notice shall be sent thirty (30) days prior to such cancellation or non-renewal unless due to non-payment of premiums for which notice shall be sent ten (10) days prior. If such written notice is unavailable from the insurer, 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. 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.

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

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

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

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

9.6. **Workers' Compensation/Employer's Liability Insurance**: Contractor shall maintain the coverage as required by statute for each work location and shall maintain Employer's Liability insurance with limits of $100,000 per occurrence for each bodily injury claim, $100,000 per occurrence for each bodily injury caused by disease claim, and $500,000 aggregate for all bodily injuries caused by disease claims.

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

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

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

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

10. DEFENSE AND INDEMNIFICATION

10.1. The Contractor agrees to defend, indemnify, reimburse and hold harmless City, its appointed and elected officials, agents and employees for, from and against all liabilities, claims, judgments, suits or demands for damages to persons or property arising out of, resulting from, or relating to the work performed under this Agreement ("Claims"), unless such Claims have been specifically determined by the trier of fact to be the sole negligence or willful misconduct of the City. This indemnity shall be interpreted in the broadest possible manner to indemnify City for any acts or omissions of the Contractor or its subcontractors either passive or active, irrespective of fault, including City's concurrent negligence whether active or passive, except for the sole negligence or willful misconduct of City.

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

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

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

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

11. **COLORADO GOVERNMENTAL IMMUNITY ACT**: In relation to the Agreement, the City is relying upon and has not waived the monetary limitations and all other rights, immunities and protection provided by the Colorado Governmental Act, C.R.S. § 24-10-101, *et seq*.
12. **TAXES, CHARGES AND PENALTIES**: The City is not liable for the payment of taxes, late charges or penalties of any nature, except for any additional amounts that the City may be required to pay under the City's prompt payment ordinance D.R.M.C. § 20-107, *et seq*. The Contractor shall promptly pay when due, all taxes, bills, debts and obligations it incurs performing the services under the Agreement and shall not allow any lien, mortgage, judgment or execution to be filed against City property.
13. **ASSIGNMENT; SUBCONTRACTING**: The Contractor shall not voluntarily or involuntarily assign any of its rights or obligations, or subcontract performance obligations, under this Agreement without obtaining the Executive Director's prior written consent. Any assignment or subcontracting without such consent will be ineffective and void, and will be cause for termination of this Agreement by the City. The Executive Director has sole and absolute discretion whether to consent to any assignment or subcontracting, or to terminate the Agreement because of unauthorized assignment or subcontracting. In the event of any subcontracting or unauthorized assignment: (i) the Contractor shall remain responsible to the City; and (ii) no contractual relationship shall be created between the City and any sub-consultant, subcontractor or assign.
14. **INUREMENT**: The rights and obligations of the Parties to the Agreement inure to the benefit of and shall be binding upon the Parties and their respective successors and assigns, provided assignments are consented to in accordance with the terms of the Agreement.
15. **NO THIRD-PARTY BENEFICIARY**: Enforcement of the terms of the Agreement and all rights of action relating to enforcement are strictly reserved to the Parties. Nothing contained in the Agreement gives or allows any claim or right of action to any third person or entity. Any person or entity other than the City or the Contractor receiving services or benefits pursuant to the Agreement is an incidental beneficiary only.
16. **NO AUTHORITY TO BIND CITY TO CONTRACTS**: The Contractor lacks any authority to bind the City on any contractual matters. Final approval of all contractual matters that purport to obligate the City must be executed by the City in accordance with the City's Charter and the Denver Revised Municipal Code.

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

18. CONFLICT OF INTEREST

18.1. No employee of the City shall have any personal or beneficial interest in the services or property described in the Agreement. The Contractor shall not hire, or contract for services with, any employee or officer of the City that would be 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.

18.2. The Contractor shall not engage in any transaction, activity or conduct that would result in a conflict of interest under the Agreement. The Contractor represents that it has disclosed any and all current or potential conflicts of interest. A conflict of 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 City, in its sole discretion, will determine the existence of a conflict of interest and may terminate the Agreement if it determines a conflict exists, after it has given the Contractor written notice describing the conflict.

19. NOTICES: All notices required by the terms of the Agreement must be hand delivered, sent by overnight courier service, mailed by certified mail, return receipt requested, or mailed via United States mail, postage prepaid, if to the City at the addresses below:

Denver Department of Public Safety
1331 Cherokee Street, #302
Denver, CO 80204

With a copy of any such notice to:

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

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

20. NO EMPLOYMENT OF A WORKER WITHOUT AUTHORIZATION TO PERFORM WORK UNDER THE AGREEMENT

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

20.2. The Contractor certifies that:

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

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

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

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

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

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

20.3. The Contractor is liable for any violations as provided in the Certification Ordinance. If the Contractor violates any provision of this section or the Certification Ordinance, the City may terminate this Agreement for a breach of the Agreement. Any 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 the Contractor from submitting bids or proposals for future contracts with the City.

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

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

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

24. NO DISCRIMINATION IN PROGRAM ASSISTANCE: In connection with the performance of work under the Agreement, the Contractor may not, in providing program assistance, discriminate against a program beneficiary or prospective program beneficiary on the basis 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.

25. FAITH BASED ORGANIZATIONS AND SECTARIAN ACTIVITIES: The Contractor shall not engage in inherently religious activities, such as worship, religious instruction, or proselytizing as part

of the programs or services funded under this Agreement.

26. **COMPLIANCE WITH ALL LAWS**: The Contractor shall perform or cause to be performed all services in full compliance with all applicable laws, rules, regulations and codes of the United States, the State of Colorado; and with the Charter, ordinances, rules, regulations and Executive Orders of the City and County of Denver.
27. **LEGAL AUTHORITY**: The Contractor represents and warrants that it possesses the legal authority, pursuant to any proper, appropriate and official motion, resolution or action passed or taken, to enter into the Agreement. Each person signing and executing the Agreement on behalf of the Contractor represents and warrants that he has been fully authorized by the Contractor to execute the Agreement on behalf of the Contractor and to validly and legally bind the Contractor to all the terms, performances and provisions of the Agreement. The City shall have the right, in its sole discretion, to either temporarily suspend or permanently terminate the Agreement if there is a dispute as to the legal authority of either the Contractor or the person signing the Agreement to enter into the Agreement.
28. **NO CONSTRUCTION AGAINST DRAFTING PARTY**: The Parties and their respective counsel have had the opportunity to review the Agreement, and the Agreement will not be construed against any Party merely because any provisions of the Agreement were prepared by a particular Party.
29. **ORDER OF PRECEDENCE**: In the event of any conflicts between the language of the Agreement and the exhibits, the language of the Agreement controls.
30. **INTELLECTUAL PROPERTY RIGHTS**: The City and the Contractor each recognizes that each has no right, title, or interest, proprietary or otherwise, in the intellectual property owned or licensed by the other, unless otherwise agreed upon by the parties in writing. The City and the Contractor intend that all property rights to any and all materials, text, logos, documents, booklets, manuals, references, guides, brochures, advertisements, URLs, domain names, music, sketches, web pages, 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 form and on any media whatsoever (collectively, "Materials"), shall belong to the City. The parties agree that no items to be delivered under this Agreement will be considered Materials and, therefore, language pertaining to Materials herein shall not apply. The Contractor shall disclose all such items to the City and shall assign such rights over to the City upon completion of the Project. 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 (by this Agreement) 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 rights in perpetuity. The City and Contractor agree that all materials, text, logos, documents, booklets, manuals, references, guides, brochures, advertisements, URLs, domain names, music, sketches, web pages, plans, drawings, prints, photographs, specifications, software, data, products, ideas, inventions, and any other work or recorded information of Contractor made available, directly or indirectly, by Contractor to City as part of the Scope of Services, are the exclusive property of Contractor or the third parties from whom Contractor has secured the rights to use such product. The Contractor Materials, processes, methods and services shall at all times remain the property of the Contractor; however, the Contractor hereby grants to the City a nonexclusive, royalty free, perpetual and irrevocable license to use the Contractor Materials. The Contractor shall mark or identify all such Contractor Materials to the City.

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

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

33. CONFIDENTIAL INFORMATION

33.1. 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 information may be damaging to the City or third parties. The Contractor agrees that all Proprietary Data, confidential information or any other data or information provided or otherwise disclosed by the City to the Contractor shall be held in confidence and used only in the performance of its obligations under this Agreement. The Contractor shall exercise the same standard of care to protect such Proprietary Data and information as a reasonably prudent contractor would to protect its own proprietary or confidential data. "Proprietary Data" shall mean any materials or information which may be designated or marked "Proprietary" or "Confidential," or which would not be documents subject to disclosure pursuant to the Colorado Open Records Act or City ordinance and provided or made available to the Contractor by the City. Such Proprietary Data may be in hardcopy, printed, digital or electronic format.

33.2. Use and Protection of Proprietary Data or Confidential Information

33.2.1. Except as expressly provided by the terms of this Agreement, the Contractor agrees that it shall not disseminate, transmit, license, sublicense, assign, lease, release, publish, post on the internet, transfer, sell, permit access to, distribute, allow interactive rights to, or otherwise make available any data, including Proprietary Data or confidential information or any part thereof to any other person, party or entity in any form of media for any purpose other than performing its obligations under this Agreement. The Contractor further acknowledges that by providing data, Proprietary Data or confidential information, the City is not granting to the Contractor any right or license to use such data except as provided in this Agreement. The Contractor further agrees not to disclose or distribute to any other party, in whole or in part, the data, Proprietary Data or confidential information without written authorization from the Executive Director and will immediately notify the City if any information of the City is requested from the Contractor from a third party.

33.2.2. 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 Executive Director; (2) the Contractor shall retain no copies, recreations, compilations, or decompilations, in whole or in part, of such data, except for backup and archived data; and (3) the Contractor shall, upon the expiration or earlier termination of the Agreement, destroy (and, in writing, certify destruction, except for backup and archived data) or return all such data or work products incorporating such data or information to the City.

33.2.3. The Contractor shall develop, implement, maintain and use appropriate administrative, technical and physical security measures to preserve the confidentiality, integrity and availability of all electronically maintained or transmitted data received from, or on behalf of City. It is the responsibility of the Contractor to ensure that all possible measures have been taken to secure the computers or any other storage devices used for City data. This includes industry accepted firewalls, up-to-date anti-virus software, controlled access to the physical location of the hardware itself.

33.3. **Employees and Subcontractor**: The Contractor will inform its 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.

33.4. **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 its work. 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.

33.5. **Contractor's Confidential Information; Open Records**: If the City is furnished with proprietary data or confidential information that may be owned or controlled by Contractor ("Contractor's Confidential Information"), the City will endeavor, to the extent provided by law, to comply with the requirements provided by the Contractor concerning the Contractor's Confidential Information. However, the Contractor understands that all the material provided or produced by the Contractor under this Agreement may be subject to the Colorado Open Records Act., § 24-72-201, *et seq*., C.R.S. In the event of a request to the City for disclosure of such information, the City will advise the Contractor of such request in order to give the Contractor the opportunity to object to the disclosure of any of it's the Contractor Confidential Information and

take necessary legal recourse. In the event of the filing of a lawsuit to compel such disclosure, the City will tender all such material to the court for judicial determination of the issue of disclosure and the Contractor agrees to intervene in such lawsuit to protect and assert its claims of privilege against disclosure of such material or waive the same. The Contractor further agrees to defend, indemnify, save, and hold harmless the City from any Claims arising out of the Contractor's intervention to protect and assert its claim of privilege against disclosure under this section including, without limitation, prompt reimbursement to the City of all reasonable attorneys' fees, costs, and damages that the City may incur directly or may be ordered to pay by such court.

34. <u>DATA PROTECTION</u>

34.1. The Contractor shall ensure that all City data, information, and records, regardless of form, in the Contractor's possession are protected and handled in accordance with the requirements of this Agreement and any exhibits or attachments, City policies, and applicable laws. If the Contractor or any of its subcontractors receives the following types of data, the Contractor or its subcontractors shall provide for the security of such data according to the following: (i) the most recently promulgated IRS Publication 1075 for all tax information and in accordance with the Safeguarding Requirements for Federal Tax Information, attached to this Agreement as an exhibit if applicable; (ii) the most recently updated PCI Data Security Standard from the PCI Security Standards Council for all PCI; (iii) the most recently issued version of the U.S. Department of Justice, Federal Bureau of Investigation, Criminal Justice Information Services Security Policy for all criminal justice information (CJI); (iv) the Colorado Consumer Protection Act, (v) the Children's Online Privacy Protection Act (COPPA); (vi) the Family Education Rights and Privacy Act (FERPA); (vii) C.R.S. § 24-73-101, *et seq*.; (viii) the Telecommunications Industry Association (TIA) Telecommunications Infrastructure Standard for Data Centers (TIA-942); (ix) the Fair Credit Reporting Act (FCRA); and (x) the federal Health Insurance Portability and Accountability Act for all protected health information (PHI) and in accordance with the HIPAA Business Associate Terms attached to this Agreement, if applicable. The Contractor shall immediately forward any request or demand for City information or records to the notice addresses contained herein.

34.2. If the Contractor receives personal identifying information ("PII") under this Agreement, the Contractor shall implement and maintain reasonable written security procedures and practices that are appropriate to the nature of the PII and the nature and size of the Contractor's business

and its operations. The Contractor shall be a "Third-Party Service Provider" as defined in C.R.S § 24-73-103(1)(i) and shall maintain security procedures and practices consistent with C.R.S §§ 24-73-101 *et seq*. Unless the Contractor agrees to provide its own security protections for the information it discloses, the Contractor shall require all its subcontractors, employees, agents, and assigns to implement and maintain reasonable written security procedures and practices that are appropriate to the nature of the PII disclosed and reasonably designed to help protect the PII subject to this Agreement from unauthorized access, use, modification, disclosure, or destruction. The Contractor and its subcontractors, employees, agents, and assigns that maintain electronic or paper documents that contain PII under this Agreement shall develop a written policy for the destruction of such records by shredding, erasing, or otherwise modifying the PII to make it unreadable or indecipherable when the records are no longer needed.

35. DATA ACCESS FOR COLLECTING AND STORING CITY DATA:

35.1. Contractor shall provide permission to approved City analysts for read-only access to Contractor's server storing City data in relational database form. Access shall include the ability to write SQL queries against all relevant data in the City database. Contractor shall provide a fully-developed data dictionary and relational database structure map. Every City datapoint stored in Contractor's system shall be accessible to City analysts.

35.2. At a minimum, and upon request of the City, the Contractor shall regularly upload all new City records from all tables in tabular (rows and columns) form to a Secure File Transfer Protocol (SFTP) location accessible to the City in a read-only format. Contractor shall provide data on a frequent basis, minimally every twenty-four hours. Contractor shall provide data with a simple schema (ideally tab- or comma-delimited files) and instructions for populating them to a City server and database. Contractor shall provide a fully-developed data dictionary and relational database structure map.

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

37. AGREEMENT AS COMPLETE INTEGRATION-AMENDMENTS: The Agreement is the complete integration of all understandings between the Parties as to the subject matter of the Agreement. No prior, contemporaneous or subsequent addition, deletion, or other modification has any force or effect, unless embodied in the Agreement in writing. No oral representation by any officer

or employee of the City at variance with the terms of the Agreement or any written amendment to the Agreement will have any force or effect or bind the City.

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

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

Exhibits

Exhibit A - Scope of Work
Exhibit B - Certificate of Insurance

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Contract Control Number: SAFTY-202161193-00
Contractor Name: ALCOHOL MONITORING SYSTEMS INC

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:

Attorney for the City and County of Denver

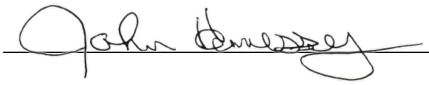
By: _____

REGISTERED AND COUNTERSIGNED:

By: _____

By: _____

Contract Control Number: SAFTY-202161193-00
Contractor Name: ALCOHOL MONITORING SYSTEMS INC

By: 

Name: John Hennessey
(please print)

Title: Chief Operating Officer
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)

EXHIBIT A

Department of General Services
PURCHASING DIVISION
www.denvergov.org/purchasing
Phone: 720.913.8100
FAX: 720.913.8101

City and County of Denver
Purchasing Division
201 W. Colfax Ave.
Department 304, 11th Floor
Denver, CO 80202

Procurement Analyst: Brenda Hannu
Email: brenda.hannu@denvergov.org

REQUEST FOR PROPOSAL No. 0790A - 2021

Offender Monitoring Products, Services, and Solutions

SCHEDULE OF EVENTS

• RFP Issued	8/2/2021		
• Deadline to Submit Additional Questions	8/11/2021	5:00 P.M.	Local Time
• Response to Written Questions	8/16/2021		
• Deadline to Submit Additional Questions in Response to City's Answers	8/18/2021	2:00 P.M.	Local Time
• City's Clarification Answers to any Additional Questions	8/20/2021		
• Proposal Due Date	9/13/2021	5:00 P.M.	Local Time

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

VENDOR SIGN HERE

Company: Alcohol Monitoring Systems, Inc. (dba SCRAM Systems

Address: 1241 W. Mineral Avenue, Littleton, CO 80120

Contact: John Hennessey | John Hennessey, Chief Revenue Officer
(Authorized Signature) **(Print Name)**

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

Email: Brett Wilday, Regional Sales Manager: bwilday@scramsystems.com

Phone: Brett Wilday, Regional Sales Manager: (303) 884-6136

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

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

b) Responses to questions in Section B.4

B.4 PROPOSER QUESTIONS AND REQUIREMENTS:

Your proposal must specifically address each of the questions/issues that are listed below. The quality and detail of your responses will figure significantly in the overall evaluation of your proposal. Proposers are encouraged to give examples and provide additional information to support your compliance on each point. To standardize the format of all proposals, Proposers are required to respond to all questions in the order given and to list the item number and restate the question prior to giving their answer. Failure to comply with this requirement may result in your proposal being declared non-responsive.

SCRAM Systems has complied with these requirements and has provided additional information to support our compliance with each point. Our goal is to provide a complete offender monitoring solution for the City.

B.4.a Company Information

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

Key Local Resources

Our entire team, including our team of Denver based employees, becomes an extension of the City's team, providing ongoing training and support, assisting with research and reporting, and continually making expert recommendations to optimize your program's efficiency.

Our team members are located just 15 minutes from City offices and can provide four dedicated, local resources to support the City's day-to-day program requirements, supported by extensive local Field Services and Customer Support teams. This extensive level of local support, combined with SCRAM Systems' hands-on experience with the City, ensures the level of service and attention the City will require to remain successful in the EM industry.

Regional Sales Manager Brett Wilday will be the main point of contact for the City, serving as a local liaison for all aspects of contract performance and the first line of support for any and all needs, supported in day-to-day program management by Account Manager Stacey Haveman. However, the City will also have the full support of the entire SCRAM Systems team, including local resources Dave Dreier, Director of Account Management, Sales Director Kevin McDonald, and a dedicated group of select department leads that will work directly with the City.

The following resumes detail the qualifications for local SCRAM Systems representatives that will be directly involved with the major project responsibilities, including transition, implementation, dedicated customer support, and court support for the City.

Brett Wilday

Regional Sales Manager

Experience

Brett is a regional sales manager and will work with the City to implement the new offender monitoring program, as well as provide training for all end users. He will be the primary liaison for the contracting process if awarded. Brett will also assist with any SCRAM Systems hardware implementation that may support the program.

Born and raised in Littleton, Colorado, Brett began his career at SCRAM Systems in 2011 working in

marketing and inside sales roles. Soon after, he became the account manager for the 24/7 sobriety programs in North and South Dakota where he was responsible for training, court testimony, and day-to-day operations. In 2018 and 2019, Brett coordinated statewide rollouts for one of our software products with 65+ counties in each state and 2,000+ offenders.

Brett's skills include contract management, program management, program development, issue/risk/change management, operational development, project plan and schedule development, budgeting, and problem-solving.

Relevant Projects / Highlights

- ND and SD software program manager (SCRAM Systems) 2012-current
- Coordinated statewide rollouts for software solutions (SCRAM Systems) 2018-2019
- City and County of Denver Electronic Monitoring Program Account Manager (SCRAM Systems) 2012-2014

Education

Bachelor of Arts, Augsburg College Minneapolis, MN
Major: Finance and Accounting
Minor: Business Administration

Additional Training and Certifications/Affiliations

- SCRAM Systems Level I and II Technical Training
- Member of the Arizona Association of Drug Court Professionals 2013

Stacey Haveman

Account Manager

Experience

Stacey Haveman is the account manager for the West Central Region of the U.S and joined SCRAM Systems in 2009. With over 10 years of experience in the industry, Stacey is fully committed to meeting the needs of the City. She is responsible for training, court testimony, and day-to-day program operations. Stacey's skills include contract management, program development and management, issue/risk/change management, operational development, project planning, schedule development, budgeting, and problem-solving.

Stacey began her career with SCRAM Systems as an executive assistant and steadily increased her knowledge and skill set with all SCRAM Systems products and software. She was promoted to the sales team as an account manager in 2010 and soon managed the entire West Central Region of the U.S. She brings a wealth of knowledge and experience to the SCRAM Systems team and will be a valuable resource for the City's program. Stacey resides in the Denver metro area and can provide immediate hands-on assistance as necessary to support the City's program.

Relevant Projects/Highlights

- Regional Account Manager (SCRAM Systems) 2011-present
- Inside Account Manager (SCRAM Systems) 2010-2011
- Executive Assistant (SCRAM Systems) 2009-2010

Education

Bachelor of Science, University of North Texas
Major: Merchandising/Business

Additional Training and Certifications/Affiliations

- SCRAM Systems Technical Training of all SCRAM products
- SalesForce software application
- Court Training and Testimony certification

Kevin McDonald

Vice President of Sales, Western United States

Experience

A native to the state of Colorado, Kevin is fully committed to the City and will provide overall support to the City and the support team. Kevin began his career at SCRAM Systems in 2009 as a customer support representative. He was responsible for working closely with customers by assisting with data analysis and product inquiries. In 2015, he was promoted to regional sales manager for the South Central region of the United States. Kevin's skills include program and product management, issue/risk/change management, program development, operational development, project plan and schedule development, budgeting, and problem-solving.

Relevant Projects/Highlights

- Vice President of Sales, Western United States (SCRAM Systems) 2021-present
- Director of Sales, Western United States (SCRAM Systems) 2019-2021
- Regional Sales Manager (SCRAM Systems) 2015-2018
- Account Management (SCRAM Systems) 2011-2014
- Court Liaison and Program Supervisor (Clark County, Nevada) 2010-2011
- Customer Support Representative (SCRAM Systems) 2009-2010

Education

Bachelor of Arts, Colorado State University-Pueblo
Major: Business Administration

Additional Training and Certifications/Affiliations

- SCRAM Systems Technical Training
- SCRAM Systems Advanced Court Testimony Training

Dave Dreier

Director of Account Management, Western Area

Experience

Dave currently holds the position of director of account management, Western U.S. for SCRAM Systems. Dave began his career at SCRAM Systems in 2004. In addition to his current role, he has held the positions of customer service manager, software quality assurance engineer, director of customer service, and product manager over alcohol products. Dave was mentored by the inventor of SCRAM and co-founder of Alcohol Monitoring Systems, Inc., Jeff Hawthorne. In addition to his studies at Metropolitan State University of Denver, he completed the Indiana University Robert F. Borkenstein course on Alcohol and Highway Safety: Testing, Research and Litigation.

Dave works closely with account managers creating new strategies to expand the SCRAM Systems technology footprint, including the bidding and proposal strategy process. As an expert in the industry, his key responsibility is to lead account managers through the government bidding process as it becomes an integral part of providing SCRAM Systems technologies to government agencies.

Relevant Projects/Highlights

- SCRAM Systems Customer Service Manager 2004-2006
- SCRAM Systems Software Quality Assurance Engineer 2007
- SCRAM Systems Director of Customer Service 2008-2014
- SCRAM Systems Product Owner, Alcohol Services 2015
- SCRAM Systems Director of Account Management, Western Region 2016-current

Education

Metropolitan Sate University of Denver
Major: Accounting

Additional Training and Certifications/Affiliations

- Arapahoe Community College various Database/CIS certifications
- Zenger/Miller Management training 1995-2004
- Arapahoe Community College Personal Finance training 2004
- University of Indiana/Borkenstein Class, Alcohol and Highway Safety 2013
- Brooks Group IMPACT Sales training 2016
- Brooks Group, Strategic Account Management training, 2020

Sean Stinger

Senior Customer Service Program Manager

Experience

Sean Stinger spent the first 13 years of his career working as an Electronic Monitoring Probation Officer, supervising pretrial and post-conviction offenders in the community and utilizing various forms of monitoring equipment. He was quickly promoted to supervisor and responsible for maintaining the daily operations of the department. He was also heavily involved with the implementation of the Colorado Pretrial Assessment Tool (CPAT), a tool that is used to determine an offender's risk to the community for bond purposes.

Sean has been a part of the SCRAM Systems team since 2014 and is currently serving as the Customer Service Program Manager. He is responsible for managing the Field Services team that provides training to customers nationally on all products offered by SCRAM Systems. Sean has years of hands-on experience and field knowledge that enhances SCRAM Systems training and provides valuable expertise to SCRAM Systems customers. Sean has a Bachelor of Arts degree from Indiana University of Pennsylvania. He majored in criminology.

Relevant Projects/Experience

- City and County of Denver – Test and train staff on new Continuous Alcohol Monitoring (CAM), Global Positioning Tracking Systems (GPS) and Radio Frequency (RF) technology
- Court testimony and data analysis interpretation
- Technical support and training to customers on all SCRAM products
- Supervision of probation officers with specialized caseloads (Alcohol Team, Post – Conviction Team, Pretrial Team)
- Provide customer product demos for multiple agencies

Education

- Indiana University of Pennsylvania
  Major: Criminology

Additional Training and Certifications/Affiliations

- SCRAM Systems certification
- SCRAM Systems product training across all product types
- SCRAM Systems Court Testimony Training March 2015
- SCRAM Systems Data Analyst Training October 2014
- SCRAM Systems Field Operations Training December 2014
- Robert F. Borkenstein Course on Alcohol and Highway Safety: Indiana University December 2015)

Support Teams

Sales and Local Account Support. Our team literally becomes an extension of your team assisting with program growth, change, and daily operational support.

As Vice President of Sales, Western Region, and Director of Account Management, Kevin McDonald and David Dreier, respectively, will take the lead in overseeing all aspects of implementation and transition and continually supervise all aspects of service. Together they have over 27 years of industry knowledge, including direct experience with the City's program, and understand well the challenges faced by the City.

Regional Sales Manager Brett Wilday oversees the West Central region of the U.S and will work with the City to implement the new offender monitoring program, as well as provide training for all end users. He will be the primary liaison for the contracting process, if awarded, as well as the primary point of contact for the City and the first line of communication for any and all needs. Brett will provide local operational, technical, and any other support as needed, working closely with Stacey Haveman.

Account Manager Stacey Haveman will provide additional local, onsite support, working closely with Brett on a regular basis. Stacey began her career with SCRAM Systems as an executive assistant and was promoted to the sales team as an account manager in 2010. With over 10 years in the industry, Stacey is experienced and fully committed to meeting the needs of the City. She is responsible for training, court testimony, and day-to-day program operations.

Monitoring Center and Customer Service. SCRAM Systems provides a 24/7 monitoring center staffed with customer support specialists and data analysts. Skilled staff are available to answer questions about offender activities, equipment, alerts, and notification. Support is accessible via a toll-free number, email, web, or chat. All conversations are documented, and calls are recorded.

SCRAM Systems boasts a customer service team with over 340 years of combined experience and skillset. Our customer service team is a robust group of customer service experts ranging from the vice president to the entry-level data analysts.

As Vice President of Customer Service, Lisa Fellows has been a key member of the SCRAM Systems Executive team for over 12 years, building the SCRAM Systems Customer Services organization from its infancy into a 24/7 operation supporting the full suite of SCRAM Systems products. She will be committed to ensuring the City receives 24/7 support from our monitoring center, field services team, and training teams.

Jennifer McCarty, Senior Director, Customer Service Operations, oversees the management of the SCRAM Systems 24/7 monitoring center, which directly supports the full suite of SCRAM Systems products. She has over 26 years of extensive experience in management, call center operations, and training/documentation. As dedicated team support, Jennifer will provide support for any situations that require elevated customizing or modifications for the City's monitoring services.

Jonathan Hester has been with SCRAM Systems for six years and will be the City's dedicated Lead Data Analyst within the Customer Service department. He is trained and well-versed in all SCRAM Systems products and protocols. He will work with the Account Manager and the City to ensure best practices for SCRAM Systems site management and product utilization.

Product Management and Engineering. Our teams provide all the behind the scenes support needed to ensure that SCRAM Systems hardware and software are working for you, enhancing your program and delivering the outcomes the City needs.

Julie Vardiman is our Director of Product Management and oversees the development of features and functionality in the SCRAM ecosystem. She has been with SCRAM Systems for over 13 years and is a subject matter expert on all SCRAM products. She focuses on customizing usability for end users, as well as workload reduction and optimization of workflows.

Gordon Murray joined SCRAM Systems in 2006 and is the Director of Engineering. He has held a variety of engineering positions though out his tenure and will offer the City support with all engineering matters, automated test systems and measurement technologies.

Court Support. The court support team is comprised of highly skilled product and industry experts with certified in-depth training and years of experience. Team members are led by our judicial services liaison, who takes the lead for ensuring that training is up-to-date, presentation and court materials are accurate, and all necessary resources are readily available in order to provide preparatory assistance, court reports, legal documentation, and court testimony.

Sean Stinger is our judicial services liaison and GPS expert and will handle all court support needs for the City. He has provided court testimony on behalf of SCRAM Systems in contested violation hearings in the United States. With years of hands-on experience and field knowledge that enhances SCRAM Systems training, Sean is recognized as an expert in the industry. He has performed training for the Federal Bureau of Investigation and provides valuable expertise to SCRAM Systems customers. Additionally, Sean previously tested and trained City staff on new CAM, GPS, and House Arrest technology, and has direct experience with the City's program.

B.4.b Questions Regarding Products, Services and Solutions

1. GENERAL SCOPE:

Include a narrative on your acceptance and understanding of the Scope of Work and Technical Requirements as outlined in Section B of this RFP, along with how you plan to support and/or administer each requirement. Fully describe your proposed 24/7/365 maintenance and support for this contract.

Our maintenance and support services bring together everything from monitoring of our entire product line to our best-in-industry court support program, 24/7 customer support, offender compliance analytics, and beyond. It's what sets us apart from all other electronic monitoring companies.

- **24/7 Monitoring & Customer Support.** SCRAM Systems provides a 24/7 monitoring center and customer service department staffed with customer support specialists and data analysts. Skilled staff are available to answer questions about offender activities, equipment, alerts, and notification. Support is accessible via phone, email, web, or chat. All conversations are documented, and calls are recorded.
- **Field Services.** The field support services team is comprised of highly-trained product and industry experts who are available—in person, by phone, or by video—to help your program launch, grow, and thrive. They provide professional service and support for SCRAM Systems customers by performing onsite initial and refresher training, equipment installations on active offenders for new programs, and repairs and maintenance for the full suite of SCRAM Systems products. Field Support Services diagnoses technical issues to determine proper solutions and ensure your electronic monitoring program is running to your satisfaction. In addition, the City will have a Regional Sales Manager and Account Manager

available to help the City create and/or maintain a monitoring program tailored specifically to their budget, policies, procedures, and goals.

- **Training.** From in-person training offered at the customer's site to our robust SCRAM Systems University online training platform, our dynamic training programs meet the needs for every member of your team. In addition to the initial training, all refresher training and written documentation is available online at SCRAM Systems University. We also offer on-line resources through our help page in SCRAM Systems software.
- **Comprehensive Court Support.** No other monitoring company in the industry delivers a comprehensive Court Support Program like SCRAM Systems. Depending on the requirements of the technology, our Court Support Program delivers everything from proper documentation, to comprehensive court reports, to telephonic, video conferencing, or in-person expert court testimony.
- **Evidence-Based Program Models.** NHTSA, the RAND Corporation, TIRF—these are just a few of the major organizations that have specifically studied SCRAM Systems programs in order to evaluate implementation and outcomes. We also have an extensive library of program case studies highlighting challenges, successes, and best-practice models for utilizing and integrating SCRAM Systems products.

SCRAM Systems accepts and understands the Scope of Work and Technical Requirements as outlined in Section B of this Request for Proposal. The SCRAM Systems suite of electronic monitoring hardware and software products meets or exceeds all specifications.

Our plan to support each requirement is as follows:

A. Monitoring Center Services

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

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

a) General security/Facility Access

b) Data protection assurance

c) Drug and alcohol policies for Vendor staff

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

e) System software controls

f) Logging and reporting

g) Records retention

h) Audit trail

Our monitoring center headquarters is located in Littleton, Colorado, with multiple redundant servicing locations and staff located across the country. This ensures seamless monitoring in the event of a natural or physical disaster. Our monitoring center is wholly owned by SCRAM Systems and our personnel are devoted solely to monitoring offenders on SCRAM Systems alcohol and location monitoring technologies 24/7.

Data for all SCRAM Systems' technologies are housed in SCRAM Optix, the web-based software application managed by SCRAM Systems. The software is accessible securely 24/7 via any web-enabled device.

General security/Facility Access. The monitoring facilities are secured, and access is restricted to authorized individuals. Visitors must press a buzzer to contact the receptionist, who can see the individual on the door camera and the building camera before admitting the individual into the main lobby. Visitors must sign a log and are then issued a visitor badge that must always be displayed. They must always be escorted while visiting the facility. All visitors must sign out and surrender their visitor's badge when they leave.

Internal security is maintained using electronic door controls, accessed through security proximity cards, which access schedules of when employees are allowed to be in the building. Secured areas, server rooms, and other sensitive areas are restricted to higher levels of security access. Employees must always have their badge visible. The building is always under camera surveillance.

Outside lighting on the perimeter of the building illuminates both the building and the parking lots adjacent to the building. The parking lot perimeter is also monitored by a closed-circuit infrared/low light TV system. Cameras are strategically placed in the lobbies and in the elevators, and all transmissions are both monitored and recorded 24 hours a day.

Data Protection Assurance. SCRAM Systems uses industry monitoring tools that monitor network, application, database, and systems 24/7 with alarms and alerting.

- **Network Security.** All systems are monitored by firewalls and intrusion detection systems.
- **Confidentiality**. SCRAM Systems has strict policies in the call center to ensure that all offender data records are retained, stored, and disseminated within industry confidentiality guidelines. All employees are bound by confidentiality agreements. SCRAM Systems does not release information to any parties who are not directly involved in the offender's supervision without formal legal releases or subpoenas on file. This includes telephonic and written requests. All SCRAM Systems employees undergo background checks prior to being hired. Proper documentation will be provided upon request and as allowed by law.
- **Data Encryption**. All information is encrypted using password protection that meets guidelines from the National Institute of Standard and Technology (NIST). SCRAM Systems webservers use SSL certificates to ensure that all session data is encrypted, and all host communications information is confidential. The entire perimeter is protected and monitored by high-availability firewalls and intrusion-detection/intrusion-prevention systems.
- **User Access Authentication and Authorization**. All users must have a username and password to access the system. The application is constructed in a manner to ensure that customers do not have access to any systems operations areas and are restricted to their portal view of the data. Our phone system works in conjunction with Salesforce which provides a caller ID match within the database. In addition, when contacting customer service, all callers must provide a Personal Identification Number (PIN) in order to continue to the telephone help menu. These security measures help to ensure that calls coming into SCRAM Systems are from authorized SCRAM Systems customers.
- **Assessment of Security Threats.** SCRAM Systems performs a quarterly review of security by using industry standard tools (Nessus, Rapid7, and GFI Languard), which assess and document security threats and vulnerabilities. In addition, an annual independent audit is performed to examine overall security measures. These reports are highly confidential and will be made available in a confidential manner upon request.

Drug and Alcohol Policies for Vendor Staff. SCRAM Systems has a strong commitment to maintaining a drug-free, healthy, and safe workplace. Alert and rational behavior is required for the safe and adequate performance of job duties. In recognition of this commitment, all employees, contractors, consultants, and visitors are prohibited from manufacturing, distributing, dispensing, possessing, transferring, transmitting, or using/being under the influence of illegal drugs or other unauthorized, mind-altering, or intoxicating substances while on company property (including rental vehicles and vehicles used for work purposes,

parking areas, and grounds), regardless of whether the employee is working, or while otherwise performing their work duties while away from SCRAM Systems' facilities. Except where prohibited by state law, this prohibition specifically includes marijuana, whether it is recommended for a medical purpose, or possessed legally under state law. The prohibition also includes other lawful controlled substances that have been illegally or improperly obtained. This policy does not prohibit the possession and proper use of lawfully prescribed drugs taken in accordance with the prescription. Further details of our policy are included in *Additional Information, Appendix A*.

User Access Authentication and Authorization. All authorized users are issued a username and password in order to access the system. The application is constructed to ensure that customers do not have access to any systems operations areas and are restricted to their portal view of the data. This includes "read only" access.

System Software Controls. The SCRAMNET application is constructed in a manner so that no customer has access to any systems operations areas and is restricted to their portal view of the data. Only SCRAM Systems authorized users are able to send data to the applications in which customers can only view, not update or change. All front end systems are monitored by firewalls and intrusion detection systems. Additionally, SCRAM Systems uses industry monitoring tools which monitor network, application, database, and SCRAM systems 24/7 with alarms and alerting. Both internal and external hosted monitors ensure than an outage will be immediately recognized and alerted for a quick resolution.

Logging and Reporting. The SCRAMNET application identifies and documents all network activity events involved with the operations of the proposed solution, logging by writing to the database and then replicated to the redundant data center. All backups and increments are sent off site each day. Additionally, all SCRAMNET incident management is completed each day by a data analyst and used to create a daily action plan for each customer. For system issues, SCRAM Systems system escalation procedures are to detect and notify within 15 minutes and escalate every 15 minutes until a response is received.

Records Retention. All equipment data is archived indefinitely for the length of the contract. SCRAM Systems can provide the agency with a copy of all data via physical media or an electronic copy. SCRAM Systems can also remove all data at the agency's discretion. SCRAM Systems will work with each agency to determine how offender data should be handled should the contract end.

Audit Trail. Data items that can be modified have a corresponding audit record that records when a change was made and by whom. Software changes are stored in a source code repository and all changes are recorded with a full audit trail.

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

SCRAM Systems provides a secure, 24/7 data center that provides 24/7/365 monitoring.

The data center is built with a zoned temperature control system. Multiple HVAC units are maintained to verify correct temperatures in critical areas. The average temperature within each zone is maintained between 65 degrees and 80 degrees Fahrenheit, as required for the area. If the temperature varies outside the early warning preset sensitivity limits, an alarm is generated, and facilities personnel are notified. The HVAC units are also powered by both normal and emergency electrical systems for redundancy.

To ensure availability of all data, SCRAM Systems replicates all data daily to online storage arrays at multiple geographic locations. The database is tested daily to ensure system backup can be used on recovery of any system. In addition, SCRAM Systems completes a data "snapshot" every four hours to maintain backups. Transaction logs for all activity ensure that a data restore will be complete, and that each transaction is available. A full mirror of the database is maintained, which is approximately 20 seconds behind the production data base with full replication and data journaling in a near real-time mode.

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

In addition to our 24/7 monitoring center, the City will be supported by a dedicated account manager and

regional sales manager. These liaisons will take responsibility for account support, training, and program development. They will lead and assist with any on-site implementation and equipment transition needs. Dedicated to support and/or design and launch a program tailored specifically to the City's budget, policies, procedures, and goals, our team becomes an extension of your team. Our experienced staff is committed to providing ongoing training and support, assisting with research and reporting, and continually making expert recommendations to optimize your program's efficiency.

4) Highly trained and qualified staff.

Qualified Account Management Staff. Our proposed account management team is highly trained and qualified, with over 60 years of combined industry experience.

Regional Sales Manager Brett Wilday will be the assigned representative and the point of contact for any City needs. Brett began his career at SCRAM Systems in 2011 working in marketing and inside sales roles. Soon after, he became the account manager for the 24/7 sobriety programs in North and South Dakota where he was responsible for training, court testimony, and day-to-day operations. Brett's skills include contract management, program management, program development, issue/risk/change management, operational development, project plan and schedule development, budgeting, and problem-solving.

Account Manager Stacey Haveman will be assigned to manage the contract and troubleshoot any concerns that the City may have. With over 10 years of experience in the industry, Stacey is fully committed to meeting the needs of the City. She is responsible for training, court testimony, and day-to-day program operations. Stacey's skills include contract management, program development and management, issue/risk/change management, operational development, project planning, schedule development, budgeting, and problem-solving. She will provide direct training, expert troubleshooting, and assist in developing plans and timelines for optional solutions when applicable.

Vice President of Sales, Western Region, Kevin McDonald began his career at SCRAM Systems in 2009 as a customer support representative and was promoted to regional sales manager in 2015. Kevin's skills include program and product management, issue/risk/change management, program development, operational development, project plan and schedule development, budgeting, and problem-solving.

Account Management Director David Dreier began his career at SCRAM Systems in 2004. In addition to his current role, he has held the positions of customer service manager, software quality assurance engineer, director of customer service, and product manager over alcohol products. Dave was mentored by the inventor of SCRAM and co-founder of Alcohol Monitoring Systems, Inc., Jeff Hawthorne. In addition to his studies at Metropolitan State University of Denver, he completed the Indiana University Robert F. Borkenstein course on Alcohol and Highway Safety: Testing, Research and Litigation.

Rounding out the local team, Sean Stinger offers extensive industry experience, having spent the first 13 years of his career working as an Electronic Monitoring Probation Officer, supervising pretrial and post-conviction offenders in the community and utilizing various forms of monitoring equipment. He has been a part of the SCRAM Systems team since 2014 and is currently serving as the Customer Service Program Manager. He is responsible for managing the Field Services team that provides training to customers nationally on all products offered by SCRAM Systems. Sean has years of hands-on experience and field knowledge that enhances SCRAM Systems training and provides valuable expertise to SCRAM Systems customers.

Highly Trained Customer Support Team. Every customer support team member attends several weeks of intensive training that includes a combination of online SCRAM University webinars, classroom training, and hands-on application of all SCRAM Systems websites and products. This intense training includes software navigation, product functionality, administrative and offender tasks, alert management and troubleshooting. In addition, each new member is exposed to shadow training with an experienced team member taking live customer calls, working in the monitoring center, and utilizing all supporting administrative software. Certification is required for all products, including hardware and software, as well as concentrated application

of supporting software and/or processes that enable the monitoring center personnel to provide comprehensive, skilled, 24/7 support.

Once initial training is completed, each analyst completes certification and moves on to a more intense 9–12 months of data analysis training focusing on criteria, data interpretation, case load management, customer relation building, and peer review certification. Over 70% of the monitoring center team have been in our Customer Service department between three years to 18 years. To enhance the scope of expert services necessary to run a proficient program, the SCRAM Systems customer service team is augmented with uniquely trained personnel that offer years of experience and specialized skillsets.

With a combined experience of over 340 years, SCRAM Systems is proud to boast customer service leadership and expertise in every facet of all SCRAM Systems' products and services.

5) Toll-free contact number staffed and accessible.

Support is accessible via phone (toll-free), email, web, or chat. All conversations are documented, and calls are recorded to ensure we are providing the highest level of satisfaction for the City. We use these recordings as live call data to create coachable moments to improve the customer support process, where applicable.

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

SCRAM Systems understands the importance of continuity in monitoring and is committed to providing timely communication and support for all software releases to ensure seamless monitoring, as well as abiding by all applicable standards and procedures.

To provide the best service to our agencies, software upgrades may be scheduled as necessary. Before any update is promoted to the application, SCRAM Systems enacts Automated Testing, Unit Testing, and Customer Service User Acceptance Testing. If the upgrade requires any system downtime, these upgrades are pushed during the least busy hours to ensure that minimal disruption, if any, is felt to our customers.

SCRAM Systems has automated processes in place to be notified any time there is an outage, whether planned or unplanned. Should SCRAM Systems experience unplanned server down time, our servers have redundant backups so monitoring is typically not affected except for the rare occasion when data might be delayed posting in software. In this instance, notification is made directly to the customer contact personnel and a follow up email is sent.

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

Our monitoring center personnel have full access to participant monitoring data, can view the information the agent is viewing, and are available to provide first-hand, knowledgeable assistance as needed, 24/7.

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

When an alert is generated, notification is made according to protocols pre-determined by the City. We can customize the protocols by offender or for an entire case load. This gives the officers the most flexibility to effectively manage their caseloads according to specific risks and needs of offenders.

Through our secure platform, officers can enroll participants, manage alerts, adjust device settings, enter and edit schedules, select notification methods or parameters, manage inventory, access full caseload details, and configure a variety of reports. The software is available 24/7 via any Internet-enabled device with a mobile-adaptive design that allows officers to work by desktop, tablet, or smartphone.

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

All alert notifications can be customized to meet the needs of the City. The alerts are immediately sent

directly to the server so they are visible on the monitoring software dashboard and can be simultaneously sent to supervising officers. For each violation or event, the system can be configured to provide notification by email or text, as well as a daily notification summary outlining the activity of the previous day.

SCRAM Systems Remote Breath and GPS devices store schedule and zone notifications directly on the device, so even in areas with bad cell reception, devices are active, storing alert notifications for future transmission.

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

Our facility and backup centers have redundancy for all areas including cooling, electrical, power generation, and telecommunications. The applications in the data centers intelligently intercept requests from the nearest geographic proximity and can respond by rerouting to the nearest data center.

11) Ability to write/retrieve files daily through a secure transmission method. The files shall include:

a) File 1 – Alarm File

1. *The key file used to distinguish each alarm.*
2. *The type of alarm as defined by the City.*
3. *The Identification number of the offender.*
4. *Date and time of the alarm.*
5. *Length of the alarm (until resolution).*

b) File 2 – Comment File

1. *The key field used 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 used 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 USERID of the officer reviewing the points*
3. *Date the points were reviewed.*
4. *Dates of the points reviewed by the officer.*

All SCRAM Systems information is encrypted using password protection that meets guidelines from the National Institute of Standard and Technology (NIST), which includes writing/retrieving files daily through a secure transmission method.

SCRAM Systems webservers use SSL certificates to ensure that all session data is encrypted, and all host communications information is confidential. The entire perimeter is protected and monitored by high-availability firewalls and intrusion-detection/intrusion-prevention systems.

All users must have a username and password to access the system. The application is constructed in a manner to ensure that customers do not have access to any systems operations areas and are restricted to their portal view of the data.

B. Central Computer Monitoring System

The Proposer's Central Computer Monitoring System shall meet/exceed the following requirements:

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

Alert notifications can be customized to meet the needs of the City. The alerts are immediately sent directly to the server and can be simultaneously sent to supervising officers. For each violation or event, the system can be configured to provide notification by email or text, as well as a daily notification summary outlining the activity of the previous day.

2) Perform monitoring customizable for each participant.

SCRAM monitoring software, including SCRAM Optix, allows for customization for each participant/offender or for an entire caseload. This level of customization provides officers with the most flexible options to effectively manage their caseloads according to specific risk profiles and needs of the offenders.

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

City personnel can do the following through SCRAM Optix's web-based software application:

- View information about the offender, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove offenders without calling the monitoring center.
- Create, edit, delete, and apply monitoring parameters (such as daily/weekly schedules) for individual offenders or groups of offenders.
- Create and manage zones.
- Create and manage alcohol testing.
- Determine which violations/events must trigger notifications and by what means the notifications must be sent to City personnel.
- Set up notification to be sent to City personnel.
- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance with monitoring parameters.
- Manage inventory.

All changes to information in SCRAM Optix are tracked for reporting purposes, providing information change history to the City as needed.

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

Users can access the monitoring software 24/7 to process participant changes, view alerts, and print reports without disrupting monitoring.

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

If commercial AC power is lost, an uninterruptible power supply (UPS) instantly delivers backup power to all servers and buildings for up to 30 minutes. For the monitoring center areas, a diesel-powered generator comes online within six seconds. The generator delivers power to the entire building for up to one week, with N+1 generators and priority diesel fuel deliveries scheduled on a weekly basis.

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

To ensure that all data is backed up:

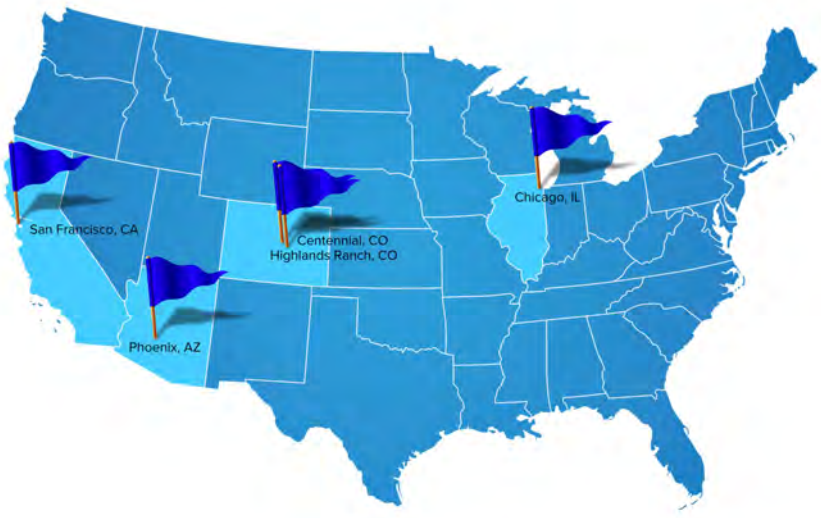
- Complete backups are performed every night.
- Backups are copied to online SANs (Storage Array Networks) in multiple data centers.
- Backups are tested every night by restoring the backup to a secondary database server, then running reports to ensure the backup is complete. The configuration of this secondary server is similar to SCRAM Systems' production database nodes; hence this server can be pressed into service as a production replacement in the unlikely event of a catastrophic failure. The server ensures that data from the previous day's backup are restored and running as of 4:00 AM each morning.
- Back-ups are kept online (not on tape) for faster restores and prompt availability.
- Five years' worth of backups are stored online. All data is archived indefinitely for the length of the contract. SCRAM Systems can provide the agency with a copy of all data via physical media or an electronic copy. SCRAM Systems can also remove all data at the agency's discretion. SCRAM Systems will work with each agency to determine how offender data should be handled should the contract end.

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

SCRAM Systems has five separately managed, run, and serviced data centers located in Highlands Ranch, Colorado; Centennial, Colorado; Phoenix, Arizona; Chicago, Illinois; and San Francisco, California. A complete list of address for our data centers can be provided at the time of contract award.

The data centers share application and data workload and are configured to handle the full workload in the case of an outage or a maintenance window. Our systems are able to reroute workload to available work pools of servers automatically without loss of data. Each data center contains multiple database servers running in high-availability mode, any one of which can support the full workload of our environment. Data is mirrored between the data centers allowing for fully redundant data storage. Each data center is also backed up daily to three unique sites. The database backup is tested each day by completing a full backup restore to an independent server to ensure that all critical backups are verified to have full data integrity.

All centers are based on different networks, power grids, central offices, and service providers. Each center has redundancy for all areas including cooling, electrical, power generation, and telecommunications. The applications in the data centers intelligently intercept requests from the nearest geographic proximity and can respond by rerouting to the nearest data center.



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

The software is available 24/7 via any Internet-enabled device. SCRAM Optix offers a mobile-adaptive design that allows officers to work by desktop, tablet, or smartphone.

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

SCRAM Optix creates an integrated, dynamic user experience that allows officers to manage their entire electronic monitoring caseload with a single login. Instead of logging on to multiple systems, which is time consuming and can be confusing due to differing protocols, SCRAM Systems puts everything—SCRAM CAM, Remote Breath, GPS and House Arrest—all on one dashboard.

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

SCRAM Systems has redundancy for all areas including cooling, electrical, power generation, and telecommunications.

C. Online Monitoring Software

The secure Online Monitoring Software will allow City staff to manage agency, officer, and offender data, view status, complete monitoring tasks in real-time from any web-based computer or mobile device with internet access. Software should be provided as one interface from which to manage an entire caseload and support all products within this solicitation. Software should be available 24/7/365 from any web-enabled computer, smartphone, or tablet. The Proposer's Online Monitoring Software shall meet/exceed the following requirements:

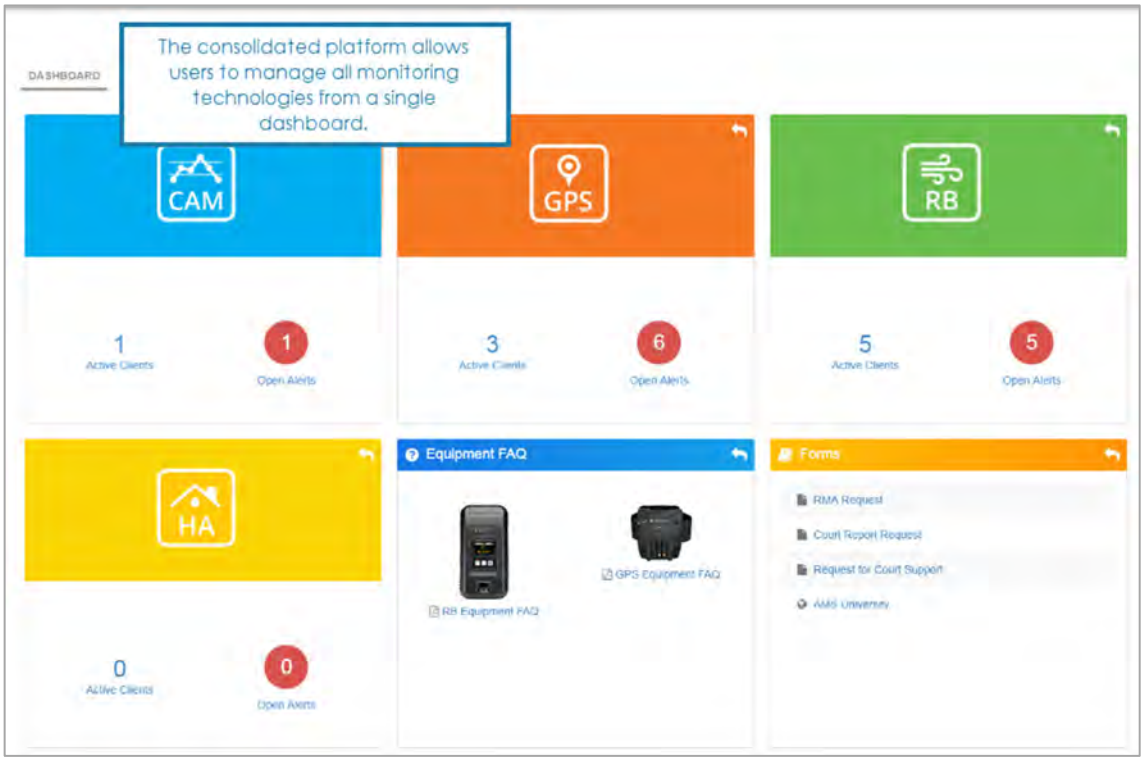
1) Not use third-party software or make plug-ins required.

Our software is housed and managed by SCRAM Systems. It does not use a third-party or plug-in.

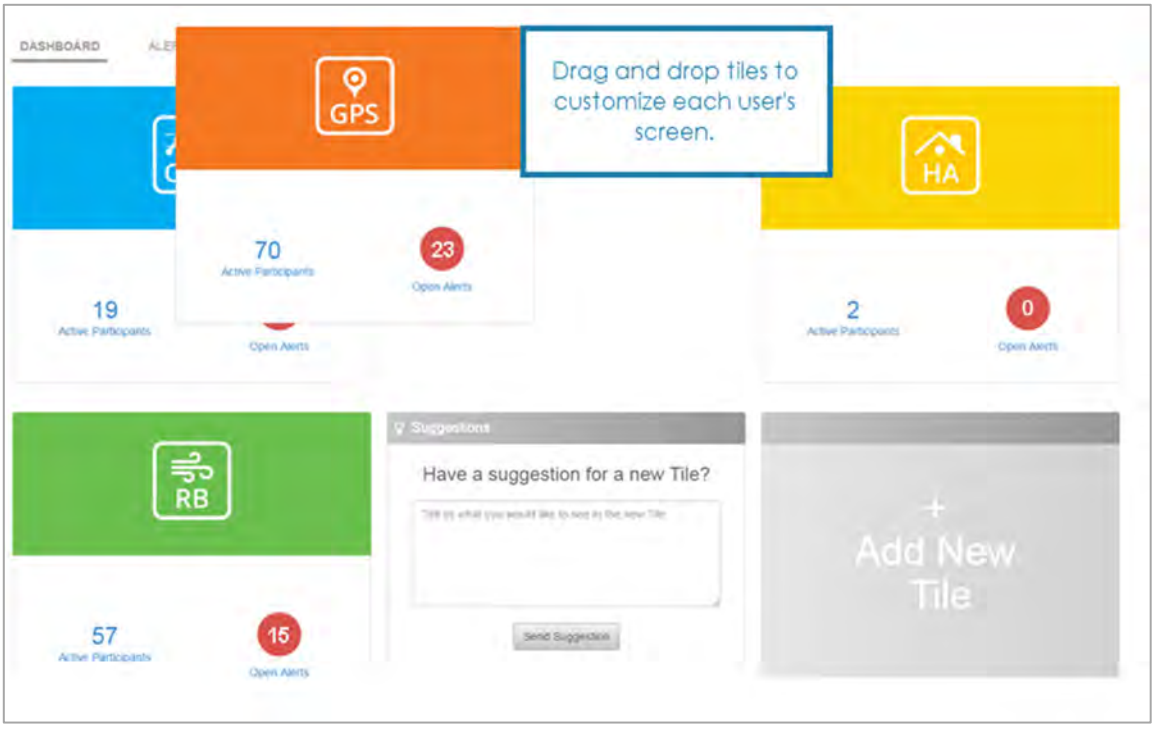
2) Have software web interface on one platform, be user friendly and easy to use.

Our software, SCRAM Optix, creates an integrated, dynamic, user-friendly experience that allows officers to manage their entire electronic monitoring caseload with a single login. Through this secure platform, officers can enroll participants, manage alerts, adjust device settings, enter and edit schedules, select notification methods or parameters, manage inventory, access full caseload details, and configure a variety of reports. The software is available 24/7 via any Internet-enabled device with a mobile-adaptive design that allows officers to work by desktop, tablet, or smartphone. Examples of Optix are included on the following pages.

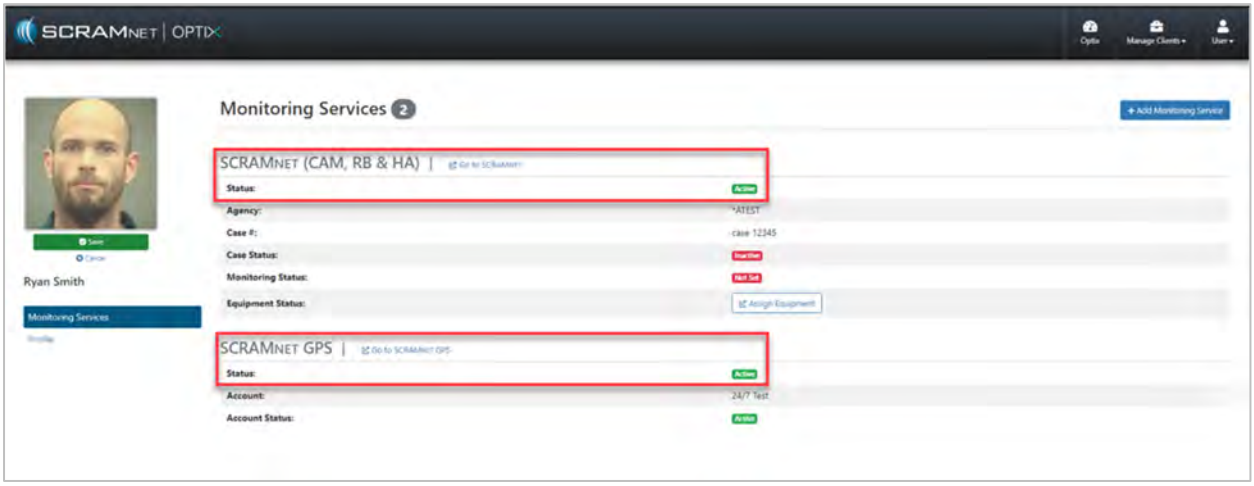
Consolidated Electronic Monitoring Platform. Instead of logging on to multiple systems, which is time consuming and can be confusing due to differing protocols, SCRAM Systems puts everything—SCRAM CAM, Remote Breath, GPS and House Arrest—all on one dashboard.



Customizable User Views. To improve productivity, the dashboard tiles can be arranged for easy access to the most frequently accessed devices, pages, and links. Whether it's an officer managing active case concerns, an installer managing schedule and inventory, or supervisors who want global oversight of their program, the dashboard view can be tailored to each user's needs.

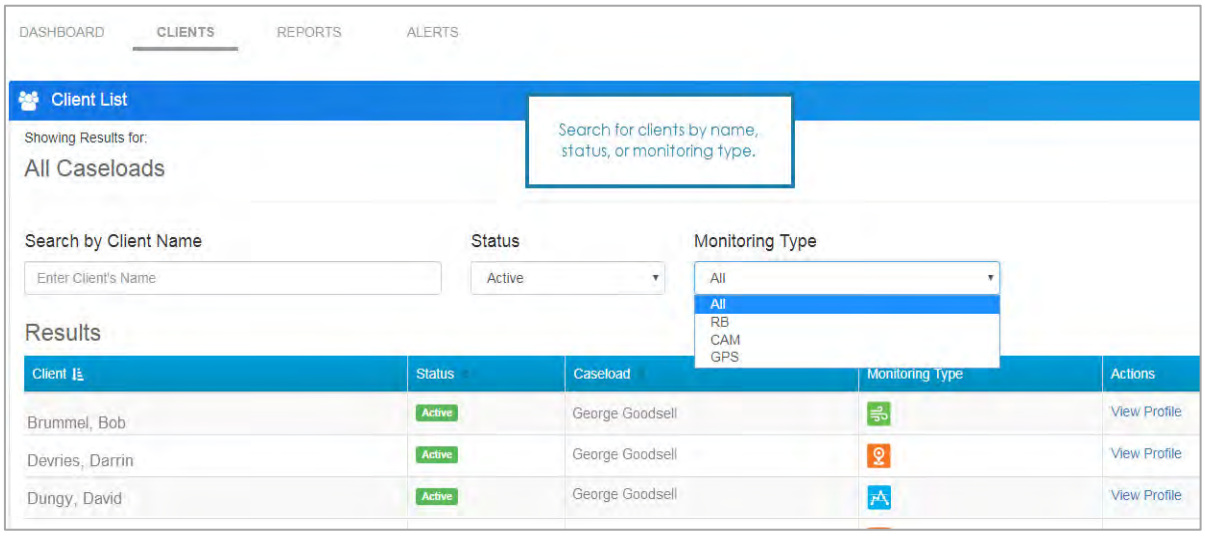


Efficient Client Search. The Client tab allows users to access a consolidated and searchable list of all offenders they have permission to view across all SCRAM technologies: SCRAM CAM, House Arrest, Remote Breath, and GPS, creating a unified client profile. This ability is depicted on the screenshot below, which highlights a participant with CAM, Remote Breath, House Arrest and GPS equipment assigned.

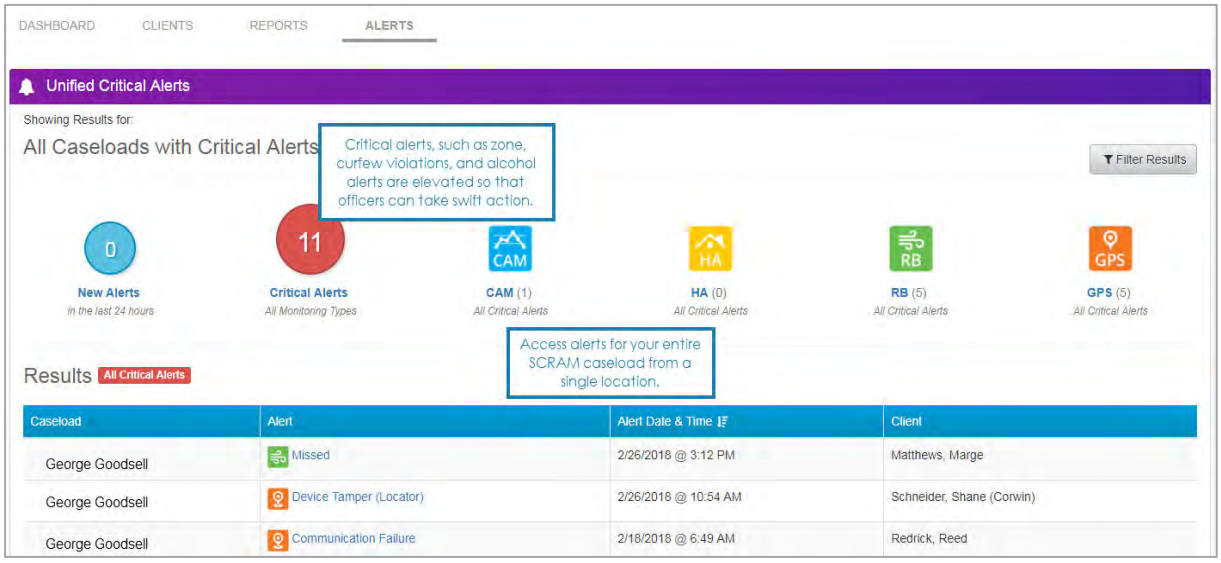


Users are able to:

- View a full list of participants in a single caseload or for an entire agency across all SCRAM monitoring types.
- Search for active or inactive participants by first, last, or full name across all technologies.
- Sort a participant list by participant name, caseload, or status (active or inactive).
- Go directly from the client list to an individual client profile by clicking the View Profile link.

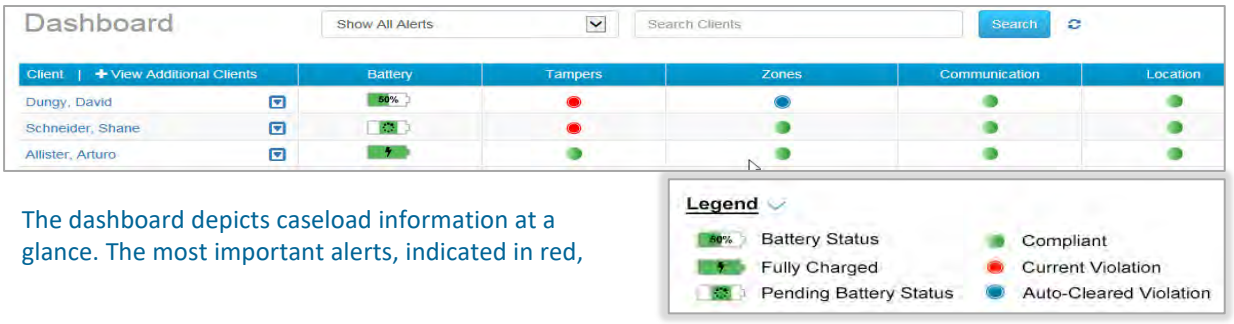


Consolidated Alert Management. Quickly see active offenders by product type and view and access alerts for your entire SCRAM caseload from a single location. Time sensitive alerts, such as tampers, alcohol use, zone, or curfew violations are elevated so that officers can take swift action.



3) Program and officer "dashboard" including various details on each participant's monitoring.

SCRAM Optix offers dependable tracking that includes a convenient and versatile dashboard, detailed GPS Analytics, unlimited inclusion and exclusion zones, easy-to-view mapping with zoom-in capabilities, and an on-demand Pursuit Mode option for real-time tracking every 15 seconds.



The dashboard depicts caseload information at a glance. The most important alerts, indicated in red,

Customizable User Views. To improve productivity, the dashboard tiles can be arranged for easy access to the most frequently accessed devices, pages, and links. Whether it's an officer managing active case concerns, an installer managing schedule and inventory, or supervisors who want global oversight of their program, the dashboard view can be tailored to each user's needs.

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

City personnel can do the following through the web-based software application:

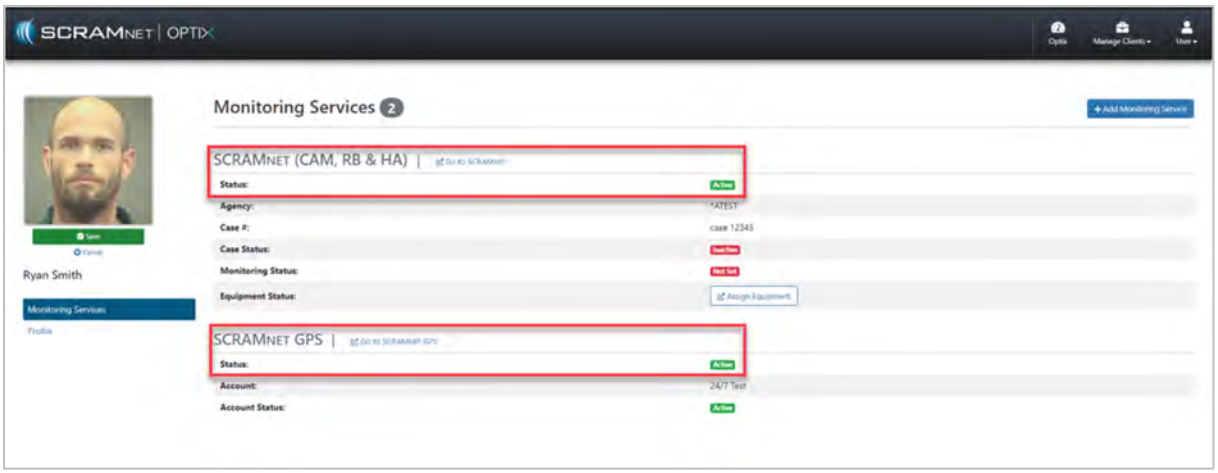
- View information about the participant, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove participants without calling the monitoring center. The City can enter and modify all demographic information.
- Create, edit, delete, and apply monitoring parameters (such as daily/weekly schedules) for individual participants or groups of participants.

- Create and manage zones.
- Determine which violations/events must trigger notifications and by what means the notifications must be sent to the City personnel.
- Set up notification to be sent to the City personnel.
- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance with monitoring parameters.
- Manage inventory.

Officers can view information about the participant, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.

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

SCRAM Optix allows participants to be assigned multiple pieces of SCRAM Systems equipment, as seen on the following screen shot depicting a client with CAM, Remote Breath, House Arrest, and GPS equipment assigned:



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

SCRAM Optix allows participants to create standard/custom and one-time/recurring reports that can be exported to Word/Excel/PDF formats.

SCRAM Optix Analytics (Powered by Microsoft® PowerBI®) provides dynamic reporting that enables users to visualize program activity and performance statistics, reveal trends and opportunities, and identify areas for growth or improvement across the full suite of our technologies. Our advanced analytics transform large amounts of program data into unique visualizations about a program's health, alert trends, compliance history, and inventory utilization.

The City can filter by a number of program criteria to determine program performance across all caseloads, allowing quick access to analyze, and present key performance metrics and make informed decisions. This unparalleled insight into an agency's program is easily accessed and intuitively queried so program efficacy can always be measured. More information on SCRAM Optix Analytics, including report snapshots, is included throughout our response, including in our response to Question 17, below, and in Section G, Inventory Management.

Examples of reports for all proposed equipment are included in *Appendix C, Sample Reports*.

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

Alerts are immediately sent directly to the server and can be automatically and simultaneously sent to supervising officers.

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

For each violation or event, the system can be configured to automatically provide notification by email and/or text, as well as a daily notification summary outlining the activity of the previous day. We will work to ensure notifications are set up as the City requires.

9) Differentiate GPS points when a violation has occurred.

GPS points are differentiated by color when the offender is in a violation status.

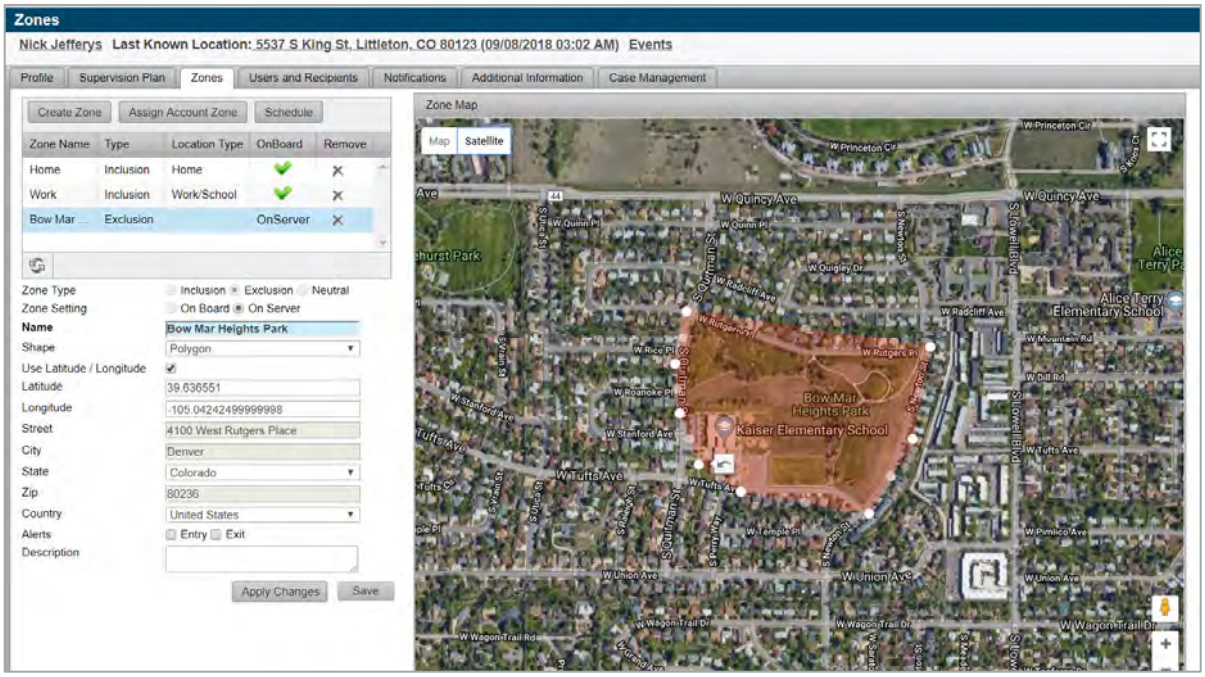
10) Integrated, sophisticated mapping technology such as Google Maps™ that can be viewed in 2-D, 3-D and provide road, aerial and bird's eye view of GPS points.

SCRAM GPS combines exceptional accuracy with modern, street-level map views to put participants'

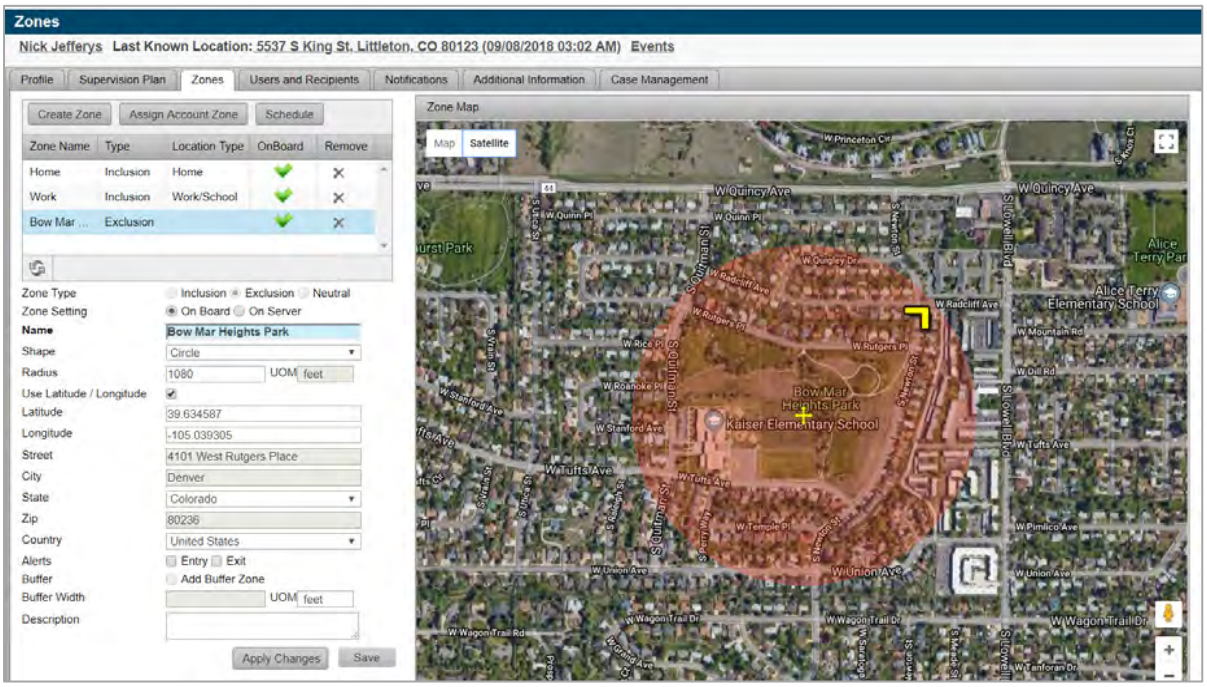
movements in context and provide better supervision data. Maps are provided through Google and quarterly updates are automatically included. Five Google map views are available: the standard map view, the standard map view labeled with street and landmark locations (businesses, schools, etc.), Earth View (showing an aerial image), Earth View with labels, and Street View (a panoramic street-level image). The GPS location point of the participant plots on the map with an icon. By clicking on the point, the officer can see the location date and time, nearest address, latitude/longitude coordinates, the participant's speed, and how the data point was acquired. We have provided a progression of mapping views from satellite, street-level, and inside the building on page 63.

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

Users can create an unlimited number of adjustable zones within the software, including circle, square, and polygon zones. There are three types of zones: Inclusion (offender must be in during certain periods); Exclusion (offender can never enter); and Neutral (to track entries and exits without assigning schedules). The user can create new zones for each offender and also assign zones from an account library of zones, which can be assigned to any offender in the account. This is particularly helpful for standard exclusion zones such as schools, libraries, and shopping malls. The user can opt to receive alerts for zone entries and exits, regardless of schedules. Exclusion zones are available with a minimum radius of 200 feet and an unlimited maximum radius. While location points can be tracked as frequently as once per minute or as great as once per hour, if the offender enters an exclusion zone, tracking automatically accelerates to one point captured every 15 seconds for 15 minutes.



Users can create an unlimited number of zones within the software, including circles, squares, and polygon zones.



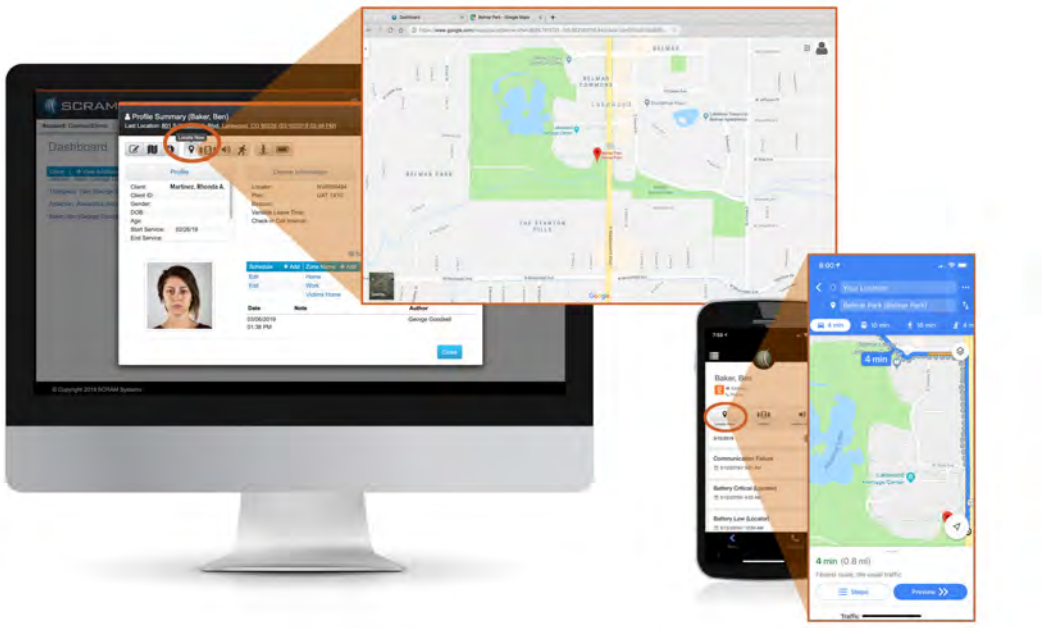
The above image is an example of a circular on-board exclusion zone. Users can toggle between map and satellite view, as well as set the centralized address, additional buffer zones, alert notification parameters, and a description.

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

The user can create new zones for each offender and also assign zones from an account library of zones, which can be assigned to any offender in the account. This is particularly helpful for standard exclusion zones such as schools, libraries, and shopping malls.

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

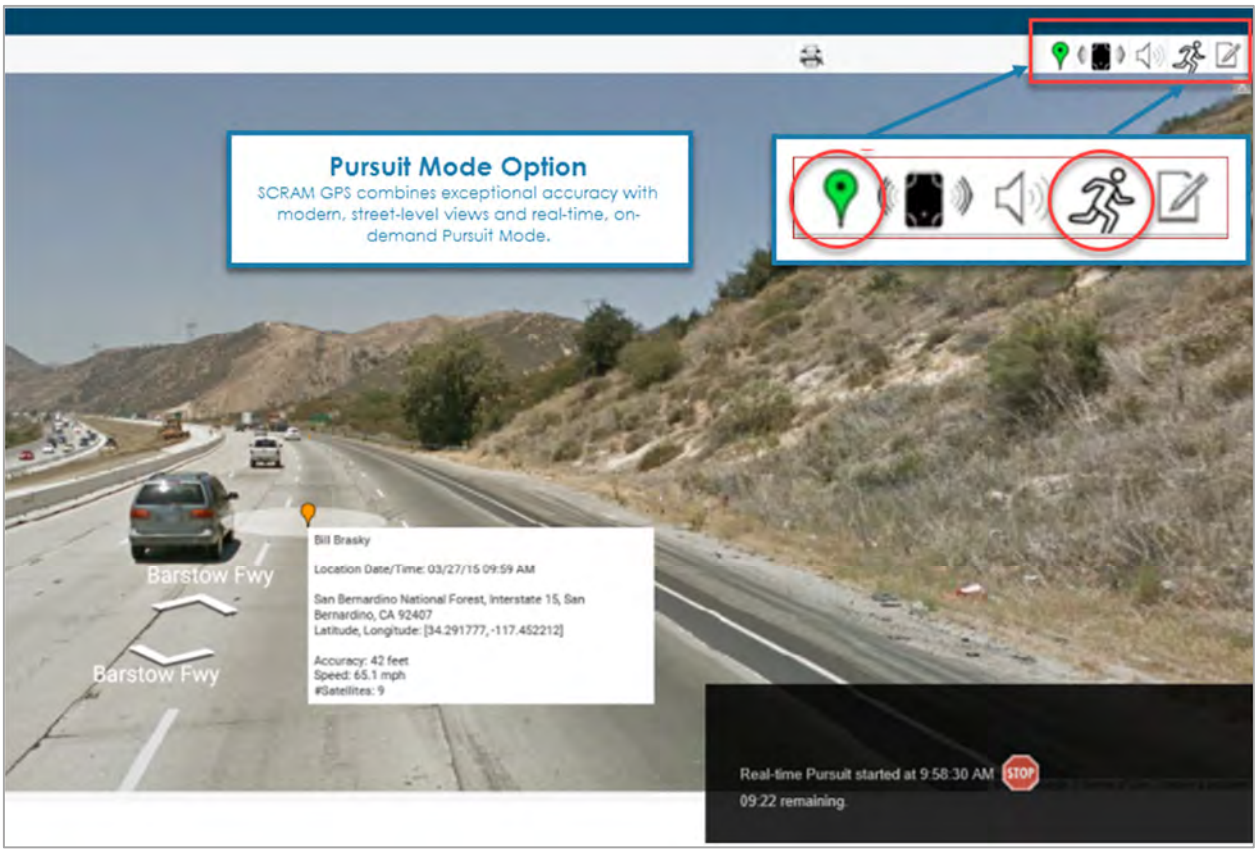
Locate Now. Initiating a Locate Now request prompts immediate contact with the GPS device, commanding it to provide a current location. Regardless of the last or next scheduled callback communication, officers can "ping" the device for immediate location information at any time. As soon as a location is obtained, the address is displayed and the offender's whereabouts are immediately known. The Locate Now feature can be accessed from the software or from any web-enabled device.

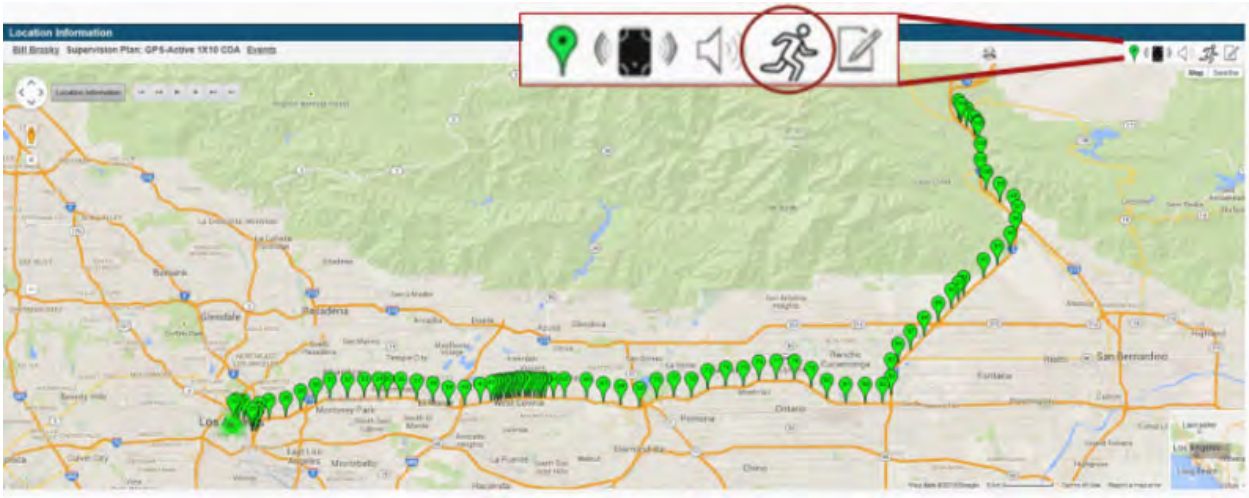


Locate Now allows an officer to "ping" a device through the software. It provides the officer with details of the offender's current location, regardless of previous or next callback time, and can be viewed in satellite, aerial, or street view.

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

On-Demand Pursuit Mode. While the location of an offender can be pinged at any time via the software in order to determine their whereabouts, SCRAM GPS also offers automated, near real-time tracking with the ability to access GPS points multiple times per minute in a 15 second acquisition by 15 second transmission rate plan. Pursuit Mode is specifically helpful when attempting to apprehend or quickly locate an offender in motion. This rapid tracking and accelerated calling can be manually activated or cancelled by the officer at any time. When initiated, it automatically continues for 15 minutes, combining real-time tracking every 15 seconds with modern street-level mapping views to assist officers in quickly locating an offender.





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

SCRAM Optix creates an integrated, dynamic user experience that allows officers to manage their entire electronic monitoring caseload with a single login, including making changes to a device's setup/configurations for a single offender or for entire caseloads. Through this secure platform, officers can enroll participants, manage alerts, adjust device settings, enter and edit schedules, select notification methods or parameters, manage inventory, access full caseload details, and configure a variety of reports. The software is available 24/7 via any Internet-enabled device with a mobile-adaptive design that allows officers to work by desktop, tablet, or smartphone.

16) Send messages to a device on command.

The SCRAM GPS device has two-way participant communication and can be configured to communicate using vibration or audible tone. The audible tone is a 95-decibel speaker, ensuring it is easy for offenders to hear when they are in violation of their program requirements. The offender must acknowledge the alert by pressing a button on the device in order to stop or silence the vibration/tone within 30 seconds. Providing two options to notify the offender significantly decreases excuses for non-compliance. Officers can administer the audible tone or the vibration sensor at any time. In addition, the bracelet will automatically vibrate whenever the bracelet reaches a low battery state.

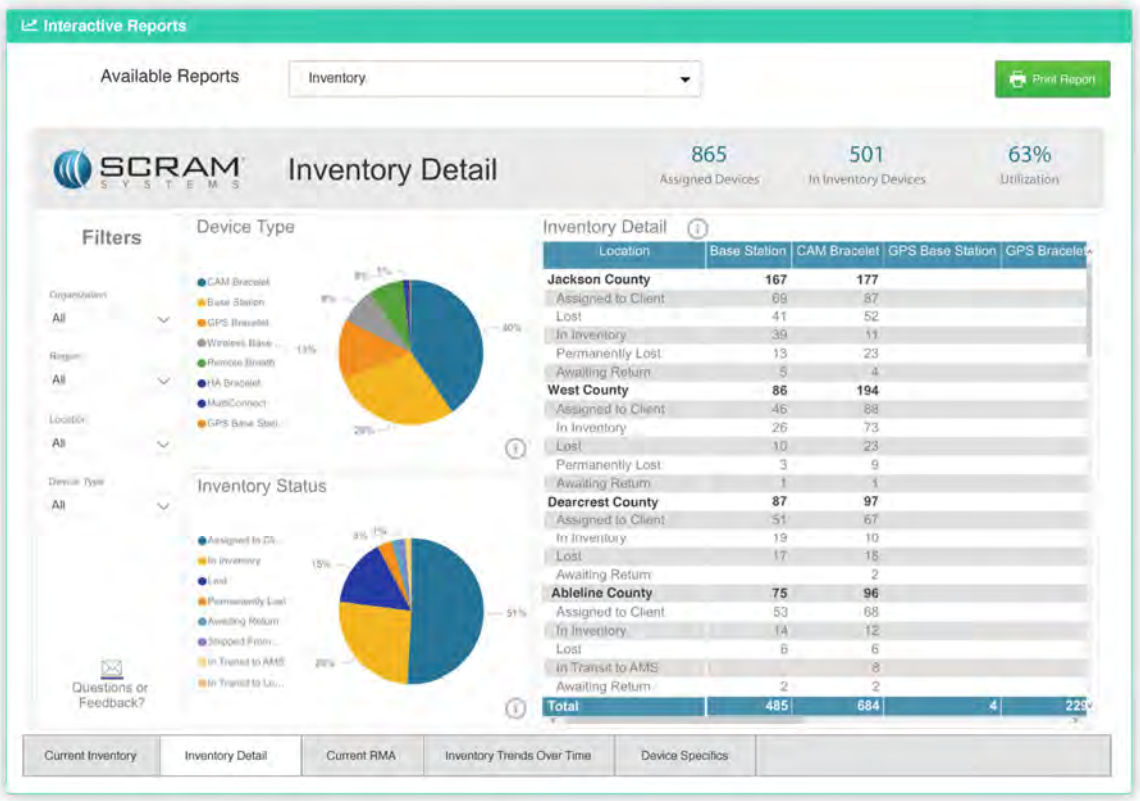
Additionally, SCRAM Systems offers the SCRAM TouchPoint app which can be used with SCRAM GPS at no cost to the City, and offers secure, real-time messaging. With a single click from their SCRAM Systems dashboard, officers can send messages directly to individual offenders through the SCRAM TouchPoint app, empowering officers to communicate with offenders in real-time without having to disclose their own mobile phone number.

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

SCRAM Optix Analytics (Powered by Microsoft® PowerBI®) provides dynamic reporting that enables users to visualize program activity and performance statistics, reveal trends and opportunities, and identify areas for growth or improvement across the full suite of our technologies. Our advanced analytics transform large amounts of program data into unique visualizations about a program's health, alert trends, compliance history, and inventory utilization.

The City can filter by a number of program criteria to determine program performance across all caseloads, allowing quick access to analyze, and present key performance metrics and make informed decisions. This unparalleled insight into an agency's program is easily accessed and intuitively queried so program efficacy can always be measured.

Inventory. These reports enable users to review the total utilization and inventory status for a program's equipment, including current inventory, inventory detail, current RMA, inventory trends over time, and device specifics. This resource helps our providers make decisions about how best to distribute devices across program locations and provides insight into how much of the device inventory is truly being used over time to promote inventory efficiency. More examples of inventory reports are included in *Additional Information, Appendix C: Sample Reports*.



D. Equipment and Supplies to be Provided

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

SCRAM System agrees to furnish all equipment required to perform services outlined in this RFP response and pricing agreement, including transmitters/bracelets, base stations/receivers, tracking devices, and handheld devices.

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

SCRAM Systems agrees to provide the requested 30% shelf stock at no additional cost. With 460 active SCRAM GPS units, the 30% shelf stock equates to 138 additional GPS devices on hand at no additional cost to the City.

If, at any time, the monthly allotment is not sufficient, SCRAM Systems will send our local representatives, Brett Wilday and/or Stacey Haveman, to hand deliver all required equipment necessary to continue business as normal for the City. For shelf stock above 30%, we have included spare charges in Pricing Section C; our spare pricing is much lower than the spare pricing the City is paying for its current program.

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

SCRAM Systems agrees to provide to the City all device consumables, installation tools, training/reference guides for City staff, instructional guides for participants, and all related supplies necessary for proper equipment operation at no additional cost to the City. If in need of immediate support, consumables can be delivered same-day by Brett Wilday and/or Stacey Haveman, as necessary.

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

SCRAM Systems agrees to provide shipments at no cost to the City. Shipments are typically generated via FedEx; however, our proximity to the City allows us to provide hand delivery and same-day service as needed, via your Regional Sales Manager and/or Account Manager, Brett Wilday and Stacey Haveman, respectively.

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

SCRAM Systems agrees the City is not responsible for the cost of any lost, stolen, or damaged equipment.

SCRAM Systems performs all alcohol equipment maintenance, including recalibration, to ensure proper working order. Monthly reminders for recalibrations can be sent as needed. Our standard policy is to bring devices back once per year for re-calibration. This is done by issuing a "Scheduled Maintenance" RMA at the time the device is due.

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

At no extra cost, SCRAM Systems will provide onsite, hands-on training for anyone who will manage equipment or offenders. The training covers website set-up procedures, offender and inventory management, and all functional aspects of the hardware/equipment tasks. All initial and follow-up SCRAM Systems training is provided and included at no additional cost.

After initial training, SCRAM Systems will provide follow-up training to ensure all staff are well versed in all efficiencies of SCRAM Optix software and our integrated platform. Court Testimony related training will also be offered to any and all staff than can or will appear in front of a judge to speak about SCRAM Systems technology. This training will be handled by the SCRAM specific Court Testimony team, including Sean Stinger.

All training and written documentation is available online at SCRAM Systems University.

The City will receive initial and on-going training at no cost.

SCRAM GPS

Topics covered in this training include:

- GPS Basics: How GPS works, GPS tracking, impaired location tracking, SCRAM GPS system
- Getting Started: Log on to monitoring website, site navigation, initial setup, switch views, website map features
- Offender Setup: Select rate plan, enroll offender, create offender zones, create zone schedules, set notification parameters, install SCRAM GPS device
- Offender Monitoring Using Monitoring Website: Determine offender's last known location, determine offender's current location, view offender's location history, replace GPS device, add officer to notification list
- Offender Monitoring Using Mobile: Entry screen, offender data, offender location options
- GPS Inventory Management: Move SCRAM GPS devices from one person to another, return equipment
- GPS Alert Management: Notification of alerts, process alerts using monitoring software
- SCRAM GPS Reports

SCRAM House Arrest

Topics covered in this training include:

- History of electronic location monitoring
- Equipment maintenance
- Alert/ event management
- Reporting
- Offender management
- Equipment management
- Navigating the software
- Agency set-up
- Battery replacement
- Faceplate replacement
- Strap replacement
- Tampering
- Equipment assignment and installation
- Bracelet and base station replacement

SCRAM Remote Breath

Topics covered in this training include:

- Agency set-up
- Offender enrollment and management
- Test scheduling requirements
- Equipment management
- Device assignment
- Battery replacement
- Alert/ event management
- Reports

SCRAM CAM

Topics covered in this training include:

- Agency set-up
- Offender enrollment and management
- Equipment maintenance
- Data interpretation
- Reporting
- Equipment management/replacement
- Inventory management
- Equipment assignment and installation
- Alert/event management
- Tampering

SCRAM TouchPoint

Topics covered in SCRAM TouchPoint training include:

- TouchPoint Installation and Application Overview
- TouchPoint Functionality
- User Set-up and Account Configuration
- Alert Management including Violations and Notifications
- Document Management
- Reporting

SCRAM Systems provides a thorough training curriculum for all users managing our equipment or software.

SCRAM Ally

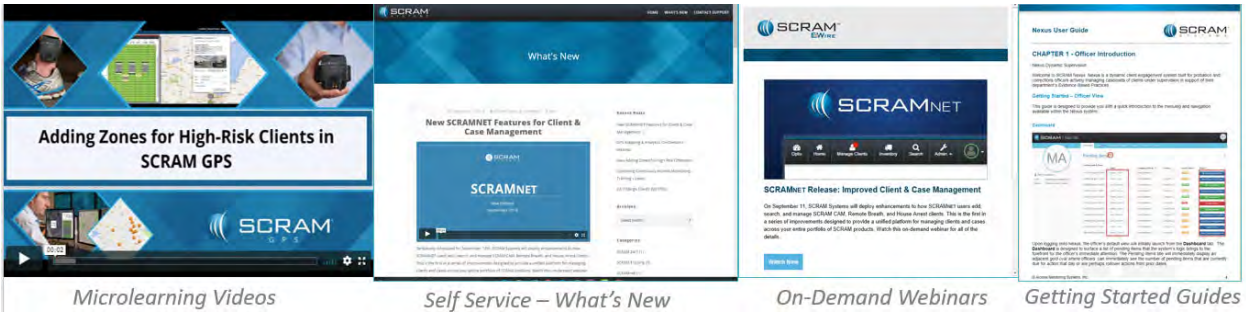
Topics covered in SCRAM Ally training include:

- Ally Installation and Application Overview
- Ally Functionality
- Victim Set-up and Account Configuration
- Alert Management including Violations and Notifications
- Reporting

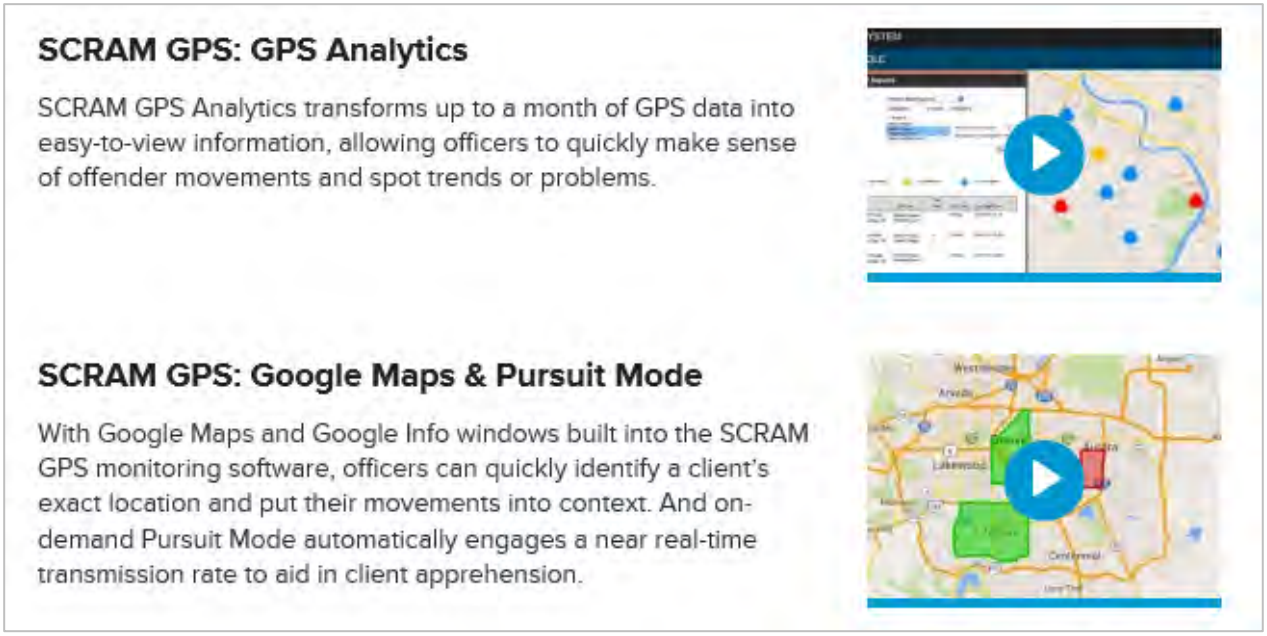
Refresher Training. All existing training programs are also available online, which allows staff to be trained when hired. If formal refresher training is required, SCRAM Systems can accommodate this requirement.

Documentation. The latest versions of all training documentation are available online to reference and download.

Continuing Education. SCRAM Systems also offers online training tools via the software readily available 24/7 to all City personnel.



Microlearning Videos | *Self Service – What's New* | *On-Demand Webinars* | *Getting Started Guides*



The City will have 24/7 access to online training tools, videos, and webinars. These tools provide refresher training, as well examples of how software features can be maximized.

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

SCRAM Systems ensures that all equipment used will be the current version and will be new or perform "like new". We have identified the model numbers of SCRAM Systems equipment below:

Product Description	Model Number
CAM and HA bracelet	SM02
CAM bracelet Bluetooth	CAM100
CAM and HA base station	SM03
SCRAM RB	RB100
SCRAM RB	4G/LTE RB200

SCRAM Direct Connect		00287
SCRAM GPS	Gen6 3G/ATT	GPS600
SCRAM GPS	Gen6 3G/Verizon	GPS610
SCRAM GPS	Gen7 ATT	GPS700
SCRAM GPS	Gen7 Verizon	GPS710
Wireless base station		BS400
Wireless base station		4G/LTE BS500
SCRAM beacon Base station mercury		BS600

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

SCRAM Systems ensures that all equipment used will be the current version, will equal or exceed the latest industry standards unless specifically requested by the City, and will be new or perform "like new". All equipment is thoroughly tested prior to shipping and under warranty. It will be continuously upgraded through the life of the contract, with the City receiving the latest version at no additional cost.

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

SCRAM Systems complies.

SCRAM GPS Bracelet	*FCC ID P8M-GPS-600*
SCRAM GPS Bracelet CDMA	*FCC ID P8M-GPS-610*
SCRAM GPS gen7 Bracelet (ATT)	*FCC ID P8M-GPS-700*
SCRAM GPS gen7 Bracelet (Verizon)	*FCC ID P8M-GPS-710*
SCRAM Remote Breath Device	*FCC ID P8M-AMSCGJMW1*
SCRAM Remote Breath Device 4G	*FCC ID P8M-RB200*
SCRAM CAM Bracelet	*FCC ID P8M-SM02*
SCRAM CAM Bracelet (Bluetooth)	*FCCP8M-CAM100*
SCRAM House Arrest Bracelet	*FCC ID P8M-SM02*
SCRAM Base Station	*FCC ID P8M-SM03*

Wireless Base Station	*FCC ID P8M-BS400*
Wireless Base Station 4G/LTE	*FCC ID P8M-BS500*
SCRAM GPS Beacon:	FCC ID: P8M-BS600

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

SCRAM Systems equipment is not available on the open market.

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

SCRAM Systems ensures that all equipment used will be the current version, will equal or exceed the latest industry standards unless specifically requested by the City, and will be new or perform "like new". All equipment is thoroughly tested prior to shipping and under warranty. It will be continuously upgraded through the life of the contract, with the City receiving the latest version at no additional cost.

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

SCRAM Systems provides instructions on how participants clean equipment as well as how the City should clean, sanitize, and maintain equipment between participants. Trainings on this process can also be completed on demand.

E. Proposer Representative

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

Our entire team becomes an extension of your team, providing ongoing training and support, assisting with research and reporting, and continually making expert recommendations to optimize your program's efficiency. We offer extensive local support with an office located just 15 minutes away from the City.

Local support includes field services, the customer support team, local court support, and additional training. We can complete judicial level trainings as needed to help ensure all area judges are familiar with the science of alcohol monitoring and comfortable with the technology the City is using. SCRAM Systems can also offer CLE credits at no cost to help drive attendance of the bench, district attorneys, public defenders, and private attorneys that require this level of additional information.

Regional Sales Manager Brett Wilday will be main point of contact for the City, serving as a liaison for all aspects of contract performance and the first line of support for any and all needs. However, the City will also have the full support of the SCRAM Systems team, including Account Manager Stacey Haveman, who will work closely with Brett providing day-to-day support to the City, Dave Dreier, Director of Account Management, Sales Director Kevin McDonald, and a dedicated group of select

department leads that will work directly with the City, including local court support provided by Sean Singer, and a field services team dedicated to transitions. For more information on the SCRAM Systems team, please refer to Key Personnel, beginning on page 10.

F. Offender Monitoring, Activity, and Alert Reporting

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

SCRAM Systems utilizes cell tower triangulation through GSM or CDMA networks, most notably known for communication with AT&T and Verizon networks but will also communicate utilizing various other networks as needed to provide complete coverage.

SCRAM Systems agrees the sending/receiving of monitoring information shall be at no additional cost to the City or the participant and has security systems in place to ensure the system allows communication only with authorized receiver/transmitter devices.

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

SCRAM Systems equipment is reliable nearby household electrical equipment and strong electrical fields and does not utilize the same frequencies as major household appliances (like television remotes and baby monitors). Our equipment offers Ethernet communication, either with the device itself, as in SCRAM RB, or with the Base Station, as with SCRAM CAM, SCRAM GPS, and SCRAM House Arrest. This feature helps ensure communication with participants who live in areas with no cell coverage or to ensure installation in buildings with limited cell coverage. Our base stations are optimized to communicate by standard telephone line or the Internet using the Ethernet port, as well as Wi-Fi and cellular connectivity. The bracelets communicate all alerts with the base station when in range, which then sends all available data to the monitoring software.

For SCRAM CAM, data can also be retrieved using the SCRAM CAM Direct Connect device. This enables the supervising authority to connect the SCRAM CAM bracelet directly to an Internet-enabled computer without the need for the SCRAM Base Station and phone line. Direct Connect not only allows the monitoring of offenders without a base station, but also expedites the tasks that are normally performed in the office, such as new participant installations, manual data uploads, and bracelet replacements or removals.

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

For each violation or event notification, the system can be configured to provide alerts or notification by voice, page, email, text, and/or fax. In addition to multiple methods, the City can set instantaneous response, end of day notification summary, or notification needed. Alert notification will be customized to meet the needs of the City, and determined by the City for each participant, caseload or agency, including providing multiple alert notifications to different department staff in real time as events occur.

A complete list of alerts follows:

GPS Bracelet

- Exclusion Zone Violation – Generated when an offender enters an exclusion zone and the system determines that one or more location points are inside the zone.
- Exclusion Zone Violation Clear – Generated when the offender exits the exclusion zone.
- Device Tamper – Generated when an offender separates or damages the backplate that secures the device to the offender. User clears this alert from the Dashboard page after entering a note.
- Strap Tamper – Generated when an offender cuts, damages, or removes the strap from the device. User clears this alert from the Dashboard page after entering a note.
- Battery Critical – Generated when the device battery reaches a pre-defined low point, which is approximately 90 minutes of remaining battery life.
- Battery Low – Generated when the device battery level reaches a predefined low level, which is approximately six (6) hours of remaining battery life.
- Battery Low Clear – Generated when the device is plugged into an AC outlet and reaches a pre-defined charge level.
- Communication Failure – Generated when the device fails to communicate with the system for a period that exceeds the transmission frequency interval of the offender's supervision plan and the user-defined buffer period for communication failures.
- Communication Failure Clear – Generated when the device re-establishes communication with the system.
- Location Failure – Generated when the device is unable to transmit a valid location within the communication interval established by the offender's supervision plan and a user-defined buffer period.
- Location Failure Clear – Generated when the device receives a valid location point after there has been a location failure and that location point is successfully communicated to the system.
- Inclusion Zone Violation – Generated when an offender moves outside the boundaries of an inclusion zone during a schedule period, or when a schedule begins, and the offender is not present in the inclusion zone.
- Inclusion Zone Violation Clear – Generated when the offender enters an inclusion zone for which there was an inclusion zone violation, or when the schedule ends.
- Exclusion Zone Buffer Entry – Generated when the offender enters a user-defined buffer area surrounding an exclusion zone.
- Exclusion Zone Buffer Exit – Generated when the offender exits the exclusion zone buffer area by moving away from the exclusion zone.
- AC Plugin – Indicates that the device has been plugged into an AC outlet and is being charged.
- AC Unplug – Indicates that the device has been unplugged from an AC outlet and is running on battery power only.
- Exclusion Zone Entry – Indicates that the offender has entered an exclusion zone. If user chooses, this event is generated independent of the Exclusion Zone Violation Event that is also generated when an offender enters an exclusion zone.
- Exclusion Zone Exit – Indicates that the offender has exited an exclusion zone.
- Inclusion Zone Entry – Indicates that the offender has entered an inclusion zone.

- Inclusion Zone Exit – Indicates that the offender has exited an inclusion zone.
- Neutral Zone Entry – Indicates that the offender has entered a neutral zone.
- Neutral Zone Exit – Indicates that the offender has exited a neutral zone.
- Audible – Command Sent Indicates that the user sent an audible alarm to the device.
- Audible – Device Received Sent by the device to indicate that it received the audible command from the system.
- Vibrate – Command Sent Indicates that the user sent a vibrate alarm to the device.
- Vibrate – Device Received Sent by the device to indicate that it received the vibrate command from the system.
- Acknowledgement – Indicates that the offender has responded to the audible or vibrate command by pressing the button on the device.
- Vibrate: Offender did not push button – Generated when a user sends a vibrate command to the device and the offender does not acknowledge by pushing the button on the device.
- Vibrate: Offender pushed button – Generated when a user sends a vibrate command to the device and the offender pushes the button on the device.
- End of Service – Indicates that the offender has been inactivated.

GPS Beacon

Critical

- Beacon Housing Tamper – Indicates that the battery cover has been removed.
- Beacon Housing Tamper Clear – Indicates that the battery cover has been reinstalled.

Serious

- Battery Critical (Beacon) – Indicates that the battery charge level has fallen below a specified threshold.
- Potential Beacon Movement – Indicates that the beacon has been unplugged from both AC power and Ethernet/phone line.
- Schedule Violation (Beacon) – Indicates that the GPS Bracelet and beacon are untethered during an unauthorized leave time.
- No Communication (Beacon) – Indicates that the beacon has not communicated with SCRAMNET GPS as scheduled.
- Schedule Violation Clear (Beacon) – Indicates that the GPS Bracelet is once again tethered to the beacon or the schedule has ended.
- Communication Restored (Beacon) – Indicates that the beacon has once again communicated with SCRAMNET GPS.

Warning

- Battery Low (Beacon) – Indicates that the battery charge level has fallen below a specified threshold.

Message

- AC Unplug (Beacon) – Indicates that the beacon has been unplugged from AC power.

- AC Plugin (Beacon) – Indicates that the beacon has been plugged back into AC power.
- Fully Charged (Beacon) – Indicates that the beacon battery charge level is at 100%.
- Beacon Tether – Indicates that the GPS Bracelet has moved within range of the beacon.
- Beacon Untether – Indicates that the GPS Bracelet has moved outside of the beacon range.
- Beacon Assigned – Indicates that the beacon has been assigned to the participant and has communicated with SCRAMNET GPS.
- Beacon Unassigned – Indicates that the beacon has been unassigned from the participant.

CAM

Prior to notification, SCRAM-certified analysts confirm all CAM-specific violations (drinking events, tampers, obstructions, communication alerts, and environmental contaminants/alcohol). This ensures that alerts are valid, so that follow-up testing —such as blood, breath, or urine—are not needed to confirm drinking events.

- Alcohol Detected Alert – Generated when the bracelet generates three consecutive readings above the agency-selected threshold, which indicates that the participant has consumed alcohol.
- Potential Tamper Alert – Generated when there is an unacceptable change in IR voltage from the previous readings, which indicates that the participant has inserted something under the bracelet in order to inhibit the testing of alcohol.
- Potential Removal Alert – Generated when the participant cuts the strap or removes the bracelet without damaging the strap. This alert may indicate that supervisory personnel replaced the bracelet battery.
- Critical Communications Alert – Generated when the bracelet does not communicate with the base station for 48 hours, the bracelet does not communicate with Direct Connect for 48 hours after the scheduled download time, or the base station does not communicate with SCRAMNET or 48 hours.
- Communications Alert – Generated when the bracelet does not communicate with the base station for 24 hours, the bracelet does not communicate with Direct Connect for 24 hours after the scheduled download time, or the base station does not communicate with SCRAMNET for 24 hours.
- Replace Equipment Alert – Generated when data indicates that an equipment problem requires immediate replacement.
- Equipment Assignment Alert – Generated when the base station is unable to download setup information from SCRAMNET, a problem occurs during setup, or the bracelet fails to start the setup process or complete it within the time limit.
- Replace Battery/Faceplate Alert – Auto-generated every 90 days after a new battery is installed in the bracelet when the bracelet is using the SCRAM Base Station or Direct Connect to upload readings to SCRAMNET. The alert is generated after 60 days for older bracelets or if the bracelet is being used on an HA participant.
- Battery Low Alert – Generated when the battery on the bracelet needs to be replaced.
- Perform Strap Maintenance Alert – Generated when the bracelet detects that the buckle strap or long strap on the bracelet needs to be replaced.-

Remote Breath

- Missed Test – Generated when an offender does not take a scheduled or on-demand test within

the allowed grace period.

- Incomplete Test – Generated when an offender attempts to provide a valid sample but is not successful.
- Failed Test: Missed Confirmation – Generated when an offender provides a positive test then does NOT provide a confirmation test.
- Failed Test: Incomplete Confirmation – Generated when an offender provides a positive test then provides an incomplete confirmation test.
- Failed Test: Abnormal Confirmation – Generated when a confirmation test is NOT within +/- .020 of a first positive test.
- Failed Test – Generated when an offender provides an initial test and confirmation test that are above the acceptable threshold. Highest BrAC level will be displayed in SCRAMNET.
- AFI Pending Review – Generated when SCRAMNET receives a test with a passed BrAC level but the facial recognition does not match.
- Schedule Test Not Received – Generated when SCRAMNET does NOT receive a test result within 90 minutes of the scheduled test time.
- Passed Test – Generated when an offender provides a valid sample that is below the acceptable threshold.
- Extended Missed Communication – Generated when a device does not communicate with SCRAMNET for 24 hours.
- Device Battery Charging – Generated when a SCRAM Remote Breath device is plugged in and charging.
- Device Battery Low – Generated when the battery in a device is at a level that requires it to be charged.
- Device Battery Critically Low – Generated when the battery in a device falls below a critical charge level.
- Device Housing Breach – Generated when the battery door on a device is opened and a battery is installed or removed.
- Replace Device – Generated when a device fails a diagnostic test, or an RMA number is generated for a device.
- Equipment Awaiting Return – Generated when a device is in the "Awaiting Return" status for at least three days.
- Extended Pending Assignment – Generated when a device remains in the "Pending Assignment" status for more than 24 hours.
- Pending Removal - Remote Breath – Generated when a device remains in the "Pending Removal" status for more than 24 hours.
- Enrollment Incomplete – Generated when one or more of the following criteria are not met within four hours of an assignment - offender-specific settings sent, cell unit has been activated, baseline offender photo received, or SCRAMNET receives a first BrAC reading.
- Replace Battery – Generated when the rechargeable battery is no longer able to hold a charge.
- Calibration Required – Generated 10 days before the device calibration due date.
- Device Calibration Past Due – Generated on the device calibration due date. Each test performed

after the due date will be added to this alert.

House Arrest

House Arrest events can be selected as priority alerts, ensuring notification within 15 minutes of the alert either by email and/or text, as specified. Additionally, House Arrest events are integrated into the client-facing TouchPoint application, creating improved program efficiencies, and streamlining officer/participant communications.

- Base Station Battery Depleted Alert – Generated just prior to the base station battery being completely drained.
- Base Station Called from Wrong Number Alert – Generated when the phone number that the base station is calling in from does NOT match the phone number previously entered in SCRAMNET.
- Base Station Housing Tamper Alert – Generated when the base station detects that the battery cover is not properly attached.
- Base Station Housing Tamper Restored Alert – Generated when the base station detects that the cover has been correctly installed.
- Base Station Self-Test Failure: Replace Alert – Generated when AC power is applied to the base station and any component in the base station fails the self-test. The event will reappear every 24 hours until the base station passes all facets of the self-test.
- Bracelet Self-Test Failure: Replace Alert – Generated when a battery is installed in the bracelet and any part of the self-test fails. The alert will be regenerated every 24 hours until the bracelet passes all facets of the self-test.
- Bracelet Strap Closed Alert – Generated when the base station receives the date and time that the cut strap was replaced.
- Bracelet Strap Open Alert – Generated when the base station receives the date and time that the bracelet was cut.
- Bracelet Strap Remains Open Alert – Generated 24 hours after the Bracelet Strap Open alert is generated. It will be regenerated every 24 hours until the bracelet straps are replaced.
- Detected RF Hacking Alert – Generated when an offender attempts to mimic or “hack” the RF signal being sent from the bracelet to the base station.
- Extended Pending Assignment – Base Station Alert: Generated when the base station is NOT put into the “Assigned to Client” status within 24 hours of being put into the “Pending Assignment” status.
- Extended Pending Assignment – Bracelet Alert: Generated when the bracelet is NOT put into the “Assigned to Client” status within 24 hours of being put into the “Pending Assignment” status.
- Failed to Leave Alert – Generated when the participant does NOT leave the home by the start time of a “Must Leave” leave window.
- Failed to Return Alert – Generated when the offender does NOT return to the home by the end time of “May Leave” or “Must Leave” leave window.
- Installation Complete Alert – Generated when all of the installation tasks have been completed.
- Installation Incomplete Alert – Generated when any of the installation tasks have NOT been completed. The event will be regenerated every 24 hours until the installation is successfully completed.

- Late Leave Alert – Generated when the offender leaves the home after the start time of a "Must Leave" leave window.
- Late Leave with RF Interference Alert – Generated when the base station detects that the offender has moved outside the authorized range after the start of a "Must Leave" leave window, but RF interference may be contributing to that detection.
- Late Return Alert – Generated when the offender returns to the home after the end of a "May Leave" or "Must Leave" leave window provided that the offender did NOT leave outside of any authorized leave window. In that case, this alert would be superseded by the Return from Unauthorized Leave alert.
- Low Base Station Battery Alert – Generated when the base station's battery falls below the operational threshold.
- Low Bracelet Battery Alert – Generated approximately 7 days prior to the expected failure of the bracelet battery.
- Open Strap Detected Alert – Generated immediately after the base station detects that the bracelet strap has been cut.
- Power Loss Alert – Generated when the base station loses AC power and is operating on the backup battery.
- Power Restore Alert – Generated when AC power is reapplied to the base station.
- Return from Unauthorized Leave Alert – Generated when the offender returns to the home from an unauthorized leave, unless that offender returns during an authorized leave window.
- Telephone Restore Alert – Generated when phone service is interrupted then reestablished.
- Unauthorized Leave Alert – Generated when an offender moves outside the range of the base station at a time when that offender is not allowed to do so.
- Unauthorized Leave with RF Interference Alert – Generated when the base station detects that the offender has moved outside the authorized range, but RF interference may be contributing to that detection.
- Unauthorized Return Alert – Generated when the offender returns to the home before the end time of a "Must Leave" leave window.

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

Alert tiers and notification structure are fully customizable by the City, including the method of delivery and the timing of the alerts—real time alert notification or alerts delivered after a set time period. Additionally, for House Arrest and GPS alerts, grace periods can be customized as per officer guidelines, ultimately removing automatically generated alerts, as necessary, to provide a grace period to individuals leaving or entering a few minutes before their assigned time. These features can be customized for individual participants or for an entire agency or caseload, as determined by the City.

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

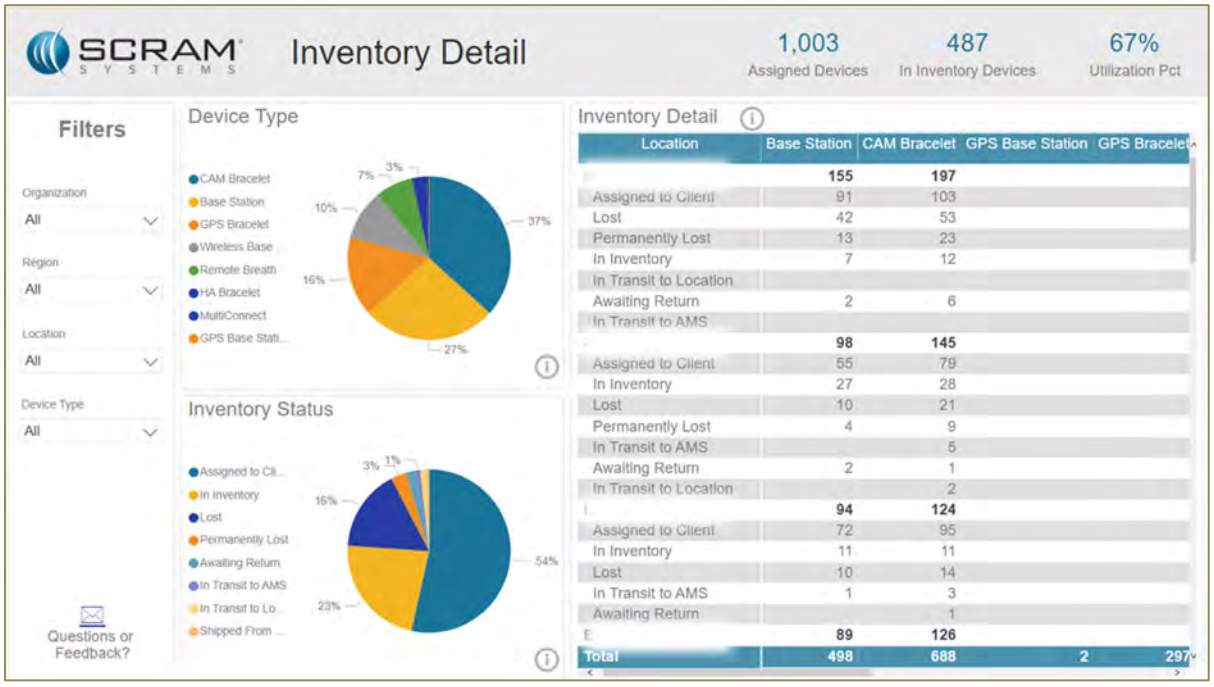
SCRAM Systems employs a thorough confirmation review process through a select group of our most tenured data analysts. These highly trained individuals review any alerts to ensure we are 100% satisfied with the accuracy of the results and that those results will be validated throughout the court process as per the City's request. We can also generate court-specific reporting related to this analysis, as requested by the City.

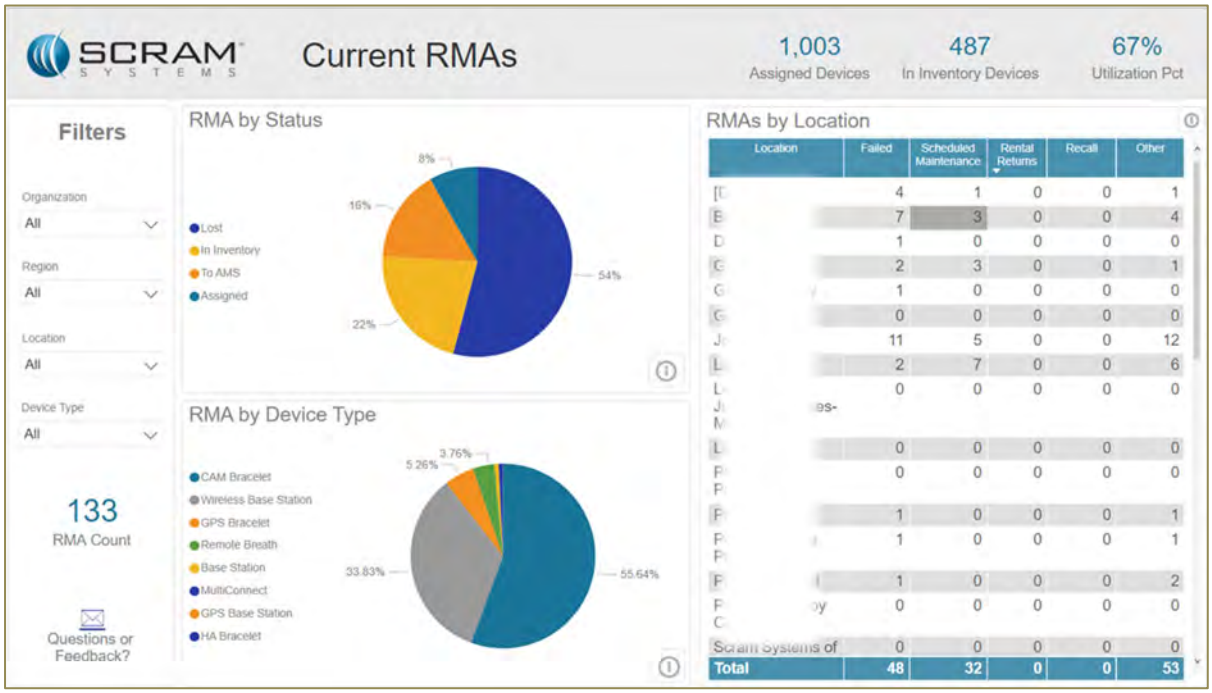
A sample SCRAM Systems Daily Action Plan is also provided for the City's review in Section C) Any additional information in support of your proposal, beginning on page 137.

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

Inventory reports are delivered via SCRAM Optix and enable users to review the total utilization and inventory status for a program's equipment, including current inventory, inventory detail, current RMA, inventory trends over time, and device specifics. This resource helps our providers make decisions about how best to distribute devices across program locations and provides insight into how much of the device inventory is truly being used over time to promote inventory efficiency.

Examples for inventory detail and current RMAs follow:





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

SCRAM Systems has procedures to process customer complaints, whether for equipment issues or other concerns. When receiving an inquiry or complaint from our customer, the SCRAM Customer Service team will create a case in our Customer Relationship Management system (Salesforce) to ensure the request is tracked through to resolution. If our Customer Service representative is unable to resolve the issue through basic troubleshooting steps, the case will then be escalated to our Tier II support for more advanced assistance. Finally, if our second level of support is unable to resolve the issue, the case is moved to the appropriate internal department for more specialized assistance, such as our Network Development team, Engineering, or Network Operations team. Through this established escalation process, we are able to provide updates to our customer until the inquiry is resolved.

Our case management system also allows us to track cases per customer. All complaint cases are reported to the Executive team on a weekly and quarterly basis to ensure each department is aware of issues raised. Through this collaborative approach, resources can be designated from each department to assist with hardware, software, or manufacturing related questions to ensure timely resolution for our customers.

G. Inventory Management

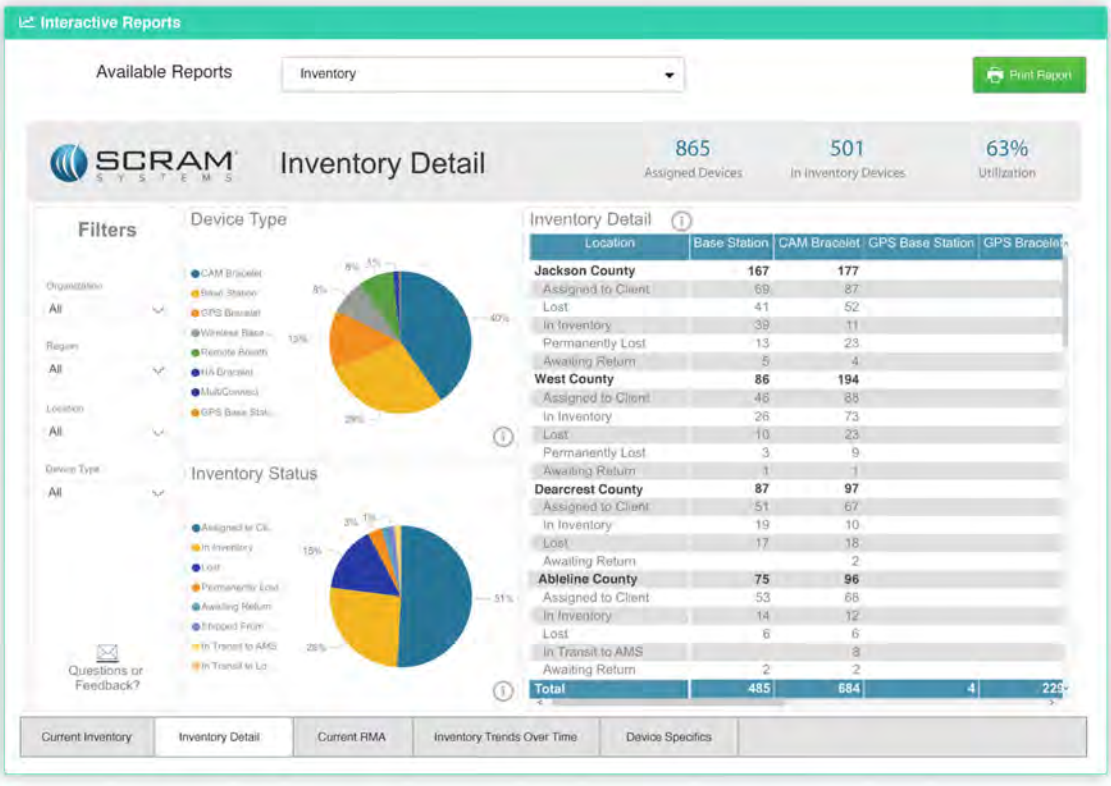
1) The Proposer's system shall have a procedure to track, in "real time", the status of all devices assigned to the City. The inventory database shall include the device name, serial number, offender name/activation date/time (or "shelf stock" if not in use), along with any devices in transient to the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

SCRAM Optix Analytics (Powered by Microsoft® PowerBI®) provides dynamic reporting that enables users to visualize program activity and performance statistics, reveal trends and opportunities, and

identify areas for growth or improvement across the full suite of our technologies. Our advanced analytics transform large amounts of program data into unique visualizations about a program's health, alert trends, compliance history, and inventory utilization.

The City can filter by a number of program criteria to determine program performance across all caseloads, allowing quick access to analyze, and present key performance metrics and make informed decisions. This unparalleled insight into an agency's program is easily accessed and intuitively queried so program efficacy can always be measured.

Inventory reports enable users to review the total utilization and inventory status for a program's equipment, including current inventory, inventory detail, current RMA, inventory trends over time, and device specifics. This resource helps our providers make decisions about how best to distribute devices across program locations and provides insight into how much of the device inventory is truly being used over time to promote inventory efficiency.



Complete information on SCRAM Optix Analytics reporting capabilities are included in *Additional Information, Appendix C: Sample Reports*. Additionally, Inventory detail screen shots from Optix have been included in our responses above.

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

Orders can be placed through Regional Sales Manager Brett Wilday, via Account Manager Stacey Haveman, or through SCRAM Systems' secure SCRAMNET offender management site. From the help menu, customers are one click away from an online order form that transmits directly to our dedicated order/entry email address at orders@alcoholmonitoring.com.

Through our standard Return Merchandise Authorization (RMA) procedures, SCRAM Systems will pay for all RMA return shipping costs related to repairs and/or maintenance of equipment that is not fully

functioning through no fault of the City.

New and replacement orders are sent via standard 3-day shipping, at no cost to the City. SCRAM Systems will also provide same day service via hand delivery from local account management team members Brett Wilday and Stacey Haveman, to ensure the City's offender monitoring program is not interrupted.

Our software is customizable and can accommodate an unlimited number of accounts within one site. Billing can be separated as needed. Invoices are sent in Net30 terms via standard mail or email.

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

Our pricing includes a 100% allowance for lost/stolen/damaged devices. Replacement devices can be obtained by placing an order through SCRAM Systems' secure SCRAMNET offender management site, or by contacting Brett Wilday or Stacey Haveman.

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

SCRAM Systems agrees to reconcile usage by department and to provide monthly invoices as per the City requirements. We typically complete a yearly lost adjustment/reconciliation in February each year and remove lost units from the City's inventory, at no cost to the City.

H. Contract and Project Management for Transition

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

SCRAM Systems agrees to align our project management approach with the project's inherent complexity in order to streamline electronic monitoring services, improve participant outcomes, and enhance community safety.

Our approach ensures our entire team becomes an extension of your team, providing ongoing local training and support, assisting with research and reporting, while continually making expert recommendations to optimize your program's efficiency throughout the life of the contract. This approach begins immediately upon contract award, includes extensive on-site field support during transition and after, and involves on-going support throughout the contract. We understand how critical the initial period can be to the successful launch of a new offender monitoring program, as well as how crucial on-site support is to the success of the program, especially during the time period immediately following training and swap-out.

Transferring from one vendor's equipment to another can be both complex and time-consuming. However, the City can be assured that with SCRAM Systems' experience and dedication, an equipment transition would be thorough, smooth, and with little disruption to the program.

Below are a few recent examples of situations in which SCRAM Systems has set goals and met program deadlines for successful transitions:

- **Johnson County Department of Corrections.** In March of 2021, SCRAM Systems transitioned

Johnson County Kansas Department of Corrections and trained department staff over the course of one week. At the time of transition, we installed 30 CAM devices, 175 Remote Breath devices and 234 GPS devices. Six SCRAM Systems employees facilitated this transition.

- **New Mexico Corrections Department.** At the same time as the Ector County transition in February 2020, SCRAM Systems transitioned the New Mexico Corrections Department. We installed units on approximately 1200 offenders and trained over 300 department staff over the course of four weeks. In addition, SCRAM Systems provided ten employees to accommodate gear transition at ten sites, as well as training at five sites throughout the state.
- **Ector County Commissioners Court.** At the same time the New Mexico Corrections Department was being transitioned in February 2020, SCRAM Systems also installed units on approximately 200 offenders and trained approximately ten staff members for Ector County. Six SCRAM Systems employees facilitated this transition over the course of five days.

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

Once awarded, SCRAM Systems will contact the City to coordinate schedules to complete a plan review. Conference calls, including online meetings, can be coordinated within one-to-two days. A meeting at the City location, or a location of the City's choice, can be coordinated in less than one week.

Based on City availability, a transition including training and implementation of equipment can be accomplished in approximately two weeks upon award of the contract, with an additional week dedicated to providing on-site field support. Using this model, we have successfully transitioned larger accounts, including Johnson County Kansas Department of Corrections (approximately 500 units) and Cuyahoga County, Ohio (approximately 500 units), and New Mexico Corrections (approximately 1,200 units).

Brett Wilday will be the dedicated contract transition person, responsible for training, as well as coordinating the transition from any systems under the current contract to SCRAM Systems. As part of the transition team, SCRAM Systems will also provide eight experienced team members to assist with data entry and device assignment. This includes members from the Field Services team as well as members from the local Account Management team.

The following suggested transition plan will be modified based on the City's requirements and feedback. SCRAM Systems is aware of the City's timeline for implementation and can complete the following within two weeks, with an additional week dedicated to providing on-site field support:

Week One: **Award Execution, Pre-Transition Activities & City Staff Training**	• Finalize and execute the contract – upon contract award. • Define City desired notification system configurations and define notification procedures/alert protocols. • Coordinate a date and time for change-over to the new system with the existing vendor. • Verify the number of City staff for training, the location of training sessions, and the content and duration of the curriculum. • Determine City equipment demands and delivery. • Identify participants who will be transitioned from the current vendor's devices to SCRAM Systems devices, as well as secure

	the transition dates and processes with the City. • Initiate on-site equipment and software training for City staff/officers. • A minimum of eight SCRAM Systems seasoned experts will be on-site to transition equipment as needed. • Includes initial data entry or migration of identification and monitoring information for all offenders being monitored at the time of the transition. • SCRAM Systems team to conduct training sessions, with trainings split into two groups—AM/PM to provide maximum exposure to City staff, while not interrupting the day-to-day of City officers by splitting training into two groups so the operation is never shut down. • Four product trainings: Days 1-2 GPS; Day 3 CAM + House Arrest; Day 4 Remote Breath training (half day); Day 5 Hands-on Client Data Entry. • Client Data Entry includes prepping for transition in week two while officers and SCRAM personnel enter client profiles into Optix (software training).
Week Two: **Equipment Transition**	• Transition 700 units providing three concurrent workstations for each participant to work through: Remove Incumbent Equipment, Participant Paperwork Assignment and Device Preparation, and Installation, Zones, and Schedule Entry. • SCRAM Systems employees will assist City personnel in transitions. • Anticipated time per transition is 15 minutes if all Client Data Entry completed appropriately.
Week Three: **On Site Field Support**	• SCRAM Systems Field Services and Account Management on-site to work with City employees to troubleshoot and answer questions in real time. • SCRAM Systems employees provide “boots on the ground” assistance and moral support during the transition time. • Assistance includes one-off troubleshooting and additional training as needed. • Anticipate 2-4 SCRAM Systems employees to be on hand at all times.

Once tasks are identified and mutually agreed upon, SCRAM Systems will work with the City to identify a clear plan for the division of roles and responsibilities.

A suggested sample for reference:

SCRAM Systems	• Conduct hardware and software trainings. • Manage training schedule and topics. • Assist with trainings. • Assist with device transition. • Assist with data input to the software • Assist with live monitoring center training during transition. • Assist with alert management protocols. • Manage device transition logistics. • Assist with implementation and transition of equipment.
City personnel	• Assist with defining equipment needs. • Assist with scheduling of staff, training times, and locations. • Develop alert management protocols. • Participate in software and hardware training with focus on navigating the software and alert management. • Participate in software and hardware training with focus on generating reports and troubleshooting hardware. • Participate in implementation/transition of equipment.

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

Regional Sales Manager Brett Wilday will be the primary liaison for the contracting process and will work with the City to implement the new offender monitoring program. Brett also provides training for all end users. Additionally, Brett will assist with any SCRAM Systems hardware implementation that may support the program.

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

SCRAM Systems provides onsite, hands-on training for anyone who will manage equipment or offenders. The training covers website set-up procedures, offender and inventory management, and all functional aspects of the hardware/equipment tasks. All initial and on-going SCRAM Systems training is provided and included at no additional cost. In addition to the initial training, all training and written documentation is available online at SCRAM Systems University.

The City will receive initial and on-going training at no cost.

I. Litigation – Related Testimony

1) If requested as a part of litigation, the awarded Contractor shall be required to provide expert testimony regarding its monitoring equipment and system specifications, as well as the accuracy and reliability of the reports/results. The awarded Contractor shall make available qualified personnel to provide expert testimony as requested or subpoenaed.

No other monitoring company in the industry delivers a comprehensive court support program like SCRAM Systems. Depending on the requirements of the technology, our program delivers everything from proper documentation, to comprehensive court reports, to telephonic or in-person expert court testimony, at no additional cost to the City.

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

Upon receipt of a request or subpoena for testimony, SCRAM Systems immediately begins coordinating internal and external processes to expedite compliance in a timely manner. Our team reviews the request and promptly begins the process of identifying and gathering the necessary information to deliver detailed documentation, comprehensive court reports, video, telephonic or in-person court testimony.

If testimony is required, SCRAM Systems generally requests a minimum of a two-week notice in order to ensure thorough preparation. Additional time may be required if in-person testimony is required in order to coordinate personnel, make travel arrangements, and manage other accommodations.

For remote testimony SCRAM Systems, will work with the City to detail a scheduled plan for preparing and delivering court testimony as needed. Our team of experts will prepare all documentation and ensure that transfer of data is delivered in a timely manner.

SCRAM Systems understands the importance of building trust within the criminal justice system by providing court testimony and supporting research and reports. We will provide all the assistance needed to meet the needs of the City within the guidelines of the request or subpoena.

3) The awarded Contractor shall supply in format all requested information for investigative or judicial purposes. The format shall include, but not be limited to, CDs, screen shots, supporting narrative, etc.

SCRAM Systems agrees. We have provided an example of a GPS Non-Compliance Court Report, a CAM court report (for both an alcohol event and a tamper event), a CAM Certificate of Calibration, and a Remote Breath summary report in *Section C) Any additional information in support of your proposal*, beginning on page 137.

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

SCRAM Systems will provide court support at no additional cost to the City.

J. Advertising/Promotions

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

SCRAM Systems agrees. SCRAM Systems never shares news releases, advertisements, news articles, or any other information of any kind related to our contracts with any agency without prior written approval from the agency. However, we have worked with many programs in the past to show the importance of the work the agency is doing by providing supporting documentation on compliance

rates, recidivism reduction, and other important metrics the agency can provide to local and state leadership, and we commit to doing the same for the City.

K. Provision of Database at Contract End

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

SCRAM Systems agrees. Five years' worth of backups are stored online. All data is archived indefinitely for the length of the contract. SCRAM Systems can provide the agency with a copy of all data via physical media or an electronic copy. SCRAM Systems can also remove all data at the City's discretion. SCRAM Systems will work with the City to determine how offender data should be handled should the contract end.

B.3 PRODUCT SPECIFICATIONS:

Provide a description, including specifications, requirements, and capabilities, of the Products and Services to be provided for each product category being proposed. Proposer is encouraged to provide a solution for each category which meets or exceeds the City's specifications/requirements as outlined in Section B. Categories include:

- *Active GPS Tracking System*
- *Hybrid/Passive GPS Tracking System*
- *Radio Frequency Tracking*
- *Video and/or Voice Tracking/Verification and Message Reporting System*
- *Mobile (Handheld) Breath Alcohol Monitoring*
- *Continuous Alcohol Monitoring*
- *Supplemental Support Services*
- *Smartphone Application*
- *Data Analytics Software*
- *Related Products, Services and Solutions*

The Proposer will provide the City a complete list of detailed features and capabilities for the device/application/software. Include any features not listed along with alternative solutions if needed. A solution is only requested for the products the Vendor is including in their bid.

SCRAM Systems has carefully reviewed the requirements of the City's RFP and offers the following:

SCRAM GPS. This small, one-piece device is ankle-worn and offers reliable location monitoring for passive, hybrid and active GPS with 24/7 real-time tracking.

- No tools are needed for installation and the device has reusable straps.
- Customizable transmission rates.
- Even on an active rate plan, the device has 40+ hours of battery life and is easily rechargeable

with a 12-foot cord.

- Unique strap design that virtually eliminate false tamper alerts.
- Offers multiple connectivity methods for optimal reception.
- Operates with AT&T and Verizon networks and uses M2M location-based services (LBS) to locate offenders in GPS-impaired environments.
- Pursuit mode and Locate Now features to "ping" the offender any time, as many times as needed.
- GPS Analytics that convert enormous amounts of data into useable information in seconds.
- Pattern of Life analytics that reflect offender's behavior over specified times.
- Optional Beacon delivers an extra layer of security for GPS impaired locations and extends the battery life of the GPS device.

Upstreem Active Tool Suite. As an alternate to SCRAM GPS, we are also offering an optional wrist GPS bracelet with beacon, the Active Tool Suite, through our partnership with Upstreem. More information on the Active Tool Suite can be found throughout this proposal, including in *Additional Information, Appendix B: Manufacturer Literature*.

SCRAM House Arrest. The City can monitor curfews with our radio frequency (RF) monitoring device. The flexible communication options include landline, cellular, Wi-Fi, or Ethernet. The range between the base station and the bracelet can be set to "Minimum," "Average," or "Maximum" to account for the size of the offender's home or other authorized location.

SCRAM Remote Breath. This portable, hand-held breath testing device detects alcohol consumption using proven fuel cell technology.

- Has multiple connectivity methods so that installs and tests can be performed even when there's no cell coverage.
- Prompts offenders for scheduled and on-demand tests with device initiated testing and courtesy reminders.
- Allows officers to resolve a mass of alerts, without having to review, assess, and close each one individually.
- Ensures accuracy and detects attempts to circumvent the system by using Automated Facial Intelligence to scan and confirm each offender's identity with each breath test.
- Provides a GPS location with both taken and missed tests
- Saves time and resources with automated offender photo confirmation; the same facial recognition technology used internationally by government security forces.
- Decreases manual photo review by 90-95% with Automated Facial Intelligence (AFI)

Remote Breath Upcoming Enhancements. SCRAM Systems will release a new revision of SCRAM Remote Breath in early 2022. The updated product includes all of the current features, as well as the following:

- A new design—40% smaller, as well as an updated screen.

- Improved camera angle and functionality—further improving picture quality.
- Portable charging using a USB power cord.
- 4G communication on both Verizon and ATT.
- Adjustable volume for testing notification.
- Simplified calibration process.

SCRAM Continuous Alcohol Monitoring (SCRAM CAM). The City can test offenders for alcohol use 24/7, as well as enforce curfews with optional house arrest monitoring.

- It is the only system with a thorough record of independent testing and court admissibility.
- Delivers 99.3% average daily compliance rate, proving SCRAM CAM's reliability and ability to deter drinking.
- Uses a controlled, quantifiable sample, resulting in true continuous monitoring and the lowest false positive rate possible.
- Still the most widely used product of its kind in the world, used to monitor over 700,000 offenders during the last 17 years.
- Equipped with industry-leading, anti-tamper technology that incorporates multiple sensors and accurately detects any tamper attempts.
- Has a 90-day battery life in use. No charging by the participant is required.

SCRAM Monitoring Services. Our monitoring services includes all the value-add services needed for program support. This includes 24/7 customer support, analytics and reporting, court support, and beyond.

SCRAM Optix. Officers can access data for all SCRAM Systems products through SCRAM Optix. Instead of logging on to multiple systems, SCRAM Optix puts all technologies on one dashboard. Officers have efficient and well-organized access to data, saving time and effort. The software is available 24/7 via any Internet-enabled device with a mobile-adaptive design that allows officers to work by desktop, tablet, or smartphone.

This proprietary web-based, secure, software application will allow officers to do the following:

- Enroll participants
- Manage alerts
- Create and manage curfews and zones
- Send or schedule alcohol tests
- Adjust device settings
- View offender interaction with stop by stop details and travel details
- Change a location if incorrect and set zones directly from one screen
- View point-by-point analysis with the click of a button
- Categorize weekly/monthly summaries by stops
- Use quick links for GPS Pattern of Life analytics access
- Identify diversions from normal patterns quickly
- Select notification methods and parameters

- Manage inventory
- Access full caseload details
- Configure a variety of reports

SCRAM Systems offers additional software features for programs in need of more advanced reporting and client management. When selected, these features are accessed and managed through SCRAM Optix—the same secure, integrated platform used to manage offenders and data for all SCRAM Systems monitoring technologies.

SCRAM TouchPoint. The supporting SCRAM TouchPoint client-facing mobile app provides two-way messaging, automated electronic monitoring reminders, document management, and check-in capabilities, allowing officers to streamline the most common interactions with participants and assist them in successfully completing the terms of their supervision. SCRAM TouchPoint integrates with an agency's existing SCRAM electronic monitoring caseload or can be used as a standalone monitoring and engagement tool.

SCRAM Ally. The victim notification mobile app works in tandem with SCRAM GPS to provide alerts to the victim and any supervising authorities when an associated GPS offender is in proximity to the victim's phone.

SCRAM 24/7. A client management application that brings together all of a customer's participants and business activities into a single platform. It includes SCRAM Systems Interactive Program Analytics to allow users to quickly identify, surface, and visualize trends in their SCRAM Systems data.

SCRAM Nexus. This first-of-its-kind software brings agency policy, behavioral science, and analytics into the day-to-day decision-making of pretrial, probation, and parole officers. SCRAM Nexus makes evidence-based response recommendations to officers based on the risk, need, and ongoing behavior of each supervised offender.

The 2021 merger of SCRAM Systems and LifeSafer (#1 A LifeSafer, Inc.) allows us to propose additional products and services for the City's offender monitoring program which would not normally be included in the SCRAM Systems portfolio of products, including:

LifeSafer L250 Ignition Interlock Device. The LifeSafer L250 Ignition Interlock Device (IID) system is designed to prevent vehicle start-up unless the user has passed a Breath Alcohol (BrAC) test. The BrAC test measures the user's breath alcohol level which is an indicator of how much alcohol is in the bloodstream. If the user's breath alcohol level is above a predetermined value, vehicle start-up will be prevented. The device provides user identification, event location information, and real-time reporting, if required, utilizing a high resolution, color, low light capable camera, GPS service and cellular connectivity (CDMA or GSM).

Drug Testing Products and Services. Through our partnerships with LifeSafer and Recovery Monitoring Solutions, SCRAM Systems can offer a complete list of drug testing services, including kits, access to local testing sites, and current pricing. Our goal is to provide to the City a complete list of drug and alcohol related monitoring devices, testing equipment, and support services to support your program.

Product literature for all proposed equipment, including specification information, is included in *Additional Information, Appendix B: Manufacturer Literature*.

A. Active, Passive and/or Hybrid Global Positioning Satellite Tracking (GPS) Device

Specification and Features to define in the Proposers solution:

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

The SCRAM GPS device is sealed and waterproof to two meters. It has been tested and complies with military standards MIL-STD-810F Method 516.6 and IP-57 respectively for shock and water ingress and is FCC compliant (FCC ID P8M-GPS-600).

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

The SCRAM GPS tracking device measures 8.3 cubic inches (3.37" tall x 2.75" wide x 0.90" deep), making it one of the smallest devices on the market. It is lightweight, weighing only 8.3 ounces (236 grams) and does not restrict the participant's day to day activities. The wider strap design helps distribute weight along a person's leg to minimize the strap digging into an ankle and to increase comfort.

3) Adjustable strap to fit different size participants

The SCRAM GPS device has an industrial-grade plastic strap made of hypoallergenic material with no harmful substances and has an embedded fiber optic cable. Straps are available in two adjustable sizes and can be fitted to any size participant ankle. Installation of the SCRAM GPS requires no special tools and can be performed in under 30 seconds.

4) Process for tamper identification

The device sends an immediate strap tamper alert notification if the patented strap is cut or the backplate (which locks the strap into place) is removed. The backplate is one of the most robust tamper features in the industry. Participants often attempt to remove a strap undetected by releasing "locking pins," which can be difficult to visually verify. SCRAM GPS's unique design requires a participant to break the entire backplate in order to remove a strap. During inspection, physical damage to the backplate is clearly evident because the design prohibits offenders from reattaching the backplate once broken.

5) Dual Tamper Capability

The device has dual tamper capability, including device and strap tamper detection. A Device Tamper is generated when an offender separates or damages the back plate that secures the bracelet to the offender. A Strap Tamper is generated when an offender cuts, damages, or removes the strap from the bracelet.

Simple, tool-less installation completed within 30 seconds. If the backplate (which locks the strap into place) is altered or removed, an immediate tamper alert is sent.

6) Strap is easily replaceable in the field

The device can be installed on the offender's ankle within 30 seconds without any tools. The battery is internal and rechargeable, so there is no need for it to be installed or changed. The wider strap design helps distribute weight along a person's leg to minimize the strap digging into an ankle and to increase comfort. The hypoallergenic strap is reusable, adjustable, and requires no cutting or specialty tools. The backplate locks the strap securely into place without the need for tamper clips. The offender would need to cut the strap or break the backplate to remove the strap, both of which are obvious upon inspection and would also generate an alert.

7) Motion Detection

The SCRAM GPS tracking unit incorporates an accelerometer that can detect if the device is in motion or not while also being able to determine if the device has lost GPS or cellular communication. This is a useful feature for determining if the offender has stopped moving for an extended period of time, configurable by the City, so that officers may be deployed to verify the whereabouts and health of the offender.

8) Mapping Functions including Accuracy/Detail

SCRAM Systems designed the SCRAM GPS device to function in line with the U.S. government GPS Performance Standard of 95% confidence level, which means that under ideal circumstances, SCRAM GPS demonstrates high-quality GPS accuracy to within three meters. As such, SCRAM GPS provides accuracy and is comparable or surpasses all GPS offender monitoring products on the market.

SCRAM GPS accuracy consistently outperforms the U.S. government GPS performance standards of 95 % confidence of points within three meters.

SCRAM GPS combines exceptional accuracy with modern, street-level map views to put participants' movements in context and provide better supervision data. Maps are provided through Google and quarterly updates are automatically included. Five Google map views are available: the standard map view, the standard map view labeled with street and landmark locations (businesses, schools, etc.), Earth View (showing an aerial image), Earth View with labels, and Street View (a panoramic street-level image). The GPS location point of the participant plots on the map with an icon. By clicking on the point, the officer can see the location date and time, nearest address, latitude/longitude coordinates, the participant's speed, and how the data point was acquired.

Satellite Map View

Street Level Map View

Inside Building

9) Reports specific to this technology

Sample reports for SCRAM GPS are included in *Additional Information: Appendix C, Sample Reports*.

10) Reminder and Alert messaging capabilities to participants including acknowledgement

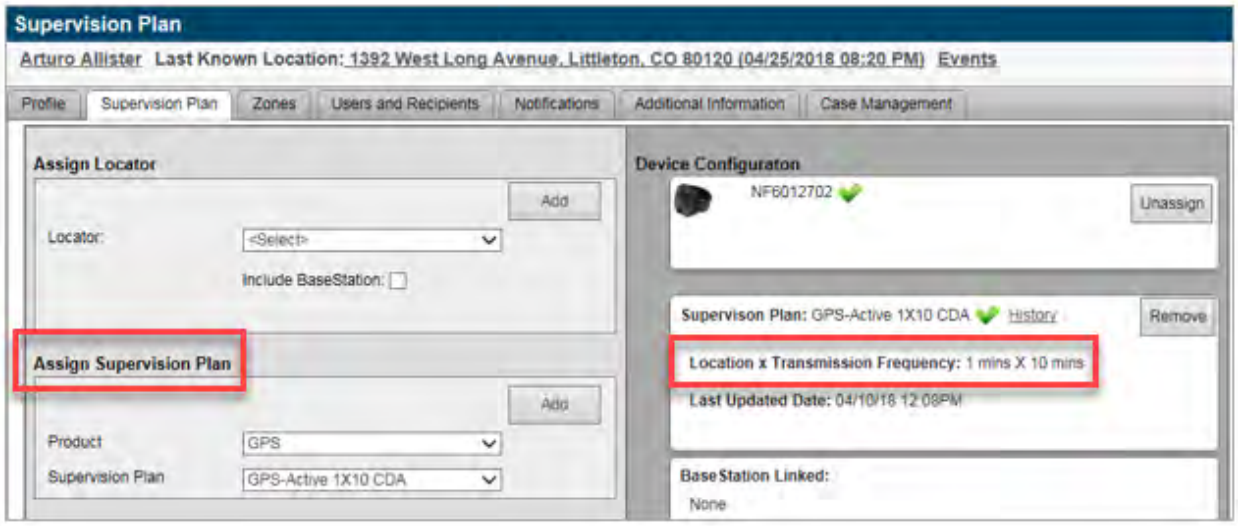
The device has two-way offender communication and can be configured to communicate using vibration or audible tone. The audible tone is a 95-decibel speaker, ensuring it is easy for offenders to hear when they are in violation of their program requirements. The offender must acknowledge the alert by pressing a button on the device in order to stop or silence the vibration/tone within 30 seconds. Providing two options to notify the offender significantly decreases excuses for non-compliance. Officers can administer the audible tone or the vibration sensor at any time. In addition, the bracelet will automatically vibrate whenever the bracelet reaches a low battery state.

Additional forms of offender communication include using SCRAM TouchPoint, a client-facing mobile application that enables officers to more effectively manage pretrial, probation, and parole offenders. With secure and stored messaging, configurable mobile phone check-ins, automated reminders, and document management, SCRAM TouchPoint streamlines the most common interactions with participants, saving officers significant time per offender per month—helping them to focus on tasks and alerts that matter most. TouchPoint is offered to the City at not additional cost if included with additional electronic monitoring services.

11) Signal frequency

Location points can be tracked as frequently as once per minute or as great as once per hour. On a 1x10 rate plan, the City will get 1440 points in a 24-hour period (1 point per minute) or 60 points per hour. If the offender enters an exclusion zone, the device's onboard intelligence automatically transmits a zone alert to the server, which automatically initiates Pursuit Mode. The device begins tracking at an accelerated rate and captures points every 15 seconds, for 15 minutes, providing immediate increased visibility. It can also be triggered manually at any time (whether in violation or not).

Multiple supervision plans can be used by the City as well, providing the ability to use a more active plan for a high-risk offender, or a more passive plan for a lower risk individual. This customization is offered at the same low cost to the City.



Officers can customize the tracking frequency for each offender.

12) Loss of Cellular Communication

Because the tracking device is actively communicating, even when deployed in a passive mode, the need to store data in memory is largely eliminated. However, should cellular coverage be unavailable, the device can indefinitely store thousands of events and GPS data in its internal solid-state, non-volatile memory. It continues to collect events and GPS data as long as the battery provides sufficient power. Once power and communication have been restored, the device communicates all events and GPS data to the monitoring software, where it is reported according to City procedures.

13) Loss of GPS

SCRAM GPS uses cell tower triangulation through the GSM or CDMA networks, or M2M location-based services (LBS) to locate offenders in GPS-impaired environments and places in which GPS alone does not work.

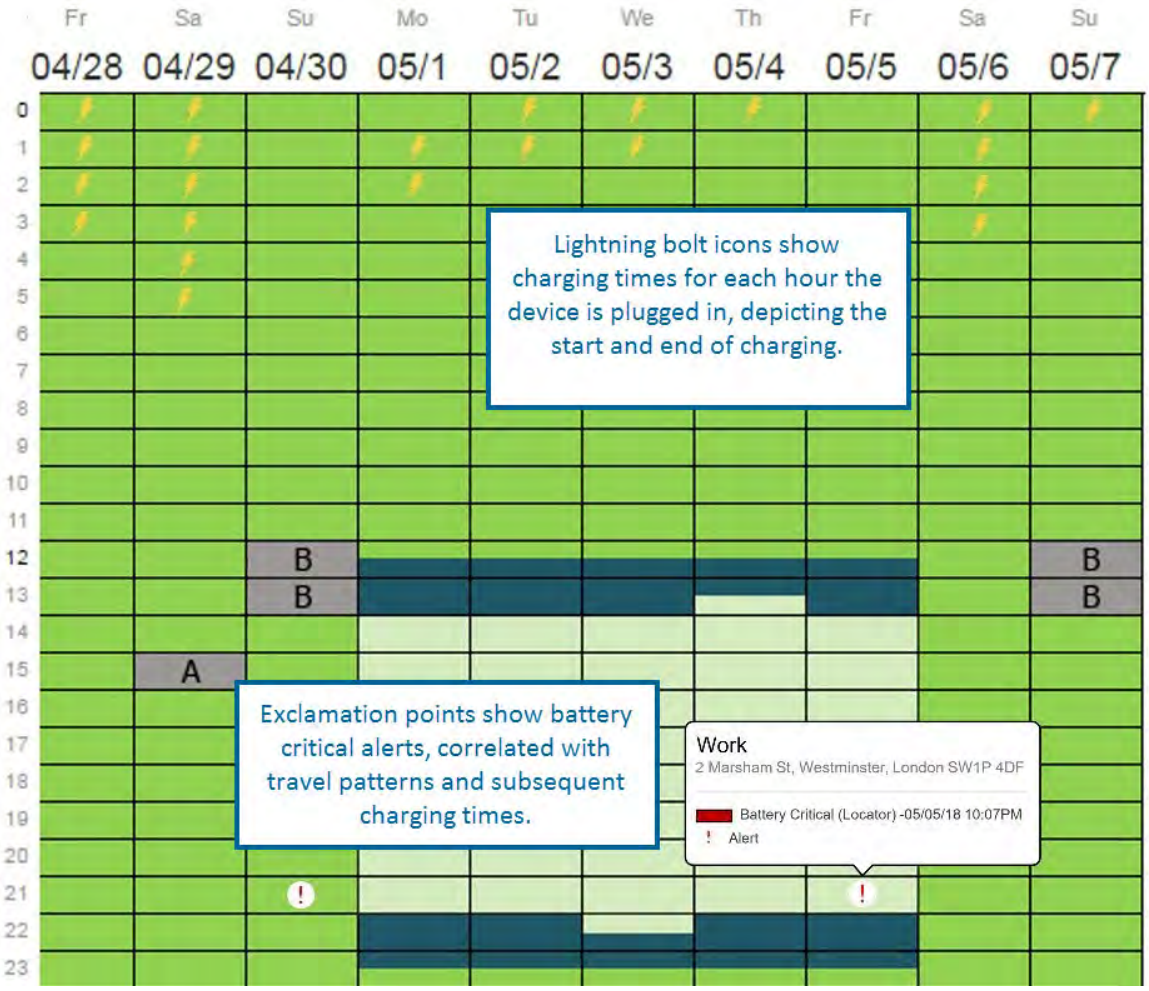
14) Monitoring and design details specific to device battery including charging, low/full battery notification, back up battery capability

The SCRAM GPS lithium polymer battery has the longest battery life in the industry. Unlike the battery life statistics for other GPS monitoring devices, our testing is based on an aggressive active rate plan of 1-minute acquisitions and 10-minute transmission. Even when used in Pursuit Mode, the City can confidently rely on the SCRAM GPS battery having more than sufficient battery power to consistently monitor and deliver critical GPS data. Plugged into a standard AC power supply outlet for charging, the SCRAM GPS device can be charged to 24 hours of battery life within one hour.

The battery is internal and rechargeable, so there is no need for it to be installed or changed. SCRAM GPS has LED lights that indicate when the unit battery is low, charging, or fully charged.

The internal battery is rechargeable and has visible LED lights on the device to show when the battery is low, charging, and fully charged.

In addition to battery indicators built into the equipment, the software provides detailed charging information. Charging icons depicted as lightning bolts show officers when, where, and for how long an offender has charged the device. With hour-by-hour detail, officers have immediate access to charging details.



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

The SCRAM GPS device comes equipped with a break-away charger. Offenders easily attach the device by sliding on the charger. A small vibration and LED lights indicate to the offender that the device is charging. Should the device get pulled away from the wall while the charger is still attached, the break-away design prevents damage and wear to the GPS device. With a 12-foot charging cord, offenders have more room to function and move around while charging.

The break-away design prevents damage and wear to the

As an alternate charging method, SCRAM Systems offers an 18" charging cable which connects to the GPS device with the same break-away design but allows the offender the option of charging via a USB power supply.

In addition, to promote offender compliance, SCRAM Systems offers an On-Body Charger (OBC). This charging device allows offenders to charge their SCRAM GPS bracelet to full charge in approximately two hours, allowing offenders to be on the go with double the battery life. It is charged using the same AC charger as SCRAM GPS, limiting the need for additional equipment.

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

The optional radio frequency (RF) beacon provides a more granular layer of supervision for SCRAM GPS participants. It will immediately report to the central computer when the GPS device enters (or comes in range of) the RF connection with the beacon or upon next call in interval—providing house arrest supervision when in range. When the offender exits the beacon range, the system shifts back to GPS tracking.

The beacon maximizes system performance in the following ways:

- Bracelet automatically converts to RF monitoring when in range
- Reduces location and communication alerts in high-density and impaired settings
- Extends bracelet battery life

Because the SCRAM GPS device switches to RF monitoring when in range of the beacon, the offender can be monitored while at home without collecting unnecessary location points and questionable GPS drift points. In addition, using the beacon conserves battery life, further extending the life of the SCRAM GPS bracelet. When the offender goes out of range of the beacon, GPS monitoring automatically resumes.

17) Sound volume levels

The audible tone is a 95-decibel speaker, ensuring it is easy for offenders to hear when they are in violation of their program requirements.

Additional forms of offender communication include using SCRAM TouchPoint, a client-facing mobile application that enables officers to more effectively manage offenders. With secure and stored messaging, configurable mobile phone check-ins, automated reminders, document management,

SCRAM TouchPoint streamlines the most common interactions with participants, saving officers significant time per offender per month—helping them to focus on tasks and alerts that matter most. TouchPoint is available with electronic monitoring at no additional cost.

Secure, Real-Time Messaging. With a single click from their SCRAM Systems dashboard, officers can send messages directly to individual participants through the SCRAM TouchPoint app, empowering officers to communicate with participants in real-time without having to disclose their own mobile phone number.

18) Parameters for GPS blocking and GPS jamming

SCRAM GPS records any loss of the GPS signal and provides a "no location" alert regardless of the cause. SCRAM GPS is able to detect when a lost signal is due to external interference. However, no device on the market should claim the standalone ability to determine when external interference is due to environmental or location factors vs. a deliberate attempt on the part of the offender to disrupt the device's GPS signal. Any determination of offender intent requires visual confirmation of tampering or other evidence or indications as observed by the offender's supervising authority.

SCRAM Systems understands the urgency that accompanies high-priority GPS alerts, including the indication that an offender's device is not transmitting a location. In response, our agent software portal visually surfaces alerts in a way that aids the officer's understanding of their severity and recommends next steps. The software also includes our industry-leading analytics that provide greater insights into behaviors and patterns to put an on offender's movements into context. In addition, programs have the ability to customize notification methods to ensure alerts reach all applicable agents in a manner that fits their protocols and processes.

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

All systems are monitored by firewalls and intrusion detection systems to prevent fabrication of GPS locations through Smartphone applications. All information is encrypted using password protection that meets guidelines from the National Institute of Standard and Technology (NIST). SCRAM Systems webservers use SSL certificates to ensure that all session data is encrypted, and all host communications information is confidential. The entire perimeter is protected and monitored by high-availability firewalls and intrusion-detection/intrusion-prevention systems.

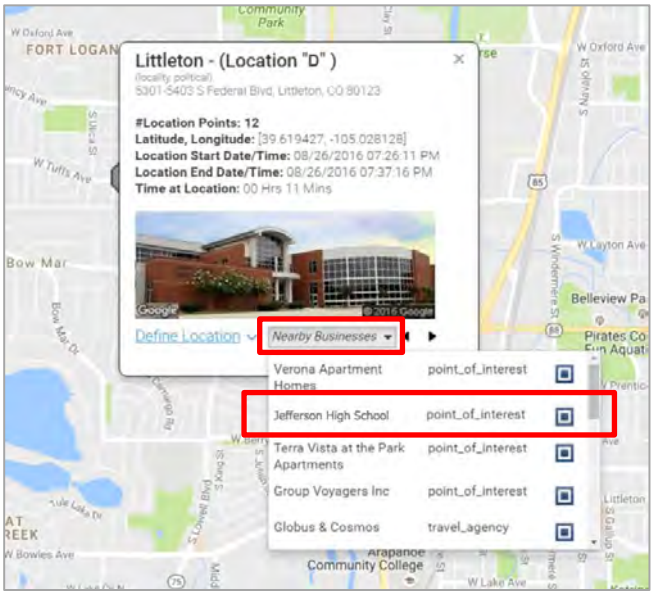
20) Known and unknown exclusion/inclusion zones, along with other types of zones

Data for all SCRAM Systems' technologies are housed in SCRAM Optix, the web-based software application managed by SCRAM Systems. The software is accessible 24/7 via any web-enabled device. It offers dependable tracking that includes a convenient and versatile dashboard, detailed GPS Analytics, unlimited inclusion and exclusion zones, easy-to-view mapping with zoom-in capabilities, and an on-demand Pursuit Mode option for real-time tracking every 15 seconds.

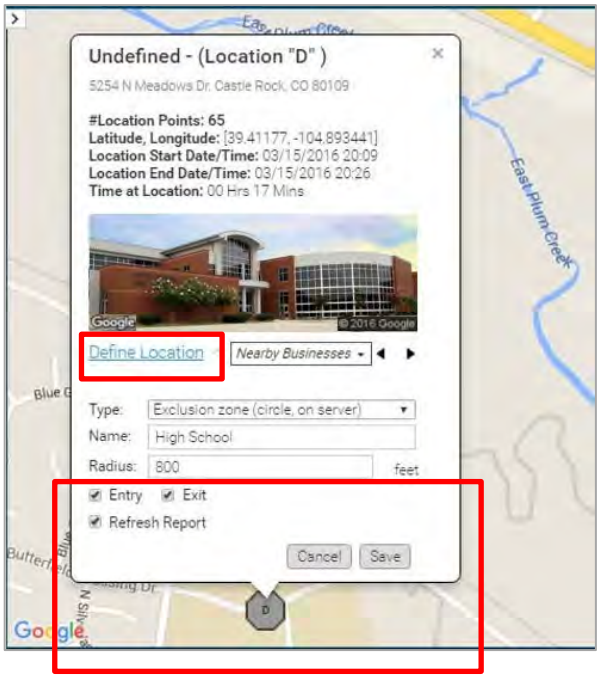
Zones. Users can create an unlimited number of adjustable zones within the software, including circle, square, and polygon zones. There are three types of zones: Inclusion (offender must be in during certain periods); Exclusion (offender can never enter); and Neutral (to track entries and exits without assigning schedules). The user can create new zones for each offender and also assign zones from an account library of zones, which can be assigned to any offender in the account. This is particularly helpful for standard exclusion zones such as schools, libraries, and shopping malls. The user can opt to receive alerts for zone entries and exits, regardless of schedules. Exclusion zones are available with a minimum radius of 200 feet and an unlimited maximum radius. While location points can be tracked as frequently as once per minute or as great as once per hour, if the offender enters an exclusion zone, tracking automatically accelerates to one point captured every 15 seconds for 15 minutes.

Defining a Location. If an officer does not know what is at that location, they can click on the "Nearby Businesses" link, and any business registered with Google within 150 meters of the plotted point will populate so that the location can be accurately labeled. Additionally, users can click on the image and see the Google street view image and use the information windows, which provide details about the location (such as name of business/location, address, phone number, website, and street view images). All locations defined within GPS Analytics will be defined across all offenders on their caseload, so that officers will only need to define it once.

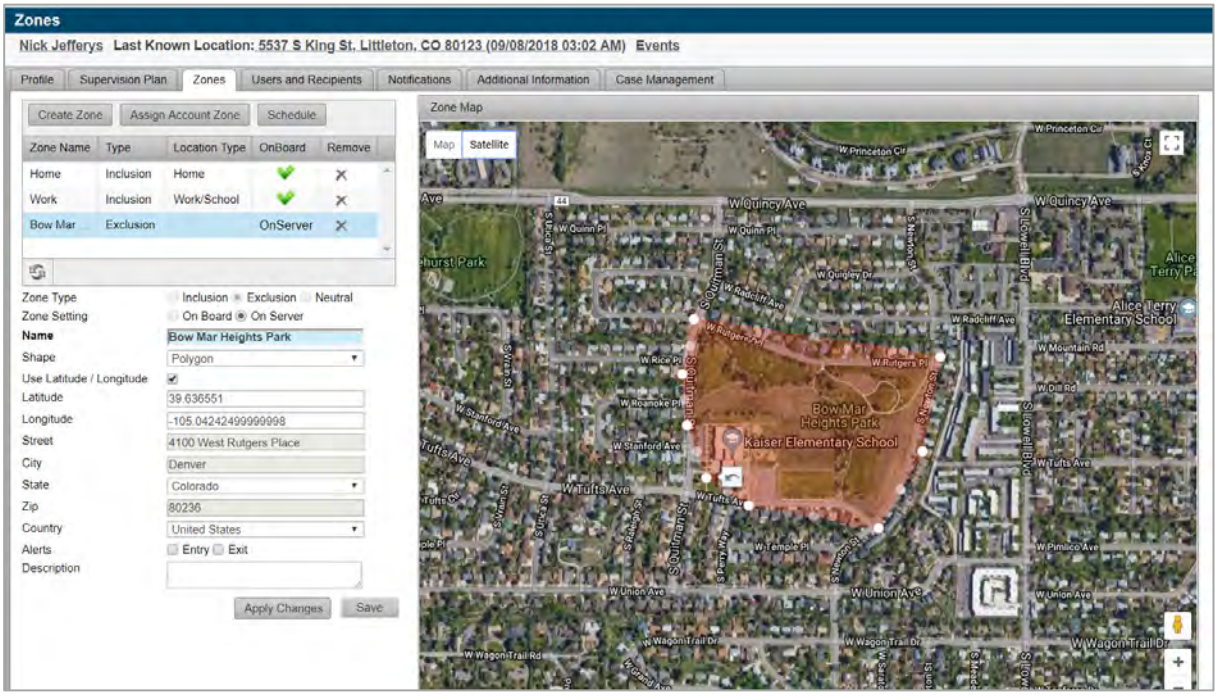
If the location is known, users simply click on the "Define Location" link and label the location.



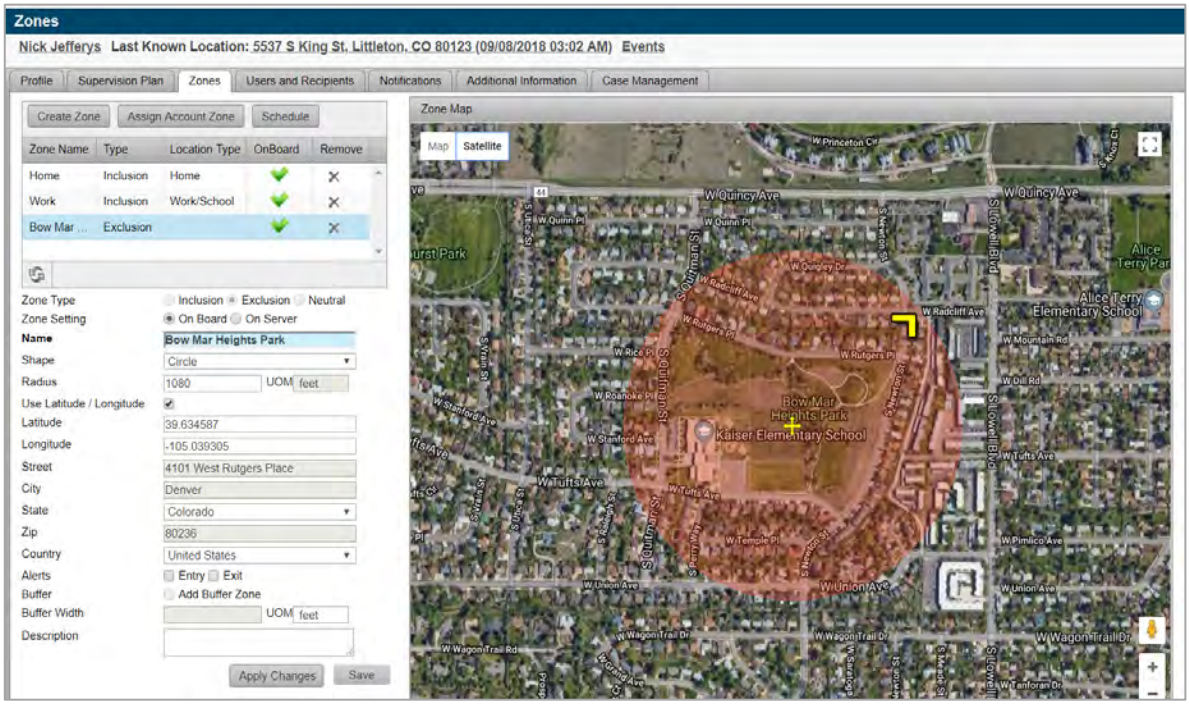
New Zones Based on Travel Patterns. Many officers like to adjust and add new inclusion, exclusion, or notification zones based on what they observe in the offender's normal travel patterns. Through GPS Analytics, officers can quickly and efficiently drill down to a location of interest and have the option to define it as a known location (ex. girlfriend's house); or create a new inclusion, exclusion, or notification zone, all from reviewing travel patterns identified by the software.



Onboard Zones. SCRAM GPS contains onboard processing, so the device detects and records location violations regardless of the connection to the server. Should an offender enter a restricted zone, SCRAM GPS automatically sends an alert to the agency and activates an accelerated data plan that communicates data points once every 15 seconds. All events are date- and time-stamped.



Users can create an unlimited number of zones within the software, including circles, squares, and polygon zones.



The above image is an example of a circular on-board exclusion zone. Users can toggle between map and satellite view, as well as set the centralized address, additional buffer zones, alert notification parameters, and a description.

B. Radio Frequency Device (Including CAM RF Features)

SCRAM Systems offers radio frequency devices that accommodate landline, Ethernet, and wireless communication when using SCRAM House or SCRAM Continuous Alcohol Monitoring (SCRAM CAM).

Specification and Features to define in the Proposer's solution:

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

The SCRAM House Arrest Bracelet is shock resistant and waterproof to IP68 military standards. The bracelet case has been verified to be submersion tolerant to one meter. Shock specifications refer to drop testing that has been conducted on the bracelet, specifically MIL-STD 810F, using 26 drops on each face, edge, and corner from 48 inches onto a 1.5-inch-thick plywood placed over a concrete floor. The transmitter case functions under normal atmospheric and human environment conditions. The system meets all applicable for FCC regulations (SCRAM House Arrest Bracelet: FCC ID P8M-SM02; SCRAM Base Station: FCC ID P8M-SM03) and is ISO certified.

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

The SCRAM House Arrest Bracelet is attached to the offender's ankle. It is small and lightweight, poses no safety hazards, and does not unduly restrict the participant's day to day activities.

3) Adjustable strap to fit different size participants

The hypoallergenic strap is adjustable and designed with a 65 degree angle, so it conforms to the shape of the any size ankle/leg. SCRAM Systems also offers a bigger size strap that can accommodate larger ankles.

4) Ability to wear on wrist

The SCRAM House Arrest Bracelet is designed to attach to the offender's ankle. For a wrist worn device, we can offer the Upstreem Active Tool Suite, which is a GPS smart watch with beacon, not a house arrest bracelet. More information on Upstreem's Active Tool Suite is included in the separate document *Additional Information, Appendix B: Manufacturer Literature*.

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

The transmitters use proprietary coding, which discourages tracing and duplication of the RF signals. It should be noted that a non-commercial frequency is not the ideal defense against "hackers" who attempt to trace or duplicate signals as frequency is not a deterrent in these cases.

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

The SCRAM House Arrest bracelet continuously transmits a coded radio frequency (RF) signal every 15 seconds.

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

Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAM House Arrest system.

The base station will generate a tamper alert any time it detects that the battery cover is not properly attached.

8) Dual Tamper Capability

The bracelet is equipped with industry-leading, anti-tamper technology. Multiple sensors monitor strap tampers, temperature, body mass readings, and faceplate removal in order to detect if the bracelet has been removed from the offender. The bracelet's intelligent self-diagnostic capabilities constantly monitor and report its functionality.

The base station will detect tampers to include unplugged, housing breach, power failure, and potential movement.

9) Strap is easily replaceable in the field

The SCRAM House Arrest Bracelet can be installed on the offender's ankle in less than 30 seconds. The entire installation process, including data entry and confirmation, can be completed in less than five minutes. Installation only requires one tool, a T10 screwdriver, which is supplied by SCRAM Systems. The Direct Connect device is placed over the bracelet to activate monitoring. A "quick sheet" installation guide is provided to assist personnel through the installation.

10) RF tracking details

The bracelet continuously transmits data via a coded RF signal to the SCRAM Base Station, which then reports its status to SCRAM Optix, SCRAM Systems' central software platform. The software compares the incoming information to the offender's curfew schedule. If a violation is detected, an alert is generated and the City is notified according to their pre-defined procedures.

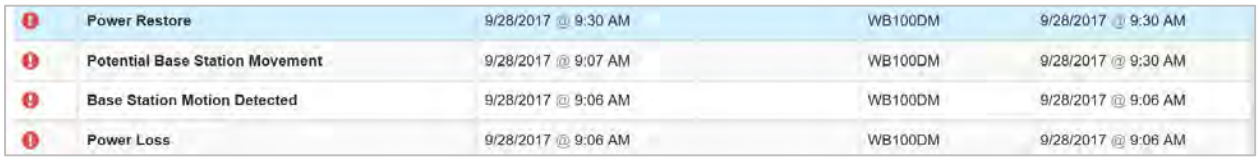
11) Power loss/restore notification in base station (receiver)

The SCRAM Base Station is powered by the participant's home AC power outlet. If it becomes unplugged or loses power, it will switch to the backup battery and an "AC Power Loss" message will be called into the monitoring software. The backup battery will function up to 48 hours during a power outage with a fully charged battery. When electrical power is restored, it will switch back to main power and an "AC Power Restore" message will be called into the software. All alerts will be reported to the City per pre-defined procedures.

All messages will be stored in the unit's non-volatile memory and reported once telephone service is restored. The base station can hold up to a month's worth of data (about 7500 messages) and the transmitter can hold 160 days of events. All messages are date and time stamped.

12) Motion Detection on cellular base station (receiver)

The wireless base station detects attempts to move the base to another location. A Base Station Motion Detected and Potential Base Station Movement alert are generated if an attempt is made to move the unit from its installed location. The traditional BS does not have an accelerometer but uses the Potential Base Station Movement alert based on power and communication loss and restore.



	Power Restore	9/28/2017 @ 9:30 AM	WB100DM	9/28/2017 @ 9:30 AM
	Potential Base Station Movement	9/28/2017 @ 9:07 AM	WB100DM	9/28/2017 @ 9:30 AM
	Base Station Motion Detected	9/28/2017 @ 9:06 AM	WB100DM	9/28/2017 @ 9:06 AM
	Power Loss	9/28/2017 @ 9:06 AM	WB100DM	9/28/2017 @ 9:06 AM

13) Adjustable range in base station (receiver)

The range between the base station and the bracelet can be set to "Minimum," "Average," or "Maximum" to account for the size of the offender's home or other authorized location. These setting are approximately 35, 75, and 150 feet respectively.

A range test can be performed during installation or at any time, so that the offender understands the parameters within the home. The officer has full control over performing the test and does not need to contact the monitoring center.

14) Reports specific to this technology

Sample reports for SCRAM House Arrest are included in *Additional Information, Appendix C: Sample Reports*.

15) Reminder and Alert messaging capabilities to participants including acknowledgement

The SCRAM Base Station includes an LED indicator and an audible alarm that that can be enabled to alert the offender when they are out of range.

16) Signal frequency

The bracelet continuously transmits a coded radio frequency (RF) signal every 15 seconds.

17) Loss of Cellular Communication including data storage

The wireless SCRAM Base Station allows data to be quickly uploaded to SCRAMNET using either Wi-Fi or cellular services. Because Wi-Fi services are inherently more reliable than cellular services, Wi-Fi is used as the primary method of communication when available, with the base station automatically switching to cellular services when it is outside of Wi-Fi range. The device will note the change between cellular and Wi-Fi connectivity on the LCD screen and alternate communication methods so that tranmission of data is consistent.

If the wireless base station is unable to communicate with the host for 24 hours, an alert is generated and notification is made according the the City's selected protocols. As long as the wireless base station is communicating, it consistently sends updated information to SCRAM Systems and does not need to store data when it is running on back-up battery. In the event that the device exhausts power completely and there is no communication method available, it can store up to 30 days of readings in the on-board memory. All messages are date and time-stamped and are communicated to the host when communication and power are restored.

18) GPS functionality in base station (receiver)

The SCRAM House Arrest base station currently does not offer GPS functionality. However, through our new partnership with Upstreem, we can offer an alternate GPS tracking device which does have GPS functionality in its home base station. More information on Upstreem's Active Tool Suite is included in *Additional Information, Appendix B: Manufacturer Literature*.

19) Monitoring and design details specific to each device battery including replacement, charging, low/full battery notification, back up battery capability, data storage

The bracelet uses a lithium CR2, disposable battery with a one-year life in use. No charging by the offender is required. It will post a low battery message seven (7) days prior to battery failure, allowing sufficient time for the battery to be replaced. The transmitter can hold 160 days of events.

The wireless base station is powered by the participant's home AC power outlet. If it becomes unplugged, the back-up battery lasts up to 48 hours. The device communicates via Wi-Fi or cellular network consistently regardless of operating on back-up battery or AC power. It can store up to 30 days of readings in the on-board memory.

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

The bracelet operates on a disposable battery and has a one-year life in use. There is no charging required for the bracelet. It is small and lightweight, poses no safety hazards, and is waterproof up to one meter. The bracelet is 5.9 cubic inches (approximately 2.8 inches tall x 2.8 inches wide x .075 inches deep) and weighs 5.1 ounces.

The wireless base station is powered by the participant's home AC power outlet and has a 48 hour back-up battery. The device is approximately 3.00 inches tall x 6.00 inches wide x 6.00 inches deep and weighs 16.5 ounces.

21) Sound volume levels in base station (receiver)

The SCRAM Base Station includes an LED indicator and an audible alarm that that can be enabled to alert the offender when they are out of range.

22) Ability to detect attempts to simulate/duplicate the participant's transmitter radio signal by a foreign device

The transmitter uses proprietary coding, which discourages tracing and duplication of the RF signals. It should be noted that a non-commercial frequency is not the ideal defense against "hackers" who attempt to trace or duplicate signals as frequency is not a deterrent in these cases.

23) Base station (receiver) can be easily installed by a participant following the instructions provided by staff

The wireless base station is optimized to communicate by standard telephone line or the Internet using the Ethernet port, as well as Wi-Fi and cellular connectivity. The base station does not require any permanent mounting and is simple to install. It can be installed in a few easy steps.

1. Choose the best placement—wooden surface at least 3 feet off the floor, not near mirrors, not near any type of electronic device
2. Plug into AC power
3. Connect to communication source (landline, Ethernet, Wi-Fi, or cellular communication)

24) Land or cellular base station (receiver)

The wireless base station is the latest in base station technology and brings cellular and Wi-Fi connectivity together in a single, wireless unit. Officers can install and monitor participants easier than ever. The SCRAM Wireless Base Station benefits include:

- Works in any home, office, or location with electricity
- Connect instantly with cellular, or complete Wi-Fi connections with the push of a button
- Easy to set-up Wi-Fi connectivity during installation or when the participant gets home
- Cellular connectivity means communications start before a participant even leaves the office
- Automatically switches to cellular if Wi-Fi is disconnected, ensuring continuity of data

25) Base station (receiver) shall not pose a health or safety hazard to the participant or other family members and shall function reliably under normal household environmental and atmospheric conditions

The wireless base station does not pose a health or safety hazard to the participant or other family members and is reliable under normal household environmental and atmospheric conditions.

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

The AC/DC converter provides the base station electrical isolation from AC surges. The telephone line interface includes a fuse, transient voltage suppression diode and 5Kv isolation from the rest of the circuitry. Ethernet surge protection is provided by standard 10/100BaseT interface circuitry.

C. Video and/or Voice Tracking/Verification and Message Reporting System

Specification and Features to define in the Proposer's solution:

1) Ability to compare a participant's voice during a verification call to a "voiceprint," or digitized representation of the participant's voice obtained during enrollment.

2) Total voice enrollment, including voiceprint, in short period of time.

3) Identify the participant's presence at prescribed locations.

4) Listen to recordings of voice verification calls over the Internet.

5) Place outbound calls and receive inbound calls.

6) Customizable call schedules and alert notification options for participants.

7) Individually set the number of acceptable failures before an alert is generated.

8) Outbound calls to participant's locations: Able to set the range of minutes between retry calls (after busy signal or no answer) and the maximum number of attempts to verify within a verification call.

9) High degree of accuracy. The method of validation and percentage of accuracy shall be explained and quantified

SCRAM Systems is not offering a product for video and/or voice tracking/verification and message reporting.

D. Handheld Alcohol Monitoring Device

Specification and Features to define in the Proposer's solution:

1) Measure Breath Alcohol Content (BrAC)

SCRAM Remote Breath is a wireless breath alcohol monitoring device that provides a GPS location with both taken and missed tests while saving offender schedules on the device. It uses facial recognition to scan and automatically match the photo of the person taking the test with a baseline photo taken at enrollment. It also has the best camera resolution and color picture quality in the alcohol testing industry.

The handheld device communicates via cellular networks and transmits data from the SCRAM Remote Breath device to SCRAM Optix, the web-based software application managed by SCRAM Systems where offender data is collected, analyzed, and maintained in a secure, central location. The software will notify the supervising authority of any alcohol readings (BrAC), tamper alerts, or equipment malfunctions so they can respond quickly to problem offenders. This central information hub not only houses all offender data but allows courts and supervising agencies to access and manage their data from any web-based browser. In addition, SCRAM Optix provides a wide range of "instant" reports—from a snapshot of a single event to a comprehensive view of an offender's behavior over time.

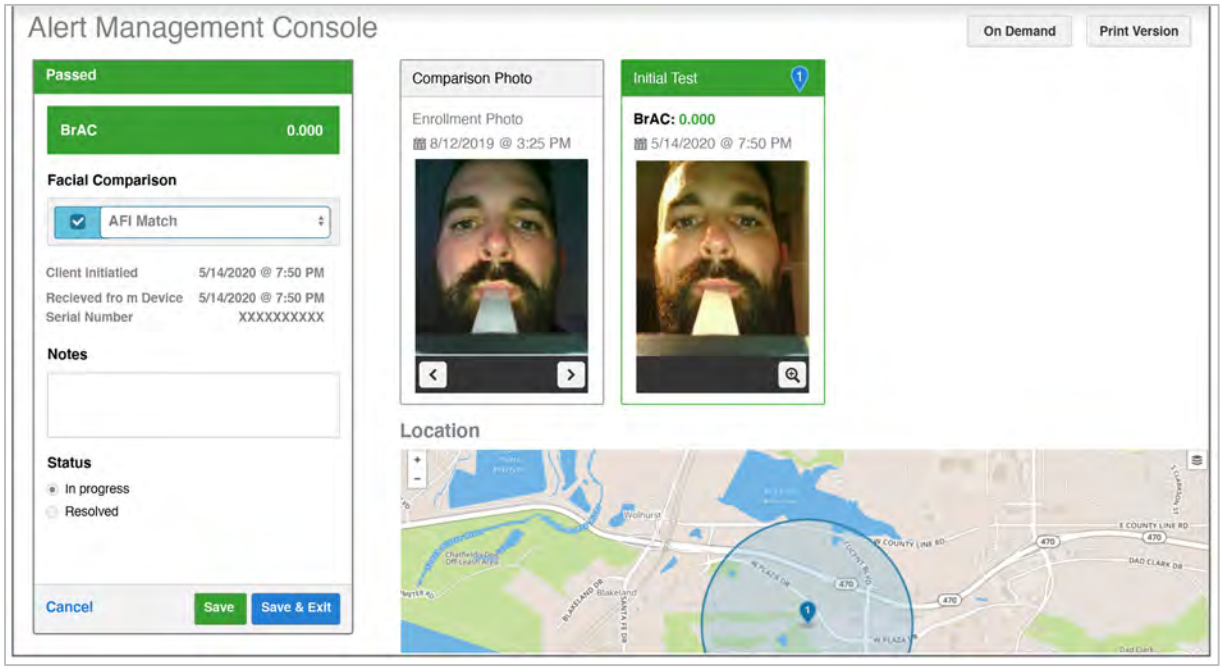
Remote Breath Upcoming Enhancements. SCRAM Systems will release a new revision of SCRAM Remote Breath in early 2022. The updated product includes all of the current features, as well as the following:

- A new design—40% smaller, as well as an updated screen.
- Improved camera angle and functionality—further improving picture quality.
- Portable charging using a USB power cord.
- 4G communication on both Verizon and ATT.
- Adjustable volume for testing notification.
- Simplified calibration process.

2) Verification software will correctly identify the participant through facial recognition.

The system uses AFI, the same facial authentication technology used internationally by government security forces. The system automatically scans and confirms each participant's identity with each breath test to largely eliminate manual matching of photos. Facial authentication technology eliminates the need to scroll through numerous photos, increasing accuracy and efficiency, and reducing risk. It allows the City to focus on dealing with participants who need the most attention. The benefits include:

- Government security-grade facial authentication software provides offender verification—not just photos.
- Automated matching—reduces manual review of photos by up to 95%, saving a significant amount of staff time.
- Best high-resolution images in the industry—for photos that do need to be reviewed.
- Real-time notifications when offender does not match.



3) Allow for the transmission of outbound/inbound calls.

The SCRAM Remote Breath device meets the City's desired functionality in several ways. SCRAM Remote Breath includes on-board testing schedules, which automatically start up the device and provide an in-device audible and visual cue to let offenders know when it is time to test. This means that optional text notifications to the offender's cell phone become an additional, back-up reminder rather than being the primary means of letting an offender know when it is time to test.

The SCRAM Remote Breath device has a cell chip that allows for regular communication with SCRAM Optix. This means that the Remote Breath device updates every 20 minutes throughout the day through its regular connection with SCRAM Optix, allowing updates to the device from the system throughout the day as new schedules or monitoring parameters are updated by agency personnel.

From SCRAM Optix officers can view testing results, resolve alerts, and immediately issue on-demand

tests in response to missed or failed tests, or simply at the officer's discretion. Sent on-demand tests will cause the offender's Remote Breath device to start and instruct the offender to take a test.

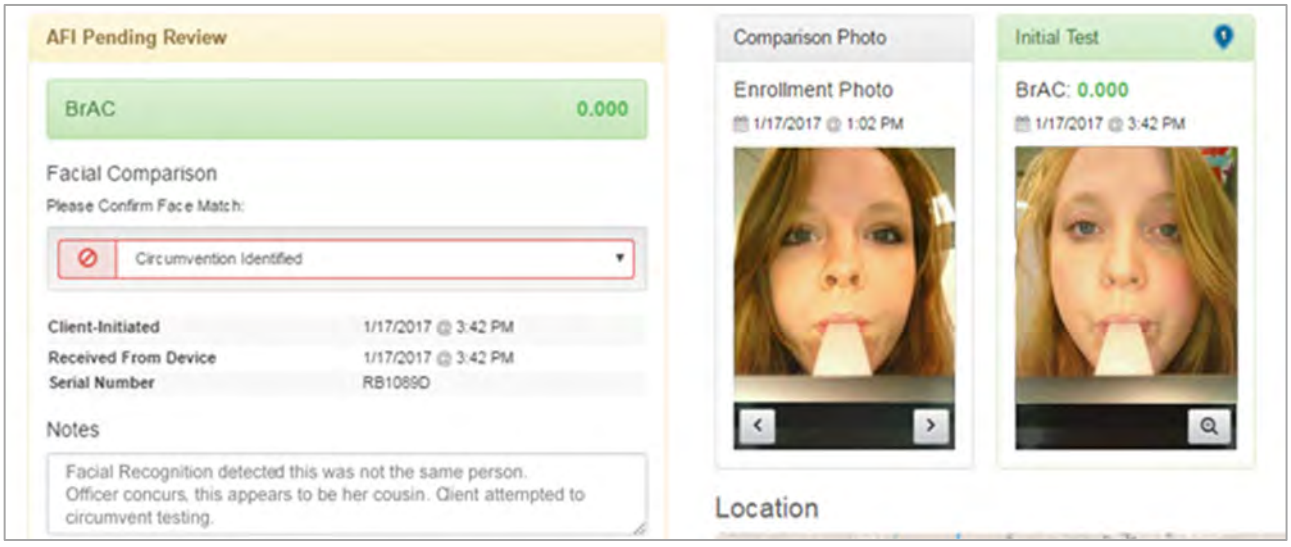
In addition, the SCRAM TouchPoint client app provides two-way messaging between offenders and officers. In response to an alcohol alert, or for any other reason at their discretion, officers can securely message offenders through the officer's SCRAM Optix desktop interface, and offenders can send and receive messages through their smartphone app. The text-like messages are automatically stored and can be accessed by all authorized SCRAM Optix users within the agency. Officers can also see if an offender has received and read messages. This messaging feature is an integrated component of the SCRAM Optix client management interface—the same interfaced used to access information and work alerts for SCRAM Remote Breath. TouchPoint combined with electronic monitoring is available at no additional cost.

SCRAM Remote Breath also provides on-screen instructions for corrective actions for the offender during the enrollment and testing process to ensure the best possible automatic matching rates between enrollment and testing photos. These in-device instructions remind offenders to avoid direct sunlight, obstructions to the face, holding the device at the incorrect level, or taking a test while laying down or not standing straight. This functionality allows the offender to correct these factors with an immediate and automatic retest, resulting in less officer intervention.

4) Test schedules and alert notification options that are unique to the participant.

Flexible Schedules. SCRAM Remote Breath offers unlimited flexible testing schedules including random, scheduled, and on-demand options. The device also offers flexible notification to offenders to alert them when it is time to take a test. These alerts can be sent audibly or via text. Breath test reminders can be sent automatically to the offender's cell phone via text message at customizable time frames, such as 15 minutes prior to a test time. For positive tests, SCRAM Remote Breath will prompt the offender to complete a secondary confirmation test, which the City can set to take place between 10 and 30 minutes after the initial positive test.

Notification. Results are reported immediately after each test according to the City's procedures; generally, via email or text. SCRAM Remote Breath provides the real-time BrAC level, GPS data, and verification of offender's identity at the time of the test. The facial authentication software alerts the officer if someone besides the offender is taking the test.



Offenders may have a person that they closely resemble take their alcohol test to try to pass the visual/photo verification. In this example, the facial authentication software identified the circumvention between the two people testing.

Upon notification, officers can access alert detail via the alert management console when in the office or though their smartphone or tablet using the mobile adaptive software out in the field.

Officers can:

- view alert totals.
- manage, review, and resolve alerts.
- access detailed offender information sorted by caseload.
- send on-demand breath alcohol test.

5) Testing notifications through email/text messaging/telephone.

Results are reported immediately after each test according to agency procedures; generally, via email or text, but can be customized as needed.

SCRAM Remote Breath emits an audible tone when it is time to take a test. The audible tone continues until the offender takes the test or the grace period is expired. The device also provides the offender visual cues, such as displaying the word “BLOW”, when the device is ready for a test.

Officers also have the option to schedule reminders to be sent via text message to the offender’s cell phone shortly before or at the test time. Text messages can also be sent for “Battery Low” and “Battery Critically Low” alerts to help the offender avoid a power fail situation and prevent unnecessary alerts to the officer.

6) Tamper resistant hardware/software security features

SCRAM Remote Breath ensures accuracy by using security-grade facial authentication software to detect attempts to circumvent the system. The system automatically scans and confirms each participant’s identity with each breath test. In addition, if the battery door is opened, a “Device Housing Breach” alert will be generated. Attempts to tamper or circumvent the system will be reported per predefined agency procedures.

7) Process for validating an alcohol event including reporting features

The electrochemical fuel cell used in SCRAM Remote Breath has been validated through decades of research and experience. It is considered the gold standard in alcohol testing applications. This is the same fuel cell used in evidential breath testing equipment and interlock devices and is comprised of extremely sensitive and ethanol-specific alcohol sensors.

BrAC Threshold. Officers can adjust the BrAC threshold thorough the software. While 0.020 is the industry standard, the City can opt to place the setting as low as 0.000.

Test to Zero. The software offers an optional “Test to Zero” option, which will require offenders to continue to take breath tests after any failed test until the offender’s breath sample is below the City’s established Breath Alcohol Concentration (BrAC) threshold. For example, if the BrAC threshold is set at the industry standard 0.020, on-demand tests will continue to be sent until the offender blows below 0.020, or until they miss the on-demand test. The greatest benefit of this feature is the ability to gather more breath sample data.

The software will notify the supervising authority, according to configurable settings selected by the City, of any alcohol readings (BrAC), tamper alerts, or equipment malfunctions so they can respond quickly to problem offenders.

8) Device can utilize mechanisms that detect attempts by the participant to defeat the device by supplying a breath sample other than their own. The “erroneous” sample might be from a mechanical apparatus or accomplice

SCRAM Remote Breath uses facial AFI, the same facial authentication technology used internationally by government security forces and is the fastest biometric technology to identify one human face from another. The system automatically scans and confirms each participant's identity with each breath test to largely eliminate manual matching of photos. Facial authentication technology eliminates the need to scroll through numerous photos, increasing accuracy and efficiency, and reducing risk. It allows the agency to focus on dealing with participants who need the most attention. This also provides extra security and allows officers to identify attempts to circumvent the test, as well as deter offenders from such attempts. This is the least intrusive identification method that provides no delays and leaves the offender entirely unaware of the process.

It is nearly impossible to circumvent SCRAM Remote Breath with canned air or non-human breath devices due to the design of the straw offender's blow into, as well as the wide angle 5.0 pixel lens with facial recognition technology. Any test picture that does not match the offender's enrollment photo will generate an alert.

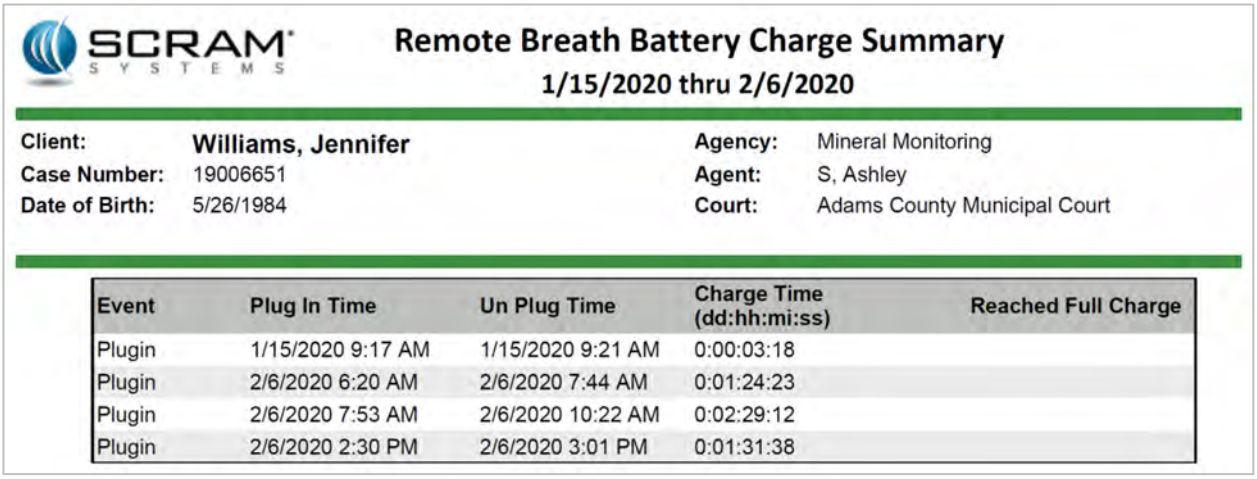
9) High degree of accuracy including describing the method of validation and percentage of accuracy.

SCRAM Remote Breath uses the same fuel cell and pump as the Lifeloc FC10 breathalyzer which is made in the USA, DOT conforming, and NHTSA approved as an evidential instrument. The FC10 is one of the most widely used breathalyzers by law enforcement and corrections officials today. Upon blowing into SCRAM Remote Breath, a positive identification is determined through Automated Facial Intelligence and a breath alcohol concentration unit of measure is provided from 0.00 to .400 BrAC.

To aid in the distinction between ingested and environmental alcohol, SCRAM Remote Breath sends a secondary confirmation test 10 to 30 minutes after a positive test is detected. While remote breath testing cannot definitively determine ingested vs. environmental alcohol, a photograph of the offender taking the test, coupled with positive BrAC results from both and initial and confirmation tests, provide a significant insight of non-compliance to alcohol abstinence orders. For example, in cases of environmental or residual detection (mouthwash, cough syrup, etc.), alcohol quickly evaporates, resulting in a significant drop in BrAC on the confirmation test. On the other hand, if ingested alcohol is detected, the confirmation test typically will show a similar BrAC reading as that of the initial positive test.

10) Time needed to fully charge the battery in the device, along with average battery life.

SCRAM Remote Breath is powered by a rechargeable Lithium Ion battery. The device typically lasts 2-3 days in between charges. The offender is alerted by light indicators and/or text message when the battery is low. All devices are shipped with 70% battery power. Fully charging a dead battery takes six hours but the device begins recharging as soon as it is connected to AC power. The device is easily charged by plugging the power cord into any standard AC wall outlet. A log is created in the software showing a date and time stamped list of every time the device is charged. Officers can see the offender's specific charging patterns and tell how long a device was plugged in order to determine if the offender is charging the device on a regular basis.



SCRAM SYSTEMS

Remote Breath Battery Charge Summary
1/15/2020 thru 2/6/2020

Client:	**Williams, Jennifer**	**Agency:**	Mineral Monitoring
Case Number:	19006651	**Agent:**	S, Ashley
Date of Birth:	5/26/1984	**Court:**	Adams County Municipal Court

Event	Plug In Time	Un Plug Time	Charge Time (dd:hh:mi:ss)	Reached Full Charge
Plugin	1/15/2020 9:17 AM	1/15/2020 9:21 AM	0:00:03:18	
Plugin	2/6/2020 6:20 AM	2/6/2020 7:44 AM	0:01:24:23	
Plugin	2/6/2020 7:53 AM	2/6/2020 10:22 AM	0:02:29:12	
Plugin	2/6/2020 2:30 PM	2/6/2020 3:01 PM	0:01:31:38	

Officers can easily view offender charging patterns and determine if the offender is charging their device as instructed. By keeping officers accurately informed and holding offenders accountable, agencies can effectively reduce the number of unnecessary alerts caused by poor charging habits.

11) Security feature to prevent enrollment/deactivation except by authorized staff.

SCRAM Optix is used for enrollment and deactivation actions. Only authorized staff, meaning users with a set-up SCRAM Optix username and password, can access the system. The application is constructed in a manner to ensure that customers do not have access to any systems' operation's areas, are restricted to their portal view of the data, and cannot complete enrollment and deactivation actions outside of their scope of authorization. SCRAM Optix tracks all changes to show who made the changes and when, increasing the security of the system.

12) Capable of storing activity in the event of cellular loss.

SCRAM Remote Breath's industry-leading memory can store up to 48,000 test results when participants are out of cell service. The time-stamped results are forwarded as soon as coverage is regained.

13) Device can continue to administer breath tests in the absence of cellular service.

Competing breath devices rely on cell phone text messages to remind participants to test, but these devices cannot store test results when in an area without cell coverage. As a result, participants using these devices may miss tests simply because they are in an area with poor coverage. In contrast, SCRAM Remote Breath incorporates a "Store & Forward" feature, which ensures a test is never missed.

Because SCRAM Remote Breath stores the offender's test schedule on the device, it automatically turns on and prompts offenders for scheduled and on-demand tests—even when out of cell coverage. Notification for both BrAC and positive offender ID is immediate.

14) Measure the presence of alcohol only.

The electrochemical fuel cell used in SCRAM Remote Breath is the same fuel cell used in evidential breath testing equipment and interlock devices and is comprised of extremely sensitive and ethanol-specific alcohol sensors.

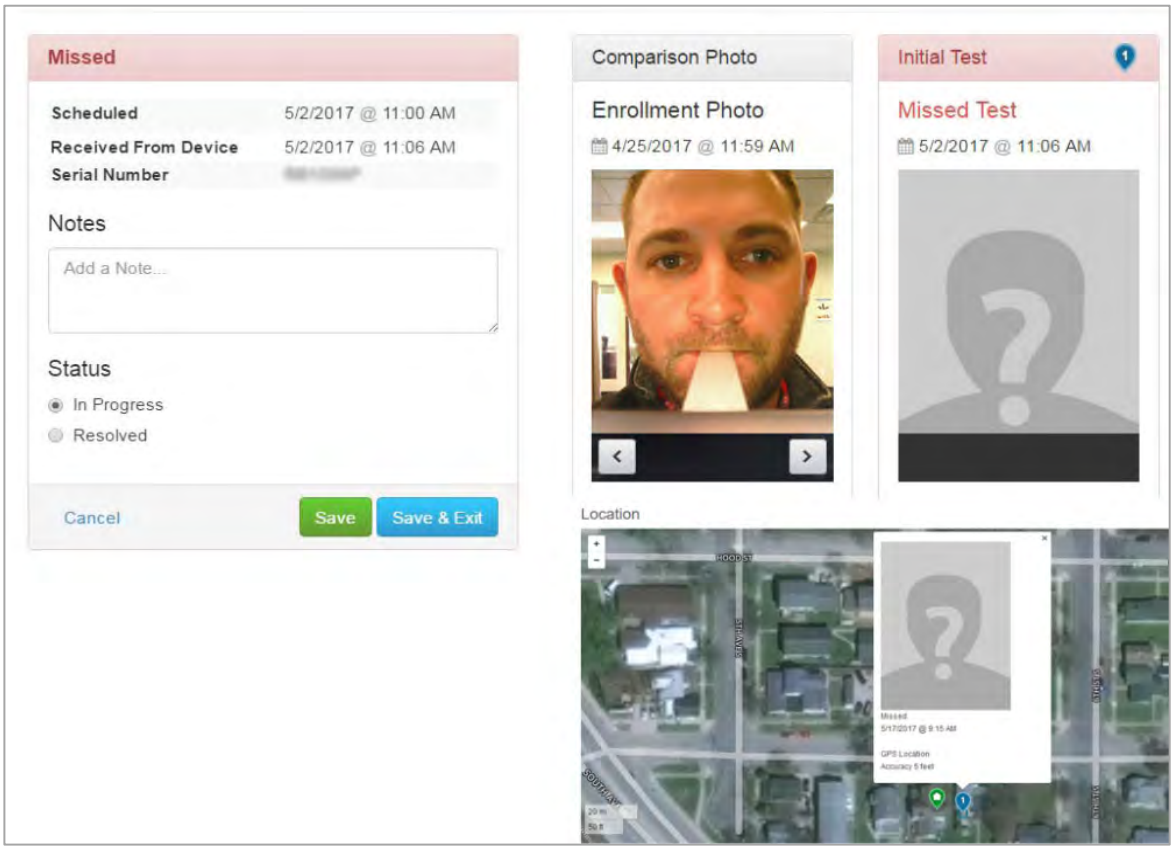
15) Tests can be administered randomly, on demand, and as scheduled allowing for an unlimited number of tests.

SCRAM Remote Breath offers unlimited flexible testing schedules including random, scheduled, and on-demand options.

16) Process for missed/late and positive test notification, including any follow-up tests

For positive tests, SCRAM Remote Breath will prompt the offender to complete a secondary confirmation test, which the City can set to take place between 10 and 30 minutes after the initial positive test.

SCRAM Remote Breath automatically powers itself up during test windows and tracks its location at the time of the scheduled test. The device provides a GPS location with every test—both taken and missed. A GPS location with a missed test is especially useful as it can help an officer make a more informed decision as to why an offender missed a test. For example, offenders often state they missed a test because they left their device at another location. Officers can verify or refute the offender's claim by comparing the GPS point on a missed test (verified via GPS ping) with the offender's location. The following image shows a missed test with the GPS location of the device during that time.



SCRAM Remote Breath provides a GPS location with each test—both taken and missed.

E. Transdermal Alcohol Monitoring (CAM)

Specification and Features to define in the Proposer's solution:

1) Tamper/alert detection technologies unique to a CAM device including calibration notification.

The SCRAM CAM bracelet is equipped with industry-leading, anti-tamper technology that incorporates multiple sensors and accurately detects any tamper attempts. These sensors monitor changes in temperature and any attempt to cut, obstruct, remove, or otherwise defeat the technology. The bracelet's intelligent self-diagnostic capabilities constantly monitor and report its functionality. Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAM CAM system.

SCRAM Systems performs all equipment maintenance, including recalibration, to ensure proper working order. The standard policy is to bring devices back after 365 days of use for recalibration. This is done by issuing a "Scheduled Maintenance" RMA at the time the device is due. There is no charge to the City.

2) Provides 24-hour alcohol monitoring

The SCRAM CAM device provides 24/7 alcohol monitoring for higher-risk/higher-need alcohol offenders. It is the most widely used and the only scientifically proven and court-validated device of its kind.

Designed specifically for alcohol monitoring programs where abstinence is required and house arrest may also be needed, SCRAM CAM provides supervising authorities with a fact-based, comprehensive profile of higher-risk offenders' alcohol consumption and curfew compliance. The result is a much more reliable and cost-effective alternative to random breath testing or incarceration, making it an intensive accountability tool. SCRAM CAM:

- Encourages compliance because it eliminates testing gaps—meaning that there is no way to miss a test or drink around testing schedules.
- Uses a controlled, quantifiable sample, resulting in true continuous monitoring and the lowest false positive rate possible.
- Never requires a secondary test, such as a breath or blood test, to confirm a drinking event.
- Is independently tested and has peer-reviewed, published studies confirming its reliability.
- Is court-validated—meaning it has been upheld as valid and reliable by the Daubert, Frye, and FRE 702 and 703 standards of admissibility in every state where it's been challenged.

3) Standard trans-dermal testing interval

The SCRAM CAM device is ankle-worn and once installed, continuously collects a sample, making it easy to use with no required intervention from the offender. There are no reminder calls necessary, no prompts required to initiate monitoring, and no action needed by the offender to preface testing.

SCRAM CAM is the only CAM device on the market that uses a controlled, quantifiable sampling method—collecting every second—to create a measured sample every 30 minutes.

This is the same proven type of sample delivery system used in evidential breath testing equipment that has been the standard in law enforcement for decades. Without this sampling method, a device is susceptible to environmental factors causing false positives and/or may require a secondary test. By combining this system with SCRAM Systems' patented method of "contaminant isolation" SCRAM CAM can distinguish between environmental and ingested alcohol.

The sample delivery method results in a quantifiable Transdermal Alcohol Concentration (TAC) curve, with specific alcohol absorption and elimination rates. The contaminant isolation method allows SCRAM CAM to measure the level of environmental or ambient alcohol prior to each transdermal alcohol measurement, indicating if a test has been contaminated. When combined, these approaches ensure results of the highest confidence with the lowest false positive rate possible.

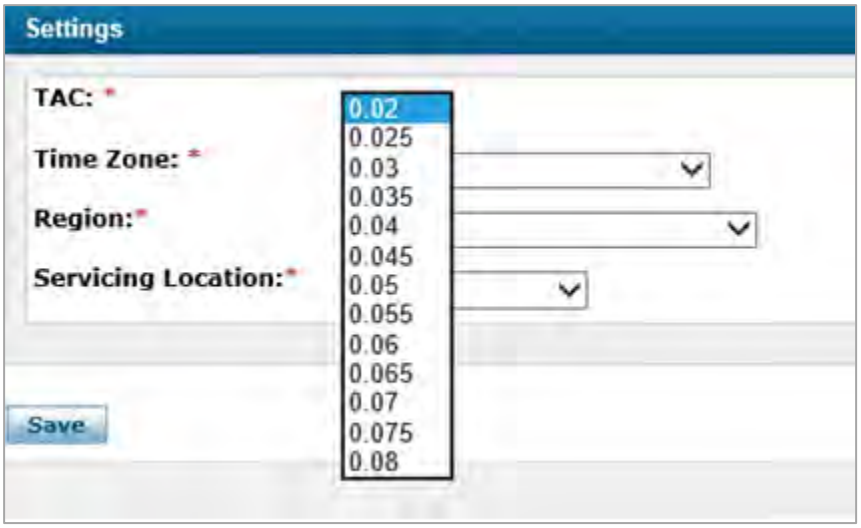
4) Testing intervals when alcohol is detected

The SCRAM CAM ankle bracelet continually collects a sample of an offender's insensible perspiration and automatically tests the sample every 30 minutes, 24 hours a day.

Because people excrete approximately one percent (1%) of the alcohol they drink through their sweat, if an individual has been drinking it will show up in the level of alcohol vapor present in the insensible perspiration that is constantly produced and emitted by the skin. SCRAM CAM provides the industry's only true 24/7 sobriety monitoring, ensuring that authorities know conclusively if an offender has been drinking or if they are compliant with the conditions of their supervision.

5) BAC range

The device will detect levels above 0.00 and can be seen on the offender's details report (i.e. event history). It will not generate an alert unless it has at least three readings in a row at or above 0.02. The value for alert generation can be customized at the agency level. After three consecutive at or above readings, an alert will be generated.



6) Process for validating an alcohol event including reporting features

Prior to notification, SCRAM-certified analysts confirm all CAM-specific violations (drinking events, tampers, obstructions, communication alerts, and environmental contaminants/alcohol). This ensures that alerts are valid, so that follow-up testing —such as blood, breath, or urine—are not needed to confirm drinking events.

7) Can be used as a stand-alone alcohol detection device

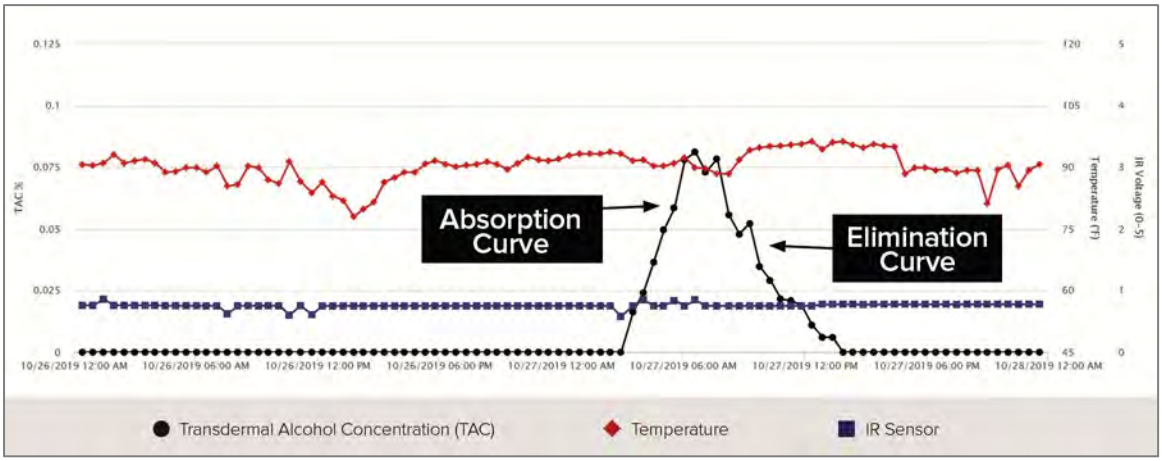
SCRAM CAM is single source admissible, which means it never requires a secondary test, such as a breath or blood test, to confirm a drinking event. It can conclusively distinguish between ingested and environmental alcohol to ensure accurate monitoring. This is possible due to the following reasons:

- **Controlled, Quantifiable Sample Delivery System.** SCRAM CAM is the only CAM device on the market that uses a controlled, quantifiable sampling method—collecting every second—to create a measured sample every 30 minutes. This is the same proven type of sample delivery system used in evidential breath testing equipment that has been the standard in law enforcement for decades. Without this sampling method, a device is susceptible to environmental factors causing false positives and/or may require a secondary test. By combining

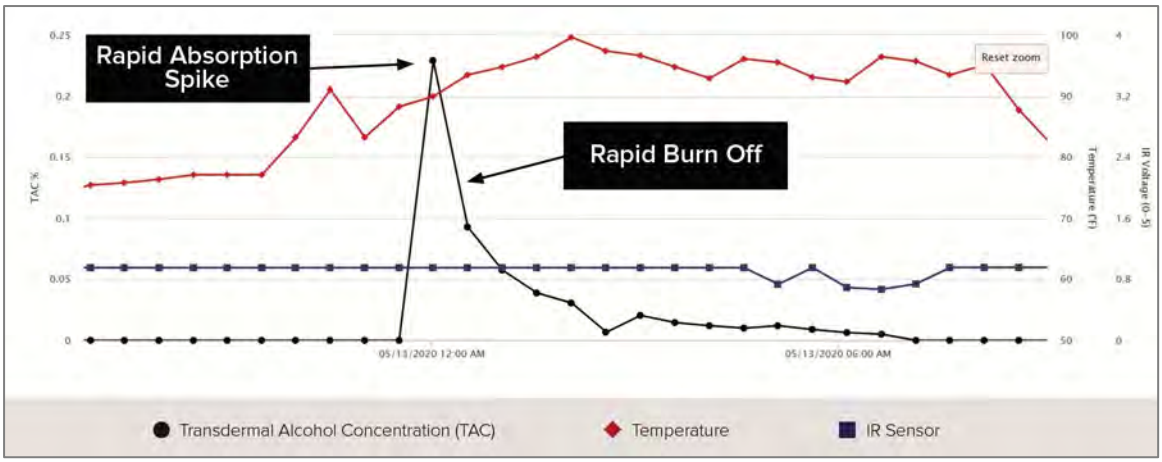
this system with SCRAM Systems' patented method of "contaminant isolation" SCRAM CAM can distinguish between environmental and ingested alcohol.

The sample delivery method results in a quantifiable TAC curve, with specific alcohol absorption and elimination rates. The contaminant isolation method allows SCRAM CAM to measure the level of environmental or ambient alcohol prior to each transdermal alcohol measurement, indicating if a test has been contaminated. When combined, these approaches ensure results of the highest confidence with the lowest false positive rate possible.

- **Proven Electrochemical Fuel Cell Technology.** The electrochemical fuel cell, which is the heart of the SCRAM CAM bracelet, has been proven through decades of research and experience and is considered the gold standard in alcohol testing applications. This is the same type of fuel cell used in evidential breath testing equipment and interlock devices and it is comprised of extremely sensitive and ethanol-specific alcohol sensors.
- **Thorough Data Analysis and Review Process.** All data received from the SCRAM CAM bracelet is subjected to a rigorous, scientific alcohol detection analysis. This review process, supervised by SCRAM Systems' specially trained team of analysts, looks at key data (such as alcohol absorption and elimination rates) of the TAC curve. This peer-reviewed, scientifically proven, and court-validated confirmation process ensures that only true alcohol consumption events are confirmed.
    - **Confirmed Alcohol Consumption.** SCRAM CAM readings and analysis are based on the well-documented and scientifically proven metabolism rate for consumed alcohol. Data from a drinking event shows a gradual increase in alcohol levels over time, achieves a maximum TAC, and then slowly burns off to create a well-defined alcohol curve. In the following graph, TAC is represented by the black line. Tamper detections, in the form of an infrared (IR) sensor (represented by the blue line) and temperature reading (represented by the red line) appear on the graph along with the TAC readings.



- **Environmental Alcohol Detection.** The graph below depicts an offender coming into contact with an environmental alcohol source (like lotion, perfume, etc.). It shows a distinct and dramatic jump in the absorption side of the alcohol curve, followed by a rapid dissipation of the alcohol, unlike the graph of an actual drinking event. It shows absorption and burn-off rates outside of the tested, proven rates that the body can absorb and metabolize for consumed alcohol. In addition, before every 30-minute measurement, SCRAM CAM tests the ambient air around the device to determine if environmental alcohol is present.



8) Can be compatible with the Contractor's Radio Frequency monitoring solution.

The bracelet can be used as CAM-only or combined with integrated RF house arrest as needed depending on the offense, situation, or behavior while on the program. Enabling the house arrest feature is easily completed in the software and can be done at any point during an offender's monitoring without the need to change equipment.

9) Automatically measures/records the participant's alcohol level regularly, regardless of the participant's location.

The SCRAM CAM device is ankle-worn and once installed, continuously collects a sample, regardless of the participant's location, making it easy to use with no required intervention from the offender. There are no reminder calls necessary, no prompts required to initiate monitoring, and no action needed by the offender to preface testing.

10) Comply with FCC regulations, highly durable, shock-resistant, and water resistant to allow for bathing.

The system meets all applicable for FCC regulations (SCRAM CAM Bracelet: FCC ID P8M-SM0; SCRAM Base Station: FCC ID P8M-SM03) and is ISO certified.

The SCRAM CAM bracelet is water and shock resistant, durable, and hypoallergenic. SCRAM CAM is completely water resistant, and all participants are encouraged to shower as frequently and thoroughly as they want. Additionally, it does not have any exposed water chambers or external features that could freeze in colder temperatures or cause it to stop functioning if it was subject to adverse wearing conditions.

11) Battery replacement

The bracelet uses a Lithium CR2, disposable battery with a 90-day life in use. No charging by the offender is required. The bracelet will post a low battery message seven (7) days prior to battery failure, allowing enough time for the battery to be replaced.

12) Distinguishes between ingested alcohol and environmental alcohol

SCRAM CAM is single source admissible, which means it never requires a secondary test, such as a breath or blood test, to confirm a drinking event. It can conclusively distinguish between ingested and environmental alcohol to ensure accurate monitoring.

SCRAM CAM continues to be validated in court hearings across the country. To date, a SCRAM Systems expert witness has participated in 130 evidentiary-level hearings in 24 states, with 33 of the hearings resulting in a Frye, Daubert, or hybrid ruling. As part of the 130, three State Supreme and Appellate Court rulings have been made in favor of SCRAM CAM and subsequent monitoring results.

13) Barriers that may affect equipment's operation

SCRAM Systems recommends that SCRAM CAM devices be calibrated every 365 days of use to ensure proper working order. This is done by issuing a "Scheduled Maintenance" RMA at the time the device is due. There is no charge to the City.

14) Reports specific to this technology

Sample reports for SCRAM CAM can be found in Additional Information, Appendix C: Sample Reports.

F. Supplemental Support Services

The Proposer shall offer a solution for the City involving 24/7/365 administrative, technical, and data management services/support to alleviate agency/officer workload by providing assistance including automated check-ins, data entry for documenting contacts/activities, alert management, and fee collection/processing. The goal of these services is to relieve officers of clerical and administrative tasks to allow City personnel to maximize time spent with participants. All information handled through these supplemental support services shall be accessible to City personnel.

Monitoring Services. Our monitoring services brings together everything from monitoring of our entire product line to our best-in-industry court support program, 24/7 customer support, participant compliance analytics, and beyond. It's what sets us apart from all other electronic monitoring companies. Standard monitoring and support include:

24/7 Support

- Real-time response to questions about participant activities, equipment, alerts, and notifications
- Live agents continually accessible through phone, email, web, or chat
- Secure, web-based access to offender data. Secure PIN access via phone.
- 24/7 alert generation and analysis performed by a live agent
- Multiple redundant servicing locations and staff located across the country
- Bi-lingual agents and language translation services

	Quality Assurance	• 90% of inbound calls answered in less than 20 seconds by a live agent • Cloud-based phone system for inbound and outbound calls • High-availability support platforms and analyst-to-customer communication tools • Inbound and outbound call tracking and recording for quality assurance and retrieval • Highly skilled and certified support staff with frequent ISO-compatible training
	Flexible Reporting	• Real-time reporting for required actions and offender management • Automated alert notifications to agencies and officers via text or email • Daily Summary Reports via scheduled emails and accessible through our web-based system • Self-service applications for case generation, troubleshooting, research, and problem solving • Detailed billing, inventory, and offender compliance reports for departmental or operational needs • Key Performance Indicator (KPI) analysis to ensure metrics are adhered to
	Program Management	• Customized training available from our Field Services Team • Best practices for inventory control and management • Equipment-status management for returns, maintenance, and availability • SCRAM Systems program operational support • Consumable allocations based on product usage • Standard 3-day shipping on new and replacement orders
	Training & Court Support	• Formal court reports and court testimony assistance via video, telephone, or in-person • Expert witness testimony or preparatory assistance • On-demand, web-based training and product certification programs • Role based training curriculum for alcohol and location monitoring, court & judicial leads, business operations, and program measurements

Monitoring Service Packages

SCRAM Systems includes an extensive range of services with our standard daily monitoring service and offers extended options to ensure robust monitoring that meets the City's needs. Our goal is to work with the City and tailor a plan that best meets the program needs.

Services	Standard	Premier	Premier Plus
24/7/365 program support	✓	✓	✓
Monitoring center quality assurance	✓	✓	✓

Real-time, automated, and on-demand reporting	✓	✓	✓
Program and equipment management	✓	✓	✓
Training and court support	✓	✓	✓
High-priority alert investigation and resolution		✓	✓
Up to 3 live-agent outbound calls to a participant per alert. Such as low battery reminders, missed communications, and location failure		✓	✓
Up to 3 live-agent outbound calls to an officer/agent/dispatch center per alert with requested participant information		✓	✓
Closed loop alert handling and resolution		✓	✓
Escalated alert notifications to next-level officers and/or supervisors		✓	✓
3+ live-agent outbound offender calls based on defined protocols and escalation procedures			✓
3+ live-agent outbound officer calls based on defined protocols and escalation procedures			✓

Customizable Services

SCRAM Systems also offers extendable options to help manage more specific caseload needs.

- Participant data administration enrollment and profiles
- Instructor-led and online training options, customized to the City's program
- Field Service Team for training, "best practice" mentoring, and operational advisory services
- Live phone calls to participants regarding alerts for missed communications, missed tests, and low batteries
- Analysis of your program's data to analyze monitoring program and participant compliance trends
- Customized reporting packages to meet agency or court requirements
- "Best Practice" Advisory Assessment of your program's operations with recommendations to improve operational effectiveness and efficiency

SCRAM Systems offers additional products for offender supervision that will add value to the City's offender monitoring program:

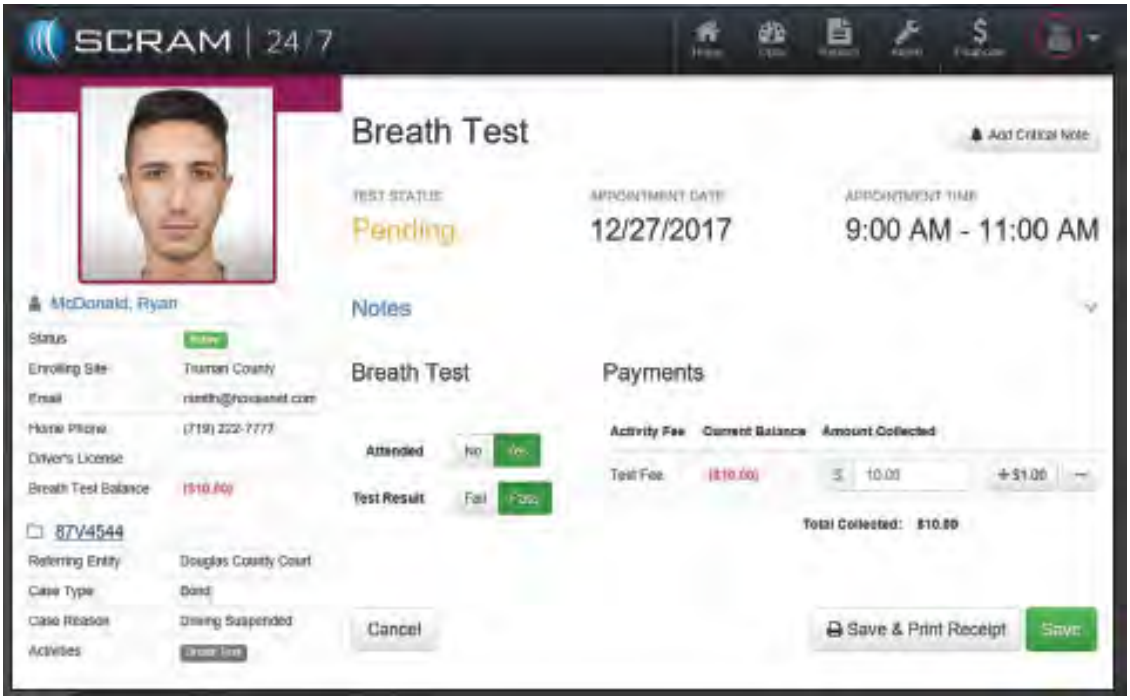
SCRAM 24/7

The SCRAM 24/7 monitoring management application brings together all participants and testing methods into one easy-to-use platform. With the ability to manage a variety of drug and alcohol testing options, electronic monitoring devices, and more, supervising authorities can seamlessly track participant compliance, financials, and progress across entire monitoring programs. SCRAM 24/7 is

perfect for pretrial release, drunk and impaired driving caseloads, as well as initiatives to reduce jail overcrowding.

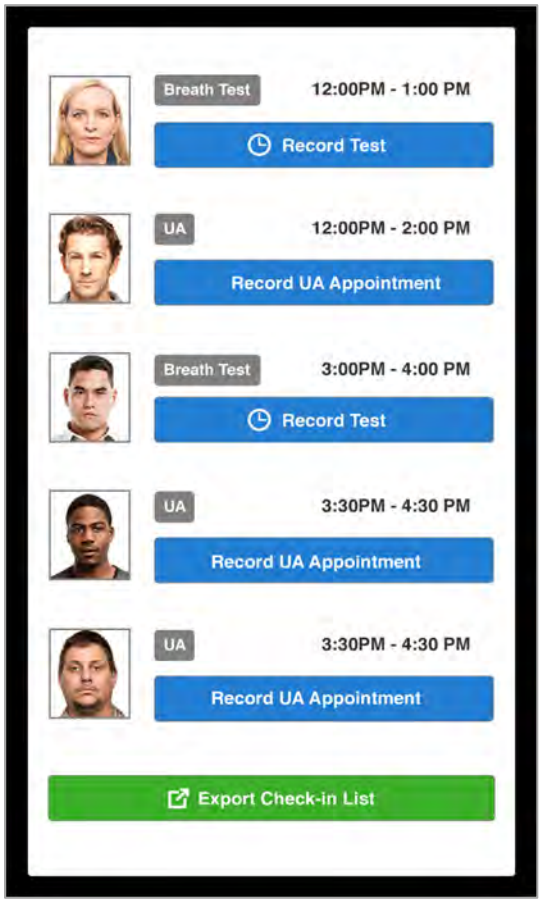
Officers can efficiently manage participants across all monitoring and testing methods by using the following key features and benefits:

- Daily testing dashboard—officers can view daily participant appointments and see their day at a glance.
- Client compliance calendar view—track, record, and view testing and EM compliance.
- Stored case data—enter case history and upload important documents.
- Client notes—enter general case notes, as well as critical notes that are displayed prominently so that they won't be missed.
- Integrated SCRAM electronic monitoring—saving time from logging into multiple platforms.
- Random drug testing abilities—scheduler and phone call-in system allows for increased participation by offenders.



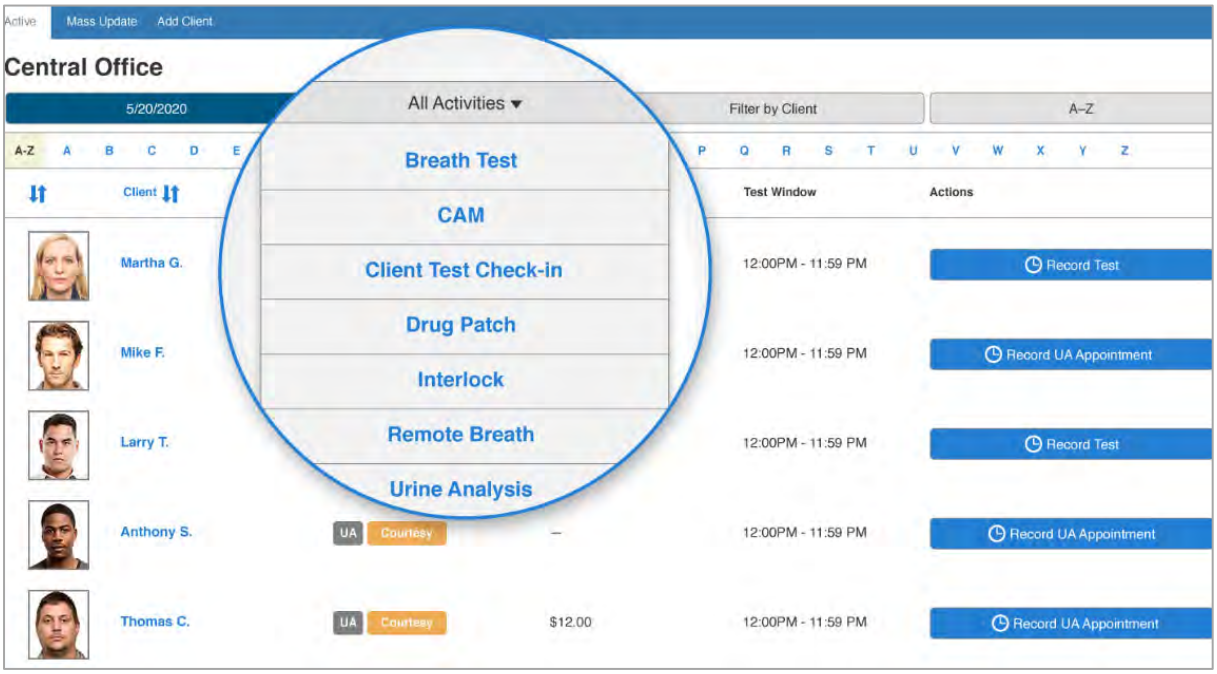
Client Profile. Officers can create a unified client profile to manage a variety of drug and alcohol testing options, as well as SCRAM Systems electronic monitoring devices. The profile includes demographics, court case, document storage, a calendar, financial tracking, and a dedicated notes section.

Consolidated Case Management and Test Sites. Officers can efficiently manage workflows with the ability to view updated participant testing information, payment history, notes, and more, no matter which location they visit. The intuitive dashboard sorts actions and participants based on testing schedules and priority. The software connects testing centers and offices into one unified database—eliminating dual data entry.

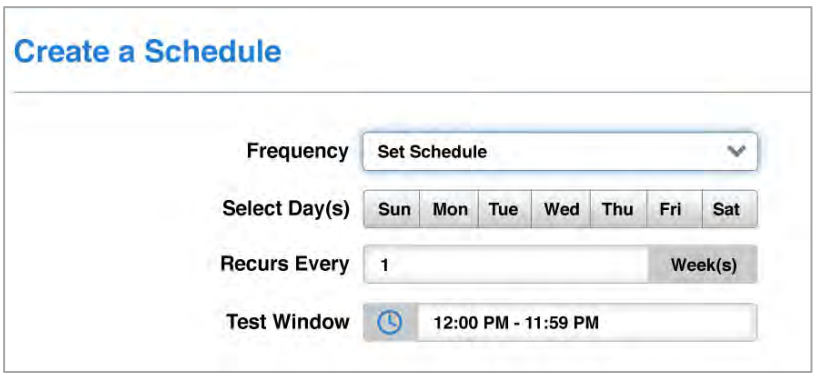


Officers can view daily client appointments through the daily testing dashboard. It can be exported as a client sign-in or daily attendance list.

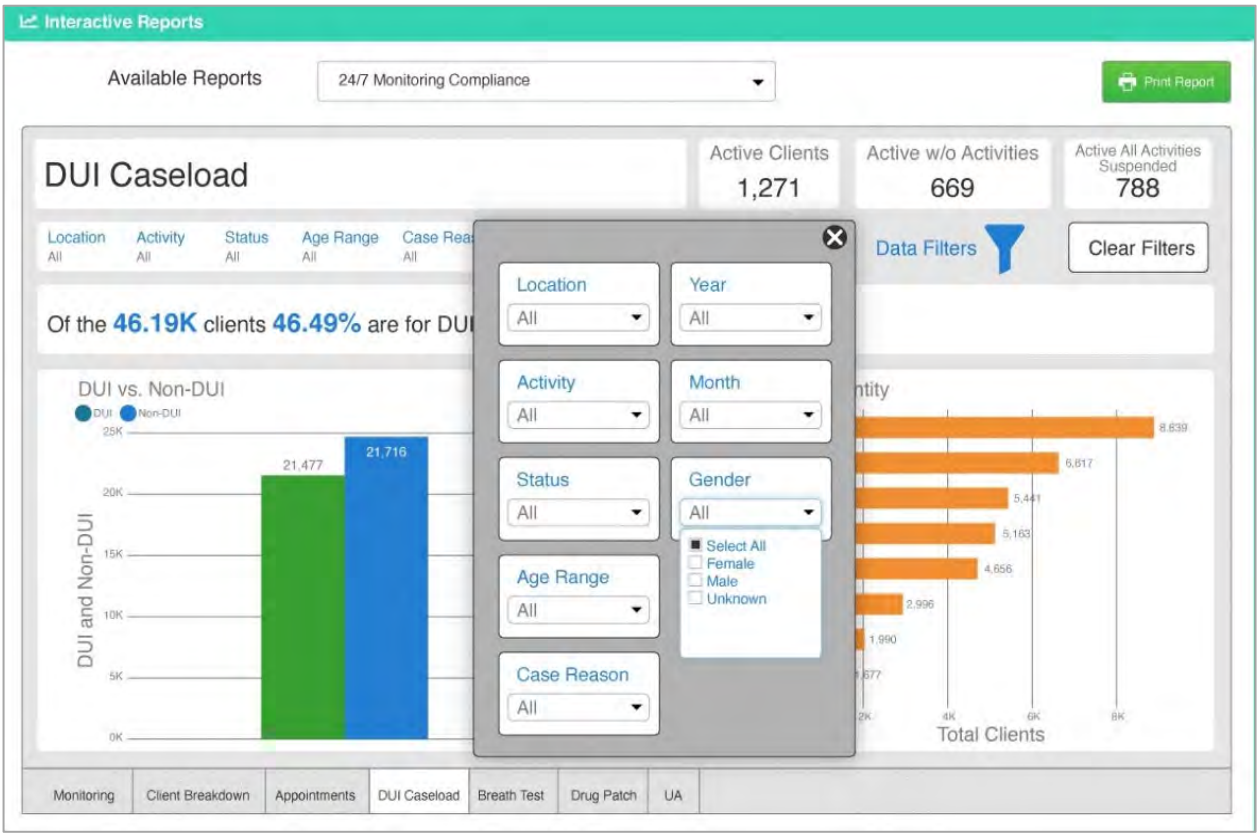
Track EM and Testing Activities. Officers can create and track activities for common testing and electronic monitoring activities. This includes all SCRAM Systems solutions, as well as testing from other sources such as urinalysis, drug patch, twice-daily breath tests, ignition interlock, treatment appointments, and more. Sanctions can be assigned and documented for non-compliance. All information if reflected in the offender's activity calendar for compliance history and future dated appointments.



Randomized Testing and Test Check-In Schedules. Officers can save time by automatically randomizing a participant's drug or alcohol testing and test check-in schedules based on configurable frequency, date, and time parameters to best meet program needs. Participants will be prompted to call or text the 800 line daily with capabilities to track to see who called and what time.

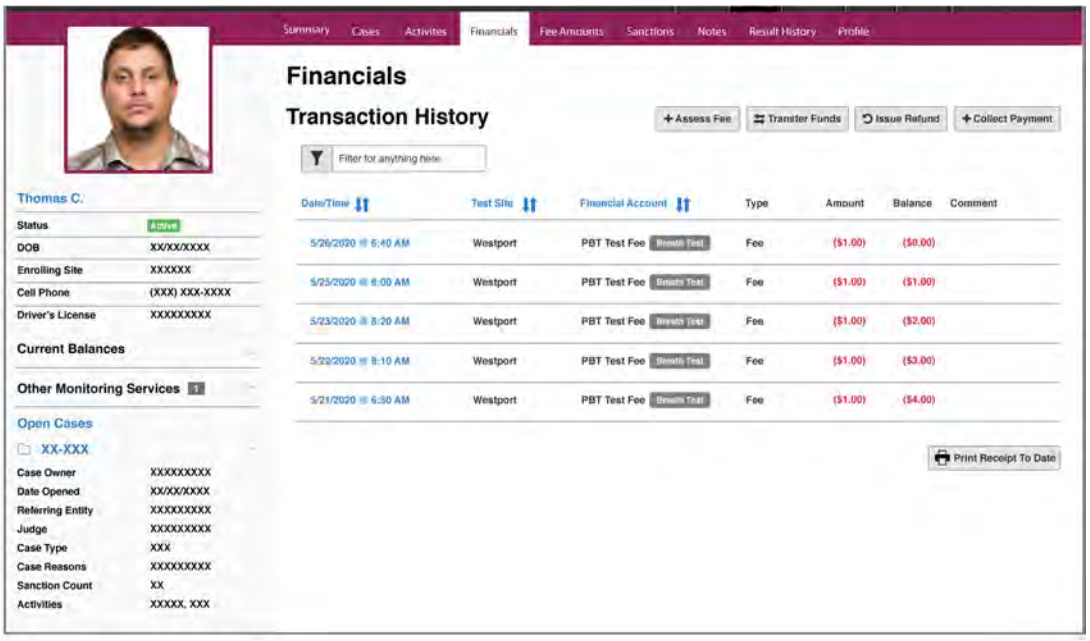


Program Management and Intelligence. With access to powerful analytics and reporting tools, supervising authorities can easily assess program and client progress and determine what's working and where to make adjustments. Agencies can review analytics on participant demographics, testing types, and more, and can filter and view reports by program stats by year, month, and caseload.



Officers have access to SCRAM Interactive Program Analytics, allowing supervising authorities to quickly identify, surface, and visualize trends in their SCRAM data.

Manage Payments. Officers can quickly view a participant's financial obligations and securely log payment information. With configurable financial tracking, fees can be customized for each testing/monitoring type for each participant. Fixed fee, sliding scale, or a range of values can be configured for daily, weekly, monthly, or a one-time fee, such as an activation fee. Officers have access to a variety of financial reports with the ability to generate and export various levels of detail.


Summary
Cases
Activites
Financials
Fee Amounts
Sanctions
Notes
Result History
Profile
Financials
Transaction History
+ Assess Fee
Transfer Funds
Issue Refund
+ Collect Payment
Filter for anything here
Thomas C.
Status
Active
DOB
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Enrolling Site
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Driver's License
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Current Balances
Other Monitoring Services
Open Cases
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Case Type
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Case Reasons
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Sanction Count
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Activities
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Test Site
Financial Account
Type
Amount
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Comment
5/26/2020 @ 6:40 AM
Westport
PBT Test Fee
Breath Test
Fee
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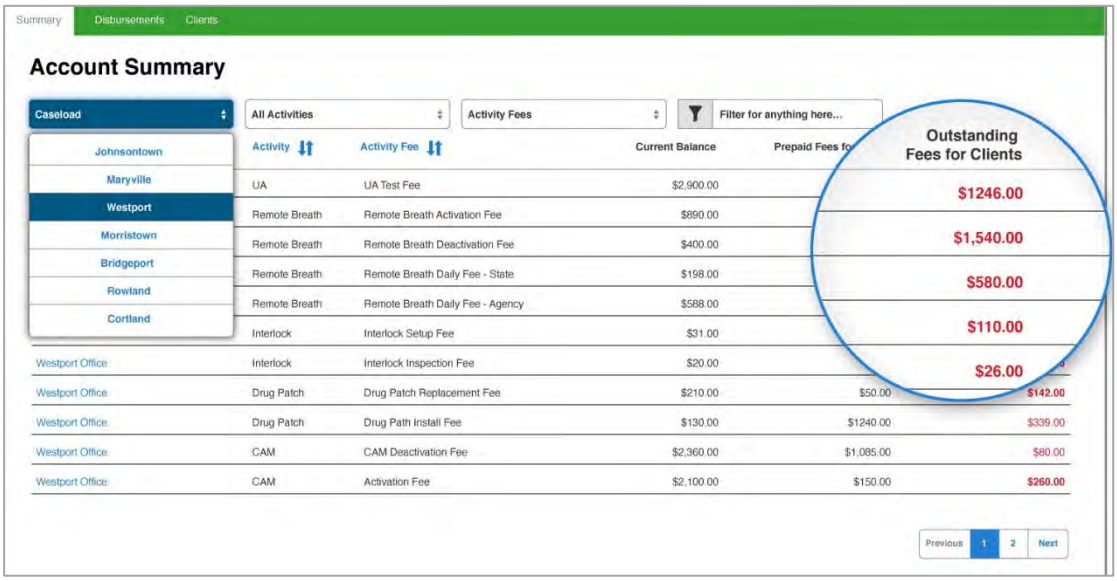
Summary
Disbursements
Clients
Account Summary
Caseload
Johnsontown
Maryville
Westport
Morristown
Bridgeport
Rowland
Cortland
All Activities
Activity Fees
Filter for anything here...
Activity
Activity Fee
Current Balance
Prepaid Fees fo
Outstanding Fees for Clients
$1246.00
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UA
UA Test Fee
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Remote Breath
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Remote Breath Deactivation Fee
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Remote Breath Daily Fee - State
$198.00
Remote Breath
Remote Breath Daily Fee - Agency
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Interlock
Interlock Setup Fee
$31.00
Westport Office
Interlock
Interlock Inspection Fee
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Westport Office
Drug Patch
Drug Patch Replacement Fee
$210.00
$50.00
$142.00
Westport Office
Drug Patch
Drug Path Install Fee
$130.00
$1240.00
$339.00
Westport Office
CAM
CAM Deactivation Fee
$2,360.00
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CAM
Activation Fee
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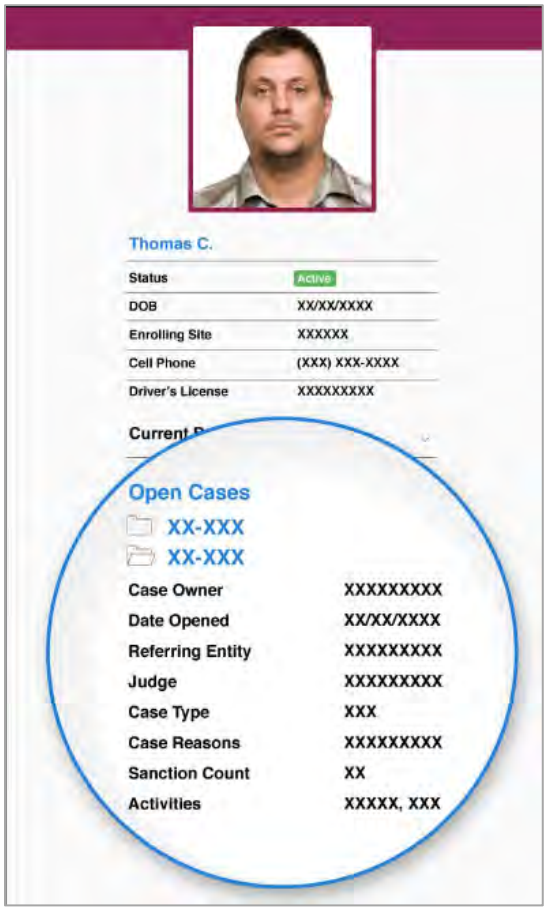
Previous
1
2
Next

Document Storage and Case Data. Officers can upload all participant related documents, as well as enter court case history. Digital copies of program forms can be added and accessed from any test site, eliminating the need for computer desktop storage.

Secure Platform. The Azure Government Cloud software provides a dedicated cloud enabling government agencies and their partners to transform mission-critical workloads to the cloud. Physically isolated datacenters and networks located in the U.S. provide the highest level of security and compliance

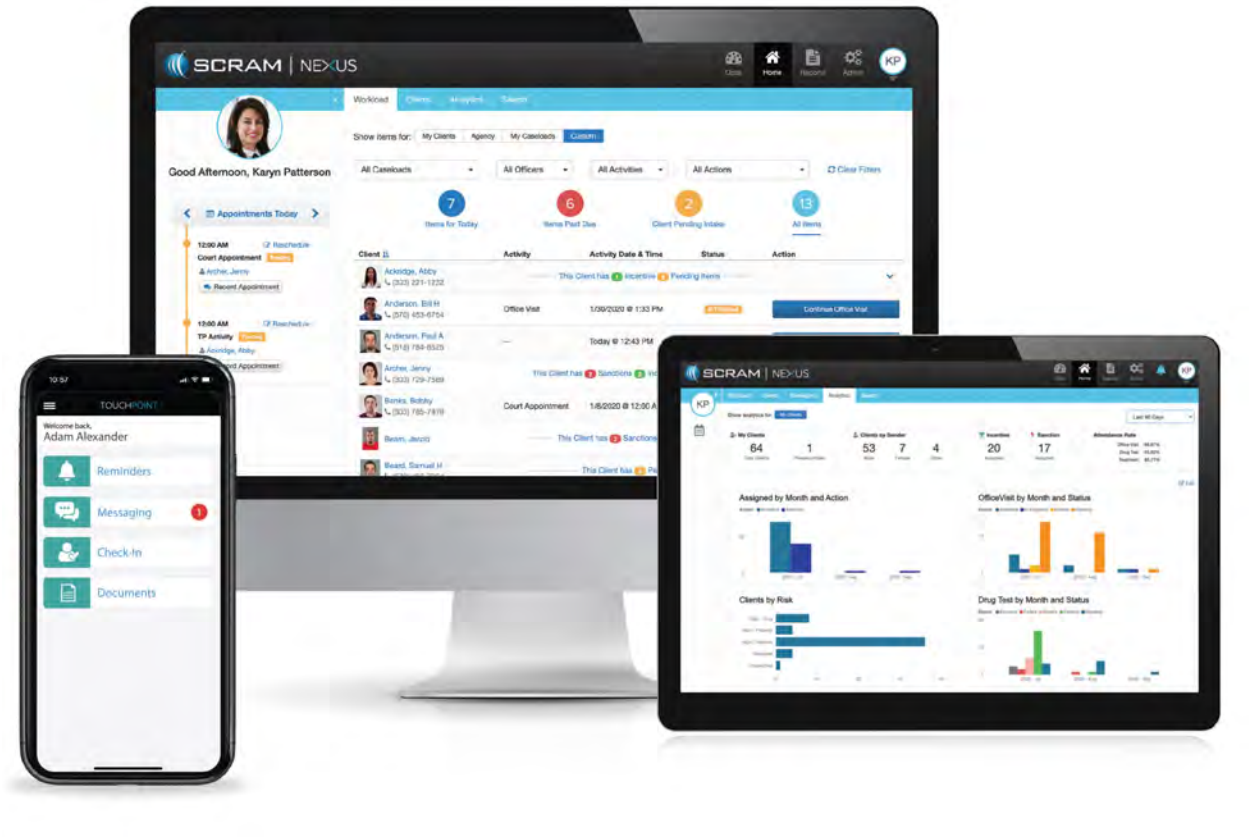


Officers can upload relevant documents and store court data.

SCRAM Nexus

SCRAM Nexus is a ground-breaking software platform that collects a wide range of data for offender behavior from multiple sources. It brings agency policy, behavioral science, and analytics into the daily decision-making of community supervision programs. With SCRAM Nexus, officers can access all offender data—from a participant's risk profile to treatment participation, and much more—in one place. For the first time, officers can make this data actionable by leveraging real-time response recommendations, which are designed to respond to individual participant actions and are grounded in behavioral science and departmental policies. The regular use of evidence-based responses to participant actions leads to more successful participant outcomes by helping them make the behavior changes needed to successfully exit the criminal justice system and lead productive lives.

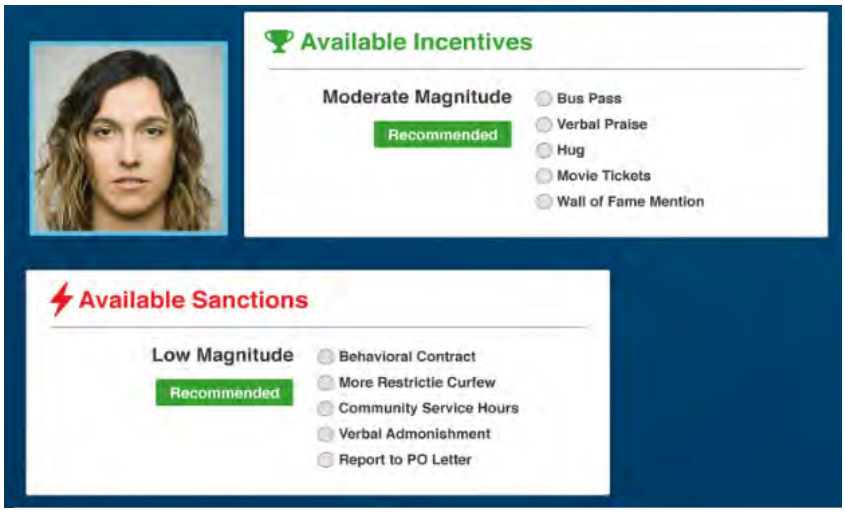
The SCRAM Nexus platform delivers unparalleled efficiency to the officer's job by enhancing communication with community providers and offenders, while providing powerful reporting capabilities to agency management and other criminal justice reform leaders. As community corrections officers are increasingly charged with managing offenders with a higher level of need, it is more important than ever that they understand the real impact of department policies and practices on offenders. With SCRAM Nexus, community corrections agencies, participants, and providers will finally have the tools needed to create better participant outcomes and improve community safety in the long term. For the first time, officers will have real-time, actionable offender behavior data at their fingertips.



Key benefits include:

Real-Time Risk-Need Responsivity. Information and tools for evidence-based supervision.

- Dynamic, consistent supervision planning based on a participant's risks, needs, and offense
- Decision support engine recommends incentives and sanctions grounded in science, policy, and real-time participant data
- Integrated, two-way information with referral sources highlights compliant and non-compliant behaviors



SCRAM Nexus takes the guesswork out of the equation. Officers receive recommendations based on each participant's risk and need, agency policy, participant data, and requirements specific to that unique situation.

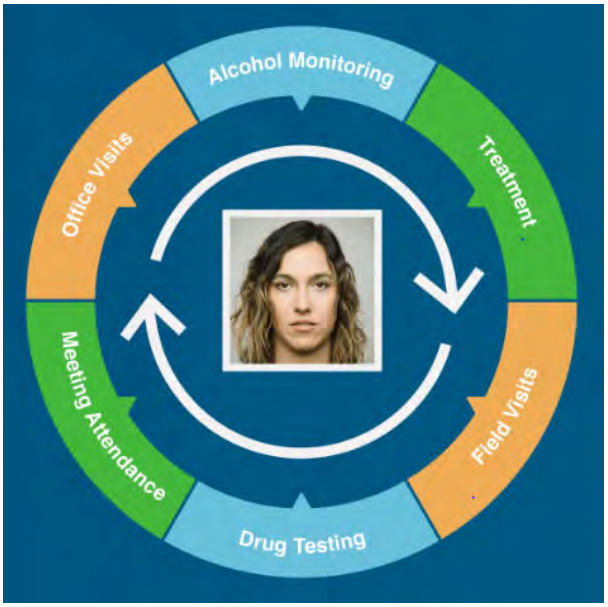
- Increased compliance with appointment scheduling and reminders with SCRAM TouchPoint adaptive mobile functionality

Improved Day-to-Day Supervision.
Streamlined data management and supervision tasks to give officers more time to focus on participant interactions.

- Access all participant information from the secure web-based platform
- Integration with case management, SCRAM electronic monitoring, and assessment tools increases data accuracy and timeliness
- Unified workflow management provides officers with a comprehensive view of upcoming tasks and needed actions

Data-Driven Program Management.
Unprecedented visibility into participant, caseload, and program data to support better outcomes.

- Track both what should and what does happen throughout a participant's supervision plan
- Interactive reports and analytics surface trends and insights on clients, caseloads, and entire programs
- Improve efficiencies and outcomes with behavioral science and technical consulting services



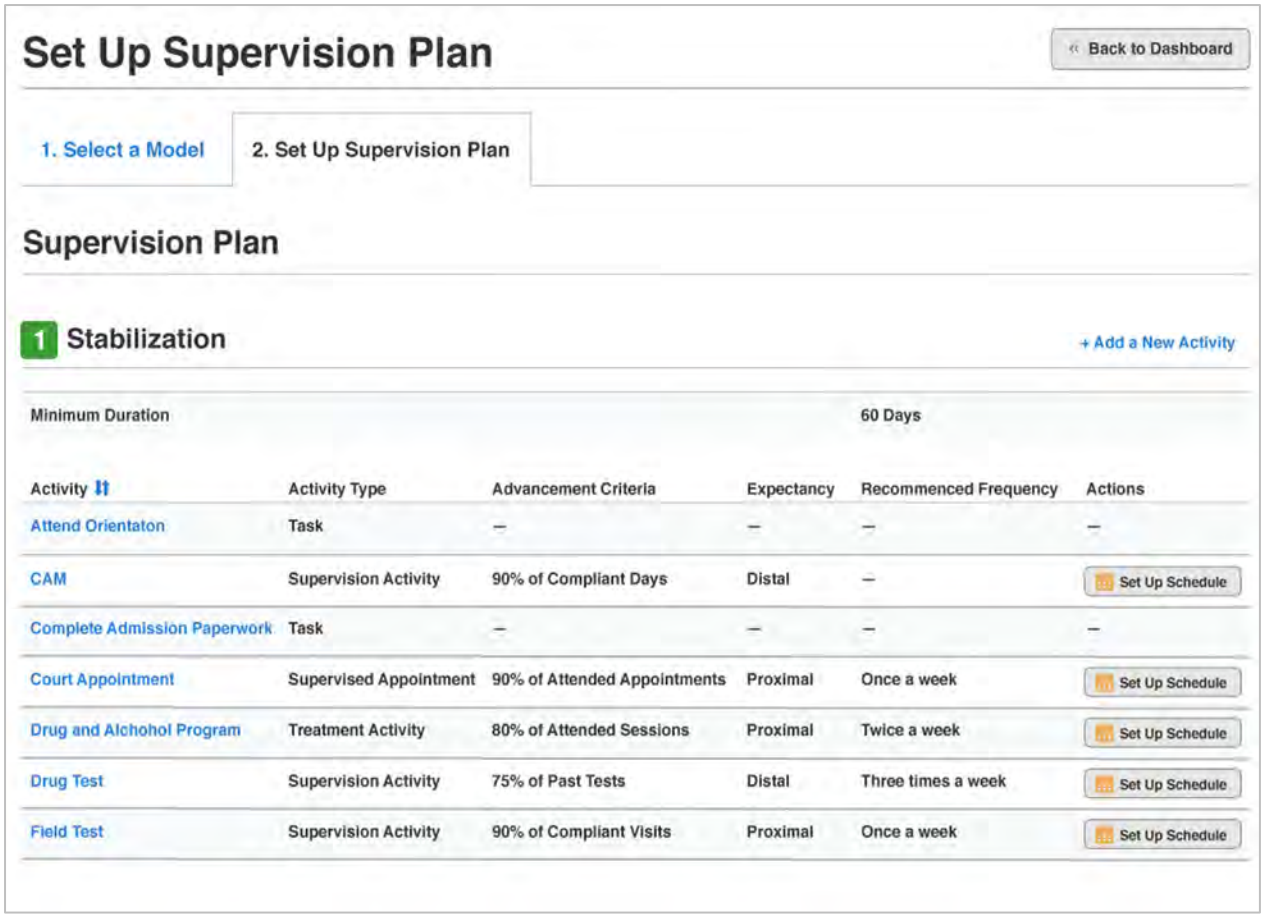
SCRAM Nexus integrates with external sources to synthesize real-time client data into meaningful insights. This allows officers to have more productive participant interactions during office appointments and home visits.

Data-driven decisions empower officers to make the right decisions at the right time.

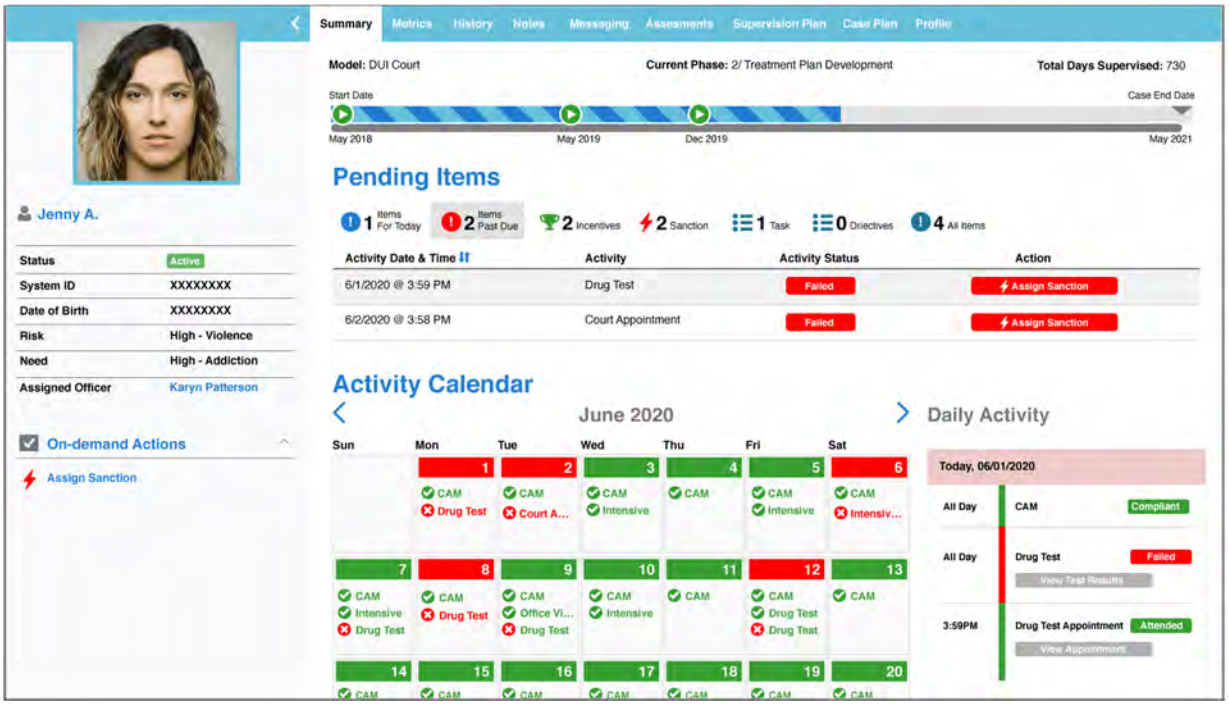
Integrated Administrative Data. SCRAM Systems will work with the City to customize the software with their unique criteria including:

- Policies and procedures
- Statutory requirements
- Supervision models
- Incentive and sanction responses
- Critical administrative criteria

Post-configuration, changes can be made by the City's administrative personnel as needed.

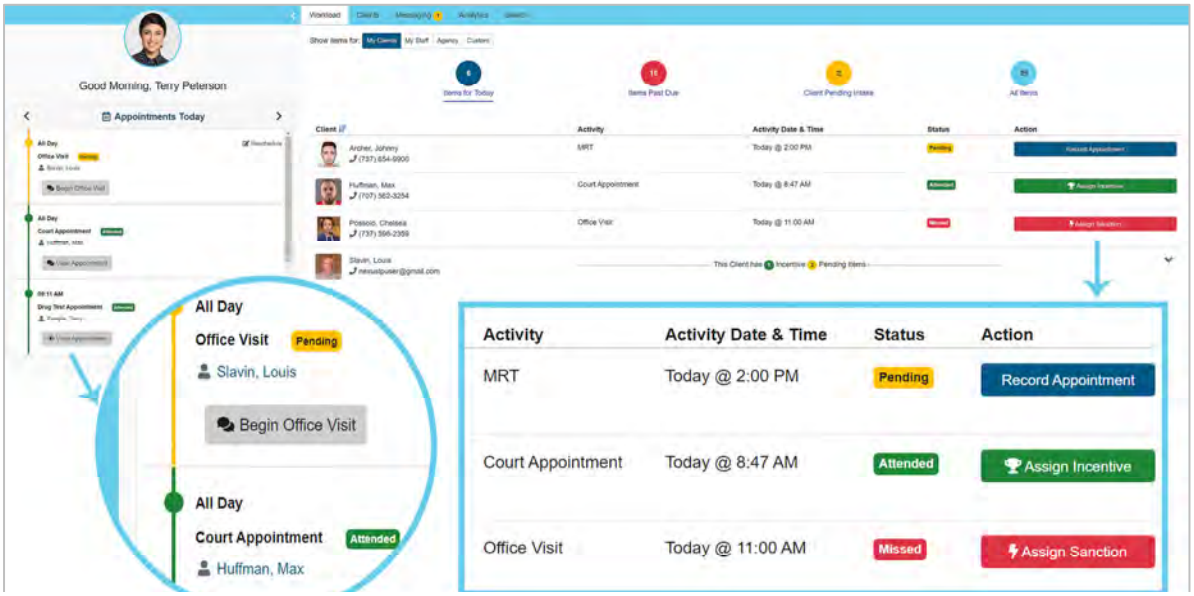


Client Dashboard. All supervision activity and summary information for each participant is accessible from the client's dashboard. The software provides access to the participant's assessments, complete supervision plan, case plans, and profile. Officers can view pending action items for a participant, check the calendar view to gain a quick visual of offender compliance, and access the participant's activity log to verify daily compliance against the participant's supervision plan. The offender's activity plan is color-coded to quickly identify successful completion (green), pending activities (yellow), and violation (red) days. Officers can also perform on-demand activities such as recording a drug test, assigning a sanction, or conducting a field visit. All participant history, officer notes, and assessments are logged.



In addition to pending items and a daily activity timeline, the dashboard provides client/case detail and gives officers quick access to on-demand functions. The participant's activity plan is color-coded to quickly identify successful completion (green).

Officer Workload Pages. Officers can supervise their offenders and quickly identify immediate action items by using the intuitive and user-friendly workload pages. Viewing options include supervision activities due daily or missed, offenders pending intake, and any appointments for the day. The Analytics tab provides an additional at-a-glance view of caseload metrics. Officers can bundle and/or assign incentives or sanctions, record drug test appointments, conduct office visits, review mobile check-in data, and access any additional participant data.



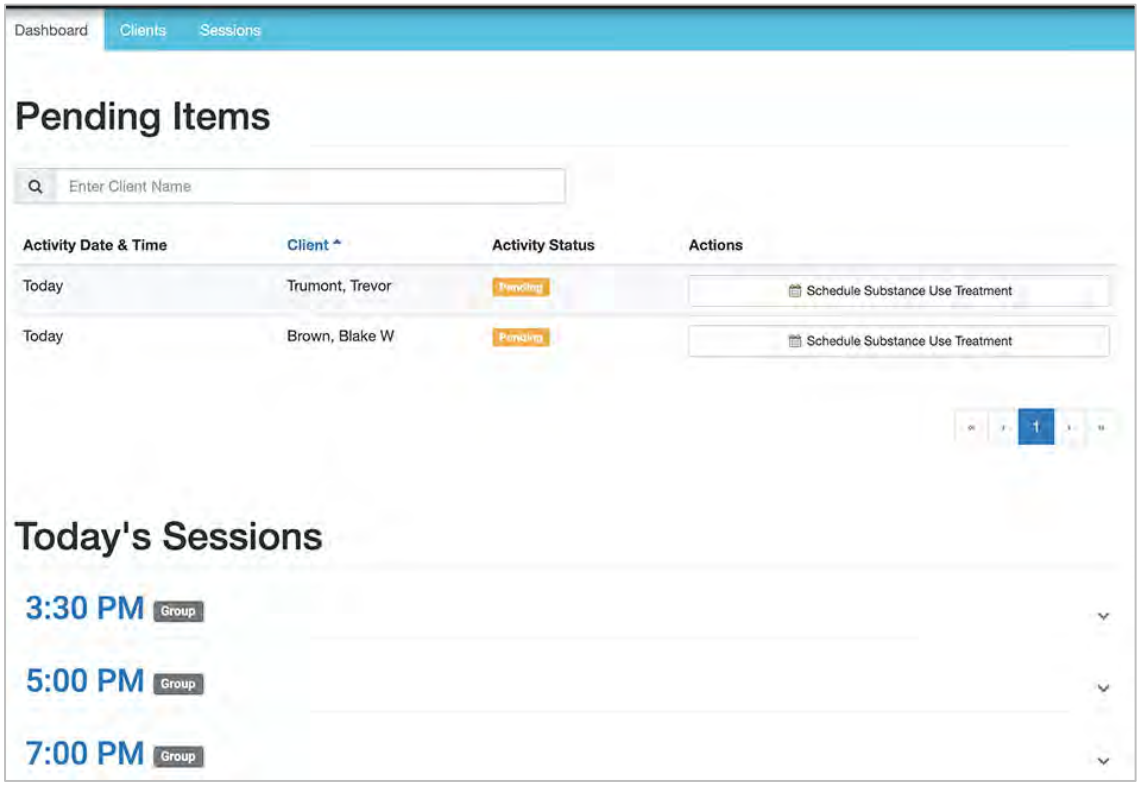
The client dashboard provides participant/case detail and gives officers a quick view of pending appointments and expected activity. The dashboard detail is color-coded to quickly identify client activity, scheduled date and time.

Treatment Provider Portal. The treatment provider portal is a fully integrated set of tools within the SCRAM Nexus solution providing a foundation for any internal or external service provider. The portal enables automated service referrals, scheduling, and client attendance and progress data back to the agency.

Treatment providers can:

- quickly get participants into treatment, create treatment sessions, and assign referred participants.
- automatically convey scheduled sessions/series to the offender's calendar.
- automatically update notes and comments.
- provide guidance for incentives and sanctions based on accurate and updated treatment attendance information.

For clients using SCRAM Touchpoint, session reminders will begin appearing within the Touchpoint messaging feature both 24 hours and 2 hours prior to each scheduled session. Offender activity, such as attendance/absence at a required session, can be automatically sent to the officer and will be automatically updated in SCRAM Nexus.



Advanced Analytics. The City needs visibility into how participants are progressing through their supervision plan, if treatment and behavioral responses are making an impact, and if and officers are following department policy.

Our software provides a vital component for

- improving supervision outcomes.
- improving a participant's behavior.
- decreasing the risk of crisis and recidivism.

Traditional reporting methods typically offer summaries of what is happening across cases; however, these methods tend to lag by months. It can result in hours of effort tracking and logging data manually to obtain specific information. With Nexus Analytics, data is presented in a visually compelling and interactive way, complete with drill-down and drill-through capabilities. It is designed to provide intelligent information that can be used to address specific needs to assist the City in responding to unique challenges.

The software embeds near real-time actionable intelligence into the daily activities of the City's staff and leadership. Enhanced dashboards, custom interactive reports, and statistical analyses will drive at the core questions officers, supervisors, chiefs, and administrators struggle to answer.

Nexus Analytics provides users with a four-tiered approach to analytics across 85 data visualizations. Each tier rolls up information from the previous tier, creating a higher level, aggregate view of what is going on below the surface.

- Client Metrics inform officers how each participant is doing with their assigned activities
- Officer Analytics provide users insight into their overall caseload
- Supervisor Analytics aggregates information from the participant and officer tiers allowing supervisors to compare officer performance and take a deep dive into an individual officer's caseload
- Agency Analytics combines and considers data from all three tiers up to provide chiefs and administrators with powerful visibility needed to make informed, data-driven decisions at the executive level

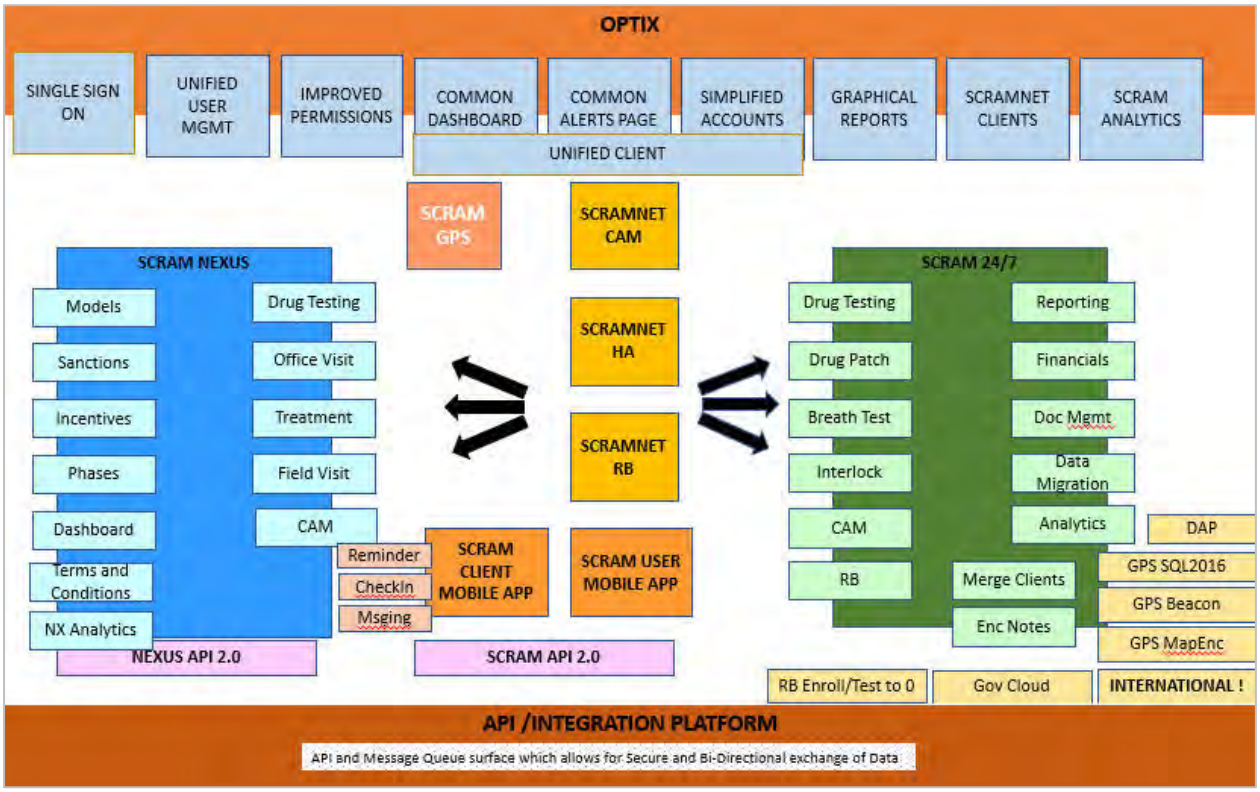
SCRAM Nexus tracks and reports critical data that allows users at all levels to view data relevant to their needs. Real-time, actionable intelligence gives clients, officers, supervisors, and agencies timely and accurate information that is critical to their role and success in the supervision process.

Integration Options. SCRAM Nexus can do both single direction to or from existing systems, and roundtrip exchange of data, depending on the needs of the City. There are several integration options that will enhance agency visibility, increase officer efficiency, and improve client outcomes. SCRAM Nexus can integrate with:

- data/case management systems.
- case/success planning and assessment software.
- drug test providers/toxicology labs.

Today's participants are involved in a complex set of relationships with supervision agencies, courts, treatment providers and others. Managing these relationships requires visibility and coordination of time-sensitive data that must be associated and remain consistent across a range of the participants' supervision requirements. The dynamic nature of agency and supervision data means that it must be available to officers and supervisors in a timely fashion and in a format that can be used by the applications and reporting tools they rely on.

SCRAM applications and productivity tools are specifically designed for users in different agencies and work in conjunction with a broad ecosystem of service providers delivering treatment, drug testing and other services while integrating with existing software like data management systems. To maximize the utility of data that resides with third party providers or in other software systems, SCRAM Systems utilizes Application Programing Interfaces (APIs) to connect, collect and rationalize data from a variety of sources.



SCRAM applications overcome the challenge of combining data from disparate systems by providing an open, standards-based back-end environment designed to be transparent. Using SCRAMNET APIs, SCRAM applications can interface and integrate seamlessly with case management systems and other data sources. SCRAM Systems works with each customer to understand their unique information needs to design, deliver, and maintain the appropriate API interfaces, and the owner of the data has complete control of data access, scheduling, and data use.

SCRAM Systems can provide a SCRAMNET Integration Toolkit that enables customers to use APIs with minimal upfront engagement and support. The kit is designed to help customers design systems so that their Case Management System (CSM) can easily interface with the SCRAMNET platform. SCRAMNET APIs use an OpenAPI standards framework to build, document, and consume REST- based web services.

SCRAM Systems will support customer development and will provide customization to the SCRAMNET interfaces if necessary. All data transfers occur on demand from the customer systems when they initiate a request to receive or transfer data. SCRAMNET never initiates a data transfer.

Customers have the control and flexibility to determine what information is transferred between the systems and when it occurs.

Security. SCRAM Nexus provides security at all levels and is intrinsically linked to a Secure Token Server (STS) which provides authentication and validation using security protocols based on OpenID Connect.OAuth2.0 technology.

SCRAM Systems commits to protecting the security of its business information and has implemented an Information Security Management System (ISMS) that complies with ISO/IEC 27001:2013, the international standard for information security.

LifeSafer L250 Ignition Interlock Device

The LifeSafer L250 Ignition Interlock Device (IID) system is designed to prevent vehicle start-up unless the user has passed a Breath Alcohol (BrAC) test. The BrAC test measures the user's breath alcohol level which is an indicator of how much alcohol is in the bloodstream. If the user's breath alcohol level is above a predetermined value, vehicle start-up will be prevented. It The device provides user identification, event location information, and real-time reporting, if required, utilizing a high resolution, color, low light capable camera, GPS service and cellular connectivity (CDMA or GSM).

Device Components. The L250 system contains the following components:

- Handset
- Mouthpiece
- Relay module
- Camera or Camera with GPS service and Cellular Modem (as required by jurisdiction)

Design. The handset device is small, lightweight, and designed to fit in the palm of the hand, much like a cell phone. The handset weighs only 3.5 ounces and measures approximately 4.55" tall x 2.07" wide x 1.05" deep. It has been drop tested to a minimum of six times from .8m to concrete from various positions. External damage does not prevent the functionality of L250.

The relay module measures approximately 1.16" tall x 3.10" wide x 4.70" deep and weighs 15.7 ounces.

LifeSafer's small L250 Ignition Interlock provides reliable technology with an easy blow pattern, a straightforward display screen, and simple, intuitive navigation buttons.

Installation. The compact handset fits comfortably in the driver's hand and is easily mounted, with its cradle, to the vehicle's dash.

The L250 relay module fits inconspicuously under the dash and is wired into the vehicle's ignition system.

The handset connects to the relay module via a detachable coil-cord attached to the bottom of the case.

If required, the camera module will mount on the dash or windshield, such that the driver is in full view. If GPS or cellular (real-time reporting) is required, this functionality is also housed in the camera module.

The L250 is designed to be simple to install while affording the highest security from unauthorized access to wiring and connections. LifeSafer has rigorous pre-installation protocols that must be followed in order to ensure effective installation and successful continued use.

Fuel Cell. The L250 relies on a proprietary electrochemical fuel cell sensor to determine blood ethanol equivalents. The L250 meets or exceeds the National Highway Traffic Safety Administration (NHTSA) standards for breath alcohol ignition interlock devices and has been certified for calibration stability up to 187 days.

Breath Sample. The L250 samples breath using a proprietary pump/solenoid assembly; a known volume of breath is drawn into the fuel cell chamber at the end of a user supplied breath sample. The presence of alcohol in the sensor chamber causes the fuel cell to output an increased electrical current which is measured and translated into an equivalent blood alcohol concentration.

The L250 requires a minimum volume of air to be delivered throughout the breath sampling sequence to ensure that an accurate alveolar breath sample has been taken. If the breath test registers a BrAC below the preset trigger point, the L250 will close a relay that completes the connection to the starter motor allowing the vehicle to be started.

Anti-tamper technology. All device modules (handset, relay, and camera) include tamper evident seals that are permanently altered if disturbed. All vehicle connections are covered or sealed with custom anti-tamper labels that are permanently altered if disturbed. The device also has a permanent label attached, and a screen that appears on the display, that warn the user from tampering with the device, or face criminal and/or civil prosecution.

The L250 Handset incorporates the following anti-circumvention features, and will record and abort the breath test based on the following:

- Hum while blowing feature
- Flow rate, pressure, and volume characterization

- Breath temperature verification
- Human breath response detection (optional)
- Suck" (reverse flow) detection

The L250 Relay, with or without the handset connected, will detect, record and recall (if applicable) the following:

- Any loss of, and reacquisition of, power
- Any rise in voltage, tach signal generation or alternator activity (depending on install method) that would indicate that the vehicle had been started without a passed test. This includes "hot-wiring" the vehicle, roll or push starting the vehicle, or electrically bypassing the ignition circuit of the device.

In addition, LifeSafer works to reduce tamper attempts by unauthorized users:

- **Random Running Retests.** To discourage curbside assistance, as is required by most all jurisdictions, the device requires random re-tests after the vehicle has been started. This discourages the use of a friend's assistance who is not travelling with the driver, to start the vehicle, as once the driver is on his own, subsequent tests will be required.
- **IID Camera.** If required, the devices can capture the facial image of the person taking the test each time a breath test is attempted, when a re-test is first requested, and when any suspect tampering event occurs.

Data Storage. The L250 can store up to 350,000 events and 148,000 images. Events are stored in the Handset and mirrored in the Relay. Images are stored in the Handset and mirrored in the Camera module or the Relay module, as applicable. All events contain date, time, code, value fields, and GPS coordinates (if applicable).

Configurable Options. The handset can be programmed via the proprietary LifeSafer PLUS2 software. Specific configurations are based upon local or state requirements. Settings will determine which actions cause alerts to be generated, such as initiated retests, restricted driving, or recorded lockout violations.

Each jurisdiction can also determine

- BrAC levels that will cause a warning, a failure, or a re-test
- Set optional grace periods
- Select violation parameters
- Apply restricted drive/immobilization times
- Accommodate breath volume for medically-diagnosed diminished lung capacity

Menu options that can be adjusted by the technician or the device user include programmable warm up times and choice of display language.

Device Calibration. The L250 is calibrated internally by using a personal computer connected to the LifeSafer PLUS2 system, and a wet bath or dry gas alcohol simulator. Standard calibration parameters are plus or minus 0.005 w/v of solution value with a 0.050 ethanol solution. The calibration parameters are contained in non-volatile memory and cannot be impacted by client actions, or power loss. A service date cannot be set beyond the required calibration interval as specified by the jurisdiction of record and will render the breath alcohol ignition interlock device inoperable if the service date and grace period has been exceeded.

If a device is unable to successfully calibrate, the system will abort the process and the device will

need to be returned to the factory for service.

Monitoring Software

Convenient Access. Data for all LifeSafer monitoring products is housed in the proprietary PLUS2 software system. The secure, web-based software is available 24/7 and offers the full gamut of all monitoring information.

User Authentication and Authorization. All users/authorized personnel must have a username and password to access the system. Specifically, the application is constructed in a manner that can allow or restrict permissions based on state, jurisdiction, and/or applicable legislation so that only secured, authorized personnel can access client monitoring information.

Comprehensive Data. Authorized users can access and manage all applicable monitoring information including client, vehicle, device, and service information including installations, removals, violations, summary reports, detailed driving reports, device calibration history, and event logs.

Authorized personnel can do the following through the proprietary PLUS2 software application:

- Manage Inventory
- Verify calibration logs
- Assign devices to perform installations
- Update client profile
- Add vehicle information and record odometer readings
- Select appointment and service dates
- Assign fees and collect invoices
- Load and activate device settings
- Enter officer/technician comments
- View Event Log summary

All activity and photos are date and time stamped. Reports can be viewed or printed as needed.

Customized LifeSafer Monitoring Portal. Because PLUS2 is all-encompassing and comprehensive, it houses monitoring data for all LifeSafer product types across multiple links and locations.

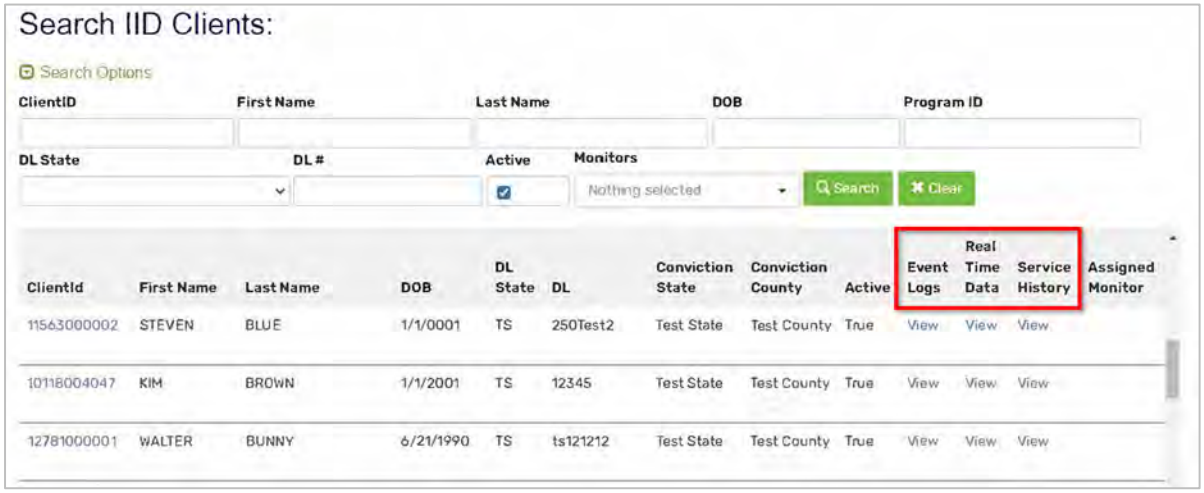
To enable quick and easy access to IID monitoring and user-specific data, LifeSafer can create a user-friendly monitoring portal customized by jurisdiction, readily affiliated with policies, procedures, and statutory requirements.

Instead of sorting through all available LifeSafer data, the portal offers a customized view of a particular user's active clients. With readily accessible action items, users can more efficiently manage clients by product type, access alerts, apply relative administration functions, and view/add or edit release notes. Each portal is tailored to accommodate jurisdiction and assigned permissions so that users can their individual monitoring population from one convenient platform.

The LifeSafer monitoring portal offers a secure, customized view of client population and provides quick and easy access to useable information.

Versatile Client Search. The Client's page displays a list of all active clients with an assigned IID

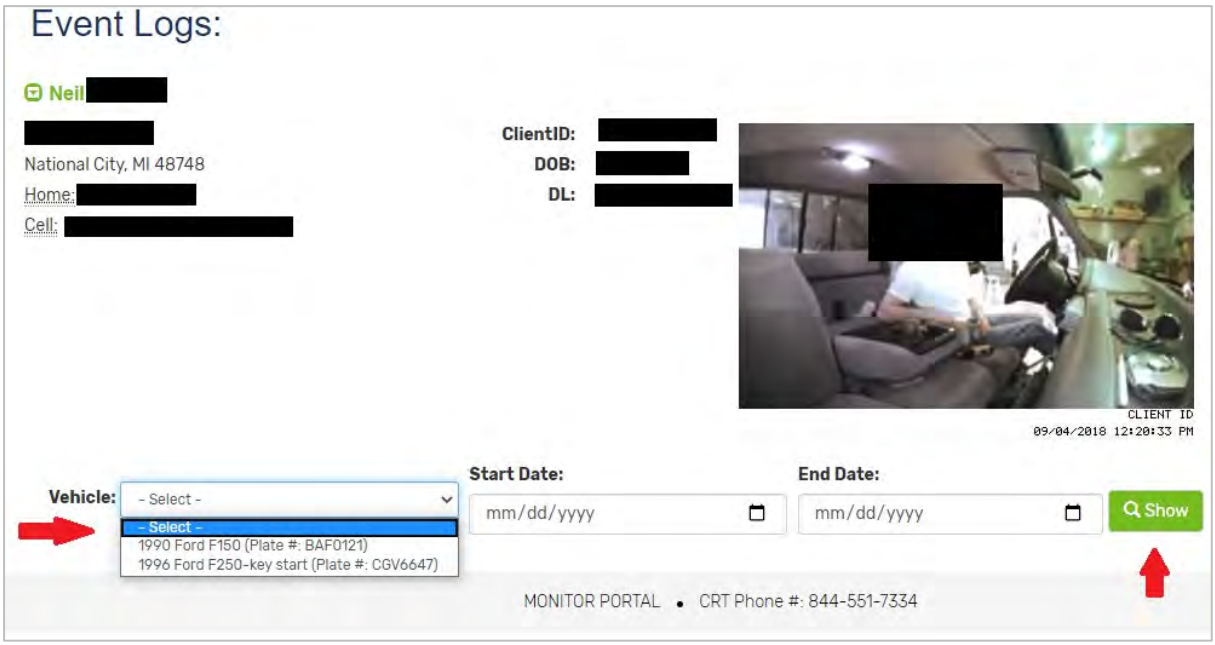
device and includes search filters and quick links that enable users to locate and drill down to view detailed client information.



In addition to searching by name, users can locate client information by using filters such as participant ID, driver's license number, date of birth, or program ID. Convenient links allow users to drill down to view event logs, real-time data, and service history of the device.

Event Logs. Allows users to search for client program data across multiple visits to service centers. It includes information about the client as well as the participant photo on file and displays a summary of events and surrounding events that have occurred within the selected date range.

If the participant only has one vehicle it will be automatically selected in the search at the bottom of the page. If the client has more than one vehicle, users can choose a specific vehicle from the convenient drop down options. Reports can be generated by populating the "Start Date" and "End Date" fields and clicking the Show button.



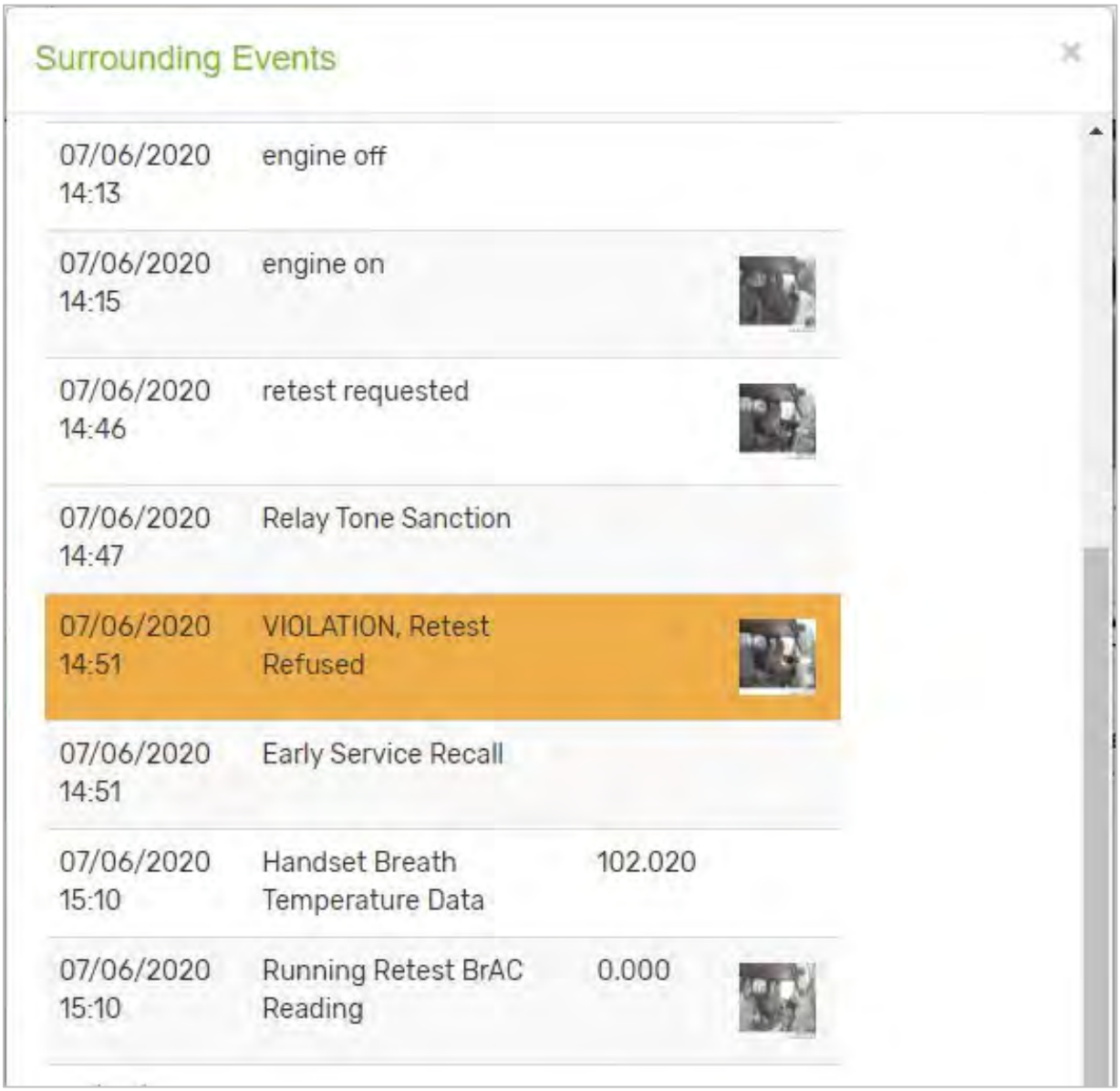
The software pulls the summary of events requested and allows users to drill down to more specific data by clicking on any selected value. Clicking on one of these values will drop a list of dates and times each of the summarized events occurred.

Last Serial	Warn	Fail	Total Test	High Fail	Failed Retest	Power Disconnect Violation	Start Violation	Emergency Override	Lockout	Total Starts
0015902	0	0	884	0	1	0	0	0	0	680

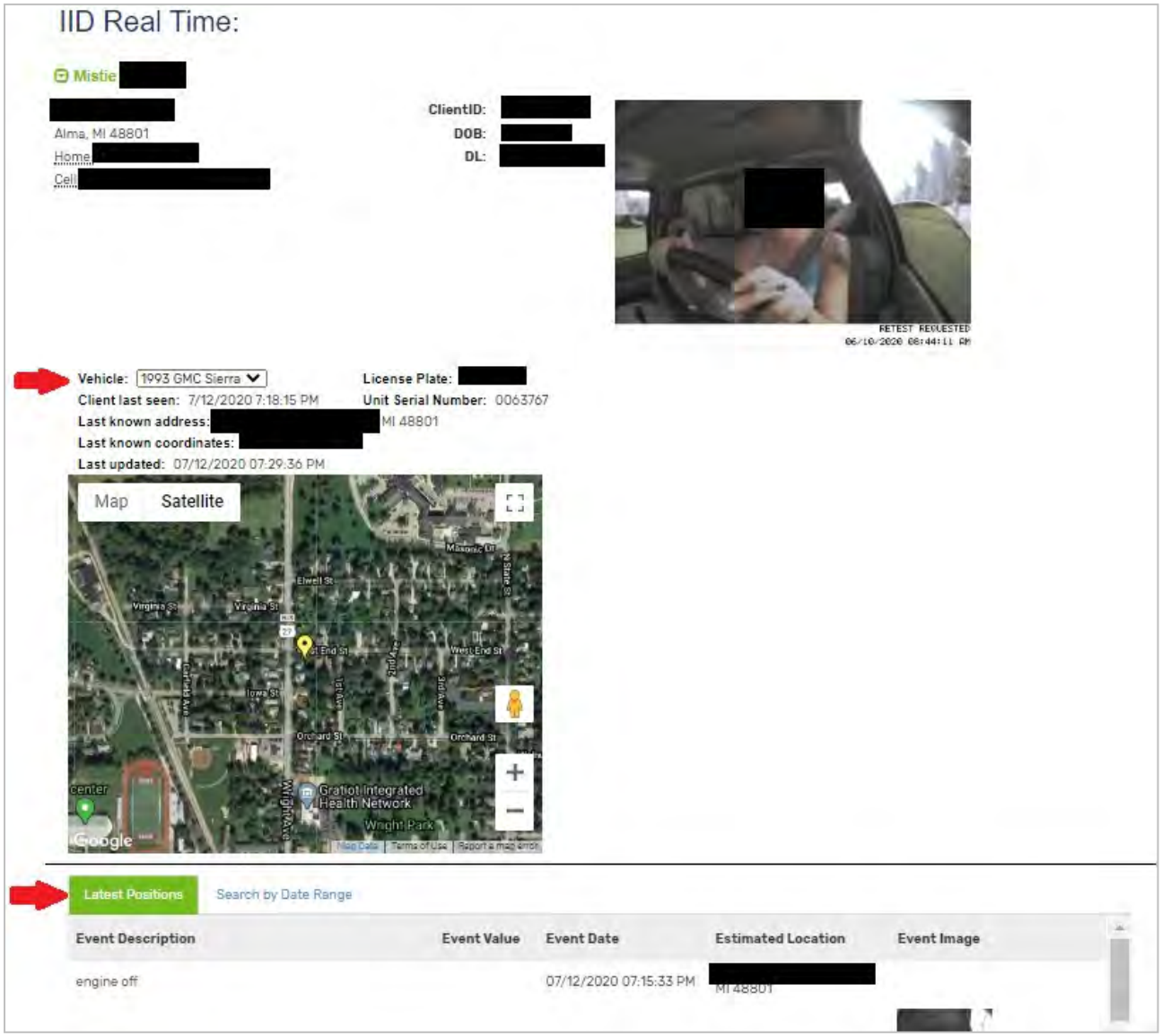
Failed Retest

Service Date	Event Date
07/07/2020	07/06/2020 14:51

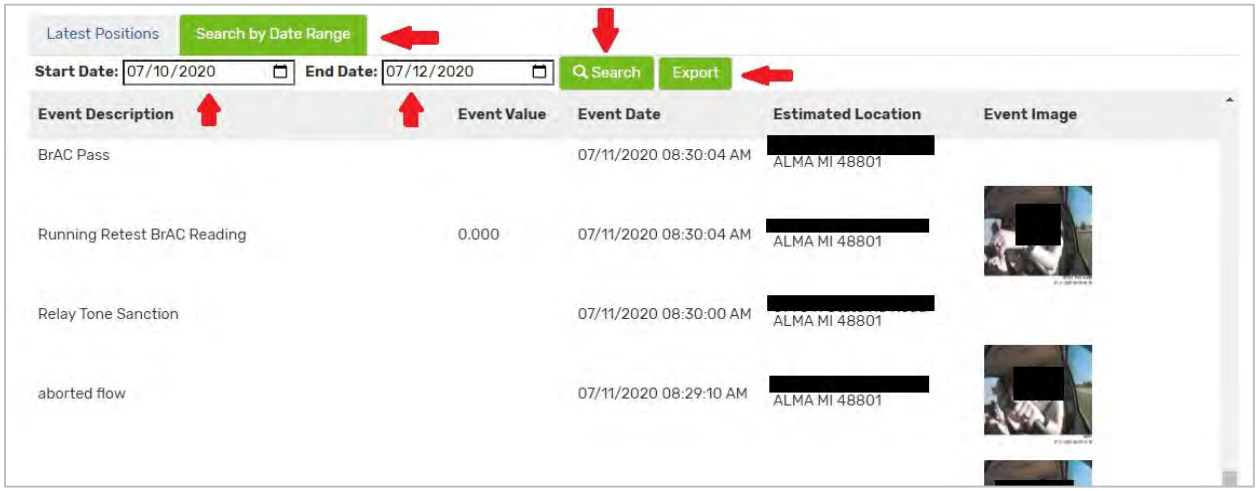
Clicking on one of these date/times displays the event as well as the events surrounding that event.



Real-Time Data. Real-Time Data displays client information, the participant's photo, and a map of the participant's last recorded address. The software defaults to the most recently received events from any participant equipped with a cellular device and allows for a more in-depth search for up to 7 days of real-time data.

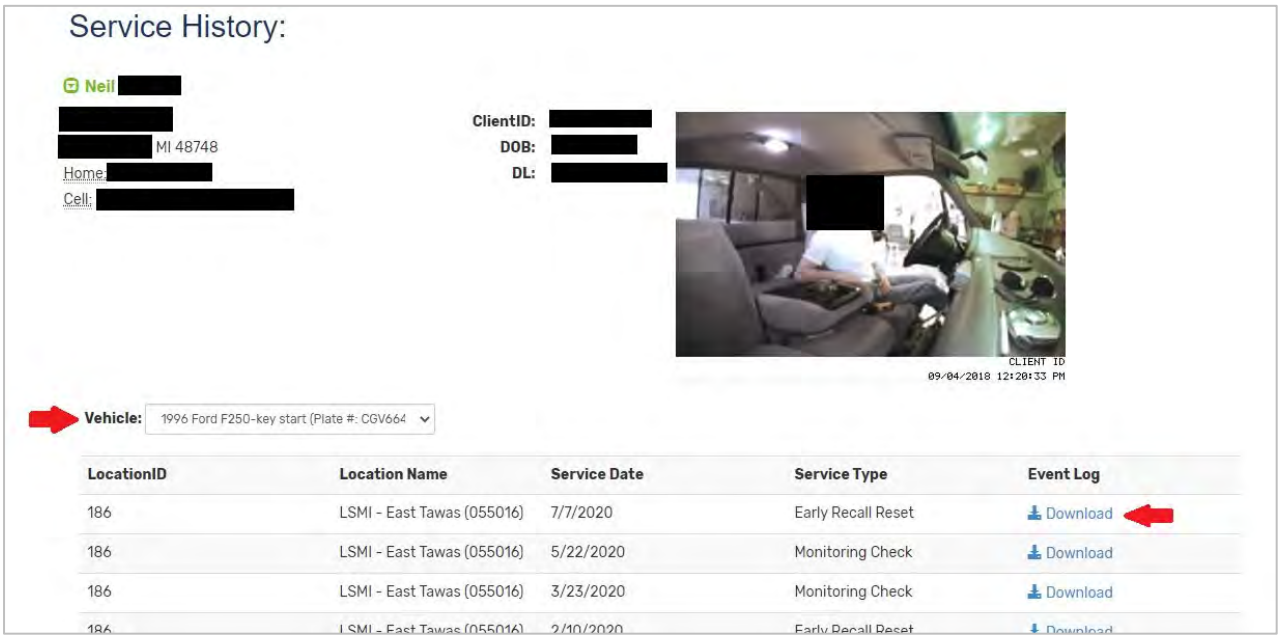


To search using a date range of up to 7 days, click on the Search by Date Range tab next to the Latest Positions tab. Supply the “Start Date” and “End Date” values and click search. The report can be exported to pdf with the click of a button.



Service History. For the selected client, this record shows client test photo, contact information, list of all associated vehicles, and provides detailed service history information. Specifically, this report shows the location ID of the service center, the location name, date the service occurred, and what specific service was performed.

The Service History Page returns a list of services performed at service center locations for the selected client. Copies of the log record can be downloaded as needed.



Administrative Functions. Designated administrators can access and manage key program aspects across their jurisdiction, regardless of the specific authorized personnel assigned to that particular client. In addition to providing comprehensive access and insight into the overall program set-up, this allows administrators to manage and update personal information and permissions for all users.

Administrators can perform the following functions:

- Restrict permissions for authorized users
- Select login default landing pages
- Determine reporting types for the entire agency or by user
- Receive notification of any new releases
- Reset passwords

Upstreem's Active Tool Suite

As an alternate GPS tracking device and through our new partnership with Belguim-based start-up Upstreem, we can also offer the City the Active Tool Suite, an electronic offender monitoring system based on an offender smart watch, offering additional communication, management, and follow-up possibilities when monitoring offenders. With a smart watch fitted to the offender's wrist, the Upstreem Active Tool Suite makes monitoring agents much more efficient, improves security, increases rehabilitation rates, and reduces recidvism.

Main features include:

- Fast and simple installation process
- GPS and RF modes
- Text messages directly on the bracelet
- Positive reinforcement and gamification
- Personal offender information displayed on the bracelet—curfew and appointments for the next days are easily visible
- Alarm management processing in the monitoring application—actively helps the monitoring officers to take the appropriate actions
- Automatic alarm management—the system manages by itself simple alarms and escalates only important issues to the monitoring officers
- Intelligent alarms—Embedded sensors allow the unit to report directly usable information rather than technical data

Advantages to the City include:

- The Active Tool Suite is much more than just a surveillance system—it is a true digital assistant to rehabilitation.
- No impunity thanks to automated response to 100% of violations
- Better and more reliable communication with offenders
- Improved efficiency of monitoring offenders
- The City has both an ankle bracelet and a wrist smart watch option for GPS monitoring.

How it works:

ActiveTrack. The smart watch securely fitted on the offender.

ActiveTrack enables direct interaction with offenders in a dynamic way by sending messages, giving them access to tailored information, triggering reminders, reacting automatically on violations, generating positive reinforcement messages, and additional features that help them to comply with the rules and assist them actively in their rehabilitation process.

Smart watch features include:

- Securely fitted on the offender's wrist
- Screen and buttons are easy to use
- 48 hour autonomy
- Infraction detection for strap cut and case opening
- Removal detection
- Ruggedized
- Connectivity
- Accelerometer and gyroscope

Intuitive display. Offenders quickly become proficient in using the smart watch's clear display and buttons for communication. The smart watch features curfew and appointment reminders, communication messages, and reinforcement mechanisms to promote compliance.

The ActiveWatch main screen displays the date, time battery status and current curfew.

Reminders can be set to make sure the offender returns home on time and that they do not miss appointments.

ActiveHome. The home unit used to detect the offender's presence at home.

ActiveHome is small, discrete, and is very simple to use. Its screen displays date and time as well as messages to offenders in case of violtions. The installation process is swift and simple, and doesn't require any specialized tools or skills.

Based on the latest technologies, the ActiveHome unit has been designed to be able to detect the offender's presence at home for small apartments as well as for larger residences. GPS tracking ability is in the home unit.

ActiveHome Specifications:

- Small and discrete (6 cm x 8 cm x 13 cm)
- Easy to use screen and buttons
- Backup battery
- Power-loss detection
- Movement detection
- GPS
- Infraction detection for case opening

ActiveMonitor. The fast and flexible monitoring application.

ActiveMonitor is a new generation monitoring platform that was developed with the highest attention for ease of use and efficiency. The platform's contextual menus ensure the monitoring officers always have the information they need at hand, and its active assistance features help monitoring officers to follow the working procedures of the agencies to make sure all violations are managed appropriately.

The platform's innovative features include:

- Ergonomic and intuitive
- Integrated alarm management process
- Cloud based
- Secured at all levels

- Very short reaction time
- Extended and flexible reporting capabilities

We have included the brochure for the Active Tool Suite in *Additional Information, Appendix B: Manufacturer Literature*.

G. Smartphone Application

The Proposer shall provide a client-facing smartphone application that provides supervision tools for City personnel and client tools for accessing community resources. Features to consider:

1) Application must be highly secure and use password protection and other security features.

2) A mobile reporting platform to increase participant accountability while in the community.

3) User friendly for both the participant and the officer.

4) Customizable based on agency's preference and participant risk/needs.

5) Language availability

6) Data generated, collected, and reported is easily accessible by the officer.

7) Supervision tools to include scheduled check ins and location/curfew monitoring.

8) Two-way communication between participant and officer with date/time stamp and delivery/read receipt feature

9) Customizable questions for the participants and acknowledgment of upcoming events

10) Participant self-reporting tools

11) Access to officer's contact information and agency's participation documents

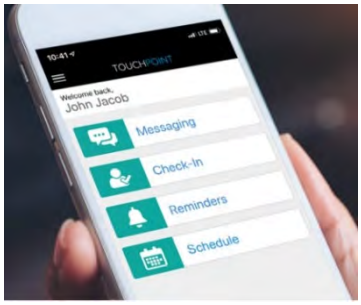
12) Event calendar and reminders for the participants

13) Ability for participants to upload documents

14) Ability to design a list of services and providers, along with contact information, to assist participants with needs

15) GPS tracking to confirm participants location and event participation

SCRAM TouchPoint is a client-facing mobile application that enables officers to more effectively manage pretrial, probation, and parole participants. With secure and stored messaging, configurable mobile phone check-ins, automated reminders, document management, SCRAM TouchPoint streamlines the most common interactions with offenders, saving officers significant time per offender per month—helping them to focus on tasks and alerts that matter most.



Officers can manage clients more efficiently with remote check-in, automated reminders, and secure two-way messaging.

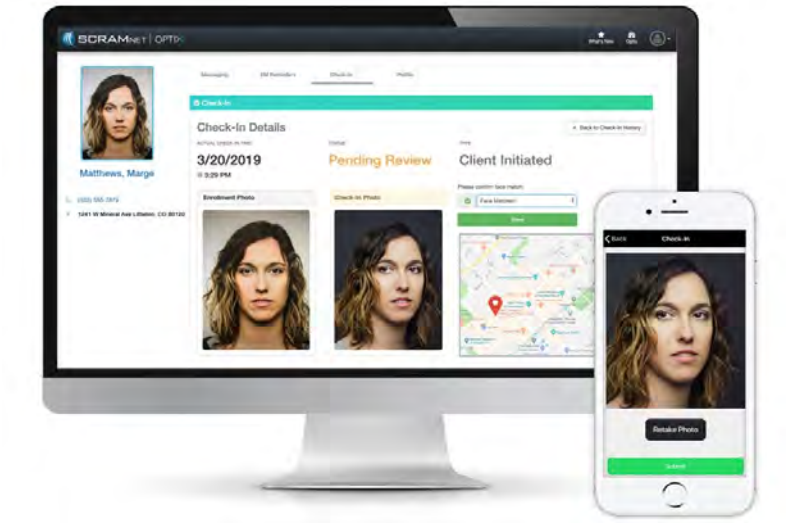
SCRAM TouchPoint integrates seamlessly with existing SCRAM electronic monitoring caseloads or with SCRAM Nexus software. It can be used as a standalone tool for community supervision. Offenders can download the app through both iOS and Android stores.

If TouchPoint is provided with electronic monitoring services, there is no additional cost to the City. If the City elects to use TouchPoint as a stand-alone system, the cost is only $0.75 per day per user, as reflected in *Pricing Section C* on page 152.

If needed, the City can lease smartphones for participants or staff use through the SCRAM Systems

Smartphone Connect program. The program provides smartphones for participants to use with SCRAM Systems mobile applications, including SCRAM TouchPoint and SCRAM Ally, or used by agency staff to access the SCRAM Optix software in the field to monitor caseloads. Pricing information for the Smartphone Connect program can be found in *Pricing Section C* on page 152.

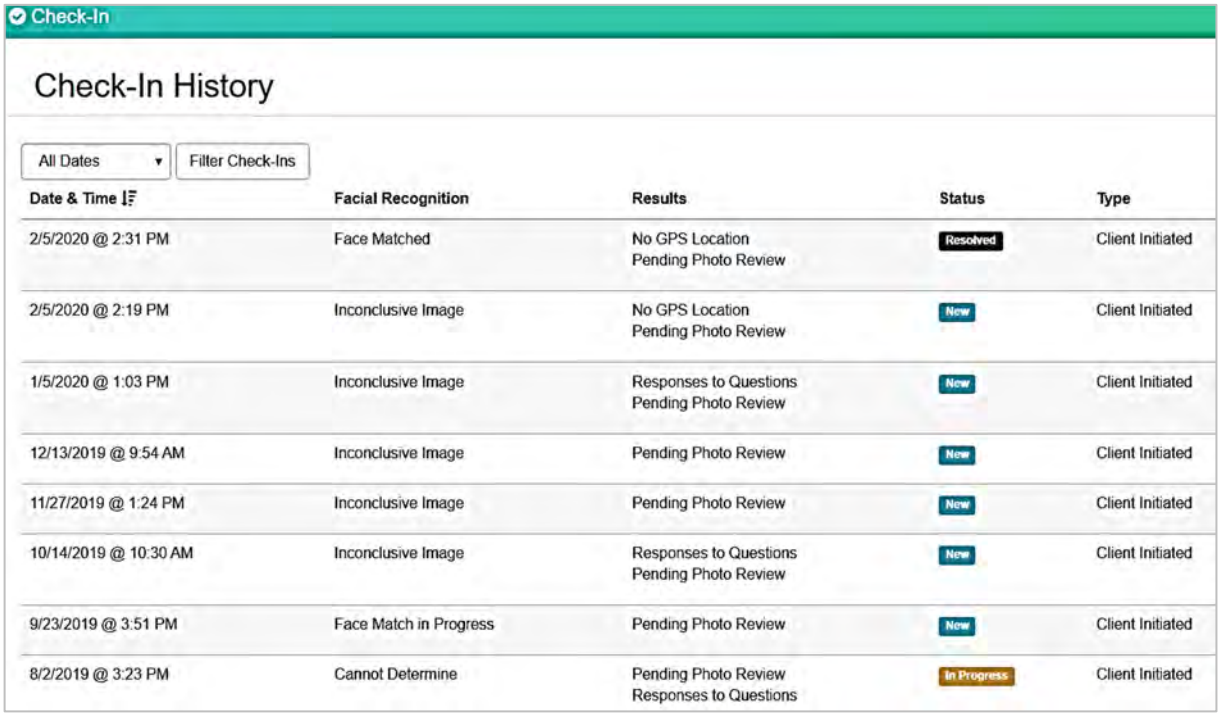
Remote Client Check-ins. Officers can schedule check-in/self-report times or trigger an on-demand location check to ensure participants are where they are supposed to be. Participants must answer a series of questions selected by the officer and verify or submit updates on key information such as current residence, employment, and contact with law enforcement. A photo is taken and recorded.



For use as standalone monitoring or to supplement current electronic monitoring, SCRAM TouchPoint enables participants to complete scheduled or on-demand check-ins right from their smartphone.

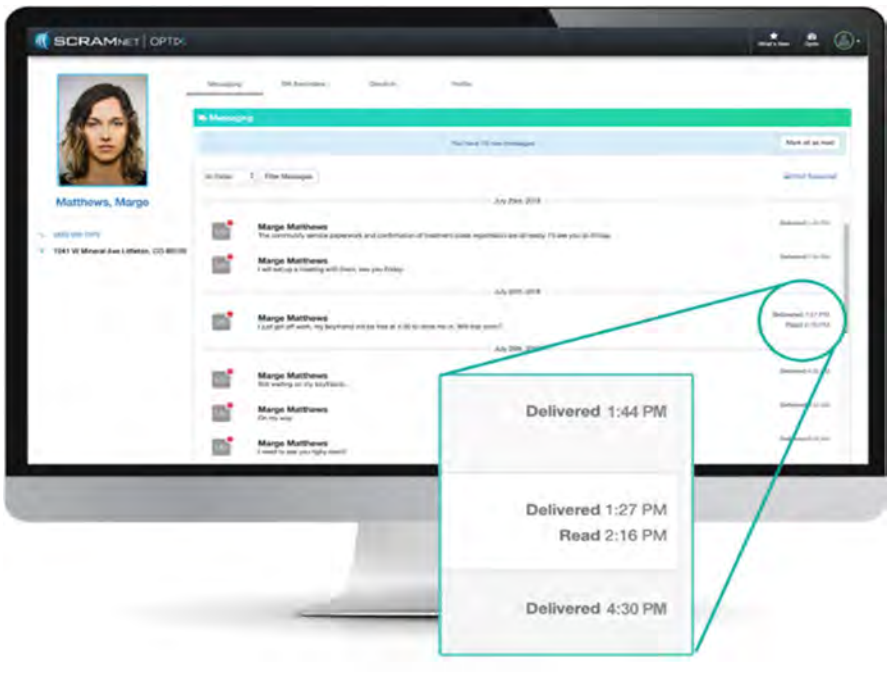
Other features include:

- **GPS Monitoring.** Officers will receive a GPS point with every check-in to verify the offender's location, giving officers additional insight into the offender's response. Officers can then immediately act if the offender is not in compliance.
- **Two-Layer Client Verification Process.** TouchPoint provides two layers of participant verification to help ensure accuracy and to reduce circumvention attempts. Prior to completing a mobile check-in, the participant is required to provide a passed fingerprint or face identification (biometric verification) as supported by their mobile phone. Then, built-in facial authentication software automatically reviews and compares the participant's check-in photo to a library of matched photos to verify their identity with 98-99% confidence.
- **Officer Dashboard.** The software displays the officer dashboard providing 24/7 access to offender detail and check-in results, such as:
    - Recorded date and timestamp of participant check-ins and confirmation of facial verification or failure.
    - Confirmation of biometric recognition or failure.
    - Offender updates of key information and clear identification of missing responses.
    - New documents flagged for officer review.
    - GPS location detail or clear indication of missing GPS verification.



Secure, Real-Time Messaging. With a single click from their SCRAM Systems dashboard, officers can send messages directly to individual offenders through the SCRAM TouchPoint app, empowering officers to communicate with offenders in real-time without having to disclose their own mobile phone number. Other features include:

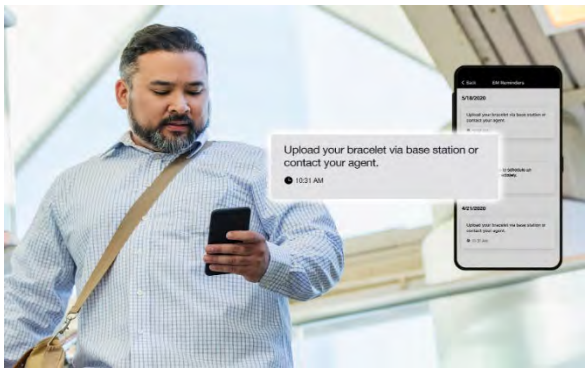
- **Read Receipts.** Officers know when offenders open and view messages.
- **Text-to-All.** Officers can simultaneously send a message to all or a portion of their caseload. This functionality is beneficial for mass communications such as monthly billing/invoice distribution, weather related alerts, office closures, surveys, staff illness, etc. Officers save time by using this efficient way to communicate the same message to large groups of offenders.
- **Multi-layer Notifications.** This consists of internal alerts (within the app) and external push notifications. The offender is constantly being apprised of when a new message has been received from their supervising authority.
- **Communication Management.** With saved transcripts, shared messaging permissions, and printing capabilities, it's easy for officers to manage offender communications across caseloads.



Officers receive confirmation when messages are read.

Automated Electronic Monitoring Reminders. For those using SCRAM CAM, RB, and GPS electronic monitoring devices, SCRAM TouchPoint automatically notifies offenders about routine maintenance activities for their electronic monitoring device, such as reminders to charge their device or to contact their officer.

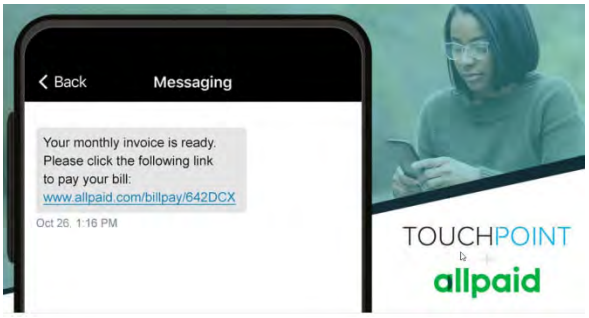
With automated reminders, participants will be more apt to comply with routine electronic monitoring requirements and successfully complete their activities. This allows officers to focus on more important tasks instead of spending time on unnecessary follow-up.



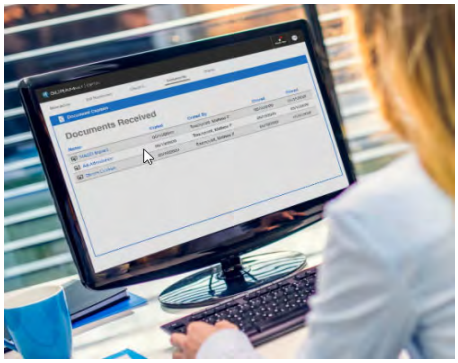
Automated reminders to offenders allow officers to spend time on priority tasks.

Document Management. Offenders can upload photos of documents, such as driver's license, paystubs, proof of housing and more. Officers can share documents such as scans of paperwork detailing changes in the offender's terms of supervision, invoices, court orders, and drug test results.

Video Conferencing Capabilities. SCRAM TouchPoint can integrate video chat functionality to help community corrections departments communicate with offenders face-to-face, safely and effectively. TouchPoint can be used with any platform—including GoToMeeting™, Microsoft® Teams, Zoom, and more—so departments can continue using their web conferencing software of choice. Depending on the platform's capabilities, officers can perform scheduled or on-demand video meetings to increase efficiency and minimize face-to-face contact. Also, officers frequently use video conferencing technology to connect with offenders for virtual office visits, quick check-ins, or as a follow-up to any remote offender activity an officer may have concerns about.



SCRAM TouchPoint's integration with AllPaid's secure, single-source payment platform removes the need for manual billing and collections, ultimately saving valuable time.



Officers and participants can securely share, access, and manage important documents—right from the SCRAM Optix dashboard.

Billing and Collections. With paper invoices, manual bookkeeping, and keeping records up-to-date, offender billing, and collections can be a time-consuming and cumbersome process. With SCRAM TouchPoint's integration through AllPaid, the City can easily generate invoice notifications through the app and participants can pay their bill online—saving officers time while increasing collections.

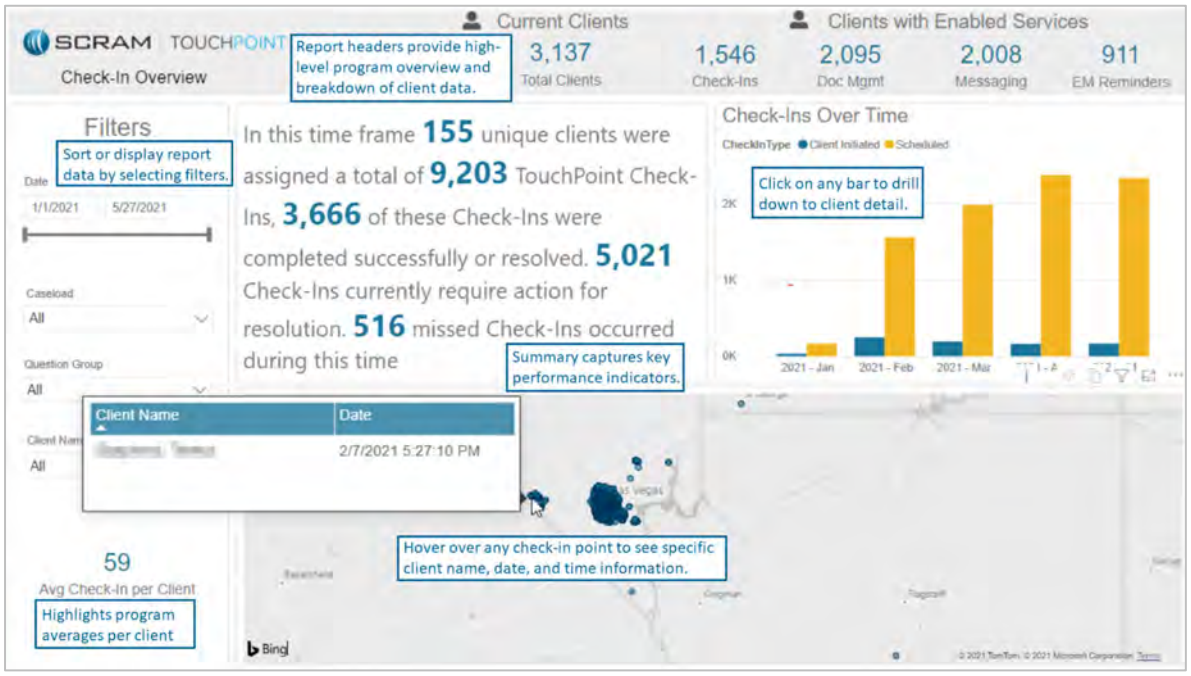
TouchPoint Integration. Information can be programmed to flow between TouchPoint and the agency's Case Management System (CMS) via a mass upload of participants and/or an Application Programming Interface (API).

Reports. City personnel can review program highlights or drill down to find specific offender data. All check-in details are available via reports that can be filtered by such fields as date range, specific caseload, group, offender, or alert status. SCRAM TouchPoint Reports feature report headers, filters, charts, detailed summaries, and easy to view mapping displays of offender check-in data. With 24/7 access to reports, officers remain informed and are readily able to summarize high-level program information or drill down to detailed offender data. All reports can be viewed, printed, or exported as needed. The City will have access to reports that provide a high-level overview of performance of its SCRAM TouchPoint program. These reports are:

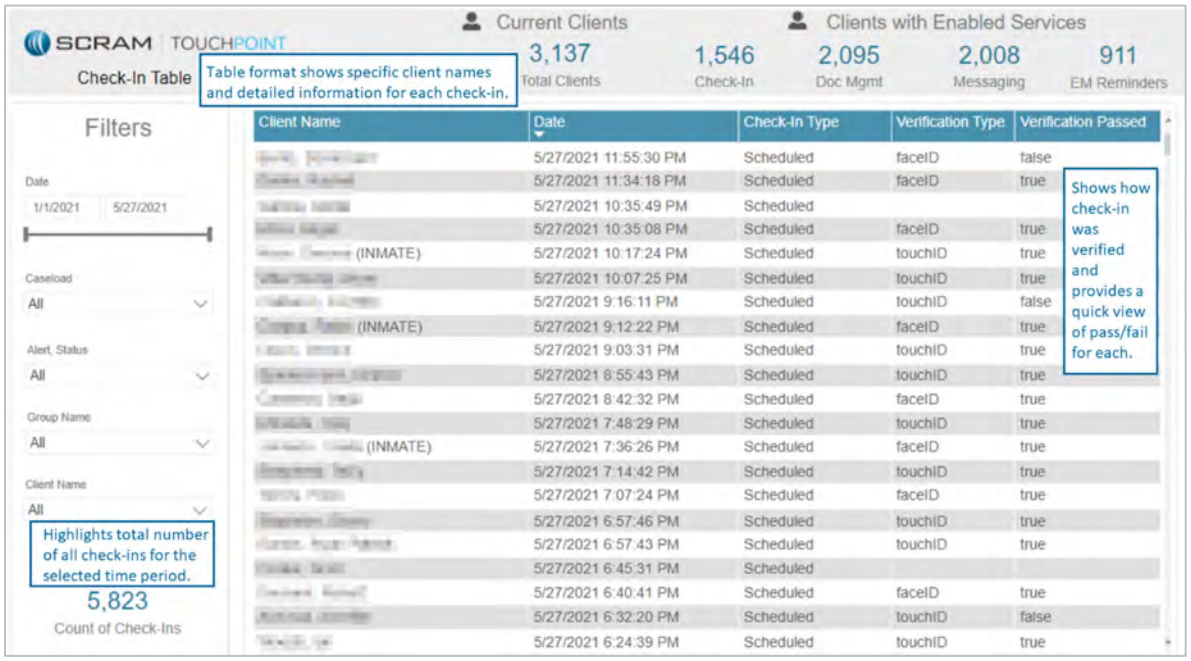
- Check-In Overview
- Check-In Table
- Check-In Heat Map

Check-In Overview: Provides the total number of active TouchPoint participants, as well as a

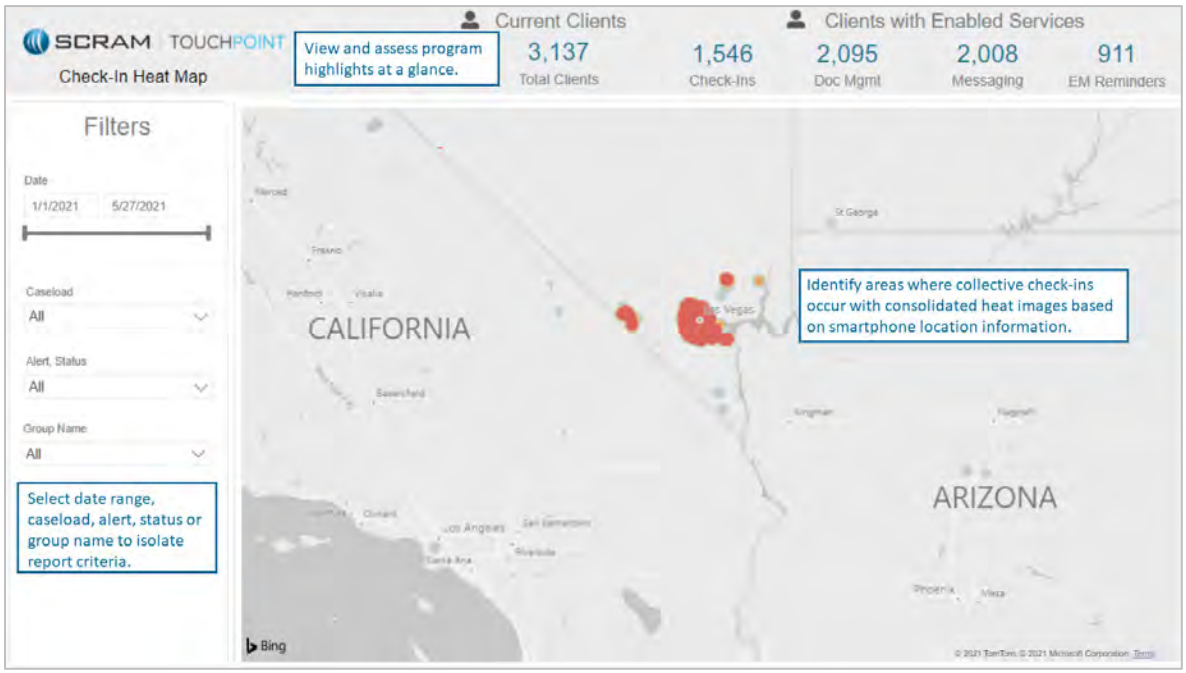
breakdown of participants by TouchPoint-enabled services. The reports can be further filtered by a specific caseload, question group, and/or participant name. Officers can "drill down" into the check-in data for a specific time period, as well as see offender, date, and time information for that check-in location.



Check-In Table: Provides the total number of active TouchPoint participants for the time period chosen, as well as a breakdown of participants by TouchPoint-enabled services. It is similar to the Check-In Overview but presents the data in a table format rather than on a chart. This report also displays the verification method used by the participant's smartphone and whether the check-in passed verification.



Check-In Heat Map: Provides a visual of the geographical locations of the greatest concentration of TouchPoint check-ins (as determined by location services on the participants' smartphones). This report can be filtered by date range, specific caseload, alert status, and/or group name.



H. Data Analytics Software

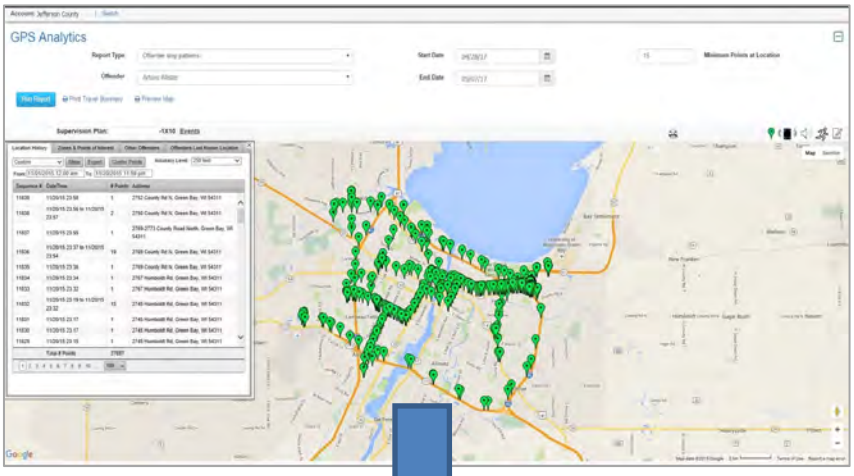
The Proposer shall provide advanced data analytics software that is fully integrated with proposed electronic monitoring software. This analytical analysis feature should be designed to evaluate trends in participant behavior and calculate potential high-risk clients by providing officers with historical and recent data about client risk patterns and alert management. Additionally, the tools shall

promote officer work efficiency by providing agency leadership with key metrics correlated with officer productivity based on managing, responding, and resolving alerts. The software should be easily viewable "at a glance". Features of interest to the City: Analyzing frequently visited locations, areas of interest/crime scene correlation/proximity to a victim (exclusion zone), proximity to other participants, and identifying high risk areas based on local law enforcement data.

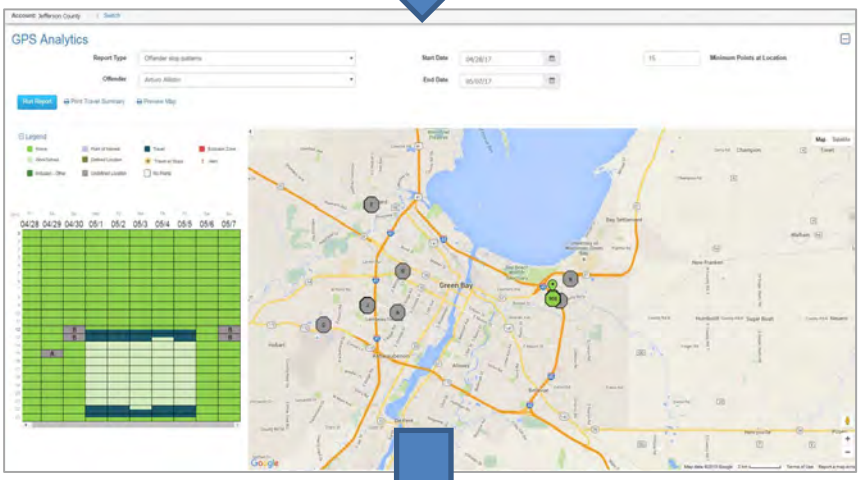
Analytical Mapping Tools

Officers can save time by using SCRAM GPS' software analytical mapping tools to quickly view and analyze up to a month of GPS points, easily distinguish travel patterns, and identify unknown locations.

Typically, officers must review hundreds of GPS points in order to determine an offender's location patterns. Our mapping tools makes this process more efficient and time saving by automatically plotting these points quickly so that officers can view a snapshot of these patterns in seconds.



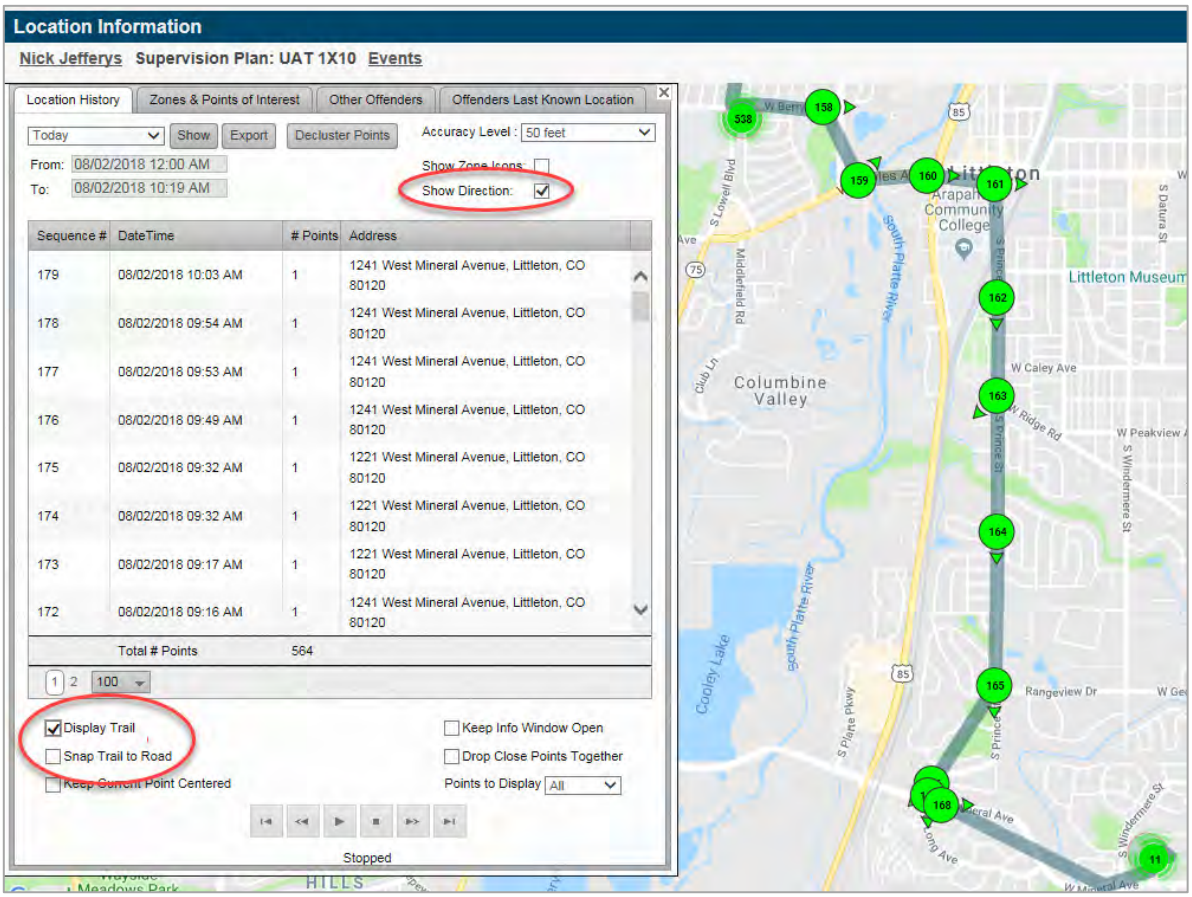
Without GPS Analytics, officers must sort through a pile of overlapping data points. In a three-week recap of an offender's travel patterns, this can add up to 30,000 location points to review, resulting in numerous data points clustered together.



With SCRAM GPS Analytics, these points are automatically plotted so that officers have a snapshot of travel patterns within seconds.

Officers can zoom down to a location point of concern quickly.

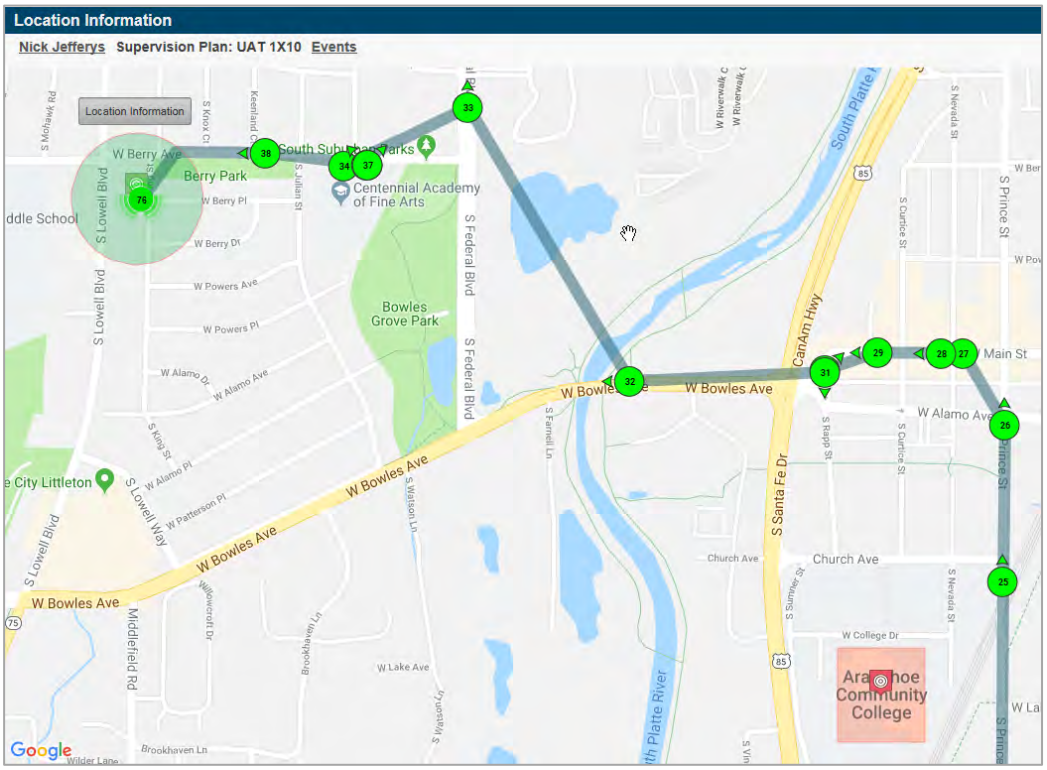
Travel Route Playback. The software offers the most advanced technology to retrace travel routes from point-to-point, with the ability to watch the point move from one location to the next. As points are played back, users can choose to keep the points centered so that the most recently dropped point is always in the center of the map. There is also an option to keep the information window open to display additional information about the most recently dropped point, such as location date/time, address, latitude/longitude, accuracy, speed, direction, and number of satellites per point. Travel can be observed in standard map or satellite view at three speeds and at any zoom level. The user can also pause the playback, as well as skip to the next location.



Multiple playback options help to provide clear travel playback detail, showing detailed Information for better monitoring.

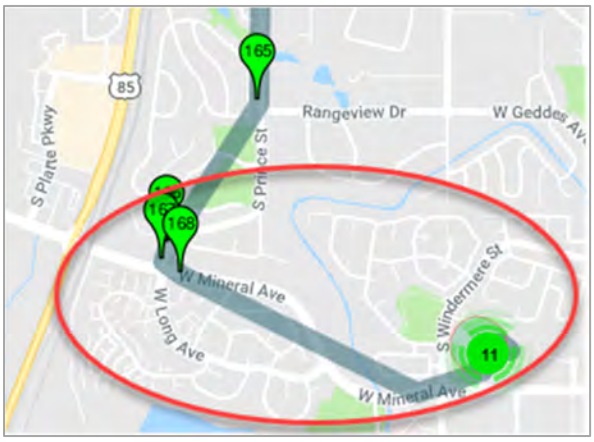
Additional features include:

- **Show Direction.** When the Show Direction checkbox is selected, the map marker includes an arrow indicating the direction of travel. The direction is also shown on the information window of the map marker.
- **Show Zone.** By selecting this option, users can see the location points, as well as any existing zones in the travel playback area chosen.

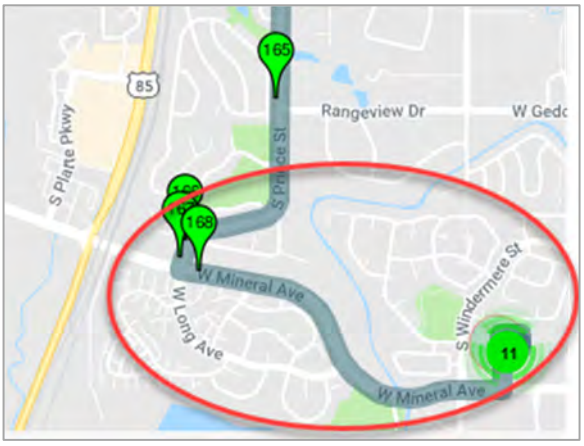


With the "Show Zone" feature selected officers can view all the travel pattern location points, as well as all offender zones identified within that area.

- **Snap to Road.** The software also offers a Snap to Road option, which pinpoints the specific roads most likely taken as opposed to a general travel pattern.

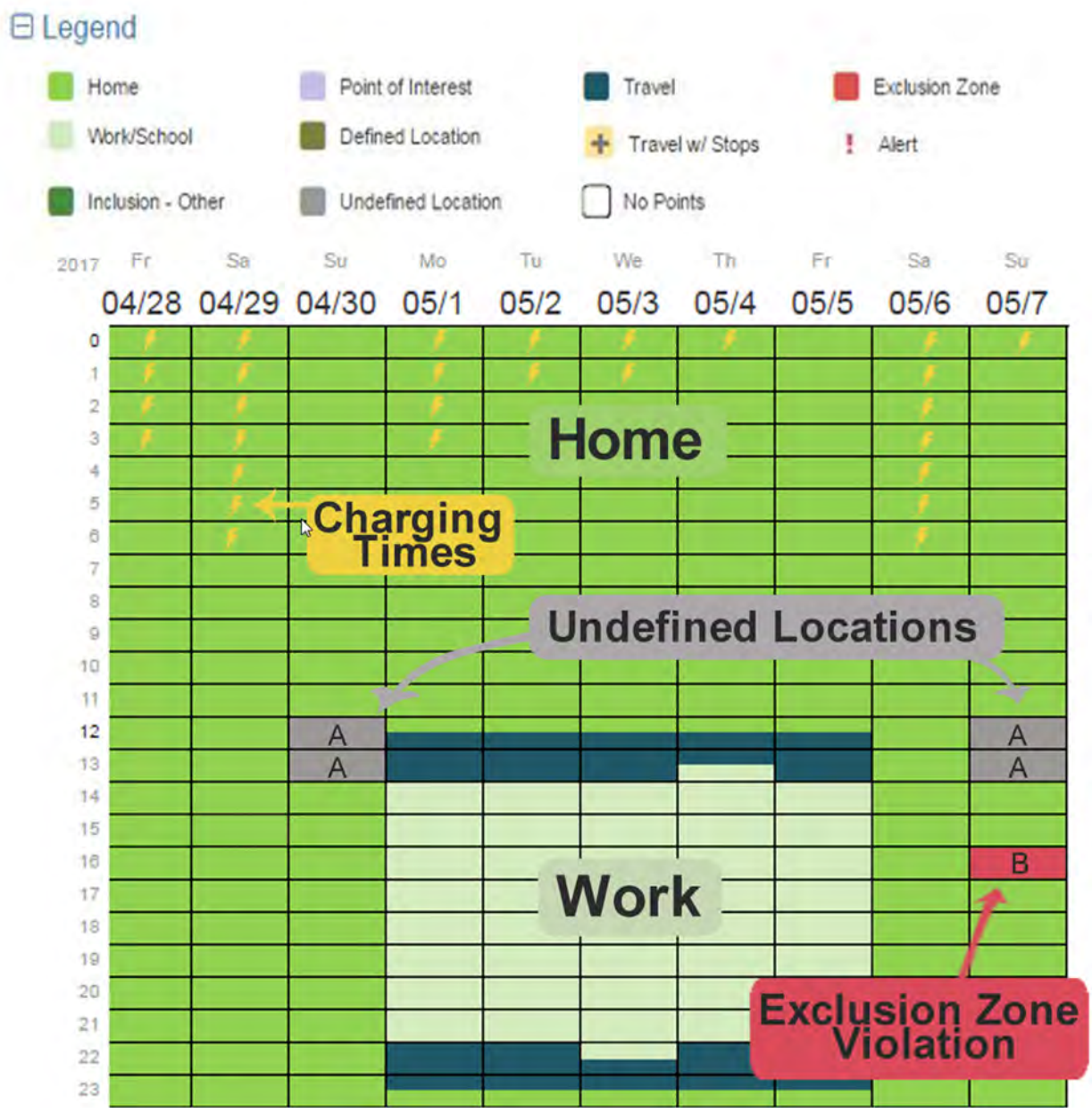


The "Display Trail" feature displays a blue line showing travel of pattern and connects points in a straight line from first to last.



SCRAM Systems "Snap to Road" feature plots GPS points from point to point but "snaps" the location to the nearest roads likely taken.

Stop Patterns. Stop/location patterns outside of pre-defined inclusion/exclusion zones can be identified within seconds. The stop colors are included in the report so users can quickly identify various stop types. In addition, lightning bolt icons depict charging times so that officers have a clear picture of when and where an offender is charging the device.



Red indicates an exclusion zone violation, green indicates time when the offender was home, and grey shows when the offender was in an undefined location.

SCRAMNET | GPS

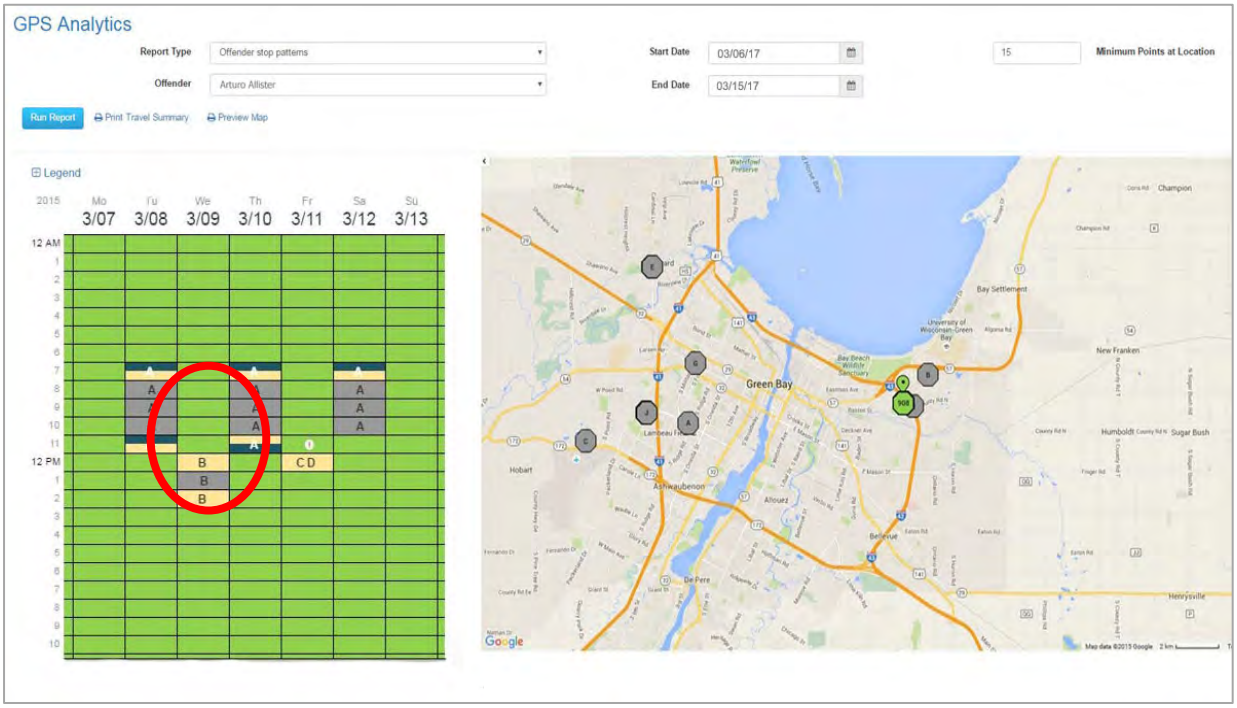
Offender Stop Patterns
Account: Jefferson County
Offender: Madeline Morrison
Date Range: 04/23/2017 - 05/02/2017
Min. Points at Location: 5

Printed by: Janet Jong

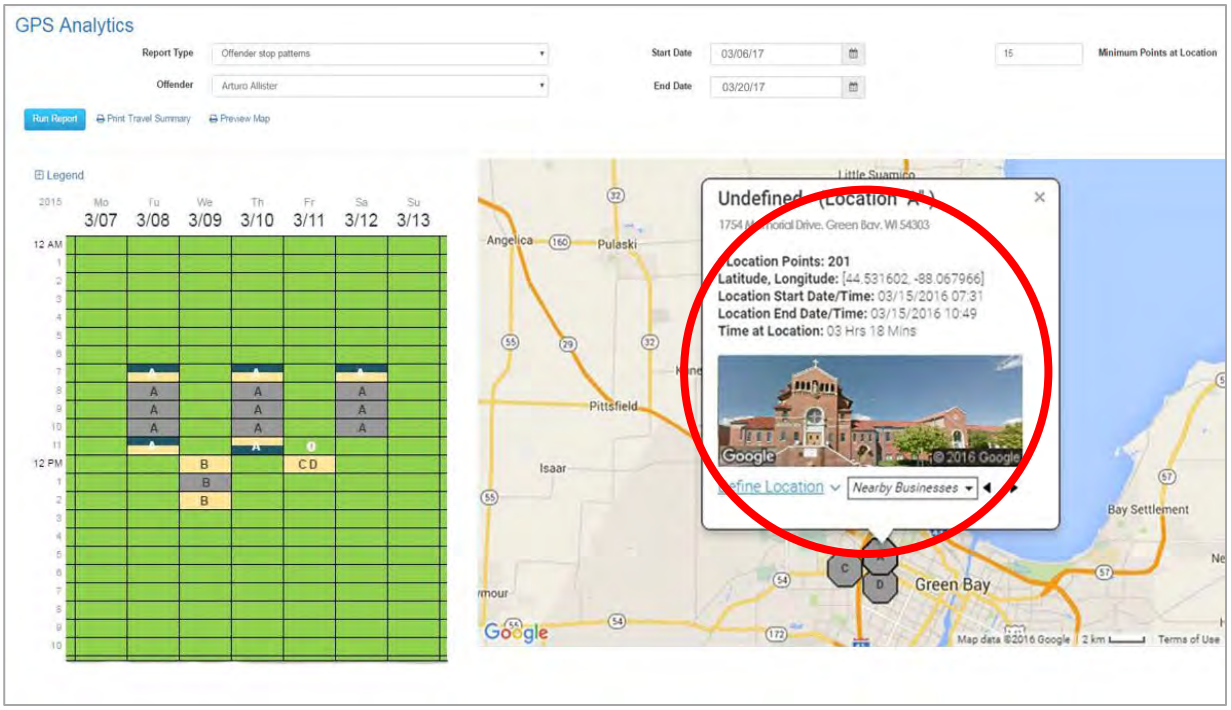
Date	Day	Begin	End	Duration	Location	Place/Zone	Alert
04/23/2017	Sun	00:00	23:59	23 Hrs 59 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/24/2017	Mon	00:00	12:41	12 Hrs 40 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/24/2017	Mon	12:42	13:34	0 Hrs 52 Mins	Travel	Travel	
04/24/2017	Mon	13:35	22:59	9 Hrs 24 Mins	830 South Street, Green Bay, WI 54302	Work	
04/24/2017	Mon	23:00	23:42	0 Hrs 42 Mins	Travel	Travel	
04/24/2017	Mon	23:43	23:59	0 Hrs 16 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/25/2017	Tue	00:00	9:49	9 Hrs 49 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/25/2017	Tue	09:50	10:03	0 Hrs 13 Mins	Travel	Travel	
04/25/2017	Tue	10:04	10:15	0 Hrs 11 Mins	6789 Hartfeld Way, Green Bay, WI 54318	Co-Defense	**Exclusion Zone Violation** - 10:04 AM
04/25/2017	Tue	10:16	10:26	0 Hrs 10 Mins	Travel	Travel	
04/25/2017	Tue	10:27	12:42	2 Hrs 14 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/25/2017	Tue	12:43	13:30	0 Hrs 46 Mins	Travel	Travel	
04/25/2017	Tue	13:31	22:38	9 Hrs 4 Mins	830 South Street, Green Bay, WI 54302	Work	
04/25/2017	Tue	22:41	23:28	0 Hrs 47 Mins	Travel	Travel	
04/25/2017	Tue	23:29	23:59	0 Hrs 30 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/26/2017	Wed	00:00	12:42	12 Hrs 40 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/26/2017	Wed	12:43	13:38	0 Hrs 54 Mins	Travel	Travel	
04/26/2017	Wed	13:39	22:52	9 Hrs 12 Mins	830 South Street, Green Bay, WI 54302	Work	
04/26/2017	Wed	22:53	23:40	0 Hrs 47 Mins	Travel	Travel	
04/26/2017	Wed	23:48	23:59	0 Hrs 10 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/27/2017	Thu	0:00	12:45	12 Hrs 44 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/27/2017	Thu	12:45	13:31	0 Hrs 46 Mins	Travel	Travel	
04/27/2017	Thu	13:32	22:44	9 Hrs 12 Mins	830 South Street, Green Bay, WI 54302	Work	
04/27/2017	Thu	22:45	23:41	0 Hrs 46 Mins	Travel	Travel	
04/27/2017	Thu	23:42	23:59	0 Hrs 17 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/28/2017	Fri	00:00	12:13	11 Hrs 13 Mins	1641 Smith St, Green Bay, WI 54302	Home	
04/28/2017	Fri	12:14	12:23	0 Hrs 9 Mins	Travel	Travel	
04/28/2017	Fri	11:24	12:40	1 Hrs 16 Mins	1818 Peaceful Lane, Green Bay, WI 54302	Treatment Center	**Inclusion Zone** - 11:24 AM
04/28/2017	Fri	12:41	13:26	0 Hrs 45 Mins	Travel	Travel	
04/28/2017	Fri	13:27	22:36	9 Hrs 16 Mins	830 South Street, Green Bay, WI 54302	Work	
04/28/2017	Fri	22:37	23:35	0 Hrs 58 Mins	Travel	Travel	
04/28/2017	Fri	23:36	23:59	0 Hrs 23 Mins	1641 Smith St, Green Bay, WI 54302	Home	
04/29/2017	Sat	00:00	23:59	23 Hrs 59 Mins	1884 Main Street, Green Bay, WI 54318	Home	

Set report parameters to quickly identify offender stop and travel patterns.

Stop Locations. Officers can click on a stop location and immediately see whether it is currently a defined location (such as work, home, school) or is undefined. As displayed in the following image,



SCRAM GPS Analytics automatically plots points quickly so that officers have a snapshot of travel patterns and can identify concerning behavior patterns in seconds.



Zoom down using Google Maps to see exactly where the offender was and for how long

the location point includes the physical address, the Google street view image of that location, latitude/longitude coordinates, how the location point was acquired, and how long the offender was at that location.

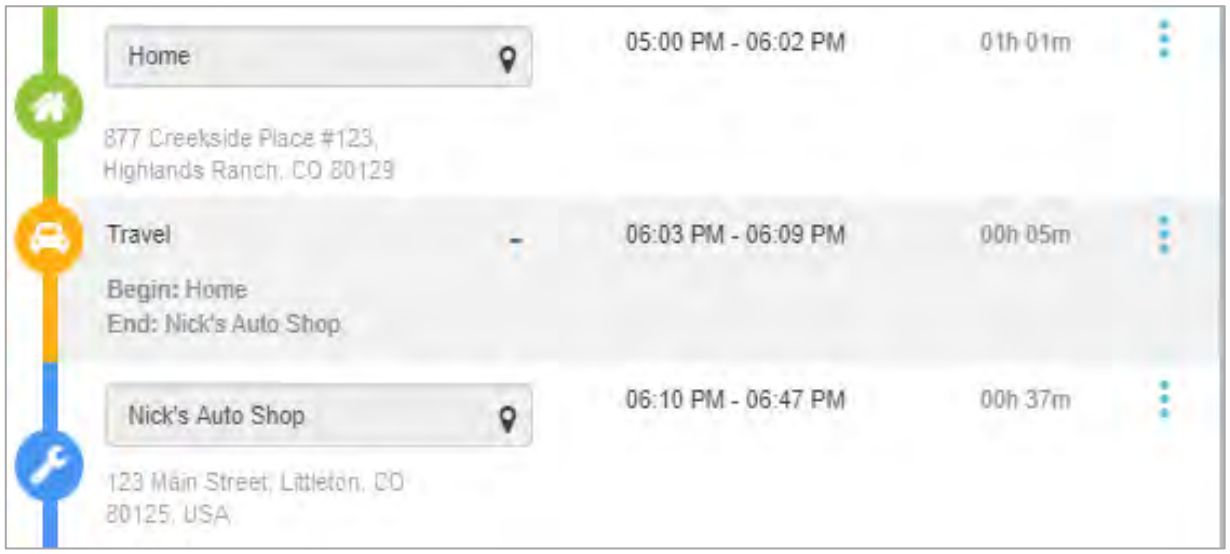
Pattern of Life (POL) Mapping

An enhanced version of the GPS Stop Patterns analytics, POL mapping gives officers instant access to details on offender movement by summarizing GPS location points by category, giving insight within minutes on an offender's typical travel pattern.

Mapping Categories. POL puts each point into one of ten categories allowing a quick overview of where offenders are spending their time. The categories help officers to quickly analyze future stops and diversions from an offender's typical travel pattern.

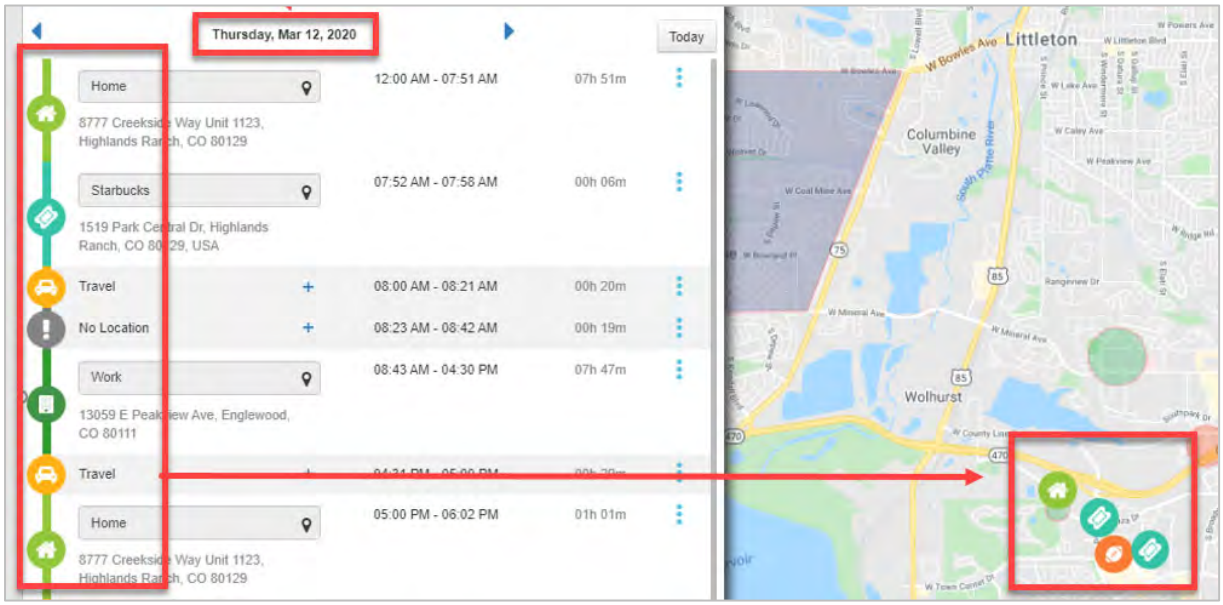
Travel Details. Each stop includes the address, arrival/departure time, and the total time spent at each location.

Mapping categories provide quick insight as to where offenders are spending their time.

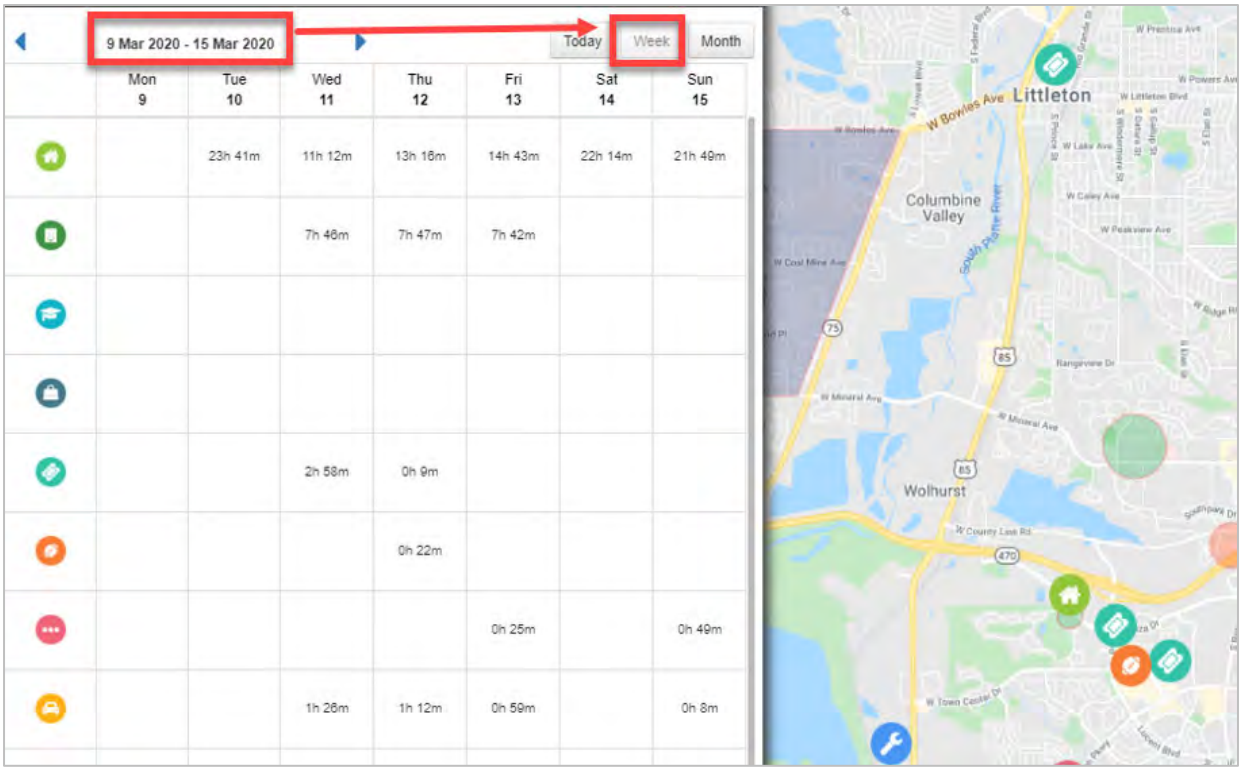


Officers can see the travel details between stops with a click of a button.

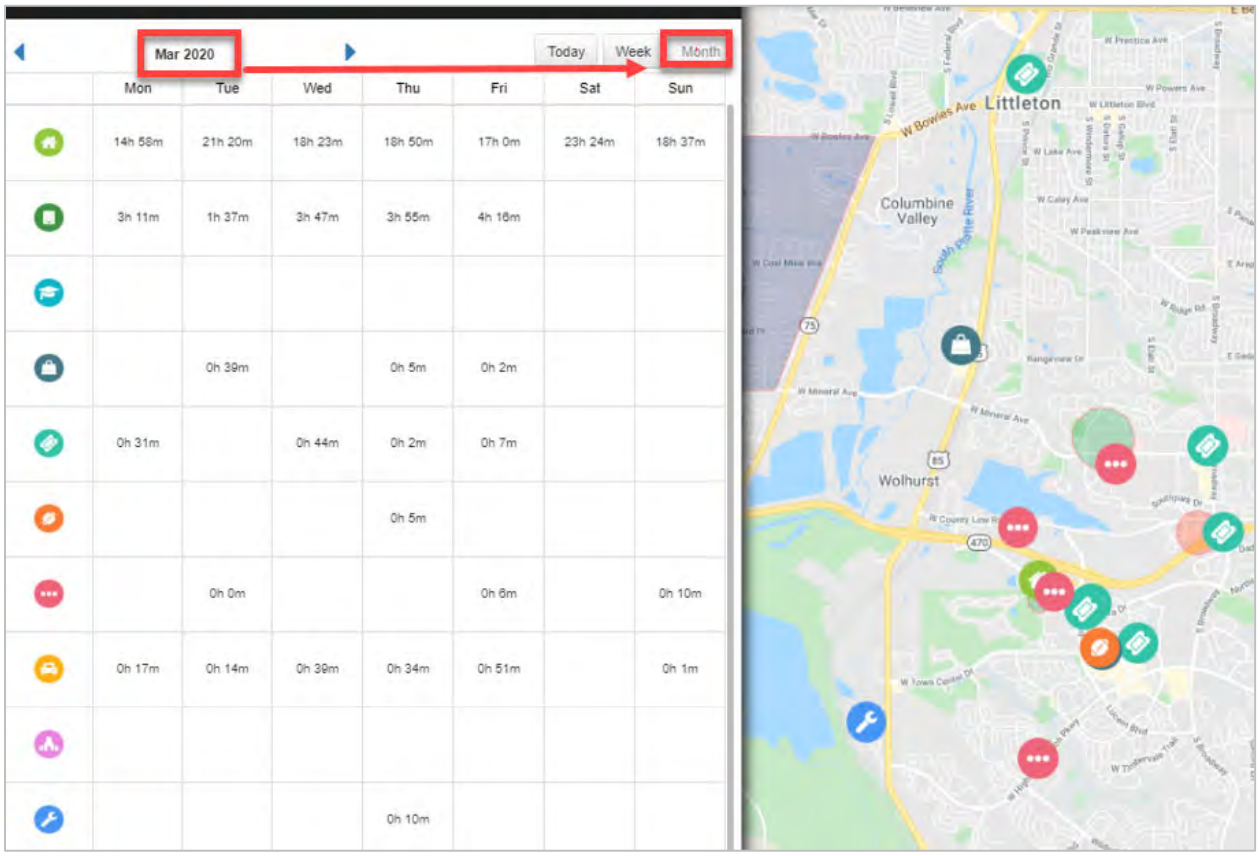
POL Mapping Views. Officers have access to various mapping options such as daily, weekly, and monthly views.



The Daily Activity Summary shows all stop and travel details for a particular day.



Officers can easily assess icons and patterns to quickly determine where an offender spends most of their time. In this Weekly Activity Summary, it is easy to see that the offender did not work and spent most of their time at home, with a few short recreation and social outings on Wednesday and Thursday of the week.

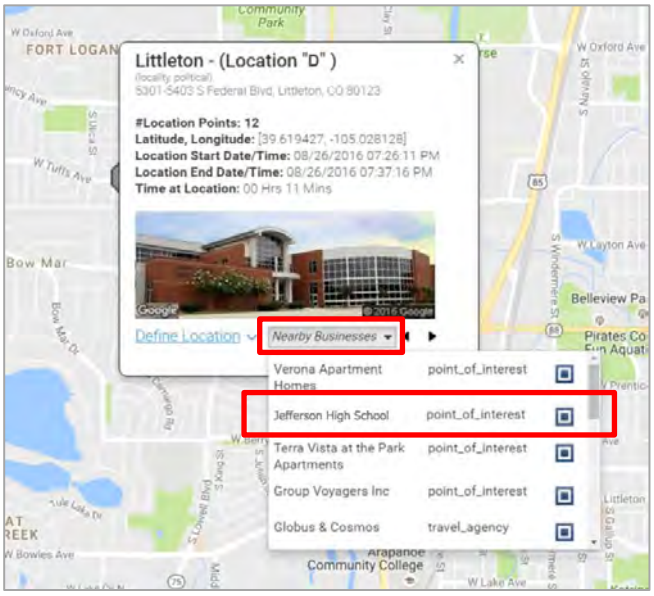


Thirty days of thousands of GPS points are nicely captured for a clear pattern of behavior that tells a fact-based story of the offender's whereabouts throughout the month.

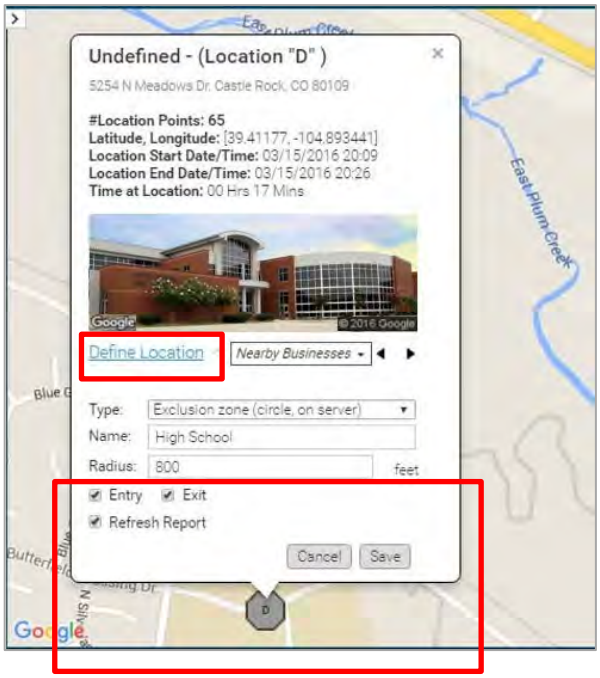
Officers can view pattern of life location points using various mapping options. Travel details, such as arrival/departure time, address, and time spent at each location, provide additional insights into an offender's typical travel behavior.

Defining a Location. If an officer does not know what is at that location, they can click on the "Nearby Businesses" link, and any business registered with Google within 150 meters of the plotted point will populate so that the location can be accurately labeled. Additionally, users can click on the image and see the Google street view image and use the information windows, which provide details about the location (such as name of business/location, address, phone number, website, and street view images). All locations defined within GPS Analytics will be defined across all offenders on their caseload, so that officers will only need to define it once.

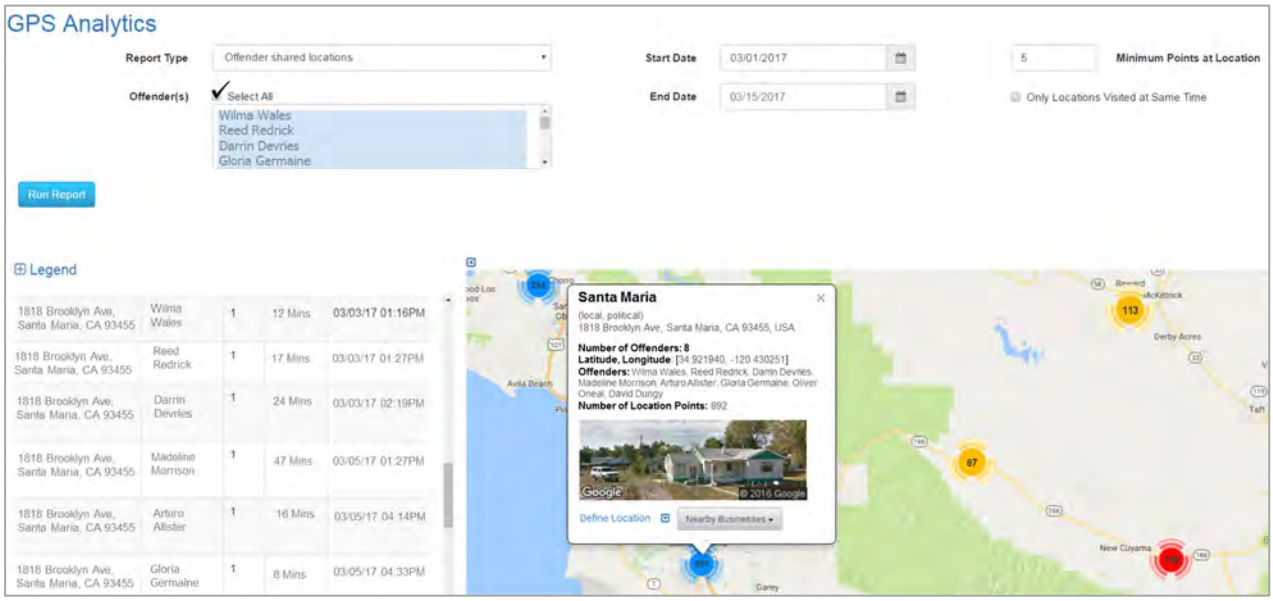
If the location is known, users simply click on the "Define Location" link and label the location.



New Zones Based on Travel Patterns. Many officers like to adjust and add new inclusion, exclusion, or notification zones based on what they observe in the offender's normal travel patterns. Through GPS Analytics, officers can quickly and efficiently drill down to a location of interest and have the option to define it as a known location (ex. girlfriend's house); or create a new inclusion, exclusion, or notification zone, all from reviewing travel patterns identified by the software.



Shared Locations. Certain offenders may be restricted from associating with each other while on GPS monitoring. The Offender Shared Locations Report can be used to identify when multiple offenders visit the same location (whether at the same time or not), which may help identify parole violations, crime associates, or locations where criminal activity is taking place. With Google Maps, the officer can zoom down to street level and see a detailed view of the location. This report shows trends previously lost in the overload of data.



Users can select offenders, the minimum number of points at a location together (in this case five points), and whether they visited these points at the same time or at different times. When resting the cursor over the point, users can see the number of offenders, names, the total points together at that location, and the address.

SCRAMNET | GPS

Proximity Report

Account: POC

Date Range: 10/20/2019 - 11/1/2019

Account : POC

Printed by : Iruku MakangaSA

Address : 1035 Windward ridge pkwy

Proximity Range : 500

Offender	Date / Time of First Location Point	Date / Time of Last Location Point	Time in Proximity
13570 Iruku	10/30/19 09:21:14 AM	10/30/19 03:47:13 PM	6 hours 25 minutes
13570 Iruku	10/29/19 09:22:19 AM	10/29/19 04:24:18 PM	7 hours 1 minutes
13570 Iruku	10/23/19 09:34:02 AM	10/28/19 05:13:23 PM	127 hours 39 minutes
13570 Iruku	10/22/19 10:17:06 AM	10/22/19 04:24:05 PM	6 hours 6 minutes
13570 Iruku	10/21/19 09:35:12 AM	10/21/19 05:07:10 PM	7 hours 31 minutes

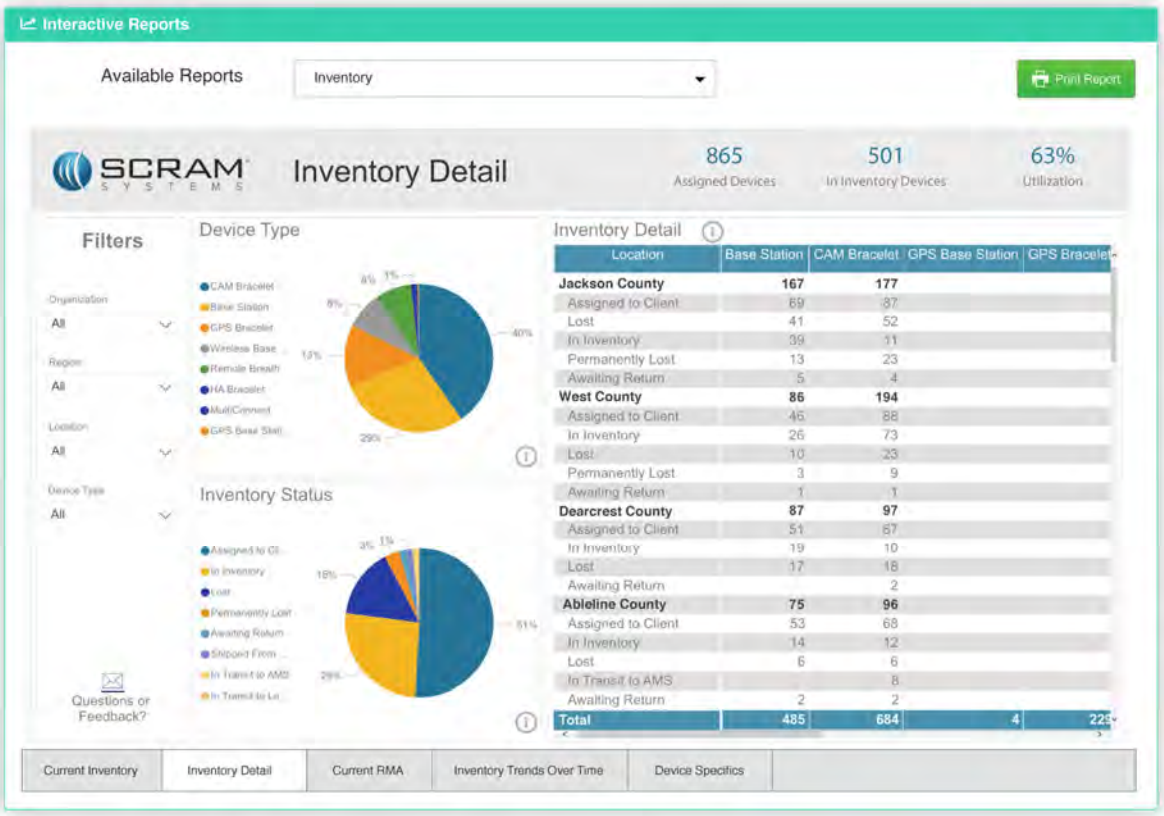
This report indicates the proximity of an offender to a specific address (or latitude/longitude location) over a defined time period in sequence. This GPS offender tracking data is available at any time from the web-based dashboard and can be compared by date and location to crime incident data collected by local law enforcement agencies.

SCRAM Optix Analytics

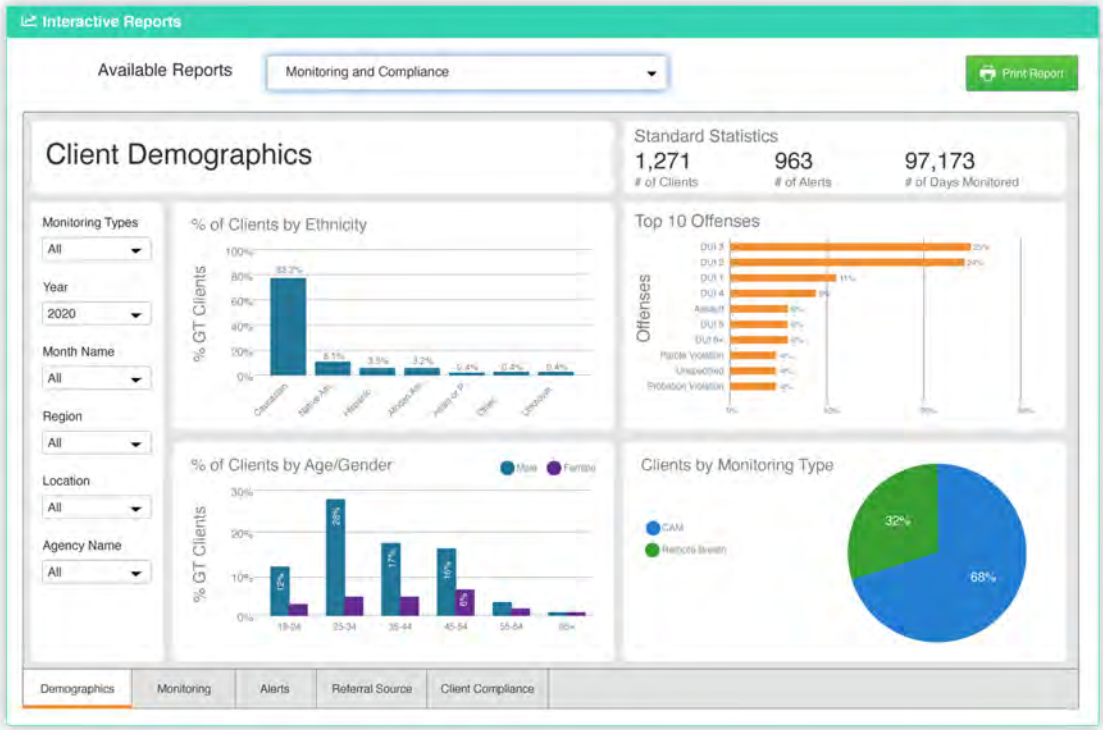
SCRAM Optix Analytics (Powered by Microsoft® PowerBI®) provides dynamic reporting that enables users to visualize program activity and performance statistics, reveal trends and opportunities, and identify areas for growth or improvement across the full suite of our technologies. Our advanced analytics transform large amounts of program data into unique visualizations about a program's health, alert trends, compliance history, and inventory utilization.

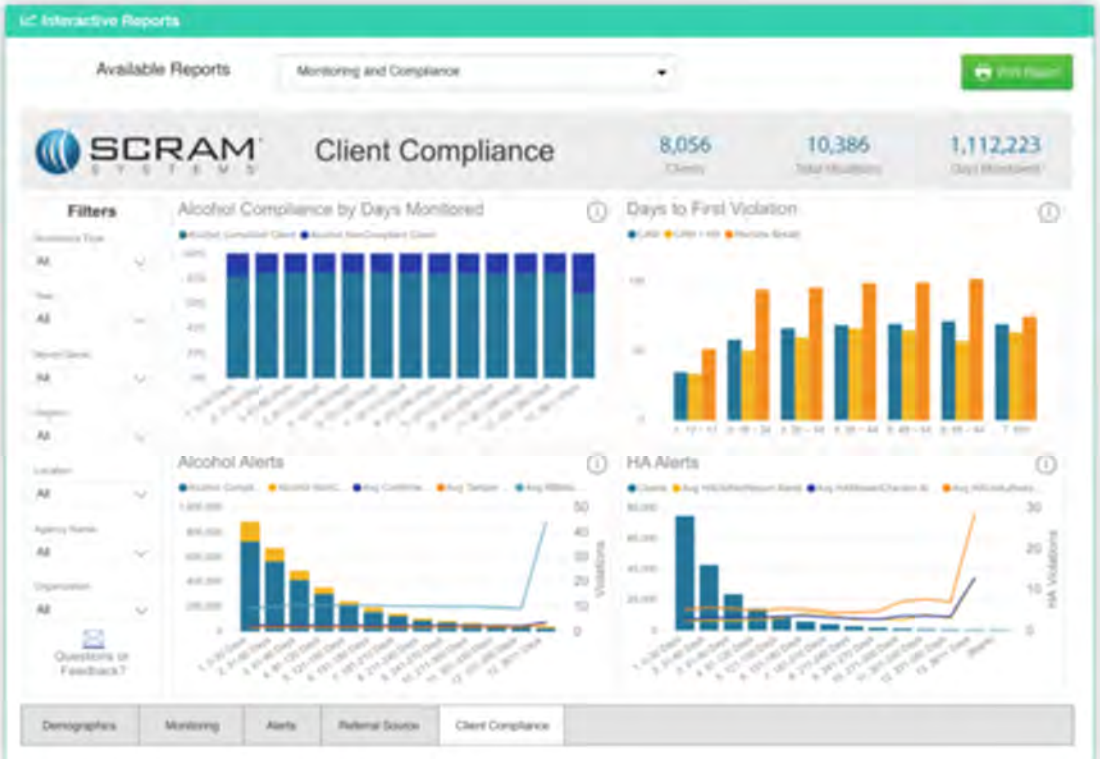
The City can filter by a number of program criteria to determine program performance across all caseloads, allowing quick access to analyze, and present key performance metrics and make informed decisions. This unparalleled insight into an agency's program is easily accessed and intuitively queried so program efficacy can always be measured.

Inventory. These reports enable users to review the total utilization and inventory status for a program's equipment, including current inventory, inventory detail, current RMA, inventory trends over time, and device specifics. This resource helps our providers make decisions about how best to distribute devices across program locations and provides insight into how much of the device inventory is truly being used over time to promote inventory efficiency.

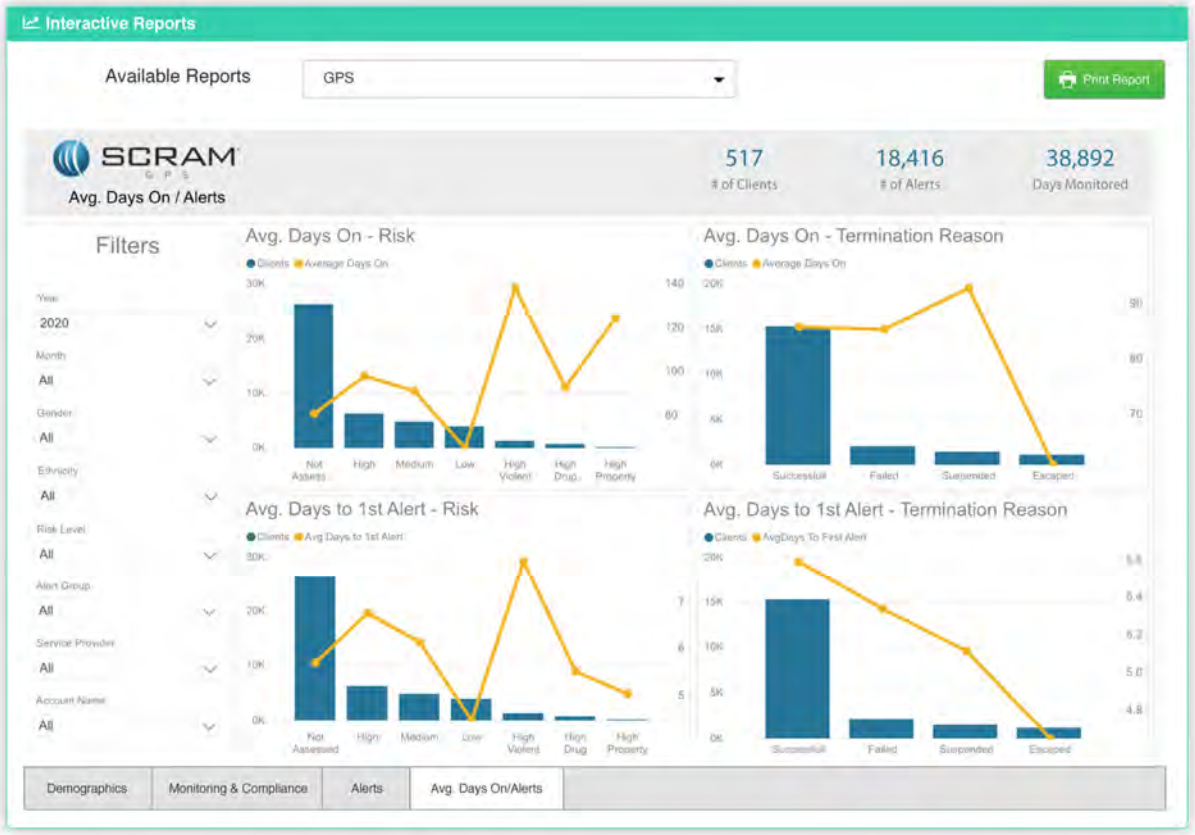


Monitoring and Compliance. These reports are designed to help optimize a monitoring program by providing detailed data on the types of offenders being monitored, the referring authorities, the types of alerts generated, and offender compliance success.This can be used to help evaluate business operation efficiency and identify areas for growth or improvement.

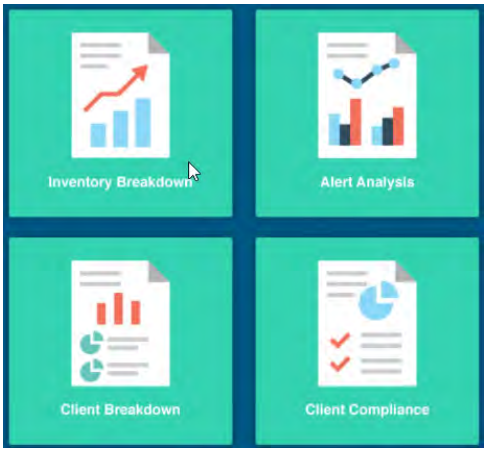




GPS Compliance. Reports for GPS compliance are designed to provide information on offender demographics, compliance percentage, the amount and types of alerts that are being generated for a specific agency, and the average amount of days offenders are on the program before the first alert is generated. Each report can be filtered to pinpoint desired information to thoroughly examine the most critical data.



SCRAM Optix Program Reports



SCRAM Optix monitoring program reports offer unprecedented options to acquire, store, analyze, evaluate, and convert raw data into valuable information—such as compliance rates and average monitoring periods, as well as behavioral trends based on age, gender, severity of offense, and duration of monitoring. Unique data visualization provides quantitative and qualitative views along with powerful reporting that delivers instant access to program performance. Flexible templates deliver visual Key Performance Indicators (KPIs) for commonly accessed program performance metrics such as: compliance by officer, alert analysis, and breakdown by device, offender, and courts. This unparalleled insight into an agency's program is easily accessed and intuitively queried so program efficacy can always be measured.

Alert Analysis Report. This report provides a graphical breakdown of alerts that can be displayed by device monitoring type for the previous month, quarter, or year. This analytical resource provides customers an efficient, time-saving tool by which to compare percentage of offenders with violations as opposed to violations generated overall. Alert information is broken down by day of the week and each month of the year to help analyze offender trends.

Client Breakdown Report. This provides a graphical breakdown of participants by offense type, offender type, and referring court. In this report, data is displayed for completed participants monitored by offense or offender type, or specific court, during the time period specified. Each monitoring type displays the total offenders monitored, average monitoring days, compliance percentage, and average days to the first violation over the last month, quarter, or year.

Client Compliance Report. Caseload management is simplified when data is straightforward and easily reviewed. This report shows daily compliance percentage per equipment type, providing number of participants monitored, amount of violations by type, and average number of monitoring days. The report can be displayed by week, month, or year. Officers can accurately assess program needs and compare individual program statistics to the national average, by product types, providing customers a simple and effective means to easily analyze program strengths and weaknesses.

Inventory Breakdown Report. This report provides a graphical breakdown of total equipment inventory by status, utilization percentage by month, and returned units (RMAs) broken down by type and month for a 12-month period. Officers can select any date and quickly view data by type, to assist in reconciling inventory records and establishing program trends for utilization and RMAs.

Sample reports are included in the separate document *Additional Information, Appendix C: Sample Reports*.

B.4.c Shipping

1. Detail your procedure, including delivery time frames, for requested equipment inventory, tools, and supplies (excluding City recognized holidays and weekends).

Orders are placed through SCRAM Systems' secure SCRAMNET offender management site. From the help menu, customers are one click away from an online order form that transmits directly to our dedicated order/entry email address at orders@alcoholmonitoring.com. Alternatively, the City can contact Brett Wilday or Stacey Haveman directly to place orders.

Through our standard Return Merchandise Authorization (RMA) procedures, SCRAM Systems will pay for all RMA return shipping costs related to repairs and/or maintenance of equipment that is not fully functioning through no fault of the City.

Standard shipping from SCRAM Systems is 3-day via Federal Express standard ground shipping; however, since we have a robust local presence our standard ship time frame for the City can be shortened to 2-day, and we can also accommodate same day delivery as needed, via your account management team.

B.4.d Training Offered:

1. Does your proposed solution have any training available for participants? How is this training accessed? Are there any restrictions regarding this training? Is this training available in Spanish or other languages? Is there a cost related to the training?

SCRAM Systems has several training tools aimed at participant training, offered at no additional cost to the City. During installation, we provide participant-focused 'Overview and Rules' videos for SCRAM CAM, Remote Breath, and GPS in both English and Spanish. These videos provide the participant with information about what is expected of them while they are on the monitoring program and are typically shown just prior to the participant signing the program Participant Agreement.

We also have a comprehensive participant TouchPoint training video, as well as participant user guide (English and Spanish). Both are available on our public site: https://www.scramsystems.com/help/scram-tp/. The training video is currently offered in English only; the user guide is available in both English and Spanish languages.

Additionally, SCRAM Systems offers comprehensive SCRAM Ally victim instructions video and user guide, both of which are available in English. These instructions are also available on our public site, but are password protected—only victims are provided the password to access the instructions.

c) Any additional information in support of your proposal

SCRAM Systems submits the following information in support of the proposal:

SCRAM Systems Smartphone Connect

The City can lease smartphones for participants or staff use through the SCRAM Systems Smartphone Connect program. The program provides smartphones for participants to use with SCRAM Systems mobile applications, including SCRAM TouchPoint and SCRAM Ally, or used by agency staff to access the SCRAM Optix software in the field to monitor caseloads.

The program includes:

- Android/iPhone which uses operating system 5 or higher (Android) or 11 or higher (iPhone)
- Unlimited calling, text, and data
- Mobile Management Device (MDM) software
- Tethering/hotspot
- Activation fee
- One-time MDM provisioning fee/device
- One-time MDM cleaning fee/device
- Remote wiping of phone data/memory

MDM Software. The City will benefit by eliminating the need for participants to provide a personal device, while also taking advantage of MDM features to limit access to unwanted texting or undesirable phone applications. When SCRAM Systems provides a phone, settings are configured correctly, and the electronic monitoring software will function accordingly.

In cases where participants provide their own phone, set-up is contingent upon which settings the participant enables. For example, with SCRAM TouchPoint, if the camera features are turned off, the system will generate a prompt to turn on that feature. If it is not activated, the check-in test may go through, however, the supervising authority will receive notification that the biometrics failed. Also, if the GPS location is not activated on the phone, and a test goes through, the supervising authority will get notification that location services were not enabled.

Local Technical Support. The City will work directly with their local account manager for issues with cellular connectivity, messaging, or call concerns. Account managers have direct access to Verizon Wireless and Connected Solutions Group (CSG), an elite third-party Verizon Wireless partner. Our personnel will work with the City to customize phone settings and establish working guidelines that are best suited to the City's policies and procedures.

In addition, SCRAM Systems offers premium support, priced per device per month, for high-risk cases or situations in which the City opts to contact Verizon or CSG directly.

Return Merchandise Authorization (RMA). Phone devices can be returned via our RMA process. CSG will provide shipping lables and cover the cost of shipping when protocols are followed and requests are approved through the RMA department.

Replacement Phones. While SCRAM Systems cannot be responsible for lost or damaged phones, we can provide replacement phones.

Phones that are defective due to a manufacturer's defect will be replaced at no charge.

Optional Offender Funded Program

Through our vast service provider network located in Denver and around the state, we can also send a client to a "Full Service" SCRAM Provider upon request. This option includes all installations, maintenance, and removals of the electronic monitoring gear. The provider will also be responsible for all reporting on the client whether that may be compliant or non-compliant events across the complete suite of SCRAM products. This service will also come at no cost to the City; the SCRAM Provider offers a 100% offender funded option to the City and will also assume 100% of the lost and damage risk. Advantages to the City include:

- Greater budget control as the demand for electronic monitoring grows. Additionally, the City can be ready to prioritize public safety without worrying about impacting budgets.
- New courts, agencies, and programs that wish to partner with the City's electronic monitoring program can also use this service. Benefits include establishing a trusted partnership with the City and minimizing additional staffing requirements or funds to extend its services and offerings.
- Drug testing is offered as part of the optional offender funded program.

Optional Drug Testing Services

Through our partnerships LifeSafer and Recovery Monitoring Solutions, SCRAM Systems can offer a complete list of drug testing services. This includes kits, access to local testing sites, and current pricing, providing to the City a complete list of drug and alcohol related monitoring devices, testing equipment, and support services to support the program. We can provide an 8-panel urine analysis for $15.00 per participant.

Sample Court Reports

The following information is provided for your review:

- GPS Non-Compliant Report
- CAM Data Interpretation Court Report
- CAM Calibration Certificate
- Remote Breath Results Summary Court Report

****CONFIDENTIAL****

Report for:

Report Name: SCRAM GPS Non-Compliance Report

Report Date:

Event(s) From:

Offender Name:

Agency:

Case Number:

Report Prepared By: Alcohol Monitoring Systems, Inc.

SCRAM GPS Non-Compliance Report

Background

_____ first began the SCRAM Systems Program on _____. SCRAM GPS Bracelet serial number _____ was assigned on _____.

Technology

The SCRAM GPS bracelet uses the satellite-based Global Positioning System (GPS) to determine and track its location, thereby tracking the location of the offender who it is affixed to. The recorded location data is stored within the ankle bracelet and periodically transmitted over the cellular network to SCRAM Systems' monitoring network. Locations are then displayed on a map, and can be determine if the offender entered or exited certain pre-identified zones.

The supervising authority may program certain zones into the monitoring software. These zones are centered at a specific address or latitude/ longitude coordinate and extend specified distance from that point. "Exclusion zones" are regions where the offender is not allowed to enter, either at any time, or during specified time periods. "Inclusion zones" are regions that the offender must be within during specified time periods. The supervising authority can choose to be alerted whenever a "zone violation" occurs.

The supervising authority chooses how often GPS location points are taken, and how often they are transmitted to the monitoring network. Typically, they choose to have GPS location points taken every 1 to 3 minutes, and to have that location data sent up to the network every 1 to 15 minutes.

GPS location accuracy can be affected by various factors including atmospheric effects, geomagnetic storms, the number of satellites "in view" of the bracelet, and reflection from water bodies or buildings. There is an accuracy value, calculated by the GPS receiver chip, associated with every location point. Typical accuracy ranges from about 3 meters (10 feet) to 15 meters (50 feet).

In some cases, an accurate GPS location cannot be obtained because the GPS bracelet is not "in view" of the minimum number of required satellites. This typically occurs inside large buildings or within "urban canyons" between tall buildings. When this occurs, SCRAM GPS will post a "no location" message. There may also be times when the SCRAM GPS bracelet is gathering location points but is out of cellular coverage so cannot send this data up to the monitoring network. When this occurs, the data will be sent up as soon as the bracelet gets within cellular coverage. In both of these scenarios, the supervising authority will be alerted within their chosen period of time.

The SCRAM GPS bracelet is waterproof and is also equipped with tamper detection. If the bracelet's strap is cut or the offender attempts to pry the strap off without physically cutting it, a tamper alert will be generated and immediately sent up to the monitoring network.

The SCRAM GPS bracelet has a rechargeable battery, and the offender must periodically charge the bracelet (typically daily) to ensure it continues to track their location. The bracelet vibrates when the battery is slow, alerting the offender that it must be charged. The bracelet also sends the battery's state via the cellular network to SCRAM Systems' monitoring network, allowing the supervising authority to follow-up with the offender when a battery is low.

Conclusion

SCRAM GPS Bracelet serial number _____, attached to _____, had a non-compliance event from _____ to _____.

SCRAM SYSTEMS

****CONFIDENTIAL****

Report Name:	SCRAM System Data Interpretation
Report Date:	May 27, 2021
Report for:	[redacted]
Agency:	[redacted]
Offender Name:	[redacted]
Case Number:	[redacted]
Confirmed Event Dates:	May 4, 2021; May 11, 2021 – May 12, 2021
Report prepared by:	Alcohol Monitoring Systems, Inc.

Background

Ms. [redacted] first began the SCRAM program on April 27, 2021. She was assigned SCRAM bracelet [redacted] on the same date. SCRAM bracelet [redacted] was last serviced and calibrated at AMS on November 3, 2020.

Manufacturer's Description of Technology

The SCRAM continuous alcohol monitoring bracelet uses an electrochemical fuel cell to detect alcohol. At a predetermined interval, a pump in the bracelet pulls a controlled sample to the fuel cell for analysis. The amount of reaction of the fuel cell is interpreted and a Transdermal Alcohol Concentration (TAC) is calculated. TAC is a quantitative measure of the alcohol concentration in the vapor above the skin.

Tamper Technology contained in the bracelet includes both an Infrared (IR) sensor and temperature sensor. The IR sensor emits an infrared light between the bracelet and the leg of the client, and the reflection of the light is then measured in volts. Deviations in the IR voltage are used to detect obstructions between the bracelet and the leg. The temperature sensor monitors the bracelet temperature and is thus impacted by both the body's warming effect and the environmental temperature. Deviations in the IR voltage and temperature assist in the detection of removals.

Confirmation Criteria

Confirmed Consumption

Alcohol detections confirmed as consumption by AMS are identified by the Transdermal Alcohol Curve and meet the following criteria:

1. A baseline transdermal alcohol concentration (TAC) of zero must be established.
2. A peak transdermal alcohol concentration (TAC) must be established.
3. A zero transdermal alcohol concentration (TAC) must be re-established.
4. The absorption rate must be less than .100 TAC per/hour.
5. The elimination rate must be less than or equal to .035 TAC per hour.
6. The event must pass the Environmental Contaminant Test.

Confirmed Tamper

Tamper detections confirmed as obstructions by AMS are identified by a sustained deviation in the IR voltage that is outside of the acceptable variance and meet the following criteria:

1. When No TAC is Present:

   8 hours or more with a deviation in the IR voltage equal to or greater than 12% above the baseline voltage, or

   8 hours or more with a deviation in the IR voltage equal to or greater than 17% below the baseline voltage.

2. When TAC is Present:

   3 hours or more with a deviation in the IR voltage equal to or greater than 12% above the baseline voltage, or

   3 hours or more with a deviation in the IR voltage equal to or greater than 17% below the baseline voltage.

3. IR Voltage Baseline

   IR voltage readings return to the established baseline at the end of the event.

Graph Interpretation

The graph displays the relationship between TAC, IR, and Temperature measurements in the bracelet. The Transdermal Alcohol Concentration (TAC) readings are the black line and are represented on the scale to the left of the graph. The Infrared (IR) readings are identified on the blue line, and the temperature readings are displayed on the red line and represented by the scale on the right of the graph. When a bracelet is placed on a client, baseline IR voltage readings are established indicating the bracelet is installed on the client.

Confirmed Alcohol Consumption

The graph below displays the confirmed alcohol consumption event. Routine diagnostics performed on the bracelet indicate that the bracelet was functioning properly at the time of the confirmed consumption event.

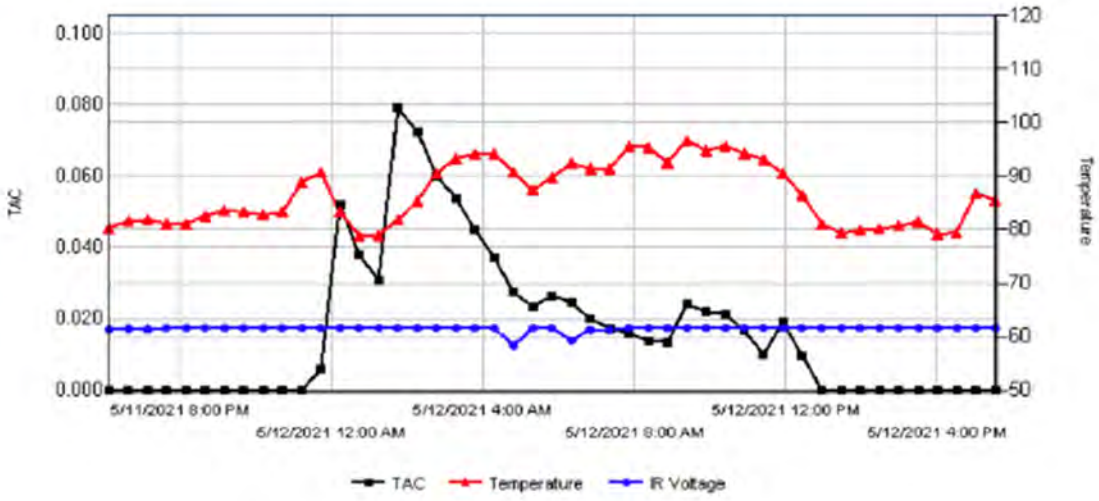


Figure 1: Graph of TAC (square), IR (circle), and Temperature (triangle).

This detection met AMS criteria to be confirmed as alcohol consumption:

1. A baseline TAC of zero was established on May 11, 2021 at 11:12 PM.
2. A peak TAC of 0.079% was established on May 12, 2021 at 1:45 AM.
3. Zero TAC was re-established on May 12, 2021 at 12:57 PM.
4. The absorption rate was 0.031 TAC per hour.
5. The elimination rate was 0.007 TAC per hour.
6. The event passed the Environmental Contaminant Test.

Confirmed Tamper

A confirmed tamper indicates non-compliance and may point toward an attempt to defeat the technology and prevent alcohol testing. The graph below displays the confirmed tamper event.

Routine diagnostics performed on the bracelet indicate that the bracelet was functioning properly at the time of the confirmed tamper event.

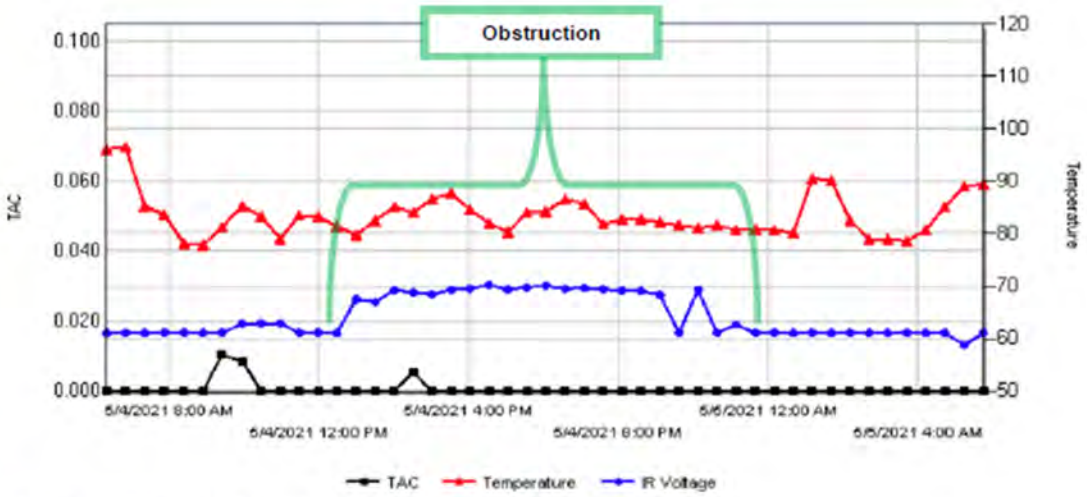


Figure 2: Graph of TAC (square), IR (circle), and Temperature (triangle).

This event met AMS criteria for a Confirmed Tamper:

1. The IR voltage baseline prior to the event was 0.952 volts.
2. The IR voltage at the start of the deviation was 1.501 volts.
3. Deviation outside of the acceptable variance began on May 4, 2021 at 12:59 PM and returned to baseline on May 4, 2021 at 11:39 PM.
4. Total duration of the Confirmed Tamper was 10 hours and 40 minutes.
5. Alcohol was detected during the tamper.

Conclusion:

Ms. [redacted] had one (1) event that met AMS criteria and was confirmed as alcohol consumption and one (1) event that met AMS criteria and was confirmed as a tamper.

CERTIFICATE OF CALIBRATION

This is to certify that SCRAM Bracelet, serial number **127775**, manufactured by Alcohol Monitoring Systems, Inc. was successfully calibrated on **7/22/2020** at **11:58:23 AM** and found to accurately measure Transdermal Alcohol. Calibration solutions are traceable to National Institute of Standards and Technology (NIST).

Signature

Friday, March 19, 2021
Date Printed

SCRAM SYSTEMS

Remote Breath Results Summary

8/15/2021 thru 8/29/2021

Client:	[redacted]	**Agency:**	Santa Clara County Pretrial Services
Case Number:	21502863	**Agent:**	Lam, Tony
Date of Birth:	[redacted]	**Court:**	Santa Clara County +

[redacted]

Passed Tests:	**16**	Days on Remote Breath in Period:	15
Pending Review:	**4**	Lifetime Days on Remote Breath:	18
Failed Tests:	3		
Missed Tests:	18		
Incomplete Tests	5	Critical Battery Alerts:	5
Circumvented Tests:	0	Housing Breach Alerts:	0
Scheduled Test Not Received:	2	Communication Alerts:	1

Result	BrAC	Alert Date/Time	Received
Missed - Battery Depleted		8/15/2021 11:30 AM	8/16/2021 10:18 AM
Missed - Battery Depleted		8/15/2021 5:30 PM	8/16/2021 10:18 AM
Missed - Battery Depleted		8/15/2021 10:30 PM	8/16/2021 10:18 AM
Incomplete		8/18/2021 5:07 PM	8/18/2021 5:07 PM
AFI Pending Review | Client Initiated	0.000	8/18/2021 5:15 PM	8/18/2021 5:23 PM
Battery Critically Low Comments: Battery Charging		8/18/2021 5:23 PM	8/18/2021 5:23 PM
Missed - Battery Depleted		8/18/2021 10:30 PM	8/22/2021 4:34 PM
Missed - Battery Depleted		8/19/2021 11:30 AM	8/22/2021 4:34 PM
Extended Missed Communication Comments: Successful communication with device.		8/19/2021 5:23 PM	8/21/2021 5:23 PM
Missed - Battery Depleted		8/19/2021 5:30 PM	8/22/2021 4:34 PM
Missed - Battery Depleted		8/19/2021 10:30 PM	8/22/2021 4:34 PM
Missed - Battery Depleted		8/20/2021 11:30 AM	8/22/2021 4:34 PM
Missed - Battery Depleted		8/20/2021 5:30 PM	8/22/2021 4:34 PM
Missed - Battery Depleted		8/20/2021 10:30 PM	8/22/2021 4:34 PM
Missed - Battery Depleted		8/21/2021 11:30 AM	8/22/2021 4:34 PM
Missed - Battery Depleted		8/21/2021 5:30 PM	8/22/2021 4:34 PM
Missed - Battery Depleted		8/21/2021 10:30 PM	8/22/2021 4:34 PM
Missed - Battery Depleted		8/22/2021 11:30 AM	8/22/2021 4:34 PM
Battery Critically Low Comments: Battery Charging		8/22/2021 5:01 PM	8/22/2021 5:03 PM
Missed		8/24/2021 10:31 PM	8/24/2021 10:31 PM

SCRAM SYSTEMS

Remote Breath Results Summary

8/15/2021 thru 8/29/2021

Client:	[redacted]	**Agency:**	Santa Clara County Pretrial Services
Case Number:	21502863	**Agent:**	Lam, Tony
Date of Birth:	[redacted]	**Court:**	Santa Clara County +

Result	BrAC	Alert Date/Time	Received
Failed *Initial and/or Confirmation tests above agency threshold.*	0.028	8/25/2021 11:13 AM	8/25/2021 11:13 AM
Incomplete | Client Initiated		8/25/2021 4:50 PM	8/25/2021 4:50 PM
Incomplete		8/25/2021 5:20 PM	8/25/2021 5:20 PM
Battery Critically Low Comments: Battery Charging		8/25/2021 10:15 PM	8/25/2021 10:31 PM
Missed		8/25/2021 10:31 PM	8/25/2021 10:31 PM
Battery Critically Low Comments: Battery Charging		8/26/2021 11:08 AM	8/26/2021 11:18 AM
Failed *Initial and/or Confirmation tests above agency threshold.*	0.072	8/26/2021 11:18 AM	8/26/2021 11:18 AM
Incomplete		8/26/2021 5:13 PM	8/26/2021 5:13 PM
Incomplete		8/26/2021 10:22 PM	8/26/2021 10:22 PM
AFI Pending Review	0.000	8/27/2021 11:02 AM	8/27/2021 11:07 AM
AFI Pending Review	0.000	8/27/2021 5:12 PM	8/27/2021 5:12 PM
Scheduled Test Not Received		8/27/2021 10:00 PM	8/27/2021 11:30 PM
Battery Critically Low Comments: Battery Charging		8/27/2021 10:05 PM	8/28/2021 11:20 AM
Scheduled Test Not Received		8/28/2021 11:00 AM	8/28/2021 12:30 PM
Missed		8/28/2021 11:20 AM	8/28/2021 11:20 AM
AFI Pending Review	0.000	8/28/2021 5:08 PM	8/28/2021 5:08 PM
Missed		8/28/2021 10:31 PM	8/28/2021 10:31 PM
Failed *Initial and/or Confirmation tests above agency threshold.*	0.076	8/29/2021 11:28 AM	8/29/2021 11:29 AM

Date Printed: 8/29/2021 8:24 PM (UTC) Page 2 of 2

Sample Daily Action Plan

SCRAM SYSTEMS

Daily Action Plan - 8/20/2021

Critical Communications

Client	Agency	Agent	Status	Alert Date	Received
[redacted]	Judicial House Arrest	Mead, Mike	New	8/20/2021	0 Day(s)
No communication from Bracelet since 8/18/2021 at 03:40 PM.					
[redacted]	Judicial House Arrest	Mead, Mike	New	8/19/2021	1 Day(s)
No communication from Base Station since 8/17/2021 at 10:36 PM.					
[redacted]	CAM Only	Volkov, Sergei	New	8/16/2021	4 Day(s)
No communication from Bracelet since 8/14/2021 at 06:21 PM. No communication from Base Station since 8/14/2021 at 07:40 PM.					

Communications

Client	Agency	Agent	Status	Alert Date	Received
[redacted]	Judicial House Arrest	Worthey, Brian	New	8/20/2021	0 Day(s)

Base Station Battery Low

Client	Agency	Agent	Status	Alert Date	Received
[redacted]	CAM Only	Volkov, Sergei	New	8/14/2021	6 Day(s)
Base Station battery is low. Advise client to plug device into power. Device should remain connected to power at all times.					

Battery Low

Client	Agency	Agent	Status	Alert Date	Received
[redacted]	Judicial House Arrest	Handlin, Joshua	InProcess	8/11/2021	7 Day(s)
Battery Replacement Required – First, use the Maintenance link on the client's Equipment page. Remove the bracelet. Using either the provided kit wipe packet or a fine-bristled brush sprayed with yellow Windex ®, clean the battery contacts. Wipe clean using the microfiber cloth. Install a new battery and faceplate, ensuring you hear four audible clicks. Then, perform a Direct Connect upload. Transfer alert to AMS.					

Warranty Information

Please find SCRAM Systems Warranty information below.

SCRAM Systems Warranty

MAINTENANCE AND REPAIR POLICY AND EQUIPMENT CHANGES

Maintenance and Repair Policy. Provided Agency (i) pays to AMS the Services fee(s) for Equipment; and (ii) installs the Equipment in accordance with AMS' instructions, for all Equipment manufactured by and ordered directly from AMS, AMS will provide the necessary maintenance and repair for such Equipment at AMS' expense to enable it to function with the Monitoring Software in a manner substantially in accordance with the performance parameters specified in the documentation for the specific Equipment. For any Parts manufactured by third parties and sold by AMS, any service or repair commitment for that Part shall be solely as described in the relevant Schedule for that Part. The warranty for Equipment and Parts manufactured by third party manufacturers is subject to that as offered by such manufacturer to AMS. Products returned to AMS under warranty must be returned within thirty (30) days of issuance of the RMA. Partner must return damaged or defective Products. AMS will provide a label to Partner for RMA shipments.

Maintenance and Repair Policy Exclusions. The above policy does not cover Equipment that is obtained from sources outside of AMS or is defective due to (i) improper use or installation, damage, accident, abuse or alteration; (ii) failure to comply with the operating and maintenance instructions set forth in the documentation for the specific Equipment; (iii) servicing of the Equipment by anyone not authorized by AMS; (iv) failure of Partner to obtain reasonable and necessary maintenance of the Equipment as contemplated under the Agreement; (v) use of Parts in the repair of the Equipment that have not been approved in writing by AMS for use in the Equipment; or (vi) use in connection with a third party product other than that as approved in writing by AMS.

Sole Remedy. In the event of a breach of the above Maintenance and Repair Policy, Agency's sole remedy shall be, at AMS' option, the repair or replacement of the defective equipment by AMS.

TO THE EXTENT ALLOWED BY APPLICABLE LAW, AMS DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE. AMS SHALL HAVE NO LIABILITY WHATSOEVER AS A RESULT OF THE EQUIPMENT BEING LOCATED IN AN AREA NOT COVERED BY APPROPRIATE WIRELESS COVERAGE (IF APPLICABLE), OR IF THE EQUIPMENT FAILS TO ESTABLISH A CONNECTION WITH THE MONITORING SOFTWARE OR THE MONITORING SERVICES ARE DISABLED DUE TO NETWORK RELATED ISSUES. Without limiting the express warranties set forth in this Agreement, AMS does not warrant that the Services will meet Partner's requirements or that access to and use of the Monitoring Services will be uninterrupted or free of errors. AMS cannot and does not guarantee the privacy, security, authenticity and non-corruption of any information transmitted through, or stored in any system connected to, the Internet. Neither AMS nor its third party suppliers shall be responsible for any delays, errors, failures to perform, or disruptions in the Monitoring Services caused by or resulting from any act, omission or condition beyond AMS' or its third party supplier's reasonable control.

d) Pricing Section C

C.1 Pricing Information:

All pricing information shall be limited solely to this section of your proposal. All prices quoted shall be firm and fixed for the specified contract period. This section should address all requirements set forth in Section B as well as any other items pertinent to your proposal pricing. The requirements have been developed to allow the City to uniformly evaluate prices submitted for the work. Accordingly, you should follow these instructions carefully and provide all data requested in the formats specified herein and in any referenced attachments.

SCRAM Systems agrees and has proposed our pricing on the following page. All prices quoted shall be firm and fixed for the specified contract period. We have structured our pricing proposal with a discount to the daily rate for equipment for years three to five of the specified contract period.

C.2 Price Adjustments:

Any requests for reasonable price adjustments must be submitted sixty (60) days prior to the Contract annual anniversary date. Requests for adjustment in cost of services/product must be substantiated and justified and must be approved by the City Purchasing Director. A price change request cannot be made during the initial three-year term.

At any time after the executed date of the contract, if the Contractor makes a general price reduction in the comparable price of any services/products covered by the contract, an equivalent price reduction, based on similar services and/or considerations, shall apply to the current contract for the duration of the contract period (or until the price if further reduced).

SCRAM Systems agrees.

C.3 Order Processing, Distribution and Billing:

Please state your normal payment terms and any quick-pay incentives available.

SCRAM Systems' standard payment terms are Net30.

C.4 Proposed Pricing:

Please include your daily fee format for each product/device including the required additional shelf cost.

The City is also open to different pricing formats such as a tiered model, different service plans, etc.

The following total daily rates are charged when equipment is in use only. Price includes equipment maintenance, consumables, 30% shelf stock, 100% lost/stolen/damaged allowance, shipping and delivery, 24/7 support, training, account management and support, implementation, and transition costs.

Please note our proposed pricing also includes a daily rate reduction for most equipment after year two of the contract. We also offer reduced shelf fees for equipment over the 30% proposed shelf stock, providing the City with cost efficiencies without reducing our proposed service delivery and support.

SCRAM Systems' Proposed Pricing

Product	Daily Fee Year 1	Daily Fee Year 2	Daily Fee Year 3	Daily Fee Year 4	Daily Fee Year 5	Monitoring Center Fee	Shelf Fee
CAM Landline	$5.50	$5.50	$5.45	$5.40	$5.35	N/A	$1.82
CAN Ethernet	$6.00	$6.00	$5.95	$5.90	$5.85	N/A	N/A
CAM Wireless Base Station	$6.50	$6.50	$6.45	$6.40	$6.35	N/A	N/A
GPS	$3.50	$3.50	$3.45	$3.40	$3.35	$1.00	$0.74
Remote Breath	$4.75	$4.75	$4.65	$4.55	$4.45	N/A	$1.48
House Arrest (RF) Landline	$1.90	$1.90	$1.80	$1.70	$1.60	$1.00	$0.70
House Arrest (RF) Ethernet	$2.40	$2.40	$2.30	$2.20	$2.10	$1.00	N/A
House Arrest (RF) Wireless Base Station	$2.90	$2.90	$2.80	$2.70	$2.60	$1.00	N/A
TouchPoint Stand Alone	$0.70	$0.70	$0.65	$0.60	$0.55	N/A	N/A
Touch Point with Electronic Monitoring	$0.00	$0.00	$0.00	$0.00	$0.00	N/A	N/A
Ally Application	$0.90	$0.90	$0.85	$0.80	$0.75	N/A	N/A
Smartphone Connect	$4.00	$4.00	$4.00	$4.00	$4.00	N/A	N/A
Upstreem Active Tool Suite (GPS)	$3.50	$3.50	$3.45	$3.40	$3.35	N/A	$1.25

Pricing Notes:

SCRAM TouchPoint is offered at no cost if combined with electronic monitoring services while the participant uses their own smartphone.

SCRAM Smartphone Connect is offered at $4.00 per day per device. SCRAM Systems is not offering 100% replacement of lost and stolen smartphones; instead, the cost is $250.00 per device.

Smartphone Connect fees also include daily application fees (Ally or TouchPoint without electronic monitoring):

Smartphone Connect ($4.00/day) + Ally app ($0.90/day): $4.90 total fee for Years 1-2

Smartphone Connect ($4.00/day) +
Touchpoint Stand Alone ($0.75/day): $4.75 total fee for Years 1-2

Smartphone Connect ($4.00/day) +
Touchpoint ($0.00/day)+ Electronic Monitoring ($0.00/day): $4.00 total fee for contract term

Drug Testing Services:	8 panel urine analysis for $15.00 per client
Upstreem Active Tool Suite (wrist worn GPS):	$3.20 per day per device for contract term.

LifeSafer Ignition Interlock Device will be installed and priced via our statewide authorized installers. More information can be provided upon request. If the City selects to use the IID device as part of its offender monitoring program, the City will be considered an early adopter and beta consumer of this technology in the Denver area. Pricing for the IID would reflect this arrangement in its competitiveness.

EXHIBIT B

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY) 12/13//2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

Holder Identifier :

PRODUCER	CONTACT NAME:	
Aon Risk Services, Inc of Florida 1001 Brickell Bay Drive Suite 1100 Miami FL 33131 USA	PHONE (A/C. No. Ext): (866) 283-7122	FAX (A/C. No.): (800) 363-0105
	E-MAIL ADDRESS:	

INSURED	INSURER(S) AFFORDING COVERAGE		NAIC #
Alcohol Monitoring Systems, Inc. 1241 W Mineral Ave Ste 200 Littleton CO 80120-5687 USA	INSURER A:	Evanston Insurance Company	35378
	INSURER B:	Transportation Insurance Co.	20494
	INSURER C:	Lloyd's Syndicate No. 2987	AA1128987
	INSURER D:	National Fire Ins. Co. of Hartford	20478
	INSURER E:		
	INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** 570090272002 **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,

Limits shown are as requested

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 GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY / PRO-JECT / LOC OTHER:	Y	Y	MKLV2PPD000775 Claims Made	05/01/2021	05/01/2022	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$1,000,000 $100,000 $5,000 $1,000,000 $2,000,000 Included
B	**AUTOMOBILE LIABILITY** ANY AUTO OWNED AUTOS ONLY / SCHEDULED AUTOS X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY	Y	Y	BUA 6024552520	05/01/2021	05/01/2022	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$1,000,000
A	**UMBRELLA LIAB** X OCCUR X **EXCESS LIAB** CLAIMS-MADE DED / RETENTION	Y	Y	MKLV3EUL101861	05/01/2021	05/01/2022	EACH OCCURRENCE AGGREGATE	$9,000,000 $9,000,000
D	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y / N D ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER **(Mandatory in NH)** N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		WC624552517 All Other States WC624552503 CA	05/01/2021 05/01/2021	05/01/2022 05/01/2022	X PER STATUTE / OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	 $1,000,000 $1,000,000 $1,000,000
C	Cyber Liability			CT1007521 (Claims-Made) SIR applies per policy terms & conditions	05/01/2021	05/01/2022	Aggregate	$250,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

City and County of Denver, its elected and appointed officials, employees and volunteers are included as Additional Insureds as respects to Commercial General Liability and Auto Liability. Umbrella Policy follows form.

Certificate No : 570090272002

CERTIFICATE HOLDER

City and County of Denver
Department of Safety
1331 Cherokee St., Room 302
Denver, CO 80204

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.

AUTHORIZED REPRESENTATIVE

Aon Risk Services Inc of Florida

AGENCY CUSTOMER ID: 570000082346

LOC #:

ADDITIONAL REMARKS SCHEDULE

AGENCY	NAMED INSURED
Aon Risk Services, Inc of Florida	Alcohol Monitoring Systems, Inc.
POLICY NUMBER: See Certificate Numbe 570090272002	
CARRIER: See Certificate Numbe 570090272002 / NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: ACORD 25 **FORM TITLE:** Certificate of Liability Insurance

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER	
INSURER	
INSURER	
INSURER	

ADDITIONAL POLICIES If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	
	OTHER							
C	E&O-Technology			CT1007521 (Claims-Made) SIR applies per policy terms & conditions	05/01/2021	05/01/2022	Aggregate	$5,000,000
C	E&O-PL-Primary			CT1007521 (Claims-Made) SIR applies per policy terms & conditions	05/01/2021	05/01/2022	Aggregate	$5,000,000