



Attachment 08

OFFEROR RESPONSE WORKSHEET

Offeror must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While supplementary marketing materials are neither requested nor desired, Offeror should provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work.

I. RESPONSE TO MANDATORY MINIMUM REQUIREMENTS

- A.** OEM (Original Equipment Manufacturer) must have three (3) years' experience demonstrating the ability to provide the Electronic Monitoring equipment and monitoring services to the criminal justice marketplace. Offerors must respond with a written narrative confirming three (3) years' experience.

Alcohol Monitoring Systems, Inc. (DBA SCRAM Systems) confirms that it meets and exceeds the requirement of at least three (3) years' experience as an Original Equipment Manufacturer (OEM) providing electronic monitoring equipment and associated monitoring services to the criminal justice marketplace.

SCRAM Systems has been designing, manufacturing, and supporting its proprietary electronic monitoring technologies—including continuous alcohol monitoring, GPS tracking, house arrest/RF solutions, remote breath testing, and cloud-based supervision software—for well over two decades, with documented experience dating back to 2002 in offender monitoring hardware, software, and services.

Throughout this period, SCRAM Systems has continuously delivered monitoring technologies and services to courts, probation departments, law enforcement agencies, and community corrections programs across the United States. Its long-standing operational footprint includes 24/7 monitoring services, national field service support, comprehensive program training, and a fully owned monitoring center dedicated exclusively to SCRAM technologies.

This extensive operational history demonstrates SCRAM Systems' proven capability to reliably provide electronic monitoring equipment and end-to-end monitoring services to the criminal justice market for far longer than the three years required.

- B.** Offeror must declare that all current products and services meet CJIS and FCC requirements as referenced in Attachment 02, SOW. . Offerors must respond with a written narrative confirming CJIS and FCC requirements are being met.

Criminal Justice Information Services (CJIS) Compliance. SCRAM Systems maintains compliance with applicable federal, state, and local data protection laws. Our systems support audit trail generation and configurable data retention policies to meet Participating Entity requirements.

The SCRAM Systems security architecture is designed to align with CJIS Security Policy technical controls. While we do not currently hold CJIS certification, our infrastructure and practices are capable of supporting CJIS compliance should a Participating Entity provide the requisite sponsorship arrangement.

Federal Communications Commission (FCC) Compliance. SCRAM Systems certifies that all current electronic monitoring devices meet all applicable FCC equipment authorization standards.

Our devices have received formal FCC equipment authorization through recognized Telecommunications Certification Bodies (TCB), ensuring compliance with all communications and radio-frequency emission regulations.

Based on the above, SCRAM Systems hereby affirms that: All products and services offered under this proposal fully comply with all applicable CJIS and FCC requirements as referenced in Attachment 02, Scope of Work.

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- C.** Offeror must provide Nationwide Services (including Hawaii and Alaska). Offerors must describe their ability to provide services outside of the United States, e.g. US Territories and Canada. Offerors must respond with confirmation of Nationwide Services, and their ability to provide services outside of the United States.

SCRAM Systems ensures service continuity across all U.S. states, the District of Columbia., and territories through its expansive provider network and cloud-based technology. Our SCRAM Services Group and authorized service providers can support device setup, training, field operations, and local program management. Our 24/7 monitoring availability ensures uninterrupted monitoring and data access across all jurisdictions.

- D.** Technology. Offerors must provide the necessary documentation to meet the Information Technology Security Requirements in Attachment 02, III. Offerors who fail to meet this requirement will be deemed non-responsive. Offerors shall describe the measures taken to protect sensitive Participating Entity and Client information.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



II. RESPONSE TO TECHNICAL CRITERIA

SECTIONS A, B, AND C SHOULD BE COMPLETED ACCORDING TO THE CATEGORY(IES) TO WHICH YOU ARE RESPONDING:

- A. Scope of Work – Category 1: GPS** (offerors are required to answer all questions if proposing for GPS Services)
1. Describe your plan for meeting the Master Agreement Objectives identified in Attachment 02, Scope of Work. Describe your plan for meeting the Master Agreement Objectives

Comprehensive GPS Monitoring Solutions

SCRAM GPS® 9 Plus. Our GPS system combines superior location accuracy, a long-lasting battery, and a unique strap design that virtually eliminates false alerts—all in a small, one-piece device.

- SCRAM GPS Analytics converts thousands of data points into usable knowledge. Officers can quickly make sense of client movements using our unique SCRAM GPS Pattern of Life (POL) Mapping.
- With the optional SCRAM Beacon, the GPS bracelet converts to RF monitoring, reducing alerts and extending battery life.
- SCRAM Ally® victim notification app works in conjunction with SCRAM GPS to ensure that when a GPS client is in proximity to the victim's phone, both the victim and the supervising authorities are notified.

SCRAM GPS Wrist-Worn Watch. In addition, SCRAM Systems offers a durable, tamperproof GPS tracking device worn on the wrist, offering a more discreet and comfortable alternative to traditional ankle bracelet monitoring systems.

SCRAM Mobile GPS™, Powered by TouchPoint®. Our roadmap for 2026 includes SCRAM Mobile GPS, a cutting-edge monitoring solution designed to track and manage clients through a smartphone without the use of a bracelet. This solution offers a cost-effective and streamlined alternative to traditional ankle bracelets, making it ideal for programs with low-risk clients. Members can monitor client whereabouts, set up customized zones and schedules, receive real-time notifications, and generate comprehensive reports, all through an intuitive and user-friendly interface.

Hardware, Software, Installation, Maintenance, and Support

SCRAM Systems supplies all necessary GPS hardware and software required under the Master Agreement. The SCRAM GPS 9 Plus ankle-worn device is durable, tamper-resistant, and engineered for reliability across diverse environments. All GPS data is managed through SCRAM Optix, a unified, web-based platform that provides 24/7 access for enrollment, zone management, scheduling, alert handling, mapping, and caseload oversight.

SCRAM Optix includes comprehensive reporting capabilities, inventory tracking tools, dynamic alert prioritization, and detailed analytics that support daily operations. GPS-specific reporting includes movement histories, event logs, violation summaries, device status, and operational snapshots.

To ensure successful implementation, SCRAM Systems provides comprehensive installation support, device training, operational guidance, and live 24/7 customer service. Officers receive hands-on instruction and access to ongoing training resources to ensure proficiency in GPS device management, mapping tools, and supervision workflows.

Reliable, Secure, and Cost-Effective Multi-Award Support

SCRAM Systems GPS solutions are built on secure, reliable technologies and supported by a nationwide service infrastructure capable of sustaining multiple state and local contracts. The GPS 9 Plus device includes multiple communication pathways, durable construction, tamper safeguards, and extended battery life, ensuring uninterrupted monitoring.

Operational scalability is achieved through our monitoring software's cloud-based architecture and SCRAM's nationwide network of trained service providers. This structure ensures consistent quality, program continuity, and

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cost-efficient service delivery for jurisdictions of all sizes. Consolidating all GPS operations under a single platform reduces administrative burden and improves officer efficiency.

Promoting Compliance and Effective GPS-Based Supervision

SCRAM Systems GPS tools directly improve compliance outcomes and enhance officer effectiveness. Real-time alerts support rapid intervention for inclusion/exclusion zone violations, tampers, strap events, and low-battery conditions. Behavioral analytics—such as Stop Pattern and Pattern of Life summaries—allow officers to identify recurring locations, high-risk behavior, and movement patterns critical to case planning.

SCRAM Optix's mobile-adaptive design allows officers to manage GPS caseloads from the field, resolve priority alerts, view battery status, and conduct location checks using any smartphone or tablet. For victim-safety cases, SCRAM Ally provides proximity alerts, configurable protective zones, and immediate notifications to supervising authorities.

Nationwide GPS Service Delivery

SCRAM Systems ensures service continuity across all U.S. states, the District of Columbia, and territories through its expansive provider network and cloud-based technology. Our SCRAM Services Group and authorized service providers support device setup, training, field operations, and local program management. Our 24/7 monitoring availability ensures uninterrupted monitoring and data access across all jurisdictions.

Support for Technology Enhancements and Future GPS Innovation

SCRAM Systems continuously enhances its GPS technology to align with evolving agency needs and industry standards. Recent innovations—such as the GPS 9 Plus hardware platform, advanced Pattern of Life analytics, and improved rapid-response tracking features—demonstrate SCRAM's commitment to long-term innovation and readiness for contract amendments that incorporate future technological advancements.

Secure, Court-Reliable GPS Monitoring with Chain-of-Custody and Testimony Support

SCRAM Systems provides secure, court-reliable GPS monitoring with complete digital chain-of-custody handling. SCRAM Optix securely stores all GPS points, violation logs, audit trails, and location histories with strict access controls. Officers can generate detailed event histories, mapping outputs, and chronological violation documentation for evidentiary use.

SCRAM Systems supports agencies with affidavits, documentation, and expert testimony to defend GPS data, interpret movement patterns, and explain device performance in judicial proceedings.

A. Hardware Requirements: Compliance Matrix

Requirement (summarized)	Complies	Notes
Easy-to-install straps; should be reusable, adjustable; no cutting or special tools required by agency	X	Industrial-grade, hypoallergenic, pre-attached strap; two adjustable sizes, field-replaceable, with 30-second, tool-free installation.
Equipment must be standard OEM product, clean, damage-free, safe	X	Proposal states SCRAM GPS equipment is FCC-compliant, shipped new or "like new," fully tested, and continuously upgraded at no extra cost. Condition and safety are explicitly addressed.
Device must communicate with contractor's software and detect alerts: zone events, unauthorized arrival/departure,	X	Integrated with SCRAM Optix; supports inclusion/exclusion zones, curfew schedules, beacon RF zones, and configurable alerting for violations. Detects strap tamper, device tamper, no-motion, possible cellular jamming, possible GPS jamming, low and critical battery,

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Requirement (summarized)	Complies	Notes
low battery, strap/device tamper, failed call-in, tamper efforts, loss of location, potential cellular jamming, comms loss		and communication failures. Missed call-in generates a comms-failure alert.
Optional grace period for early leave/late returns	X	SCRAM Optix curfew scheduling for GPS/Beacon supports flexible schedules with "optional grace periods and travel times", so agencies can build early/late grace windows. This is software-driven and applies to both GPS 9 Plus and wrist devices monitored via Optix. We can add grace periods on regular schedules as well.
Device must fully activate indoors without need to acquire GPS	X	Uses three location technologies—GPS, cell tower triangulation (CTP/LBS), and Wi-Fi. When GPS is impaired (e.g., indoors), cell/Wi-Fi positioning is used to maintain tracking and store events for later upload.
Method of ensuring accuracy of location points	X	Designed to align with U.S. GPS Performance Standard ~15 ft at 95% confidence), using assisted GPS (A-GPS), SBAS (WAAS, EGNOS, MSAS, GAGAN) and multiple GNSS constellations (GPS, GLONASS, Galileo, BeiDou, QZSS).
Communicate over GSM or 4G/LTE (or better)	X	Transmits via 4G LTE on AT&T (GSM) and Verizon (CDMA) and integrates with FirstNet for public-safety-grade service.
Water-resistant, durable, withstand vibrations/normal use	X	Device is IP68-rated, waterproof to 2 meters for up to 30 minutes and tested to MIL-STD-810F Method 516.6 for shock/drop.
Offer device with reusable and/or disposable strap options	X	Field-replaceable straps can be deployed as reusable or single-use, and SCRAM offers multiple strap cleaning/rotation options (local cleaning, centralized cleaning, and field-replaceable straps).
Tracking device must not require tools for installation	X	30-second, tool-free installation; backplate locks strap with no tamper clips or tools.
At least two types of tamper notification	X	Detects device tamper (backplate), strap tamper, no motion, possible cellular jamming, possible GPS jamming (five tamper types).
On full charge, battery 40+ hours; at least 24h of life in 1h charge; full in ~3h	X	Battery lasts ~80 hours (economy) and ~60 hours (standard); can be charged to 24 hours of battery life in 1 hour and fully charged in about 3 hours via AC charger.
Beacon must accommodate various residence sizes	X	Optional SCRAM Beacon offers five range settings (approx. 35, 60, 130, 160, 175 ft) to tailor coverage by home size.

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Requirement (summarized)	Complies	Notes
Standard AC charging required. Additional methods (e.g., on-body charger, USB) are acceptable	X	Supports standard AC “break-away” wall charger, on-body charger for cord-free charging, and USB charging options, all using 110V household power.
Transmitter easily installed with minimal training; contractor specifies tools/procedures and supplies tools/equipment at no cost	X	Installation takes <30 seconds, no tools; training curriculum covers device installation, strap replacement, and inventory management.

B. Software Requirements: Compliance Matrix

Software Requirement (summarized)	Complies	Notes
Secure, password-protected internet-based monitoring; secure DB; GPS receiver must communicate with U.S. GPS; 24/7 monitoring/support	X	All devices are monitored via SCRAM’s secure, web-based SCRAM Optix platform, accessible 24/7 via any web-enabled device. Hardware uses U.S. GPS plus additional GNSS constellations; monitoring center operates 24/7/365 with trained analysts and redundant data centers.
Web-based platform accessible via desktop, tablet, mobile	X	SCRAM Optix software is web-based, mobile-adaptive platforms accessible from desktop browsers, tablets, and smartphones.
Secure login with multi-factor authentication	X	Platform enforces unique user IDs, strong passwords, SSL/TLS encryption, NIST-aligned password policies, and PIN-based verification for support calls. Multifactor and single sign on can be supported as well.
Real-time data collection/display for all device types	X	GPS devices track as often as once per minute (and every 15 seconds in Pursuit Mode), with events transmitted immediately when coverage is available; dashboards and mapping views refresh in near-real time (e.g., Pattern of Life maps auto-refresh every 90 seconds).
Customizable dashboards with mapping tools and client history	X	Officer/caseload dashboards show current alerts, client details, and histories. Mapping tools include point-by-point maps, travel playback, and analytics like Stop Patterns and Pattern of Life (POL) over configurable date ranges.
Automated notifications/alerts (SMS, email, in-platform) for violations	X	SCRAM Optix supports fully customizable notification protocols by client, officer, caseload, or agency, with alerts delivered via email, text, and dashboard indicators, including for comms

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Software Requirement (summarized)	Complies	Notes
(curfew, tamper, low battery, etc.) as defined by entity		failures and violations. SCRAM TouchPoint adds in-app/push notifications and automated device-maintenance reminders (e.g., charge device).
Reporting with customizable fields; export in PDF, Excel, CSV	X	SCRAM Optix and TouchPoint reports can be filtered by date, caseload, client, alert status, etc., and viewed, printed, or exported as needed. Analytics run on Microsoft® Power BI®.
Integration with case management systems via APIs	X	SCRAM Optix and related apps support OpenAPI/REST APIs, enabling one-way or bidirectional data exchange with CMS and other systems; customers control what and when data is exchanged; an integration toolkit is provided.
Audit trail & data retention in compliance with CJIS security	X	Data is archived for the life of the contract; daily backups plus four-hour snapshots; mirrored across five redundant data centers. Platform uses Azure GovCloud, described as CJIS-compliant, and adheres to ISO 27001, NIST 800-53, and SOC 2 standards.
Role-based access controls; prevent unauthorized access; secure access at all times	X	Role-based access ensures users only see authorized data. Prevents unauthorized access through secure, centralized, permission-controlled web platforms. Secure, 24/7 access is maintained by SCRAM Systems.
Enable real-time (active) and passive tracking	X	GPS rate plans (e.g., 1 x 10, 1 x 1) support active, hybrid, and passive modes; up to 1 point/minute or hourly, plus Pursuit Mode at 15-second intervals.
Use Google Maps or similar	X	Mapping engine is Google Maps with multiple views (standard, labeled, satellite, Earth, Street View) and integrated Google data for Pattern of Life analytics.
Collect up to 30 days of location data and present analytics: travel playback, stop patterns, zones from travel patterns, multiple clients' shared locations	X	SCRAM GPS Analytics and Pattern of Life Mapping (POL) tools can generate weekly and monthly views, Stop Patterns, Daily Routine reports, and Shared Locations for multiple clients on the same map.
Priority communication of location data (or similar feature) on wireless network for continuity in high-traffic/critical situations	X	GPS 9 Plus is integrated with FirstNet, providing priority service during emergencies and high network traffic, ensuring location data transmits without interruption.
Optional Wi-Fi tracking in addition to cellular	X	GPS 9 Plus uses GPS + CTP (cell tower) + Wi-Fi as three location technologies.

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Software Requirement (summarized)	Complies	Notes
Configure state, Participating Entities, school zones; unlimited zones; POI-based exclusion alerts (parks, schools, etc.)	X	SCRAM monitoring software supports unlimited zones (circle, square, polygon); buffer zones; and common zone libraries. Also offers prebuilt zones by state, Participating Entities, and school districts for quick assignment (e.g., all schools for sex-offender restrictions).
Ability to download data and reports via secure internet access	X	Authorized staff can access all monitoring data and view, print, and export reports from the secure web interface at any time.
99.99% uptime/availability with continuity of operations and disaster recovery (no downtime due to hardware/software issues)	X	Architecture uses five geographically dispersed, redundant data centers, daily backups plus four-hour snapshots, mirrored databases, UPS/power redundancy, and regular restore testing to validate RTO/RPO, as well as . Azure GovCloud hosting, and 24/7 monitoring

C. Customer Support & Training Requirements: Compliance Matrix

Support / Training Requirement	Complies	Notes
Dedicated account representative	X	Each Participating Entity is assigned a dedicated Account Manager, plus Regional Sales Manager and, for larger programs, an on-site Program Manager for day-to-day support, training coordination, and issue resolution.
Support 24/7/365 via phone, email, help desk	X	SCRAM operates a 24/7/365 monitoring center and Customer Service Department, with OEM-trained analysts providing equipment and program support via phone, email, and web; calls are recorded and logged.
Toll-free access to support/monitoring center	X	Category 3 response commits to providing a toll-free phone number for all technical support/service requests and to respond within two hours of initial request.
Initial start-up training covering: enrollment, install/use/de-install/cleaning, report generation/interpretation, accessing tech support/help/monitoring center	X	Training curriculum includes: enrolling a client, assigning equipment, selecting rate plans, setting notifications, installing devices, anti-tamper features, strap replacement, inventory management, using mobile access, and understanding reports.

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Support / Training Requirement	Complies	Notes
Provide materials and brochures on use of equipment/system	X	SCRAM provides written and audio orientation materials, checklists, and product documentation for participants and agency staff (available in English and Spanish), plus online help, "What's New," HELP & Support pages, quick sheets, and operations guides.
Ongoing/supplemental training on-site or via web on as-needed basis or with significant changes	X	SCRAM offers live training both on-site and via webinar, plus SCRAM Systems University for on-demand courses, microlearning videos, and refreshers. Training is available at implementation and at any time for new hires and for refresher training throughout the contract at no additional cost.

2. Describe the hardware you propose to meet the requirements of the SOW, including battery life.

SCRAM GPS 9 Plus is our latest tracking device that attaches to the client's ankle and tracks movements 24/7. It offers exceptional location accuracy, a durable, industry-leading strap design, extended battery life, and intuitive software tools, enabling officers to efficiently monitor and manage their caseloads.



Key features include:

- Priority communication of location data on the FirstNet® wireless network—to ensure continuous communication of location points in high traffic times and critical situations
- Wi-Fi tracking, in addition to cellular, ensures tracking is not lost when GPS points are unavailable
- Extended battery life reduces low and dead battery alerts
- Versatile charging options, including on-body charging for convenience on the go and a break-away charger for safe outlet charging, designed to prevent damage.
- Built-in state, Participating Entities, and school zones within the U.S., and allows unlimited zone creation
- GPS jamming and sophisticated detection mechanisms enhance tamper detection capabilities
- Robust tamper technology that virtually eliminates false tampers
- GPS Analytics to simplify large amounts of data
- SCRAM Beacon—optional radio frequency (RF) monitoring

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Location Technologies. GPS 9 Plus uses cell tower points (CTP) through the GSM or CDMA networks, and triangulation of cell towers as backup to GPS signals.

This enhanced bracelet also incorporates Wi-Fi tracking as one of its three location technologies alongside GPS and CTP. In scenarios where a GPS signal is absent, the device leverages Wi-Fi access points to sustain tracking functionality.

The integration of Wi-Fi tracking ensures uninterrupted monitoring, overcoming limitations posed by the absence of GPS signals. This feature enables comprehensive, real-time tracking both indoors and outdoors. Wi-Fi tracking serves as a valuable complement to GPS tracking, particularly in urban environments where Wi-Fi signals are more prevalent. With heightened reliability indoors, these signals contribute to precise location information, significantly improving the accuracy of offender tracking. This advancement empowers authorities to pinpoint an individual's location with greater precision, enhancing overall monitoring and enforcement capabilities.

Accuracy. SCRAM Systems designed the GPS 9 Plus device to function in line with the U.S. government GPS Performance Standard of 95% confidence level, which means that under ideal circumstances, it demonstrates high-quality GPS accuracy to within 15 feet. For optimal accuracy, our device is supported by dual GPS Systems, enhanced location Services, GPS augmentation, and multiple satellite systems.

Our device uses both autonomous and assisted GPS (A-GPS) services to help ensure accuracy. A-GPS provides enhanced location ability and Time-To-First-Fix, which is especially useful when the receiver is in a location where it is difficult for the satellite signals to penetrate. Additionally, the device uses Space Based Augmentation Systems (SBAS), including WAAS, EGNOS, MSAS, and GAGAN, to augment the Global Positioning System (GPS), to improve accuracy, integrity, and availability. SBAS corrects location drift that results from environmental factors that distort GPS signal transmission.



SCRAM GPS 9 Plus provides exceptional location accuracy, robust tamper technology, extended battery life, and intuitive software tools, allowing officers to efficiently monitor and manage their caseloads.



The green location points show how well Wi-Fi tracking captures real-time tracking when the client is inside of this pharmacy and convenience store.

The GPS 9 Plus requires a minimum of six satellites to establish a navigation fix. However, it utilizes data from dozens of satellites to enhance accuracy and minimize drift points.

In addition to using autonomous GPS, assisted GPS, and SBAS, it also has the ability to use up to three additional constellations. The device can be configured to select from additional global navigation satellite systems (GNSS) options that include GPS L1, GLONASS L1, Galileo E1, Beidou B1, and QZSS.

Satellite navigation devices supporting both GPS and GNSS options have more satellites available, meaning positions can be fixed more quickly and accurately, especially in built-up areas where buildings may obscure the view to some satellites.



Priority Communication. The SCRAM GPS 9 Plus bracelet communicates via the FirstNet network. This integration offers key advantages for both corrections and courts and the communities they protect by providing:

- **Priority Service During Emergencies.** During crises or periods of high network traffic, regular networks can become congested, leading to communication delays. With FirstNet, SCRAM GPS 9 Plus benefits from priority service, helping to ensure that location data continues to transmit uninterrupted during these critical moments.
- **Wider Coverage for Greater Reliability.** FirstNet boasts the largest network for public safety in the country, covering over 250,000 square miles more than commercial networks. This extended coverage means that GPS 9 Plus can stay connected even in rural or remote areas, making it an ideal solution for supervising individuals in diverse locations.

In public safety, every second counts. By using FirstNet, agencies that rely on SCRAM GPS 9 Plus have a powerful tool to enhance their supervision and monitoring capabilities. We are proud to align with the mission of FirstNet to provide solutions that help protect communities across the nation. The integration of GPS 9 Plus with FirstNet is just one more way we're committed to providing the most reliable and innovative tools for public safety.

Tracking Frequency. Location points can be tracked as frequently as once per minute or reduced to once per hour. On a 1 x 10 rate plan, the Participating Entities will get 1,440 points in a 24-hour period (1 point per minute) or 60 points per hour. If the client 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).

Client Communication. The device has two-way client 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 clients to hear when they violate their program requirements. The client must acknowledge the alert by pressing a button on the device to stop or silence the vibration/tone within 30 seconds. Providing two options to notify the client 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.



Design. The tracking device has dimensions of 8.3 cubic inches (3.37" tall x 2.75" wide x 0.90" deep), making it one of the smaller devices available on the market. It is lightweight, weighing only 8.3 ounces (236 grams), and is sealed to be waterproof up to two meters. The device has been rigorously tested and meets military standards MIL-STD-810F Method 516.6 for shock and drop resistance. Additionally, it is water-resistant and complies with military standard IP-68 for up to 30 minutes. The hypoallergenic, wider strap design helps distribute weight along a person's leg to minimize the strap digging into an ankle and to increase comfort.

The GPS 9 Plus 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.

The SCRAM GPS Tough Strap is also available for higher risk clients, which requires at least 20 pounds of force to cut through.

Easy, Efficient, Safe Installation. The device can be installed on the client's ankle within 30 seconds. The backplate locks the strap securely into place without the need for tamper clips. Our field-replaceable straps can be used as either reusable or single-use solutions, depending on agency protocols, ensuring quick installations and maintaining hygiene standards.

- **30-Second, Tool-Less Installation.** The reusable strap and the entire device can be installed in less than 30 seconds—in the field, in court, or upon intake—without the need for any tools.
- **Industry Hygiene Standards.** Regardless of strap type, device cleaning is a universal expectation. Health codes, industry norms, and most agency SOPs mandate that the device be sanitized between uses. Strap replacement does not eliminate the need for device cleaning.



All monitoring equipment must be cleaned and sanitized between wearers, regardless of manufacturer or strap type.

Addressing Cleaning Concerns. For agencies that choose to replace the strap for each installation, SCRAM Systems offers multiple solutions to mitigate the “cleaning burden”. Our approach ensures that device and strap sanitation is managed efficiently and cost-effectively.

- **Local Cleaning Resource.** A cost-effective option where the agency collaborates with a SCRAM Systems local, part-time resource to sanitize and return straps.
- **Centralized Cleaning Service.** A premium solution where the agency returns equipment to our headquarters and receives sanitized devices with new straps from our manufacturing team.
- **Field Replaceable Option.** Extra straps are provided so that agencies can install a clean one and send the used one either to the local cleaning resource or back to SCRAM Systems for cleaning and redistribution. This maintains installation efficiency and hygiene standards.

SCRAM Systems' flexible equipment allows customers to replace either the entire device as designed or just the strap, ensuring quick installations and minimizing downtime while maintaining hygiene standards.

Tamper Detection. The client 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. SCRAM GPS 9 Plus will detect up to five tamper types and make prompt notification according to the Participating Entities' pre-defined notification protocols.

- **Device Tamper (Locator):** The backplate that secures the device to the offender has been separated or damaged.
- **Strap Tamper:** The strap has been cut, damaged, or removed.
- **No Motion (Locator):** The device does not detect motion after a period of time (defined by the officer/agency).
- **Possible Cellular Jamming:** The device detects a disturbance or absence of cellular signal.
- **Possible GPS Jamming:** The device detects a radio frequency signal that is blocking or interfering with GPS transmissions.

The GPS 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. On competing devices participants may attempt to remove a strap undetected by releasing “locking pins,” which can be difficult to visually verify. Because of our unique design, which has no locking pins and requires a participant to break the entire backplate to remove the strap, this is not possible. Physical damage to the backplate is clearly evident during inspection because the design prohibits clients from reattaching the backplate once broken.

Memory. 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 store thousands of events and GPS data for 17 days 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 Participating Entities procedures.

Battery Life. On a full charge, the battery lasts about 80 hours in economy mode and 60 hours in standard mode. Plugged into a standard AC power supply outlet for charging, the SCRAM GPS 9 Plus device can be charged to 24 hours of battery life within one hour and fully charged in about three hours.

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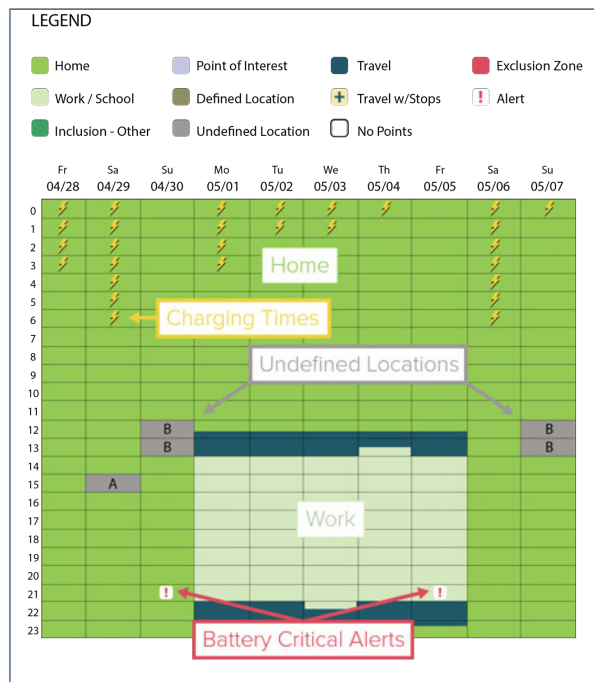
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Unlike the battery life statistics for other GPS monitoring devices, our testing is based on an aggressive active rate plan of 1-minute acquisitions and 10-minute transmission. Even when used in Pursuit Mode, the GPS 9 Plus battery will have more than sufficient battery power to consistently monitor and deliver critical GPS data.

Battery Indicators. The battery is internal and rechargeable, so there is no need for it to be installed or changed. GPS 9 Plus has LED lights that indicate when the unit battery is low, charging, or 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.



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.

Charging Options. GPS 9 Plus has multiple ways clients can quickly charge, reducing low battery alerts.

The device comes equipped with a **break-away charger**. Clients easily attach the device by sliding on the charger. Small vibrations and LED lights indicate to the client 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. The simple one-piece charging cord is over 8-feet long, giving clients more room to function and move around while charging.

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 client the option of charging via a USB power supply.

The **on-body charger** can help promote compliance by allowing clients to charge their device on the go. The optional charger attaches to the client's ankle and fully charges the GPS device in approximately two hours, without being connected to a cord. It uses the same AC charger as the GPS bracelet, limiting the need for additional equipment.

3. Describe your software system (web-based applications, smart phone applications). Describe unique design features that ensure accuracy and/or speed of reporting. Include a description on Priority Communication or similar features.

Monitoring Software

Data for all SCRAM Systems' technologies are housed in our proprietary, web-based software application. SCRAM GPS provides a comprehensive, technology-forward electronic monitoring solution supported by a secure, web-based supervision platform. The platform centralizes client management, device configuration,



alerting, schedules, mapping, and reporting within a single interface accessible from any Internet-enabled device. Officers can efficiently review location data, manage caseloads, and respond to events in real time.

The system includes Google-powered mapping, point-by-point tracking, and advanced analytics such as Stop Pattern analysis and Pattern of Life mapping. These tools streamline the interpretation of movement data, allowing supervising agencies to quickly identify trends, compliance issues, and locations of interest. The platform is fully **mobile-adaptive**, giving officers full functionality—such as alert resolution, street-level views, navigation support, and battery status—from smartphones or tablets without requiring a standalone mobile app.

Accuracy-Enhancing Features. The SCRAM GPS 9 Plus device employs **multi-technology location acquisition**, incorporating GPS, Wi-Fi, and cell-tower triangulation to ensure precise indoor and outdoor tracking. The device supports multiple satellite constellations, assisted location services, and augmentation technologies designed to minimize drift, improve signal reliability, and deliver location accuracy consistent with national performance standards.

Speed-of-Reporting Features. SCRAM GPS incorporates several mechanisms to ensure rapid and reliable reporting:

- **Priority communication** on a public-safety-grade network to reduce delays during high-traffic or emergency situations. The SCRAM GPS 9 Plus bracelet communicates via the FirstNet network. This integration offers key advantages for both corrections and courts and the communities they protect by providing:
 - **Priority Service During Emergencies.** During crises or periods of high network traffic, regular networks can become congested, leading to communication delays. With FirstNet, SCRAM GPS 9 Plus benefits from priority service, helping to ensure that location data continues to transmit uninterrupted during these critical moments.
 - **Wider Coverage for Greater Reliability.** FirstNet boasts the largest network for public safety in the country, covering over 250,000 square miles more than commercial networks. This extended coverage means that GPS 9 Plus can stay connected even in rural or remote areas, making it an ideal solution for supervising individuals in diverse locations.
- **On-demand location retrieval**, allowing officers to request immediate location information at any time.
- **Enhanced tracking modes**, capturing location points every 15 seconds for a defined period during critical incidents or enforcement operations.
- **On-device geofence processing**, enabling immediate violation detection and accelerated transmission even when the device is temporarily offline.

Together, these features provide agencies with timely, accurate, and actionable information required for effective supervision, rapid response, and informed decision-making.

It offers robust caseload and client management tools, including both point-by-point and advanced mapping with pattern of life features, inclusion/exclusion zone management, customizable notification protocols, and powerful program reporting tools.

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Dashboard

Show All Alerts

Search Clients

Search

Client	Battery	Tamper	Zones	Communication	Location
Dungy, David					
Schneider, Shane					
Allister, Arturo					

The dashboard depicts caseload information at a glance. The most important alerts, indicated in red, are always listed at the top of the caseload page.

Legend

- Battery Status
- Fully Charged
- Pending Battery Status
- Compliant
- Current Violation
- Auto-Cleared Violation

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

- View information about the client, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove clients without calling the monitoring center.
- Create, edit, delete, and apply monitoring parameters (such as daily/weekly schedules) for individual clients or groups of clients.
- Create and manage zones.
- Select which violations/events should trigger notifications and customize those preferences per client, officer, caseload, or agency.
- Easily set up notification protocols customized by client, officer, caseload, or agency.
- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance with monitoring parameters.
- Manage inventory.

Profile Summary (Scott, Cody)

Last Location: 8781 Creekside Way, Littleton, CO 80129 (10/14/2023 10:42 AM)

Profile

Device Information

Contact Info

Client: Scott, Cody

Client ID:

Gender: Female

DOB: 01/01/1986

Age: 38

Start Service: 05/20/2023

End Service:

Locator: NF6005670

Plan: GPS-Active 1X10 CDA

Base Station 1:

Base Station 2:

Battery-Base Station 1:

Home Phone: 555-555-1234

Cell Phone: 888-555-1234

Emergency Contact: Spouse

Contact Phone: 888-555-9876

Schedules

Schedules Exceptions

Schedule	Zone Name	Type	Location Type	OnBoard
Edit	Home	Inclusion	Home	
Edit	Work	Inclusion	Work/School	

Date

Note

Author

5/20/2023 03:11 PM

Carl Carlson

Close

Officers can access offender details, including personal info, current and historical monitoring data, violation statuses, notification settings, and reports.

User-Friendly. In addition, the dashboard includes one-touch functionality that enables officers to quickly initiate actions related to a specific client, without navigating across multiple screens. When a drop-down arrow is selected, the software displays a series of launch buttons that provide quick and easy access to:

- Add or edit a note in the client's file
- View movements on a map
- Review event history
- Obtain the current location of a client

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- Send vibrate command or audible alarm
- Enable Pursuit Mode to actively track a client's location every 15 seconds
- Analyze Pattern of Life behavior
- Access Client Stop Pattern analytics
- See Charging Event reports
- Suspend alerts temporarily on a specific client

Mobile Adaptive. Since mobile applications often have limited functionality, SCRAM Systems software is designed to be mobile-adaptive, allowing users to access all features available on a computer from a smartphone or tablet. Adaptive design can help ensure faster page load speeds and a consistent user experience across different screen sizes. It requires no additional apps and is optimized for easy viewing on any mobile device. Unlike mobile apps, which require frequent updates to maintain current information and functionality, our mobile-adaptive site ensures real-time access and performance.

With client profile information at their fingertips, officers can:

- Resolve priority alerts in the field.
- View battery status.
- Pinpoint a client's location at the time of an alert.
- Get turn-by-turn directions.
- Access a street-level view of the alerts in question.
- View the last known location via Google Maps.

Alert Notification. All GPS alert notifications can be customized to meet the preferences of the Participating Entities. 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 and a daily notification summary outlining the previous day's activity. Additionally, the software generates an alert if the device fails to communicate with the system for a period that exceeds the transmission frequency interval of the client's supervision plan and the user-defined buffer period for communication failures. When an alert is generated, notification is made according to the Participating Entities' protocols.

From: noreply@scramsystems.com [mailto:noreply@scramsystems.com]
Sent: Wednesday, May 03, 2017 2:20 PM
To: Officer Johnson
Subject: Critical Alert for John Jacobs

Critical Alert for John Jacobs



Offender: John Jacobs
Account: Jefferson County
Event: Device Tamper
Time of Event: 05/03/17 02:20PM
Risk Level: High
Home:
Cell: (303) 785-7879
Work:
Location: [1241 West Mineral Avenue, Littleton, CO - USA](#)
Zone Name:
Zone Address:

Geofencing. Our GPS technology has geofencing capabilities that allow the creation of an unlimited number of adjustable zones using circles, squares, and polygon-shapes. An unlimited amount of zones can be stored in the software, and over 100 can be stored on the device. The device contains onboard processing, which means the device can store zone information directly on the device regardless of the connection to the server. Should a client enter a restricted zone, the device automatically sends an alert to the agency and activates an accelerated data plan that communicates data points once every 15 seconds.

Users have the ability to create the following zones:

- **Exclusion Zones.** The client does not have permission to enter a geofenced area. Exclusion zones have a minimum radius of 200 feet and no maximum limit. If a client enters an onboard exclusion zone, the tracking automatically accelerates, capturing a location point every 15 seconds for a duration of 15 minutes. Officers can create an unlimited amount of exclusion zones that will generate a violation if the offender enters the prohibited zone. Officers can also add a user-defined buffer zone surrounding the exclusion zone which will generate an alert and notify the officer when the offender nears an exclusion

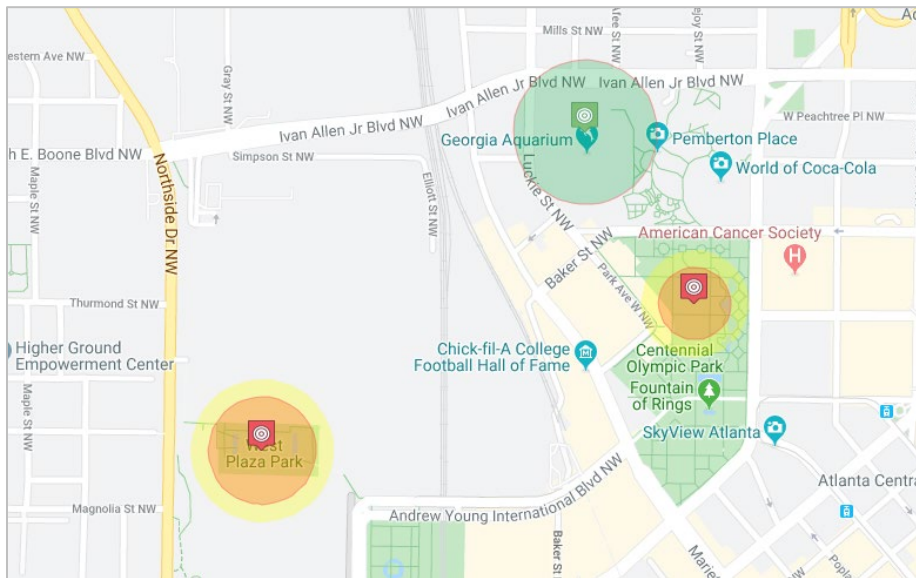
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zone, prior to entering the prohibited zone. Zone icons mark the location of the zone, making it easy to locate zones when using the zoom in/out features.

Buffer zones create an opportunity to monitor repeated or escalating offender behavior and proactively prevent exclusion zone violations. Buffer zones also help officers see when exclusion zone size may need adjusted or identify when alternate routes should be adhered to.



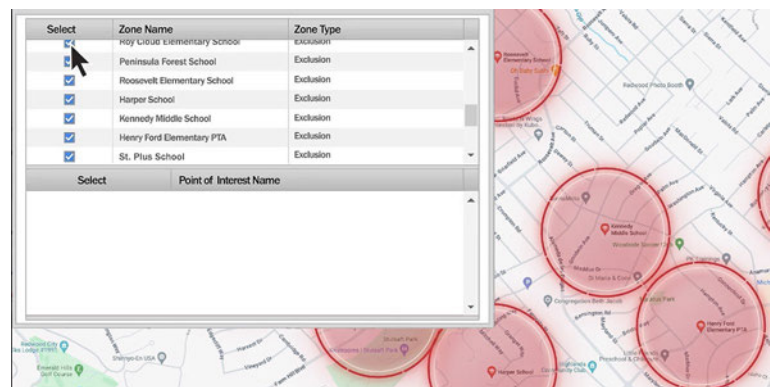
In this example, the offender has one inclusion zone shown in green, with a green zone icon, and two exclusion zones, shown in orange, with a red zone icon. The yellow area surrounding the exclusion zones is the designated buffer zone. By having a buffer zone, the officer is notified as soon as the offender nears the exclusion zone, prior to causing an exclusion zone violation.

Users can also create schedules for exclusion zones. This feature allows the ability to create schedules and/or exceptions to indicate specific times clients are not permitted in an exclusion zone, such as certain hours during the day or night. For example, if a client is not permitted to enter school zones, a schedule can be set during school hours only, so officers are only alerted of a violation when necessary, helping save officers time by reducing the need to react to unwarranted alerts.

- **Inclusion Zones.** Provide the ability to create schedules where the client must be in the zone during the specified times. These are primarily used for home and work locations, which can assist with analytics.
- **Neutral Zones.** Client entries and exits are tracked without assigning schedules.

Common Zones. A library of commonly used zones can be established by the Participating Entity. These zones are stored and can be assigned to clients as required, eliminating the need to draw identical zones for each client. This is particularly helpful for standard exclusion zones such as schools, libraries, and shopping malls.

Prebuilt Zones. SCRAM Systems can implement prebuilt zones within the US, which are designated by state, county, or public-school districts. For instance, a sex offender



Users can create an unlimited number of zones, including circles, squares, and polygon-shaped zones. Users can toggle between map and satellite views, as well as set the centralized address, additional buffer zones, alert notification parameters, and a description.

can be
excluded

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from all school districts in an area, without the time-consuming process of drawing individual zones. Once added to an agency's profile, officers can assign any prebuilt zone to subaccounts as necessary and apply the zones to a single client, multiple clients, or an entire caseload, potentially saving officers hours of work.

Zone Name	Type	Location Type	OnBoard	Remove
Home	Inclusion	Home	✓	✕
Work	Inclusion	Work/School	✓	✕
Bow Mar ...	Exclusion	OnServer	✕	✕

Zone Type	☐ Inclusion ☒ Exclusion ☐ Neutral
Zone Setting	☐ On Board ☒ On Server
Name	Bow Mar Heights Park
Shape	Polygon
Use Latitude / Longitude	☒
Latitude	39.636551
Longitude	-105.04242499999999
Street	4100 West Rutgers Place
City	Denver
State	Colorado
Zip	80236
Country	United States
Alerts	☐ Entry ☒ Exit
Description	

Apply Changes Save

Program Reporting and Analytics. Our monitoring software reporting options offer unprecedented options to acquire, store, analyze, evaluate, and convert raw data into valuable information—such as compliance rates, average monitoring periods, and behavioral trends based on age, gender, severity of offense, and duration of monitoring. Reports include commonly accessed program performance metrics such as client compliance, alert analysis, and inventory breakdown.

Powered by Microsoft PowerBI, SCRAM Optix has a variety of dynamic, interactive analytic reports. Filter by a number of program criteria, including GPS compliance, to determine program performance across all caseloads.

4. Describe the alerts that can be set up (location, time constraints, tamper alerts, low battery, etc.). Describe the process for setting system alerts for violations (curfew, zone, tamper). Include the alert intervals and how long it will take for the hardware to communicate with the software. Describe how the technology reduces false tampers and ensures accurate alert notification.

SCRAM GPS: Alerts, Configuration, Communication, and False Tamper Prevention

Types of Alerts Supported. SCRAM GPS provides a comprehensive suite of automated alerts designed to notify agencies of events requiring supervisory action.

Location-Based Alerts

- Exclusion and inclusion zone violations, with optional buffer zones to alert officers when a client is nearing, but has not yet entered, a restricted area.
- Proximity alerts when used with SCRAM Ally, notifying officers when an offender approaches a victim-defined zone.



Time-Constrained & Schedule-Based Alerts

- Curfew violations based on individualized client schedules.
- Scheduled zone compliance, such as required inclusion or exclusion during school hours or other program-defined timeframes.

Tamper Alerts:

- Strap tamper (cut, damaged, or removed)
- Device tamper (backplate compromised)
- No motion tamper
- Possible GPS jamming
- Possible cellular jamming

Battery-Related Alerts

- Battery Low
- Battery Critical
- Potential Dead Battery
- Battery Low Vibrate (offender acknowledgement or non-acknowledgement)
- Fully Charged

Process for Setting Up System Alerts for Violations. All alert rules are configured within the secure, web-based supervision platform (Optix or its successor). Agencies can configure alerts at the client, officer, caseload, or agency level.

Curfew and Schedule Alerts

- Officers create or modify daily or weekly curfew schedules tailored to each client.
- The system automatically compares location data to each schedule and generates alerts when a client is outside an approved area or timeframe.

Zone Alerts (Exclusion, Inclusion, Neutral, Buffer)

- Unlimited zones may be created using circular, polygon, or square shapes.
- Each zone may include its own schedule, buffer, and custom alert-routing rules.
- Device-stored zone data enables immediate violation detection, even without server connectivity.

Tamper Alerts

- Tamper detection settings are embedded in the device firmware.
- Officers set notification preferences determining who receives alerts and by what method (email, text, or summary).

Agency-Defined Notification Protocols

- Alerts can trigger multi-level routing to supervisors, on-call staff, or law enforcement.
- Agencies may implement tiered notification structures to match varying alert severity levels.

Alert Intervals & Communication Timing

Standard Communication Frequency. SCRAM GPS devices transmit location data according to the client's supervision plan (e.g., 1-minute acquisition with 10-minute transmission).



Accelerated Communication. Certain events trigger increased communication frequency:

- Entering an exclusion zone activates Pursuit Mode, sending GPS points every 15 seconds for 15 minutes.
- Officers may manually activate Pursuit Mode at any time.

Immediate Alert Delivery

- Alerts transmit instantly to the server and to agency personnel according to configured notification settings.
- On-device zone intelligence supports immediate decision-making even when cellular coverage is temporarily unavailable.

Out-of-Coverage Operation. The device can store thousands of events for up to 17 days and uploads all data once connectivity returns.

How SCRAM GPS Reduces False Tamperers & Ensures Accurate Alerting

Advanced Strap & Backplate Design

- Patented strap and reinforced backplate construction require significant force to remove and cannot be reattached without visible damage.
- The design eliminates vulnerabilities found in competing devices that allow undetected pin releases.

Multi-Layer Tamper Verification. Device firmware analyzes multiple indicators before generating a tamper alert, including:

- Fiber optic strap integrity
- Backplate integrity
- Motion and no-motion patterns
- Environmental changes that may indicate interference

Jamming Detection. The system can detect both cellular and GPS jamming, helping officers differentiate between intentional tampering and environmental factors.

On-Device Zone Intelligence

- Devices store zone boundaries internally, ensuring accurate violation detection without reliance on server communication round trips.
- This reduces delay-induced false alerts and maintains functionality during temporary loss of cellular service.

Enhanced Battery Status Tracking. Detailed battery alerts help agencies distinguish true device issues from user-driven or environmental conditions, reducing unnecessary escalations.

Wrist-Worn GPS Device

The ShadoWatch is a GPS tracking device designed to be worn on the wrist, providing continuous, 24/7 full monitoring services and reporting functions for offender movements. This device incorporates advanced tracking technologies, including GPS, Wi-Fi, and Location Based Services (LBS), alongside robust tamper detection mechanisms to ensure precise compliance monitoring and immediate identification of any attempts to bypass the system. Location data is transmitted to the monitoring center via 4G LTE on the AT&T cellular network, which boasts extensive coverage across the nation. Key features include:

- GPS/Wi-Fi/LBS Tracking (1–5 minute intervals)

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- Optional Two-Way Voice Communication
- Messaging
- SOS Button
- Wireless Charger
- IP-68 Waterproof
- Tamper Detection
- Motion Sensor

Device. The device is compact, discreet, and ideal for situations where ankle monitors are not suitable. It measures 2.1" x 1.9" x 0.8 " and weighs 3.7 ounces. It is IP68 waterproof, dustproof, shock-resistant, and tamper-proof with titanium-reinforced straps. It has built-in sensors for heart rate and motion and is FCC-certified (2ARH7-W-N70ST).

Tamper Detection. The ShadoWatch will detect up to three tamper types and make prompt notification according to the Participating Entities' pre-defined notification protocols. Once the security covers are snapped into place, any tamper attempts will be detected and immediately sent to supervision personnel.

- **Band Tamper.** The device features magnetic charging contacts on the side and will generate a Band Tamper alert when the hardware strap or case has been tampered with or disconnected.
- **Proximity Tamper.** The device is designed with heart and temperature sensors that continuously monitor the client. If no heart rate is detected for 30 minutes, a Proximity Tamper alert will be triggered.
- **Lack of Motion.** The device is equipped with an accelerometer that measures and tracks movements and speed. If no motion is detected for ten hours, a Lack of Motion alert will be triggered.



Location Technologies. The ShadoWatch uses GPS, Wi-Fi, and Location-Based Services (LBS) for accurate location data. It primarily relies on GPS tracking using satellites for maximum coverage, minimizing signal issues. Additionally, it provides tracking via Wi-Fi and LBS technology for continuous data. The device also reports battery percentage, charging status, signal strength, and zone violations. Tracking information is sent to the monitoring center via 4G LTE on the AT&T network, offering extensive national coverage. This enables the Participating Entities to track program clients nationwide in real-time. If cellular service is unavailable, the device stores tracking data and uploads it once the service is restored.

Accuracy. SCRAM Systems relies on advanced technologies to ensure we provide the most accurate and continuous tracking and monitoring data. The device uses both autonomous and assisted GPS (A-GPS) services to help ensure accuracy. A-GPS provides enhanced location ability and Time-To-First-Fix, which is especially useful when the offender is in a location where it is difficult for the satellite signals to penetrate. Additionally, the device uses Space Based Augmentation Systems (SBAS), including WAAS, EGNOS, MSAS, and GAGAN, to augment the Global Positioning System (GPS) and to improve accuracy, integrity, and availability. SBAS corrects location drift that results from environmental factors that distort GPS signal transmission. To ensure accuracy and reduce drift points, our GPS also supports GLONASS (Global Navigation Satellite System) GPS capabilities, allowing location points to be pulled from 56 satellites instead of the standard 32. The minimum satellites needed for a point are only three.

Tracking Frequency. The device can track as frequently as once per minute or in increments of up to five minutes. The default GPS interval setting is a GPS location point once every one minute.

Installation. The installation process is quick and should be done by supervising personnel. First, ensure the device is assigned via the software and the battery is fully charged. Next, attach one side of the strap to the device housing with two screws, size the strap around the offender's wrist, cut off the excess, and secure the

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remaining two screws. Finally, snap security covers over the screws. The device kit includes a standard strap, installation tools, a wireless charging block, USB power cords, and locking clasp/screws.

Battery Life. The device provides ample battery power while in use by the offender and staff can be alerted if any low battery conditions occur. The battery can last over 20+ hours when tracking at 1-minute intervals and over 70+ hours when tracking at 5-minute intervals.

Battery Charging. The device comes with a wireless clip-on battery charging block that simply attaches to the device to initiate charging. It continues to plot points even while charging. The offender does not need to be physically tethered to an electrical outlet while charging.

If the device is fully depleted, it can be charged to full capacity in 90-120 minutes, depending on the tracking interval. For example, it charges within 90 minutes at 5-minute intervals and takes about 2 hours at 1-minute intervals. A Low Battery alert triggers at 10%, and a preset message can remind the client to charge the device. An alert will be triggered if the battery is not charged.

Memory. If cellular signal is unavailable, the device will store all tracking and monitoring detail and will automatically upload the information once cellular service is available. It can store information securely and continually in its non-volatile memory even if the power is switched off.

SCRAM Systems is actively developing a **new wrist-worn GPS device manufactured in-house**, designed to provide a durable, tamper-resistant, and more discreet alternative to traditional ankle-worn monitors. This next-generation device will support **low-risk supervision populations**, offering enhanced comfort while maintaining SCRAM's standards for reliable GPS tracking and program compliance. Although not yet commercially available, this device is **scheduled for near-term release** and represents SCRAM's continued investment in expanding innovative, flexible, and lower-impact electronic monitoring options

5. Describe the process for how you set up maps (e.g. exclusion zone, customizable, pre-loaded?)

Geofencing. Our GPS technology has geofencing capabilities that allow the creation of an unlimited number of adjustable zones using circles, squares, and polygon shapes. An unlimited number of zones can be stored in the software, and over 100 can be stored on the device. It contains onboard processing, which means it can store zone information directly on the device regardless of the connection to the server. Should a client enter a restricted zone, the device automatically sends an alert to the agency and activates an accelerated data plan that communicates data points once every 15 seconds.

Users can create the following zones:

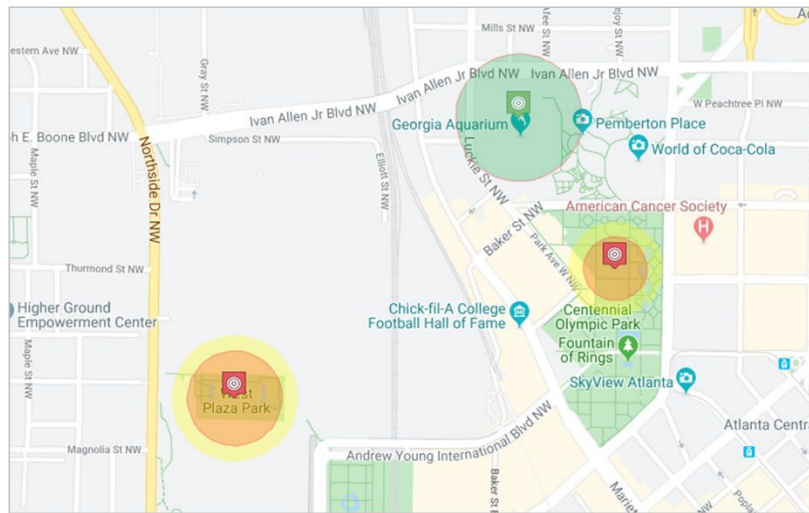
Exclusion Zones. The client does not have permission to enter a geofenced area. Exclusion zones have a minimum radius of 200 feet and no maximum limit. If a client enters an onboard exclusion zone, the tracking automatically accelerates, capturing a location point every 15 seconds for a duration of 15 minutes.

Officers can create an unlimited number of exclusion zones that will generate a violation if the offender enters the prohibited zone. Officers can also add a user-defined buffer zone surrounding the exclusion zone, which will generate an alert and notify the officer when the offender nears an exclusion zone, prior to entering the prohibited zone. Zone icons mark the location of the zone, making it easy to locate zones when using the zoom in/out features.

Buffer zones create an opportunity to monitor repeated or escalating offender behavior and proactively prevent exclusion zone violations. Buffer zones also help officers see when exclusion zone size may need adjusted or identify when alternate routes should be adhered to.

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In this example, the offender has one inclusion zone shown in green, with a green zone icon, and two exclusion zones, shown in orange, with a red zone icon. The yellow area surrounding the exclusion zones is the designated buffer zone. By having a buffer zone, the officer is notified as soon as the offender nears the exclusion zone, prior to causing an exclusion zone violation.

Users can also create schedules for exclusion zones. This feature allows the ability to create schedules and/or exceptions to indicate specific times clients are not permitted in an exclusion zone, such as certain hours during the day or night. For example, if a client is not permitted to enter school zones, a schedule can be set during school hours only, so officers are only alerted of a violation when necessary, helping save officers time by reducing the need to react to unwarranted alerts.

- **Inclusion Zones.** Provide the ability to create schedules where the client must be in the zone during the specified times. These are primarily used for home and work locations, which can assist with analytics.
- **Neutral Zones.** Client entries and exits are tracked without assigning schedules.

Common Zones. A library of commonly used zones can be established by the Participating Entities. These zones are stored and can be assigned to clients as required, eliminating the need to draw identical zones for each client. This is particularly helpful for standard exclusion zones such as schools, libraries, and shopping malls.

Prebuilt Zones. SCRAM Systems can implement prebuilt zones within the US, which are designated by state, Participating Entities, or public-school districts. For instance, a sex offender can be excluded from all school districts in an area, without the time-consuming process of drawing individual zones. Once added to an agency's profile, officers can assign any prebuilt zone to subaccounts as necessary and apply the zones to a single client, multiple clients, or an entire caseload, potentially saving officers hours of work.



6. Describe your customizable reporting. How does the reporting work with court requests and chain of custody requirements for legal purposes.

SCRAM GPS reporting is delivered through the SCRAM Optix web-based platform, which provides a full suite of configurable, court-ready reports designed to support legal defensibility, evidentiary compliance, and complete auditability.

Customizable Reporting Capabilities

The monitoring software offers an extensive library of standard GPS reports along with flexible customization options. Agencies can tailor reports at the agency, officer, court, judge, or individual client level. Reports can be viewed online or exported as PDF, Excel, or Word files.



Key GPS report types include:

- **Client Profile Reports:** Individualized profiles for any number of clients.
- **Daily Activity Reports:** Graphical and textual summaries of where a client spent time by zone.
- **Event and Active Event Reports:** Comprehensive logs of infractions, events, and alerts over a defined period.
- **Event Detail Reports:** Detailed breakdowns of each alert or violation.
- **Location History Reports:** Full movement history with optional map output.
- **Device History & Inventory Reports:** Records of device assignments, unassignments, and equipment tracking.
- **Notification Reports:** Documentation of which alerts were sent, to whom, and when.
- **Audit Reports:** Complete logs of all user actions related to each client or device.

Ad hoc reporting is also supported, enabling authorized users to build customized reports drawing from all available system data.

Court Requests and Legal Documentation

All SCRAM GPS reporting formats are designed to meet court evidentiary requirements:

- Reports are **automatically date- and time-stamped**, ensuring accuracy and traceability.
- Data is presented in standardized, court-appropriate layouts commonly required for hearings, probation reviews, and violation proceedings.
- SCRAM Systems supports agencies with affidavits, certified accuracy statements, comprehensive court reports, and expert testimony (telephonic or video) when needed.
- A dedicated judicial support team ensures that all materials provided for legal proceedings are accurate, defensible, and aligned with current case law and monitoring science.

These capabilities ensure that courts receive validated, fully documented monitoring evidence suitable for formal proceedings.

Chain of Custody and Data Integrity

SCRAM GPS maintains strict data integrity protocols to support evidentiary chain-of-custody requirements:

- **Automatic date- and time-stamping** is applied to every GPS point, alert, report, and user action.
- **Audit trails** track every user interaction—who accessed, viewed, modified, or acted on client data.
- **Secure data storage** within the SCRAM Optix system preserves all records in tamper-evident formats.
- **Event and tamper reporting** provides full documentation of tamper attempts, zone violations, communication interruptions, and device behaviors.
- **Device history tracking** ensures a fully transparent record of device assignment, removal, and field usage.

These features ensure that all data associated with a client's GPS monitoring history is preserved, traceable, and legally defensible.

7. Describe how often the device collects a point and reports the location within a set time frame.

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SCRAM GPS 9 Plus supports flexible location-point acquisition intervals to accommodate varying levels of supervision. Standard operational intervals allow for point delivery from every five minutes to every one hour, depending on program requirements. Features such as Locate Now allow an immediate, on-demand single point, and Pursuit Mode provides rapid location updates—1 GPS point every minute for 15 minutes—for high-priority or active-movement scenarios. In specialized accelerated tracking, the system can acquire and transmit points at 15-second intervals for near real-time monitoring.

The ShadoWatch wrist-worn GPS device provides continuous 24/7 monitoring with advanced tracking technologies. It captures location points at 1-minute to 5-minute intervals, with a default setting of one location point per minute. Data acquisition is supported through GPS, Wi-Fi, and LBS technologies, with all location data transmitted over 4G LTE. The device can store points when cellular coverage is unavailable and uploads them automatically once service is restored.

8. Describe your Customer Service, including at least the following:
 - a. Hours of operation

24/7 Monitoring Services. SCRAM Systems operates a fully owned, 24/7 monitoring center staffed by trained customer support specialists and data analysts dedicated exclusively to monitoring clients on SCRAM Systems' monitoring technologies. The primary mission of our monitoring center is to respond to critical alerts in real time—enhancing public safety, reducing the burden on supervising officers, and promoting higher levels of client compliance. Standard monitoring and support include:



24/7 Support

- Real-time response to questions about client activities, equipment, alerts, and notifications
- Live agents accessible 24/7 via phone, email, or web
- Secure, web-based access to client data. Secure PIN access is available 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 client 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 client 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



- b. Order procedures (how long to respond to order, delivery time frame). Delivery time after receipt of order? Describe online ordering procedures.

Orders are placed through SCRAM Optix. 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@scramsystems.com. Orders are processed the day they are received and are shipped the same day if received before 3:00 PM Mountain Time. Orders are shipped standard three-day delivery at no cost. Additional freight charges may apply on equipment orders shipped less than the three-day standard and for consumables shipped outside of the normal schedule.

- c. Product request response time (what is kept on hand at office vs ordering products) – inventory on hand

Product Request Turnaround. As the original manufacturer of our equipment, we maintain internal control over production and inventory. When a device needs replacement, a new unit is shipped immediately upon authorization, ensuring the customer receives replacement equipment within 24 hours at no cost.

Inventory Management & Availability. Because we produce, assemble, and test all equipment in-house, we maintain a consistent and reliable inventory. Our system includes:

- Real-time visibility into active and stored inventory
- Internal stock levels to avoid delays in fulfilling orders
- Built-in shelf stock allocations to ensure rapid deployment and replenishment

Orders are processed the day they are received, and are typically shipped the same day if received before 3:00 PM Mountain Time. They are shipped standard three-day delivery at no cost. Additional freight charges may apply on equipment orders shipped less than the three-day standard and for consumables shipped outside of the normal schedule.

When a device is returned via our RMA process, a new device is shipped right away so that the Participating Entities has replacement equipment within 24 hours, at no cost.

As an additional option, we can provide a local team to manage all inventory and will maintain extra inventory of all equipment and consumables. Inventory will never be a concern and can quickly be scaled to meet any increasing program needs. Our pricing is inclusive of all consumables and tools, and there is no cost to the Participating Entities for shelf allowance.

9. How do you comply with local and state regulations (what type of research do you conduct when working with a new entity?)

SCRAM Systems complies with local, state, and agency-specific regulations through a structured, proactive compliance and research process that begins well before onboarding a new Participating Entity.

When engaging with a new entity, SCRAM Systems conducts upfront due diligence that includes:

- Reviewing applicable state statutes, administrative rules, and procurement requirements
- Assessing cybersecurity, data privacy, and IT compliance standards specific to the jurisdiction
- Identifying agency-specific requirements related to data handling, system access, reporting, and auditability
- Coordinating with agency IT and procurement teams to ensure alignment with local policies and controls
- This pre-engagement research allows SCRAM Systems to configure solutions, documentation, and processes in a manner that aligns with both regulatory requirements and operational expectations from the outset



From an organizational standpoint, SCRAM Systems maintains a strong compliance posture through:

- Annual ISO certifications
- Annual IT security assessments and certifications
- Ongoing reviews of internal controls, policies, and procedures to address the evolving regulatory and cybersecurity landscape across the jurisdictions in which we operate

These efforts ensure SCRAM Systems remains compliant with industry standards and best practices related to information security, data protection, and system integrity.

All compliance, cybersecurity, and regulatory oversight efforts are led by our Chief Security Officer, Jerry Baskin, who is responsible for ensuring adherence to applicable laws, regulations, and security frameworks across all deployments. SCRAM Systems continuously evaluates emerging risks, regulatory changes, and state-specific requirements to maintain compliance throughout the lifecycle of each contract.

This combination of upfront research, formal certifications, and dedicated executive oversight enables SCRAM Systems to confidently support public sector entities across diverse regulatory environments.

10. Describe the on-boarding process for new Participating Entities.

On-Boarding / Implementation Process for New Participating Entities

SCRAM Systems provides a comprehensive, structured, and fully managed on-boarding and implementation process designed to ensure a smooth, rapid, and disruption-free transition for all new Participating Entities. Our approach emphasizes clarity, readiness, and operational continuity from contract execution through long-term program support.

1. Project Initiation

Upon contract award, SCRAM Systems convenes a kickoff meeting with the Participating Entity to confirm program scope, goals, expectations, roles, and timelines. During this phase, SCRAM prepares a complete implementation roadmap, including data migration planning, resource allocation, and identification of product configurations. Project initiation is typically completed within the first week following contract execution.

2. Planning & Pre-Implementation Preparation

SCRAM Systems develops a tailored implementation plan aligned with the Participating Entity's operational structure and selected monitoring technologies. Pre-implementation activities include:

- Finalizing key dates, including the Go-Live date
- Assessing caseload size and associated equipment needs
- Preparing inventory and staging hardware
- Setting up users and participants in SCRAM Optix
- Configuring alert settings, reporting protocols, and notification rules based on agency standards
- Defining support expectations, including standard and after-hours needs

This planning stage ensures that all systems, staff, and materials are fully prepared before any fieldwork begins.

3. Staff Training & System Configuration

Before participant transitions begin, SCRAM Systems provides comprehensive training tailored to each user role—officers, administrators, supervisors, and technical staff. Training covers:



- Device installation and usage
- SCRAM Optix software navigation
- Alert management and resolution
- Schedule and zone configuration
- Reporting and audit trail understanding
- Program oversight and administrative functions

Training may be delivered on-site or virtually, and ongoing training resources (including on-demand modules and SCRAM Systems University) remain accessible throughout the life of the program.

4. Data Migration & Participant Preparation

Participant information is migrated or entered into the software prior to transition. SCRAM Systems develops a transition schedule for officers and participants, minimizing administrative burden. When helpful, SCRAM staff can assist with outreach to participants for appointment scheduling. Completing data readiness in advance enables rapid device activation with minimal time spent per participant.

5. Equipment Deployment & Go-Live

SCRAM Systems deploys trained technicians to the Participating Entity's locations to conduct all installations and program activations. Because staff are fully trained and data is pre-loaded, each participant transition typically takes less than 10–15 minutes. SCRAM provides adequate personnel to support multiple sites simultaneously, ensuring continuity of operations and minimizing program downtime.

6. Post-Implementation Support

Following Go-Live, Participating Entities receive ongoing program support, including:

- Regular meetings to review program status and address emerging needs
- Designated office hours for officers and administrators
- Continued live and virtual training opportunities
- Real-time technical support and assistance
- Continuous access to online training resources, documentation, and reference materials

This sustained support structure reinforces program stability and ensures long-term success for each Participating Entity.

7. Sample Implementation Timeline

While the implementation plan is always customized, programs typically follow a phased structure:

Phase I: Training, Data Transition, Scheduling

- Train staff on equipment and software
- Configure notification procedures
- Prepare inventory and equipment storage



- Complete initial data entry for active participants
- Prepare transition schedule

Phase II: Equipment Transition

- SCRAM Systems personnel perform on-site installations
- Multiple locations can be supported simultaneously
- Participant transitions typically completed within days, depending on caseload size

Phase III: Ongoing Training & Support

- Bi-weekly advanced sessions
- Routine check-ins and issue resolution
- Continued system optimization based on agency feedback

SCRAM Systems' onboarding process is built on preparation, clarity, and partnership. With a defined structure that includes early planning, comprehensive training, rapid deployment, and ongoing support, new Participating Entities receive a seamless and highly efficient transition into SCRAM's monitoring ecosystem—positioning them for immediate operational success and long-term program performance.

11. Describe the on-boarding process for new Clients. Include any installation information that may apply.

SCRAM GPS 9 Plus is designed for rapid deployment and efficient operation with minimal training requirements.

Installation. The device is installed on the client's ankle in under 30 seconds using a toolless strap and backplate system. Adjustable, hypoallergenic straps ensure proper fit, comfort, and durability. Officers confirm secure attachment and perform a brief functionality check.

Onboarding Process

- Enroll the client in the monitoring software
- Assign the GPS 9 Plus device to the client profile
- Configure supervision parameters, including schedules, zones, alerts, and communication settings
- Review client responsibilities, including charging and alert acknowledgment requirements
- Verify device communication by confirming initial GPS data and device status

Client Training. Clients receive instruction on use of the break-away charger and optional on-body charger. Officers review LED indicators, battery expectations, and compliance requirements.

Our wrist-worn GPS device provides a discreet alternative to ankle-worn monitoring while maintaining tamper resistance and GPS performance.

Installation. The device is securely fitted to the wrist to ensure proper tension and comfort. Officers activate the device within the monitoring software and confirm sensor functionality and communication.

Onboarding Process

- Enroll the client and link the assigned device
- Configure monitoring parameters, including zones, schedules, and notifications
- Review device expectations, including charging and proper positioning

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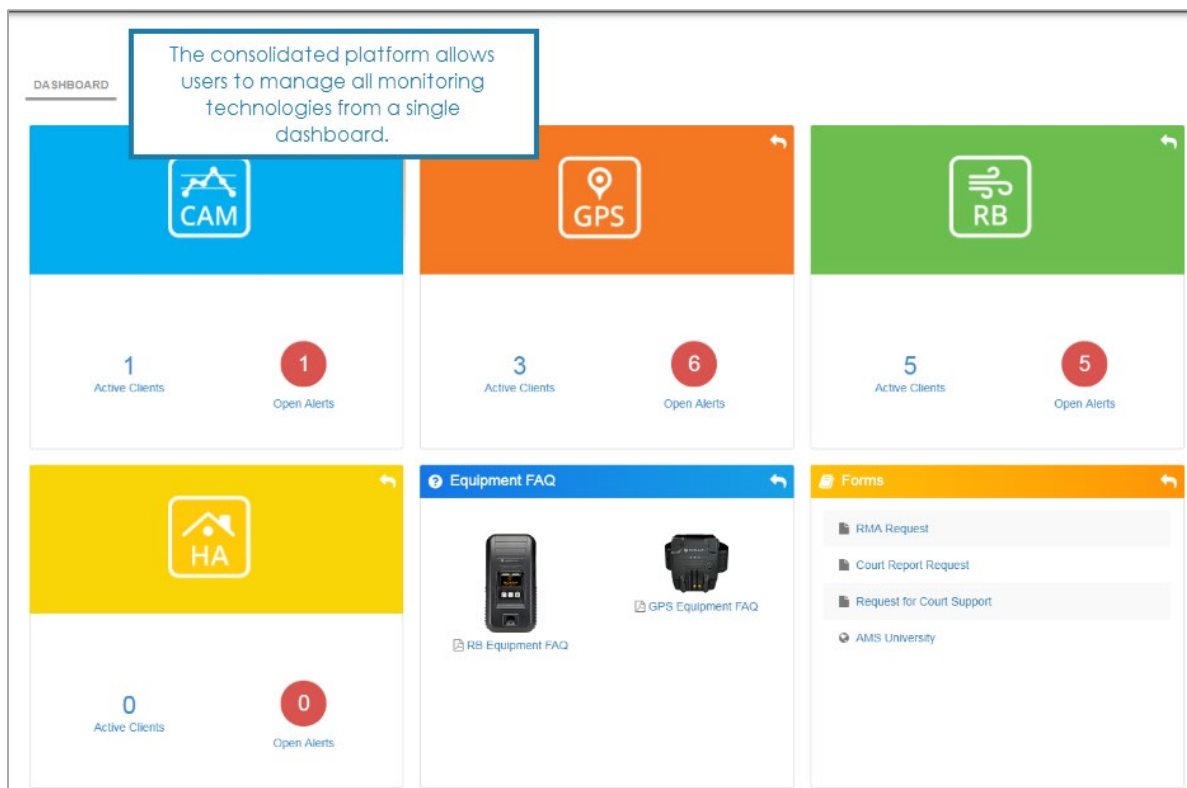


Client Training. Participants are instructed on charging procedures, alert acknowledgment, and compliance expectations.

Field Installation and Operational Support. SCRAM equipment may be installed at intake centers, in the field, in courtrooms, at detention facilities, or through mobile service teams, as required. Officers receive standardized training to ensure efficient deployment, proper device fit, and compliance with applicable hygiene and handling requirements.

12. Provide screenshots showing the functionality and user experience of the web-based platform and the mobile platform.

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/RF—all on one dashboard.

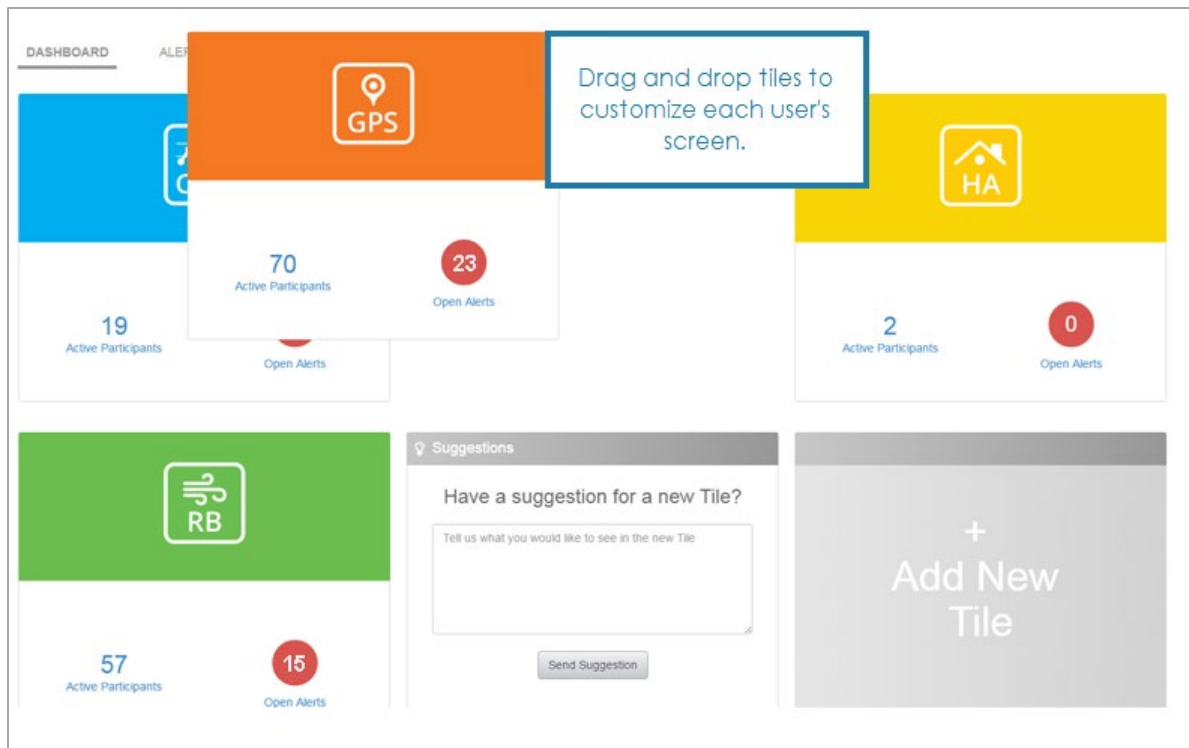


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Customizable User Views. To improve productivity, the dashboard tiles can be arranged for easy access to the most frequently accessed devices, pages, and links. Whether it's an officer managing active case concerns, an installer managing schedule and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



Consolidated Alert Management. Quickly see active clients 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.

DASHBOARD CLIENTS REPORTS **ALERTS**

Unified Critical Alerts

Showing Results for:
All Caseloads with Critical Alerts

Critical alerts, such as zone, curfew violations, and alcohol alerts are elevated so that officers can take swift action.

Filter Results

0 New Alerts in the last 24 hours

11 Critical Alerts All Monitoring Types

CAM (1) All Critical Alerts

HA (0) All Critical Alerts

RB (5) All Critical Alerts

GPS (5) All Critical Alerts

Results **All Critical Alerts**

Access alerts for your entire SCRAM caseload from a single location.

Caseload	Alert	Alert Date & Time	Client
George Goodsell	Missed	2/26/2018 @ 3:12 PM	Matthews, Marge
George Goodsell	Device Tamper (Locator)	2/26/2018 @ 10:54 AM	Schneider, Shane (Corwin)
George Goodsell	Communication Failure	2/18/2018 @ 6:49 AM	Redrick, Reed

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Efficient Client Search. The Client tab allows users to access a consolidated and searchable list of all clients they have permission to view across all SCRAM technologies: SCRAM CAM, House Arrest, Remote Breath, and GPS. Users are able to:

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

DASHBOARD
CLIENTS
REPORTS
ALERTS

Client List

Showing Results for:
All Caseloads

Search for clients by name, status, or monitoring type.

Search by Client Name

Status

Monitoring Type

Enter Client's Name

Active

All
RB
CAM
GPS

Results

Client	Status	Caseload	Monitoring Type	Actions
Brummel, Bob	Active	George Goodsell		View Profile
Devries, Darrin	Active	George Goodsell		View Profile
Dungy, David	Active	George Goodsell		View Profile

Curfew Schedules. Officers can easily modify any offender's schedule and curfew information via flexible edit, copy, and delete features. It also allows officers to view past schedules, as well as historical change records.

Client Leave Schedule

Previous Week

Week of 5/1/2016 - 5/7/2016

Next Week

Leave Name	Begin	End	Duration	Options	Occurrence
Sunday 5/1/2016 Funeral	3:00 PM	6:00 PM	3:00	☐ Must Leave	☒ One Time ☐ Recurring Edit Recurrence
Monday 5/2/2016 Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Recurring Edit Recurrence
Tuesday 5/3/2016 Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Recurring Edit Recurrence
Wednesday 5/4/2016 Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Recurring Edit Recurrence
Thursday 5/5/2016 Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Recurring Edit Recurrence
Friday 5/6/2016 Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Recurring Edit Recurrence

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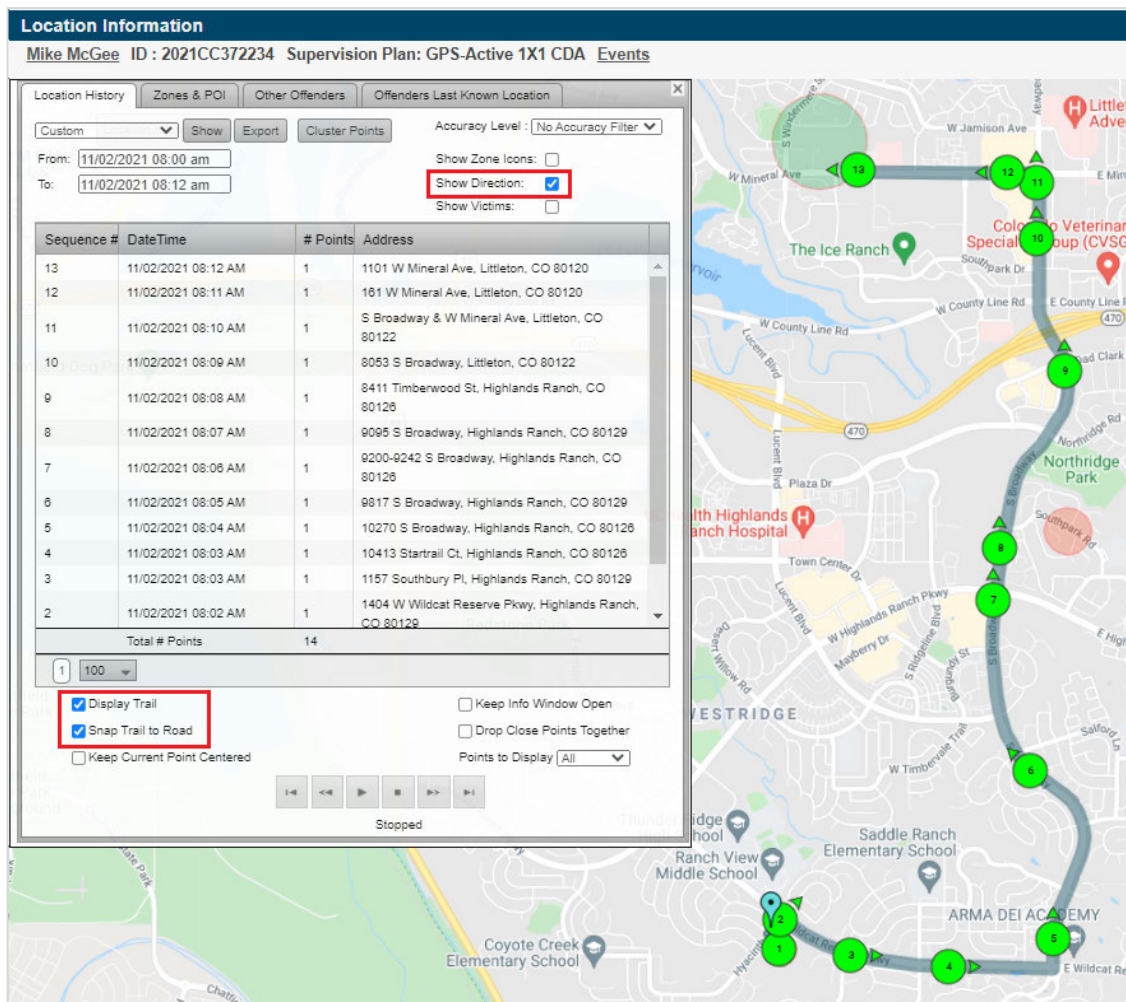
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Mapping Tools. Throughout this section, we have provided screenshots to substantiate our responses to each specification. The following pages emphasize the features of our mapping software. The SCRAM GPS mapping fundamentals present an extensive selection of point-by-point mapping options, including:

- Point-by-Point Mapping
- Point-by-Point Details (Speed, Direction, Latitude/Longitude)
- Travel Route Playback
- Custom Timeframes for Viewing Points
- Locate Now
- On-Demand Pursuit Mode
- All Clients Last Known Location
- Multiple Clients Points Map
- Proximity Reporting
- Side-by-Side Client and Victim Mapping
- Zones & Points of Interest
- Google Map Integration

Travel Route Playback. Officers can retrace travel routes using advanced technology, watching each point move across the map. You can keep points centered; display an information window with details like date, address, and coordinates; view routes in map or satellite mode at three speeds and any zoom level; pause playback; and skip to locations.



Multiple playback options help to provide clear travel playback detail.

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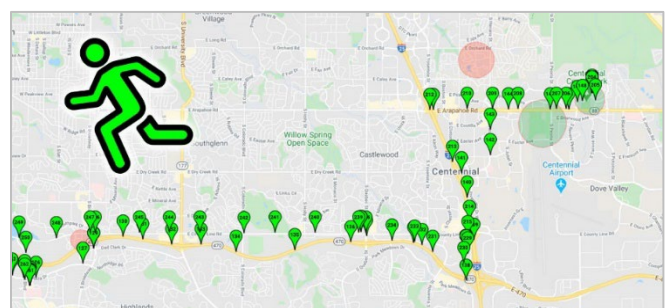


Locate Now. Initiating a Locate Now request prompts immediate contact with the GPS device, commanding it to provide a current location. Regardless of the last or next scheduled callback communication, officers can “ping” the device for immediate location information at any time. As soon as a location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



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

On-Demand Pursuit Mode. While the location of a client can be pinged at any time via the software 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 a client in motion. This rapid tracking and accelerated calling can be manually activated or canceled 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 a client.

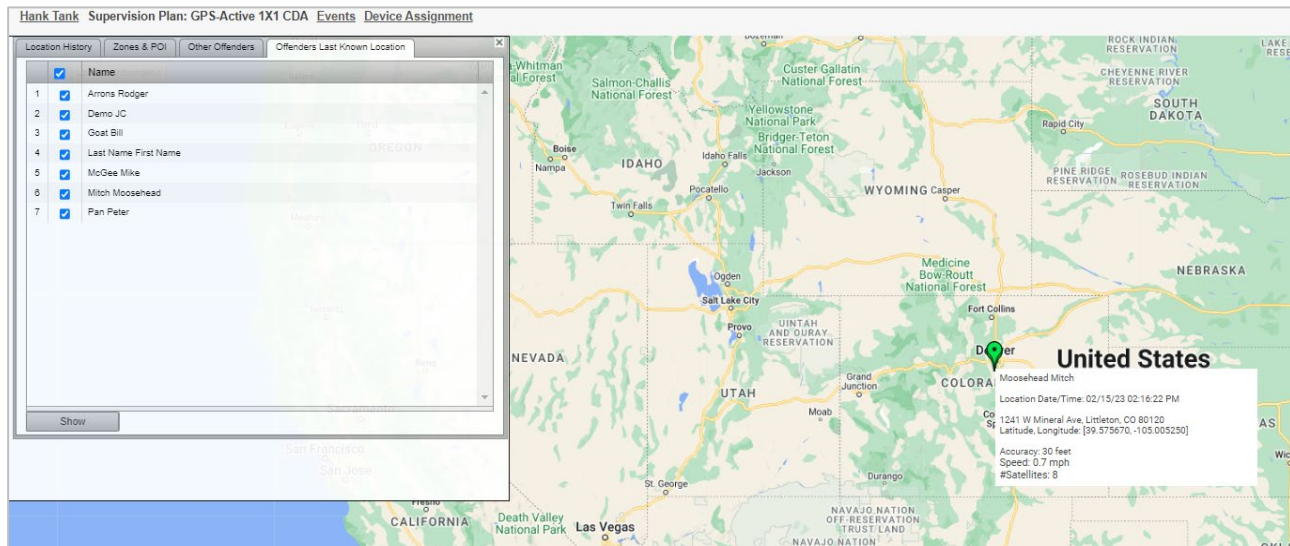


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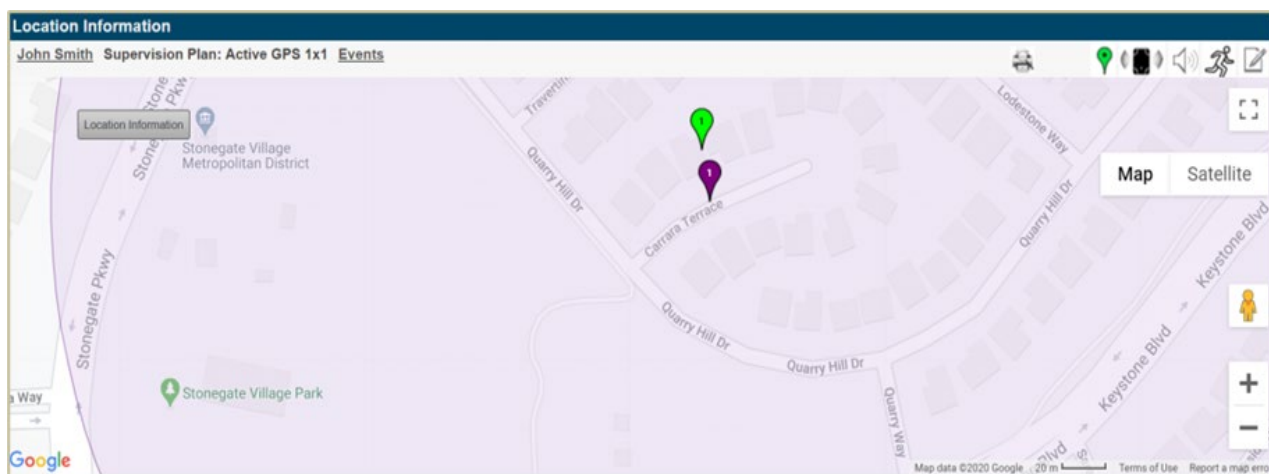


View Last Known Location. Supervising officers can quickly find the last known location of monitored individuals with one click, making supervision more efficient. Each GPS point provides details like date, time, nearest address, coordinates, speed, direction (if relevant), and data source (GPS, Wi-Fi, or cell tower). This ensures officers have clear context for fast decision-making.



Officers can view the last known location of one or all clients and map up to six side by side for a selected time range—enabling comparison of movement patterns and deeper insights through Shared Location Analytics.

Side-by-Side Client and Victim Mapping. When using our optional SCRAM Ally victim notification mobile app, the GPS offender's map provides a view of the current distance between the offender and the victim.



The victim's location appears in purple while the offender's location appears in green.

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Pattern of Life Mapping

SCRAM's unique Pattern of Life (POL) analytics provide an even deeper level of detail on how and where clients spend their time. POL takes our Stop Patterns reporting and layers in the power, breadth, and depth of Google data, automatically identifying stop locations (versus manually identifying) and grouping those locations into 12 meaningful categories. This eliminates the need to zoom in or use street or satellite views to determine where a client has been. POL provides automated, unprecedented location detail, real-time data and information, multiple ways to search and view, and the ability to calendarize Stop behavior. Officers can display routine client patterns in seconds—for a single client or an entire caseload.

Google Integration. POL mapping layers Google data, mapping into our software. Location data is real-time and provides unprecedented details of any location.

Precise Location Point Detail. Officers can access up to 30 days of location data, selecting preset or custom date ranges. Each data point includes time, address, coordinates, and direction in a grid. Map clusters show speed, accuracy, satellite count, and tracking source. Selecting a grid point highlights it on the map. Officers can easily switch between points, isolate locations, and revert to previous views. All data can be exported to spreadsheets or maps.

Display Routine Client Patterns and Real-Time Data. POL mapping identifies and highlights typical travel patterns, providing detailed location points that put client movement into context and make it easy to identify deviations from normal behavior—information that is vital for effective crime-scene correlation. POL also provides a high-level, real-time caseload view showing last known activity for all clients. Users can quickly isolate data by selecting a pre-defined time frame or focusing on a specific region or officer caseload. The system refreshes automatically every 90 seconds, with the option for manual refresh as needed.

Client	Location	Last Updated Date
Alves, Jada	Edward Andrews Homes B...	10/14/2022 02:45 P
Bailey, Ron	Sports In Motion Photograp...	10/14/2022 02:46 P
Isaac, Brooks	Bank OZK LFC	10/14/2022 02:45 P
John, Smith	Frey Lien	10/14/2022 02:45 P
Falk, Ken	Traveling	10/14/2022 02:45 P
Henderson, Vickie	Work (Zone)	10/14/2022 02:45 P

Clients (%)
1 (6%)
3 (18%)
0 (0%)
0 (0%)
0 (0%)
0 (0%)
0 (0%)
2 (12%)
2 (12%)
0 (0%)
9 (53%)

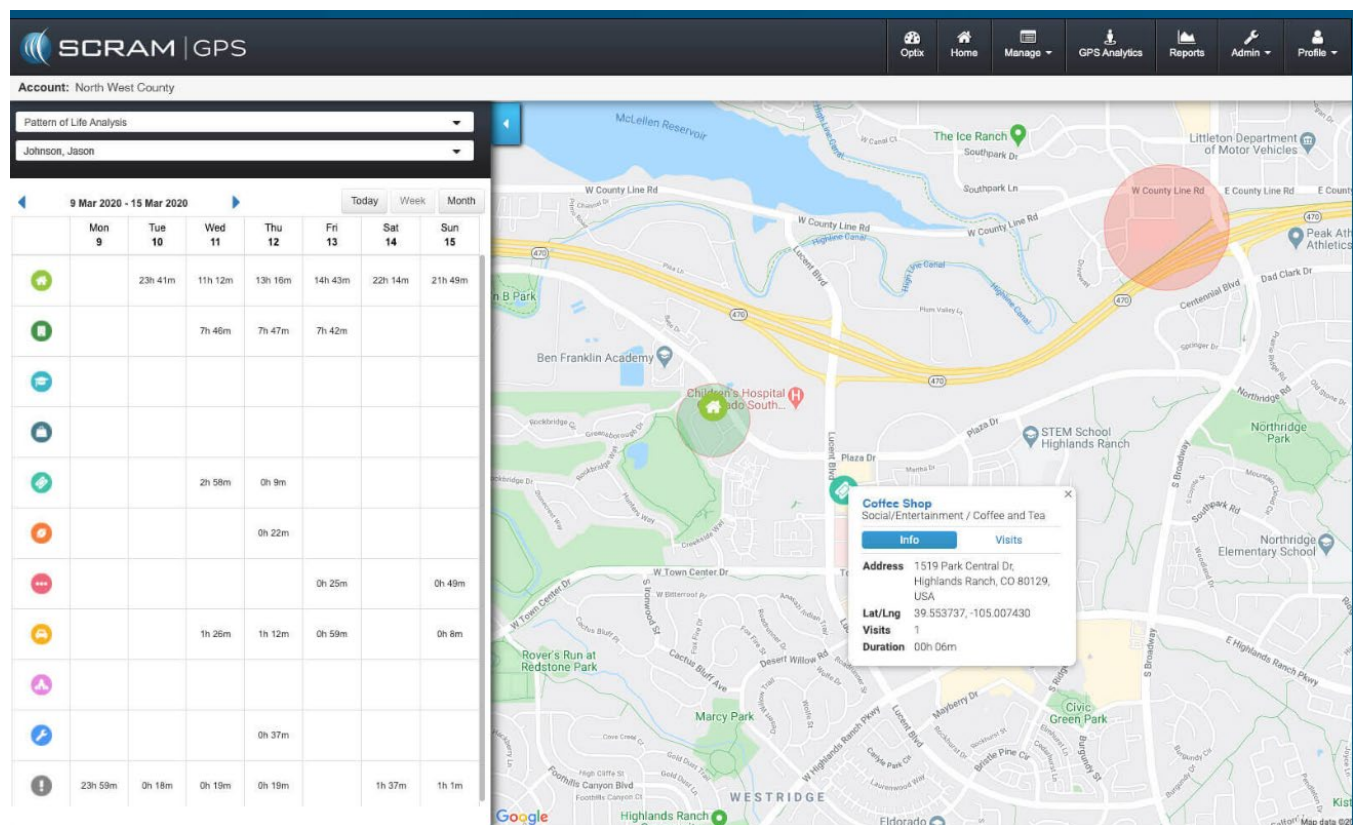
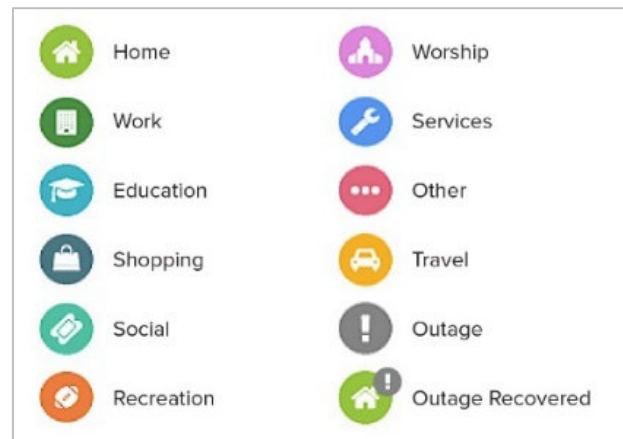
The category distribution grid on the left side can be manipulated to drill down to relevant details. For example, at 2:47 p.m., Home and Work categories are likely approved locations and can be removed from the grid, narrowing down the list of clients in potential violation.

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Identifies and Categorizes Stops. POL groups and defines location points by categories, making it easy for officers to identify and analyze real-time, historical, and location-based data. For example, an officer would know in seconds if a client was at home or work, whereas a stop at a department store would be categorized as *Shopping* and a stop at an auto shop would show as *Services*. Each stop location provides detailed information including address, arrival/departure time, the number of times the client visited, and the total time spent at each location.



Mapping options allow officers to view Pattern of Life location points by day, week, month, and more. Travel details such as arrival/departure time, address, and time spent at each location provide additional insights into a client's typical travel behavior

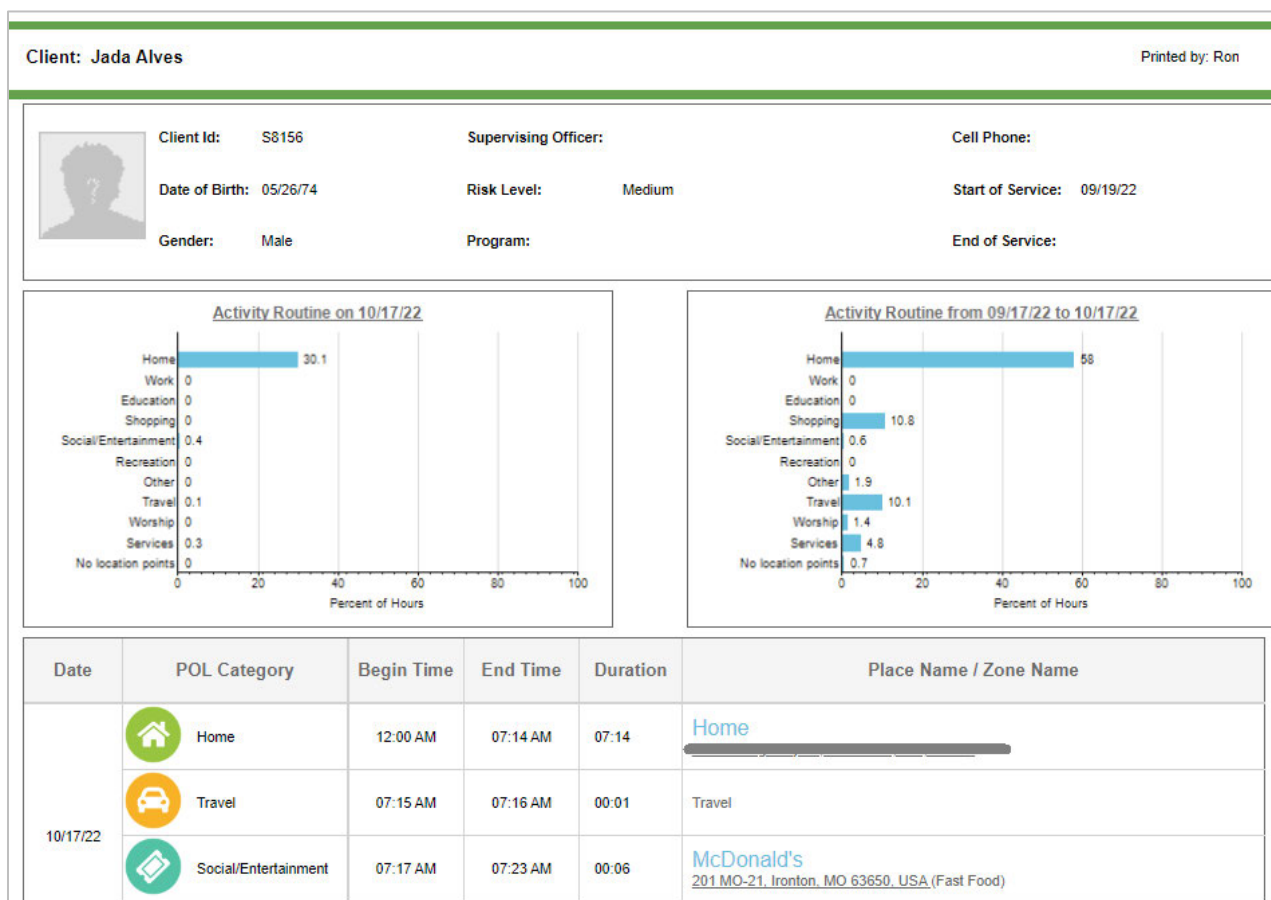
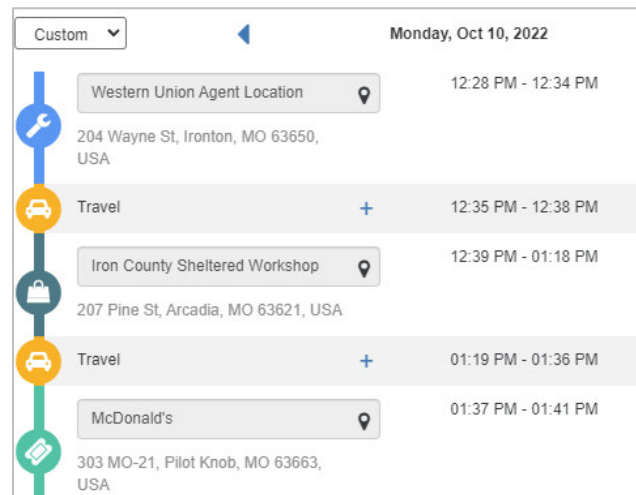
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Daily Routine Analysis. This view displays the client's daily activities in chronological order. Each activity shows the place name, address, the place name's activity, the start time, end time, and total duration. In just a few minutes, officers can view a client's daily patterns.

The Daily Activity Report allows officers to compare daily routines to monthly routines, establishing a baseline for typical behavior patterns.



The Daily Activity Report allows officers to compare daily routine to monthly routines, establishing a baseline for typical behavior patterns.

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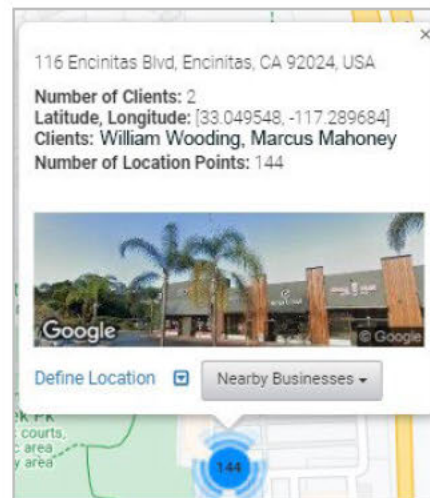
Shared Locations Reporting

Certain clients may be restricted from associating with each other while on GPS monitoring. The Offender Shared Locations Report can be used to identify when multiple clients 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. SCRAM GPS Analytics allows officers to:

- See clients who shared a location at the same time.
- See clients who shared locations at a separate time.
- Search based on “amount of points at location” and “caseload.”

Legend

Address	Client	Total Visits	Total Time	Last DateTime
116 Encinitas Blvd, Encinitas, CA 92024, USA	William Wooding	1	1 Hrs 11 Mins	05/31/23 08:45PM
116 Encinitas Blvd, Encinitas, CA 92024, USA	Marcus Mahoney	1	1 Hrs 11 Mins	05/31/23 08:46PM
200 Saxony Rd, Encinitas, CA 92024, USA	William Wooding	1	54 Mins	05/31/23 07:31PM
200 Saxony Rd, Encinitas, CA 92024, USA	Marcus Mahoney	1	53 Mins	05/31/23 07:31PM



GPS Analytics

Report Type: Client shared locations
 Start Date: 05/01/2023
 End Date: 05/31/2023
 Minimum Points at Location: 5
 Only Locations Visited at Same Time: ☐

☐ Show inactive Clients
☐ Mineral Monitoring

Run Report

Legend

Address	Client	Total Visits	Total Time	Last DateTime
116 Encinitas Blvd, Encinitas, CA 92024, USA	William Wooding	1	1 Hrs 11 Mins	05/31/23 08:45PM
116 Encinitas Blvd, Encinitas, CA 92024, USA	Marcus Mahoney	1	1 Hrs 11 Mins	05/31/23 08:46PM
200 Saxony Rd, Encinitas, CA 92024, USA	William Wooding	1	54 Mins	05/31/23 07:31PM
200 Saxony Rd, Encinitas, CA 92024, USA	Marcus Mahoney	1	53 Mins	05/31/23 07:31PM

Officers can choose offenders, view the minimum number of points at a specific location, and determine whether these points were visited simultaneously or at different times. By hovering over a point, officers can see the number of clients present (in this case, two clients), their names, the total points accumulated at that location, and the address.

13. Attach the Service Level Agreement for the GPS product(s) you are proposing.



Service Level Agreements for all products have been attached at the end of this worksheet.

- B. Scope of Work – Category 2: RF** (Offerors are required to answer all questions if proposing for RF Services)
1. Describe your plan for meeting the Master Agreement Objectives identified in Attachment 02, Scope of Work.

Comprehensive Radio Frequency (RF) House Arrest Monitoring Solutions

SCRAM House Arrest. SCRAM Systems' RF monitoring solution delivers reliable, court-validated house arrest supervision through a lightweight body-worn transmitter and a durable, stationary receiver. The system provides accurate presence/absence verification, robust tamper detection, and multiple communication pathways to ensure uninterrupted monitoring.

Secure and Accurate Home Confinement Monitoring. The transmitter communicates continuously with the receiver using RF technology to confirm the client's presence within the designated range, ensuring consistent compliance oversight.

Multiple Communication Modes. The home unit supports landline, Ethernet, Wi-Fi, or cellular communication, providing flexibility for clients without traditional phone services.

Advanced Tamper & Status Detection. SCRAM House Arrest detects case openings, strap tampers, signal interference, power loss, and communication disruption—delivering real-time alerts to supervising agencies.

Optimized Range Settings and Adaptive Timers. Agencies can adjust signal range, Leave Window timers, and Reporting Window timers on a per-client basis for customized supervision.

Optimal Battery Life. 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 days prior to battery failure, allowing sufficient time for the battery to be replaced.

Hardware, Software, Installation, Maintenance, and Support. SCRAM Systems provides all hardware and software required for full RF monitoring operations under the Master Agreement. The SCRAM House Arrest transmitter is waterproof, hypoallergenic, lightweight, and engineered for extended battery life with advanced low-battery alerts. The stationary receiver includes backup power, multi-mode communications, and persistent data-upload retries to ensure no events are lost.

All monitoring data is managed through SCRAM Optix, our secure, web-based software platform that provides 24/7 access for:

- Client enrollment and scheduling
- Curfew and zone configuration
- Alert receipt and violation response
- Event history review and audit trails

Reporting, Export Tools, and Caseload Dashboards

SCRAM Optix delivers automated alerts for curfew violations, unauthorized entries/exits, tampers, communication failures, and device malfunctions. Robust role-based access controls, multi-factor authentication, and CJIS-aligned security protocols protect system integrity.

SCRAM Systems ensures seamless implementation with comprehensive device installation support, agency training, and 24/7 technical assistance. Officers receive hands-on instruction, quick-reference materials, and ongoing access to live or web-based training resources.

Reliable, Secure, and Cost-Effective Multi-Award Support

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SCRAM House Arrest is engineered for reliability and supported by a national operations infrastructure capable of serving state and local agencies across all jurisdictions. Durable hardware, advanced tamper safeguards, backup power, and multi-path connectivity ensure consistent monitoring even in challenging client environments.

Operational scalability is driven by SCRAM's cloud-based architecture and nationwide network of certified service providers. This combination supports program growth, reduces administrative burden, and ensures consistent quality and cost-efficiency. Agencies benefit from fully integrated RF operations under a single platform that enhances officer workflow and reduces workload.

Promoting Compliance and Effective Home Detention Supervision

SCRAM House Arrest directly strengthens compliance and improves officer efficiency. Real-time alerts signal key events—including curfew breaches, communication loss, and tamper attempts—enabling rapid intervention. Reliable time-stamped event tracking supports accurate case planning and ensures agencies can respond quickly to high-priority violations.

The mobile-adaptive design of SCRAM Optix allows officers to manage RF monitoring from the field, review events, handle alerts, and confirm receiver status from any connected device—enhancing responsiveness and improving client accountability.

Nationwide RF Service Delivery

SCRAM Systems delivers service continuity in all 50 states, the District of Columbia, and U.S. territories through our extensive provider network and resilient cloud-based monitoring platform. The SCRAM Services Group and authorized partners support field deployments, installation, training, and ongoing program operations. Our 24/7 monitoring and technical support ensure agencies never experience gaps in supervision or data access.

Support for Technology Enhancements and Future RF Innovation

SCRAM Systems continuously enhances its RF platform to align with agency needs and evolving technological requirements. Improvements to transmitter durability, communication redundancy, alert speed, and diagnostic capabilities demonstrate SCRAM's commitment to long-term innovation. Our system architecture is designed to accommodate future enhancements through seamless software updates and flexible hardware upgrades.

Secure, Court-Reliable Monitoring with Complete Chain of Custody

SCRAM House Arrest provides secure, court-defensible monitoring with a complete digital chain of custody. SCRAM Optix stores all RF events, tamper records, communications logs, and status histories with strict access controls and full audit trails. Officers can generate detailed violation reports, chronological event timelines, and evidentiary-ready documentation.

SCRAM Systems supports agencies with sworn affidavits, documentation, and expert testimony to explain device functionality, interpret event histories, and validate monitoring outcomes in judicial proceedings.

Hardware Requirements: RF Compliance Matrix

Requirement (summarized)	Complies	Notes
All equipment standard OEM product, in proper working order, clean, free from defects affecting appearance/serviceability/safety	X	All equipment is current-version, FCC-compliant, thoroughly tested, shipped new or "like new," and continuously upgraded at no additional cost. The device is small, lightweight, and poses no safety hazards to clients or staff.
System must use body-worn bracelet (transmitter) + one-piece stationary home-based unit (receiver) to monitor	X	SCRAM House Arrest uses an ankle bracelet that transmits a coded RF signal to the in-home base station. The base station then communicates to SCRAM Optix

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Requirement (summarized)	Complies	Notes
presence/absence within range and report status/tampering via landline or cellular		using landline, Ethernet, Wi-Fi, or cellular, while tracking bracelet in-range/out-of-range status and tamper events.
Transmitters/receivers field-replaceable and interchangeable without return to Contractor	X	Bracelet and base station are installed, removed, and re-assigned entirely in the field in under five minutes. Officers can swap devices, assign to new clients in the software, and return malfunctioning units via RMA only when needed—no factory programming required for routine re-use.
Installation simple enough to be performed in the field by fully trained officers in < 5 minutes	X	Bracelet installation can be completed on the ankle in < 30 seconds, and the full enrollment process (data entry + confirmation) is completed in < 5 minutes. Only one tool (T10 screwdriver) is needed, and it is supplied by SCRAM Systems. Quick Sheet guides support field installation.
Equipment must have minimum of 2 communication paths (e.g., landline, Ethernet, Wi-Fi, cellular)	X	The base station is optimized to communicate via standard telephone line, Ethernet, Wi-Fi, or cellular—four options, exceeding the minimum required.
Transmitter must not pose safety hazard or unduly restrict activities; must be lightweight, small, water-resistant	X	The bracelet is described as small, lightweight, and posing no safety hazards. It is shock-resistant and waterproof to IP68, verified submersion-tolerant to 1 meter via MIL-STD-810F testing.
Transmitter encased in waterproof, corrosion-resistant, hypoallergenic case	X	Bracelet housing is sealed, IP68 waterproof, designed to function under normal atmospheric/human conditions, and described as not posing health hazards. Combined with ISO/FCC testing, this supports corrosion resistance and hypoallergenic design.
Transmitter designed to prevent tracing/duplication of signal	X	Bracelet uses a coded RF signal to the base station—a proprietary radio protocol intended to prevent signal spoofing or duplication by the public.
Contractor to provide multi-length/sizeable straps; replacements at no charge	X	The House Arrest bracelet uses a reliable strap with virtually no false tampers and is supplied as part of the monitoring kit. Strap replacements and consumables are covered under SCRAM's inclusive pricing and RMA policy; agencies receive sufficient consumables at no additional cost.
Transmitter easily installed with minimal training; Contractor specifies	X	Installation requires only a T10 screwdriver, supplied by SCRAM Systems. A step-by-step Quick Sheet is

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Requirement (summarized)	Complies	Notes
tools/procedures and supplies tools/equipment (including strap tools) at no cost		included; training curriculum specifically covers device installation and strap replacement.
Transmitter, receiver, straps, fasteners, clips, etc. must not be available to general public	X	SCRAM House Arrest hardware is proprietary, FCC-certified correctional equipment sold directly to agencies or via authorized service partners—not consumer retail.
Transmitter must send low-battery message ≥7 days before failure to receiver and Monitoring Center	X	Bracelet uses a lithium CR2 disposable battery with ~1 year life in use and posts a low-battery message 7 days prior to failure, allowing ample time for replacement.
Transmitter battery: min 1-year active life and 3-year shelf life	X	SCRAM House Arrest complies.
Transmitter must support multiple levels of tamper detection (case opening, strap cutting/circumvention, etc.)	X	Bracelet incorporates industry-leading anti-tamper tech with multiple sensors for strap tamper, temperature changes, body mass readings, and faceplate removal, plus continuous self-diagnostics. Any tamper attempt is immediately detected and reported.
Transmitter must store/record tamper events out of receiver range and upload with time/date when back in range	X	The RF bracelet can store up to 160 days of events in its non-volatile memory; all events are date/time-stamped and uploaded when communication via base station is available.
Base station easily attached to client's phone line, Ethernet, Wi-Fi, or cellular; wireless options when no landline; toll-free lines for reporting	X	The SCRAM Base Station is optimized for landline, Ethernet, Wi-Fi, and cellular connectivity. SCRAM Systems supports toll-free numbers for reporting/technical support and offers a Wireless Base Station for homes without landline service.
Receiver must have ≥24 hours internal, auto-recharging backup battery supporting full functionality	X	Base station includes an internal battery that provides up to 48 hours of backup operation. During AC power loss, "AC Power Loss" is reported; when power is restored, an "AC Power Restore" event is generated. All events continue to be logged and stored in non-volatile memory.
Receiver must record/report a tamper signal if its case is opened	X	Traditional: Unplugged, housing breach, power failure, potential movement (power failure and unplugged phone line)

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Requirement (summarized)	Complies	Notes
		Wireless: Unplugged, housing breach, power failure, potential movement (motion detected via accelerometer)
Receiver must continually attempt to dial monitoring center until contact & data download or power/battery loss	X	Base station maintains non-volatile memory (~7,500 messages) and automatically logs and reports queued events once telephone or network service is restored, effectively retrying until successful reporting or power loss.

B. Software Requirements

Requirement (summarized)	Complies	Notes
Web-based platform accessible via desktop, tablet, mobile	X	SCRAM Optix is a web-based, mobile-adaptive application accessible 24/7 from any web-enabled device, including desktops, tablets, and smartphones—no additional app required.
Secure login with multi-factor authentication	X	Optix enforces unique credentials, SSL/TLS encryption, NIST-aligned password policies, and PIN-verified support calls. It runs in Azure GovCloud with ISO 27001 & SOC-aligned controls and supports SSO, enabling MFA via the agency's identity provider. SSO is also an option.
Automated notifications/alerts (SMS, email, in-platform) for zone/curfew breaches, tampers, low battery, etc.	X	Optix allows agencies to configure alert parameters per client/caseload and deliver alerts via email, text and Daily Summary Reports. House Arrest events (curfew violations, in/out-of-range, tamper, AC/phone loss, receiver movement, low battery) are all logged and can be prioritized for near real-time notification.
Reporting with customizable fields; exports to PDF, Excel, CSV	X	Optix offers configurable program reports and analytics (alert analysis, client breakdown, equipment inventory, etc.) that can be viewed, printed, and exported. Reporting is built on Microsoft Power BI and supports standard export formats.
Integration via APIs with case management systems	X	SCRAM provides OpenAPI/REST APIs through its software stack, enabling one-way or two-way integrations with client case management systems and other record systems. Data exchange is controlled by the agency.

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Requirement (summarized)	Complies	Notes
Audit trail & data retention compliant with CJIS	X	Client data is stored in hardened data centers and Azure GovCloud with ISO 27001, NIST 800-53-aligned controls, SOC-type assurances, encryption in transit/at rest, and daily + intra-day backups. House Arrest events are date/time-stamped and retained for the contract duration; CJIS-compatible hosting is used for all Optix data.
Role-based access controls; prevention of unauthorized access; secure access at all times	X	Role-based access ensures users only see authorized data. Prevents unauthorized access through secure, centralized, permission-controlled web platforms. Secure, 24/7 access is maintained by SCRAM Systems.
Ability for entities to download data/reports via secure internet access	X	Authorized personnel can log in to Optix, filter and run reports on House Arrest activity, and view/print/export them via the secure web UI.
System must report on events including: curfew non-compliance; unauthorized entry/exit; transmitter/receiver tampering; receiver reporting failures; telecom/power loss/restore; low battery; receiver movement; device malfunctions	X	SCRAM House Arrest generates and logs: in-range/out-of-range and curfew violations; strap/case tamper; receiver/no-communication events; Telephone Loss/Restore; AC Power Loss/Restore; low bracelet battery 7 days out; receiver movement (when monitoring wirelessly); and diagnostic/operational faults, all time/date-stamped and visible in event history and reports.
Contractor must replace RF system with updated/improved versions at agency request after successful field testing	X	SCRAM commits to ongoing product and service upgrades at no additional cost
Notification policy must allow distinct security levels per client; heightened emphasis on RF accuracy & speed (e.g., 2-way radio transceivers vs 1-way)	X	Optix supports per-client alert thresholds, notification methods, and escalation, letting agencies assign more aggressive alerting to higher-risk clients. RF signaling uses coded transmissions from the bracelet to the base station with tight range control and nearly real-time reporting;
System must offer secure, simple, rapid range test between transmitter & receiver	X	A range test can be performed during installation or any time; officers control the test themselves without calling the monitoring center. LED and audible alarms indicate out-of-range status so client and officer understand home coverage.

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Requirement (summarized)	Complies	Notes
Ability to vary signal range per device to match risk and home layout	X	Base station range can be set per unit to approximately 35, 75, and 150 feet, allowing tailored home-coverage and curfew enforcement by client.
Receiver must perform internal diagnostics, report results to monitoring center and display in event history	X	Both bracelet and base station perform self-diagnostics, generating events for power, communication, and hardware states (AC Power Loss/Restore, Telephone Loss/Restore, movement, etc.). These diagnostics are recorded and made available in event history and reports.
Adjustable Leave Window timer to prevent false "leave" events; adjustable Reporting Window timer to confirm receiver connectivity	X	Curfew schedules, range settings, and communication-loss alerts serve a similar purpose (preventing false "leave" events and ensuring line connectivity).
When landline is used, receiver must detect & report AC and phone disconnection/reconnection	X	Base station logs AC Power Loss/Restore and Telephone Loss/Restore events, and transmits them to the monitoring software when communication is available.
When landline is used, receiver must have ≥1000-event non-volatile memory with time/date stamps, and continually attempt reporting until successful	X	SCRAM Base Station stores ~7,500 messages (≈1 month of data) in non-volatile memory with date/time stamps, significantly exceeding the 1,000-event minimum. Stored events are transmitted once line connectivity is restored.
When landline is used, receiver must support all common line types (touch tone, broadband, DSL, VoIP)	X	Base station is explicitly designed for standard telephone line and is widely deployed in environments that use broadband/DSL/VoIP-backed voice services.
Receiver must record/communicate client status changes (enter/leave residence, receiver/transmitter working condition/tamper) with actual time of occurrence	X	House Arrest records in-range/out-of-range (enter/leave), tamper events, AC/phone status, and device health with precise timestamps. Both bracelet and base station can store events locally until successful reporting.
Receiver must immediately communicate curfew violations (at expiration of leave window, including return within range) or transmitter tampers	X	Curfew violations and tamper events are prioritized and transmitted immediately when connectivity is available; House Arrest events can be set as priority alerts for rapid notification (e.g., within 15 minutes) by email/text.
Receiver must notify monitoring center of tamper attempts to receiver, AC power	X	The system generates Telephone Loss/Restore, AC Power Loss/Restore, movement alerts, and diagnostic messages, all date/time stamped and transmitted to the

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Requirement (summarized)	Complies	Notes
problems, and communication disruptions; all messages time/date stamped		monitoring platform. Communication disruptions are reflected in event history and reporting.

Customer Support & Training: Compliance Matrix

Requirement (summarized)	Compliance	Notes
Contractor must provide a dedicated account representative	X	Each agency is assigned a dedicated Account Manager, a Regional Sales Manager, and where appropriate an on-site Program Manager to handle scheduling, training, issue resolution, and program development.
Contractor must provide support 24/7/365	X	SCRAM operates a 24/7/365 monitoring center and Customer Service Department staffed with OEM-trained analysts who handle House Arrest and other products.
Toll-free access to customer support/monitoring center	X	A toll-free support line, with response to support requests within defined SLAs; agencies may negotiate stricter response times in their addenda.
Initial start-up training including: enrollment; install/use/de-install/cleaning of equipment; report generation & interpretation; accessing tech support/help/monitoring center	X	SCRAM provides House Arrest-specific training covering system basics, web navigation, client setup, device installation, alert management, and reporting. Training includes how to enroll clients, install/remove equipment, and interpret House Arrest reports, plus how to use HELP resources and contact the monitoring center.
Contractor must provide materials & brochures on use of equipment/system	X	Written materials—including getting-started guides, Quick Sheets, operations guides, and product brochures—are provided, and are also available 24/7 within Optix and via SCRAM Systems University.
Ongoing/supplemental training at least annually or as needed; on-site or web-based	X	SCRAM offers live on-site and webinar training, plus on-demand online courses. Agencies can request refresher or new-feature training at any time; these resources are maintained for the life of the contract and used routinely for new hires and annual refreshers.



2. Describe the hardware you propose to meet the requirements of the SOW, including battery life.

SCRAM House Arrest is a flexible home curfew system with reliable tamper technology. The standalone RF system is designed to transmit data through traditional landline, cellular, Ethernet, or Wi-Fi.

The SCRAM House Arrest Bracelet is attached to the client's ankle. It is small and lightweight, poses no safety hazards, and is waterproof up to one meter. 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 client's curfew schedule. If a violation is detected, an alert is generated and the Participating Entities is notified according to their pre-defined procedures.

Bracelet

Installation. The SCRAM House Arrest Bracelet can be installed on the client'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.

Durability. The SCRAM House Arrest Bracelet is shock resistant and waterproof to IP68 military standard. 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 FCC regulations (SCRAM House Arrest Bracelet: FCC ID P8M-SM02; SCRAM Base Station: FCC ID P8M-SM03) and is ISO-certified.



Officers can easily install the bracelet with minimal training.

Battery Life. 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.

Anti-Tamper Technology. The bracelet is equipped with industry-leading, anti-tamper technology. Multiple sensors monitor strap tamper, temperature, body mass readings, and faceplate removal in order to detect if the bracelet has been removed from the client. 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 House Arrest system.

Base Station

Flexible Communication. Considering that just nearly a third of U.S. homes have a landline telephone, yet over 91% have home Internet service, SCRAM House Arrest is designed to accommodate the needs of today's population. The SCRAM 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 bracelet communicates all alerts with the base station when in range, which then sends all available data to the monitoring software.

Location Verification. If monitoring via landline and the base station is disconnected and reconnected to an





unauthorized telephone line, the SCRAM Base Station will generate an alert, as well as indicate the number from which the base station is calling. If monitoring wirelessly, an alert will be generated if the base station is moved.

Curfew Schedules. SCRAM Optix provides an efficient means of managing curfew schedules for each client on a case-by-case basis as determined by the supervising officer(s). It enables supervising officers to easily modify any client's schedule and curfew information via flexible edit, copy, and delete features. It also allows officers to view past schedules, as well as historical change records.

Range. The range between the base station and the bracelet can be set to "Minimum," "Average," or "Maximum" to account for the size of the client's home or other authorized location. These settings are approximately 35, 75, and 150 feet respectively. The SCRAM Base Station includes an LED indicator and an audible alarm that can be enabled to alert the client when they are out of range.

Memory. The SCRAM Base Station can hold up to a month's worth of data (about 7,500 messages). This equates to about 48 tests per day, or 1,440 tests per month. All messages are date- and time-stamped and stored in non-volatile memory, so that the messages are never lost.

Power/Phone Failure and Memory. 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 Participating Entities per pre-defined procedures.

If telephone service is lost, the base station will log a "Telephone Loss" message. When telephone service is restored, the base station will log a "Telephone Restore" message and communicate both messages to the monitoring software. 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 7,500 messages) and the transmitter can hold 160 days of events. All messages are date and time-stamped.

Monitoring Software

Convenient 24/7 Access. All SCRAM Systems devices are monitored by SCRAM Optix, the web-based software application managed by SCRAM Systems. The software is accessible 24/7 via any web-enabled device. Officers can enroll clients, adjust device settings, enter/edit schedules, select notification methods or parameters, manage inventory and quickly assess detailed caseload information at-a-glance via device and status indicators. Authorized Participating Entities personnel can do the following through the 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.
- Determine which violations/events must trigger notifications and by what means the notifications must be sent to Participating Entities personnel.
- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance to monitoring parameters.
- Customize and tailor reporting that best suits their needs, further helping to reduce officer workload through exception-based reporting.
- Inventory management.

Mobile Adaptive. Since mobile applications often have limited functionality, SCRAM Systems software is designed to be mobile-adaptive, allowing users to access all features available on a computer from a smartphone



or tablet. It requires no additional apps and is optimized for easy viewing on any mobile device. Unlike mobile apps, which require frequent updates to maintain current information and functionality, our mobile-adaptive site ensures real-time access and performance. Officers can easily access client profiles, priority alerts, driving directions and call clients while in the field.

Notification. Alert notification parameters can be set from 0 to 120 minutes. The officer can be notified via e-mail, text, or via the Daily Summary Report.

Curfew Schedules. SCRAM Optix provides an efficient means of managing curfew schedules for each offender on a case-by-case basis as determined by the supervising officer(s). It enables supervising officers to easily modify any offender's schedule and curfew information via flexible edit, copy, and delete features. It also allows officers to view past schedules, as well as historical change records.

Range. The range between the base station and the bracelet can be set to "Minimum," "Average," or "Maximum" to account for the size of the client's home or other authorized location. These settings are approximately 35, 75, and 150 feet respectively. The SCRAM Base Station includes an LED indicator and an audible alarm that can be enabled to alert the client when they are out of range.

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

3. What are the number of settings and general distances of the available range settings of the proposed RF system?

The system allows users to configure the bracelet-to-base station range, with a minimum distance of approximately 35 feet, an average of about 75 feet, and a maximum of around 150 feet. If the client approaches or crosses these preset boundaries, both visual and audible alerts will be activated to notify them. During setup, officers have the capability to test the system's range to ensure proper functionality.

4. Describe the alerts that can be set up (time, tamper alerts, low battery, etc). Describe the process for setting system alerts for violations (curfew, tamper). Include the alert intervals and how long it will take for the hardware to communicate with the software. Describe how the technology reduces false tampers and ensures accurate alert notification.

Setting Alerts. Violations and notification parameters are configured within the SCRAM Optix system. Officers can set up curfew schedules, designate alert recipients (such as law enforcement or supervising officers), and select preferred notification methods, including email, text message, or inclusion in the Daily Summary Report. Alerts may be customized with notification windows ranging from immediate alert to up to 120 minutes.

Available Alerts

- Time-based alerts for curfew violations
- Tamper alerts including strap removal, temperature anomalies, body mass/skin contact detection, and faceplate removal
- Low battery notification, providing a seven-day early warning
- Power loss and power restore alerts
- Telephone or connection loss and restoration notifications
- Out-of-range alerts, accompanied by LED and audible warnings for the client

Communication Speed. Data communication follows this sequence: the bracelet transmits information via RF to the base station, which then relays data to the software system. The base station sends information instantly using landline, Ethernet, Wi-Fi, or cellular connectivity. In the event of temporary connectivity loss, all events are time-stamped and securely queued in non-volatile memory to prevent any data loss.

False Tamper Reduction. Multiple layers of tamper detection are integrated to ensure reliability, including strap integrity sensing, temperature trending, body mass/skin contact detection, and faceplate sensors. The RF strap



design is recognized for producing virtually no false tamper alerts. Additionally, intelligent self-diagnostics continuously monitor device functionality, further minimizing the occurrence of false positives.

5. Describe your customizable reporting. How does the reporting work with court requests and chain of custody requirements for legal purposes.

SCRAM Systems provides a comprehensive, fully customizable reporting suite designed to meet the operational, supervisory, and legal needs of courts, probation, parole, and juvenile justice agencies. Reporting within SCRAM Optix and related monitoring platforms is built around flexibility, real-time access, and evidentiary reliability.

Key Customizable Reporting Features

- Real-time reporting for required actions and offender management, allowing officers to instantly retrieve up-to-date behavioral data.
- Automated alerts delivered via text or email with full date/time stamps to preserve audit accuracy.
- Daily Summary Reports delivered as scheduled emails or accessible on-demand in the web-based interface.
- Full library of configurable reports, including:
 - Activity, event, and infraction summaries
 - Device inventory and history
 - Location history and mapping views
 - Notification and audit trails
 - Officer, program, and caseload performance dashboards
 - Client compliance analyses and KPI-based analytics using Microsoft PowerBI
- **Exception-Based Reporting**, reducing officer workload by surfacing only non-compliance or actionable items.
- **User-configurable dashboards and views**, allowing each officer, administrator, or supervisor to tailor what they see based on role and workflow.

Reports are available in multiple formats—online, printable, or downloadable as PDF, Excel, or Word—to meet agency, court, and case documentation requirements.

Court Requests & Legal Reporting Requirements

SCRAM Systems has decades of experience supporting courts at every level and provides a formal and defensible reporting framework suitable for evidentiary hearings, probation violation hearings, and revocation proceedings.

Court-Ready Reporting

- SCRAM Systems routinely prepares formal court reports that detail violations, events, and monitoring outcomes. More than 3,600 formal court reports have been generated for evidentiary purposes.
- Reports include:
 - Verified violations (e.g., drinking events, tampers, zone violations)
 - Detailed timestamps for events, notifications, and system actions
 - Analyst-reviewed findings ensuring validity before notification is sent to the supervising authority
 - Optional expert witness testimony for complex evidentiary hearings

Chain of Custody & Evidentiary Integrity

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SCRAM Systems maintains strict controls to ensure that all monitoring data—alcohol, GPS, RF, or breath—is reliable, tamper-resistant, and fully auditable for court use.

Technical & Procedural Chain of Custody Controls

- **Secure 24/7 web-based system** where all offender data is collected, maintained, and time-stamped in a central, secure database.
- **Analyst verification** of key events (e.g., drinking, tampers, environmental contaminants) *before* alerts are released. This ensures every alert has been validated to evidentiary standards.
- Automatic date- and time-stamping for:
 - Device-generated points
 - Event creation
 - Notification delivery
 - Officer actions (audit trails)
 - Mapping and location entries (GPS point of capture, method, and accuracy indicators)
- **Audit Trails & Audit Reports:** Full logs of all system actions, user interactions, device commands, and data updates. These can be run by user or by offender to show exactly who performed which actions and when.
- **Tamper-resistant devices** with validated event detection that has been upheld in appellate and supreme courts.
- **Data integrity protections** (encryption, access controls, logging) as part of SCRAM's data security framework.

Data Export & Preservation

- Courts can receive complete data sets—including event logs, location histories, or violation packets—in downloadable formats that preserve metadata and time stamps for evidentiary use.
 6. Describe your Customer Service, including at least the following:
 - a. Hours of operation.

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24/7 Monitoring Services. SCRAM Systems operates a fully owned, 24/7 monitoring center staffed by trained customer support specialists and data analysts dedicated exclusively to monitoring clients on SCRAM Systems' monitoring technologies. The primary mission of our monitoring center is to respond to critical alerts in real time—enhancing public safety, reducing the burden on supervising officers, and promoting higher levels of client compliance. Standard monitoring and support include:



**24/7
Support**

- Real-time response to questions about client activities, equipment, alerts, and notifications
- Live agents accessible 24/7 via phone, email, or web
- Secure, web-based access to client data. Secure PIN access is available 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 client 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 client 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



Support Services. Our monitoring services encompass a comprehensive range of offerings, including full support for our entire product line, an industry-leading court support program, 24/7 customer assistance, and client compliance analytics. These elements distinguish us from other electronic monitoring companies.

- b. Order procedures (how long to respond to order, delivery time frame). Delivery time after receipt of order? Describe online ordering procedures.

Orders are placed through SCRAM Optix. 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@scramsystems.com. Orders are processed the day they are received and are shipped the same day if received before 3:00 PM Mountain Time. Orders are shipped standard three-day delivery at no cost. Additional freight charges may apply on equipment orders shipped less than the three-day standard and for consumables shipped outside of the normal schedule.

- c. Product request response time (what is kept on hand at office vs ordering products) – inventory on hand.

Product Request Turnaround. As the original manufacturer of our equipment, we maintain internal control over production and inventory. When a device needs replacement, a new unit is shipped immediately upon authorization, ensuring the customer receives replacement equipment within 24 hours at no cost.

Inventory Management & Availability. Because we produce, assemble, and test all equipment in-house, we maintain a consistent and reliable inventory. Our system includes:

- Real-time visibility into active and stored inventory
- Internal stock levels to avoid delays in fulfilling orders
- Built-in shelf stock allocations to ensure rapid deployment and replenishment

This structure ensures efficient response to product requests and minimizes equipment downtime for customer programs.

Orders are processed the day they are received and are typically shipped the same day if received before 3:00 PM Mountain Time. Orders are shipped standard three-day delivery at no cost. Additional freight charges may apply on equipment orders shipped less than the three-day standard and consumables shipped outside of the normal schedule.

When a device is returned via our RMA process, a new device is shipped right away so that the Participating Entities has replacement equipment within 24 hours, at no cost.

As an additional option, we can provide a local team to manage all inventory and will maintain extra inventory of all equipment and consumables. Inventory will never be a concern and can quickly be scaled to meet any increasing program needs. Our pricing is inclusive of all consumables and tools, and there is no cost to the Participating Entities for shelf allowance.

7. How do you comply with local and state regulations (what type of research do you conduct when working with a new entity?)

SCRAM Systems complies with local, state, and agency-specific regulations through a structured, proactive compliance and research process that begins well before onboarding a new Participating Entity.

When engaging with a new entity, SCRAM Systems conducts upfront due diligence that includes:

- Reviewing applicable state statutes, administrative rules, and procurement requirements.
- Assessing cybersecurity, data privacy, and IT compliance standards specific to the jurisdiction.
- Identifying agency-specific requirements related to data handling, system access, reporting, and auditability.



- Coordinating with agency IT and procurement teams to ensure alignment with local policies and controls.
- This pre-engagement research allows SCRAM Systems to configure solutions, documentation, and processes in a manner that aligns with both regulatory requirements and operational expectations from the outset.

From an organizational standpoint, SCRAM Systems maintains a strong compliance posture through:

- Annual ISO certifications
- Annual IT security assessments and certifications
- Ongoing reviews of internal controls, policies, and procedures to address the evolving regulatory and cybersecurity landscape across the jurisdictions in which we operate

These efforts ensure SCRAM Systems remains compliant with industry standards and best practices related to information security, data protection, and system integrity.

All compliance, cybersecurity, and regulatory oversight efforts are led by our Chief Security Officer, Jerry Baskin, who is responsible for ensuring adherence to applicable laws, regulations, and security frameworks across all deployments. SCRAM Systems continuously evaluates emerging risks, regulatory changes, and state-specific requirements to maintain compliance throughout the lifecycle of each contract.

This combination of upfront research, formal certifications, and dedicated executive oversight enables SCRAM Systems to confidently support public sector entities across diverse regulatory environments.

8. Describe the on-boarding process for new Participating Entities.

On-Boarding / Implementation Process for New Participating Entities

SCRAM Systems provides a comprehensive, structured, and fully managed on-boarding and implementation process designed to ensure a smooth, rapid, and disruption-free transition for all new Participating Entities. Our approach emphasizes clarity, readiness, and operational continuity from contract execution through long-term program support.

1. Project Initiation

Upon contract award, SCRAM Systems convenes a kickoff meeting with the Participating Entity to confirm program scope, goals, expectations, roles, and timelines. During this phase, SCRAM prepares a complete implementation roadmap, including data migration planning, resource allocation, and identification of product configurations. Project initiation is typically completed within the first week following contract execution.

2. Planning & Pre-Implementation Preparation

SCRAM Systems develops a tailored implementation plan aligned with the Participating Entity's operational structure and selected monitoring technologies. Pre-implementation activities include:

- Finalizing key dates, including the Go-Live date
- Assessing caseload size and associated equipment needs
- Preparing inventory and staging hardware
- Setting up users and participants in SCRAM Optix
- Configuring alert settings, reporting protocols, and notification rules based on agency standards
- Defining support expectations, including standard and after-hours needs



This planning stage ensures that all systems, staff, and materials are fully prepared before any fieldwork begins.

3. Staff Training & System Configuration

Before participant transitions begin, SCRAM Systems provides comprehensive training tailored to each user role—officers, administrators, supervisors, and technical staff. Training covers:

- Device installation and usage
- SCRAM Optix software navigation
- Alert management and resolution
- Schedule and zone configuration
- Reporting and audit trail understanding
- Program oversight and administrative functions

Training may be delivered onsite or virtually, and ongoing training resources (including on-demand modules and SCRAM Systems University) remain accessible throughout the life of the program.

4. Data Migration & Participant Preparation

Participant information is migrated or entered into the software prior to transition. SCRAM Systems develops a transition schedule for officers and participants, minimizing administrative burden. When helpful, SCRAM staff can assist with outreach to participants for appointment scheduling. Completing data readiness in advance enables rapid device activation with minimal time spent per participant.

5. Equipment Deployment & Go-Live

SCRAM Systems deploys trained technicians to the Participating Entity's locations to conduct all installations and program activations. Because staff are fully trained and data is pre-loaded, each participant transition typically takes less than 10–15 minutes. SCRAM provides adequate personnel to support multiple sites simultaneously, ensuring continuity of operations and minimizing program downtime.

6. Post-Implementation Support

Following Go-Live, Participating Entities receive ongoing program support, including:

- Regular meetings to review program status and address emerging needs
- Designated office hours for officers and administrators
- Continued live and virtual training opportunities
- Real-time technical support and assistance
- Continuous access to online training resources, documentation, and reference materials

This sustained support structure reinforces program stability and ensures long-term success for each Participating Entity.



7. Sample Implementation Timeline

While the implementation plan is always customized, programs typically follow a phased structure:

Phase I: Training, Data Transition, Scheduling

- Train staff on equipment and software
- Configure notification procedures
- Prepare inventory and equipment storage
- Complete initial data entry for active participants
- Prepare transition schedule

Phase II: Equipment Transition

- SCRAM Systems personnel perform on-site installations
- Multiple locations can be supported simultaneously
- Participant transitions typically completed within days, depending on caseload size

Phase III: Ongoing Training & Support

- Bi-weekly advanced sessions
- Routine check-ins and issue resolution
- Continued system optimization based on agency feedback

SCRAM Systems' onboarding process is built on preparation, clarity, and partnership. With a defined structure that includes early planning, comprehensive training, rapid deployment, and ongoing support, new Participating Entities receive a seamless and highly efficient transition into SCRAM's monitoring ecosystem—positioning them for immediate operational success and long-term program performance.

9. Describe the on-boarding process for new Clients. Include any installation information that may apply.

The onboarding process for SCRAM House Arrest is designed to be fast, consistent, and minimally disruptive for both officers and clients. Before a client arrives, all necessary data entry and monitoring configurations are completed in advance so the transition typically takes only 10–15 minutes per client. During intake, officers review program expectations, confirm curfew schedules, and ensure the client understands supervision requirements before monitoring begins. Installation of the SCRAM House Arrest bracelet is extremely efficient—the device attaches to the client's ankle in under 30 seconds, requiring only a T10 screwdriver provided in the kit, and activation is completed using the Direct Connect device, with a quick-reference guide provided to assist personnel in standardizing the process.

The bracelet itself is lightweight, waterproof, shock-resistant, and includes a one-year field-replaceable battery along with industry-leading multi-sensor tamper detection to ensure system integrity. If a base station is used, it is placed in the client's residence and connected via landline, cellular, Ethernet, or Wi-Fi, providing LCD communication and audible alerts when the client moves out of range. Once installed, officers confirm communication between the bracelet and base station, verify proper scheduling, and begin real-time monitoring through the SCRAM platform. Ongoing support, including 24/7 monitoring center assistance and device replacement or troubleshooting, ensures clients and supervising agencies receive continuous program support throughout the monitoring period.

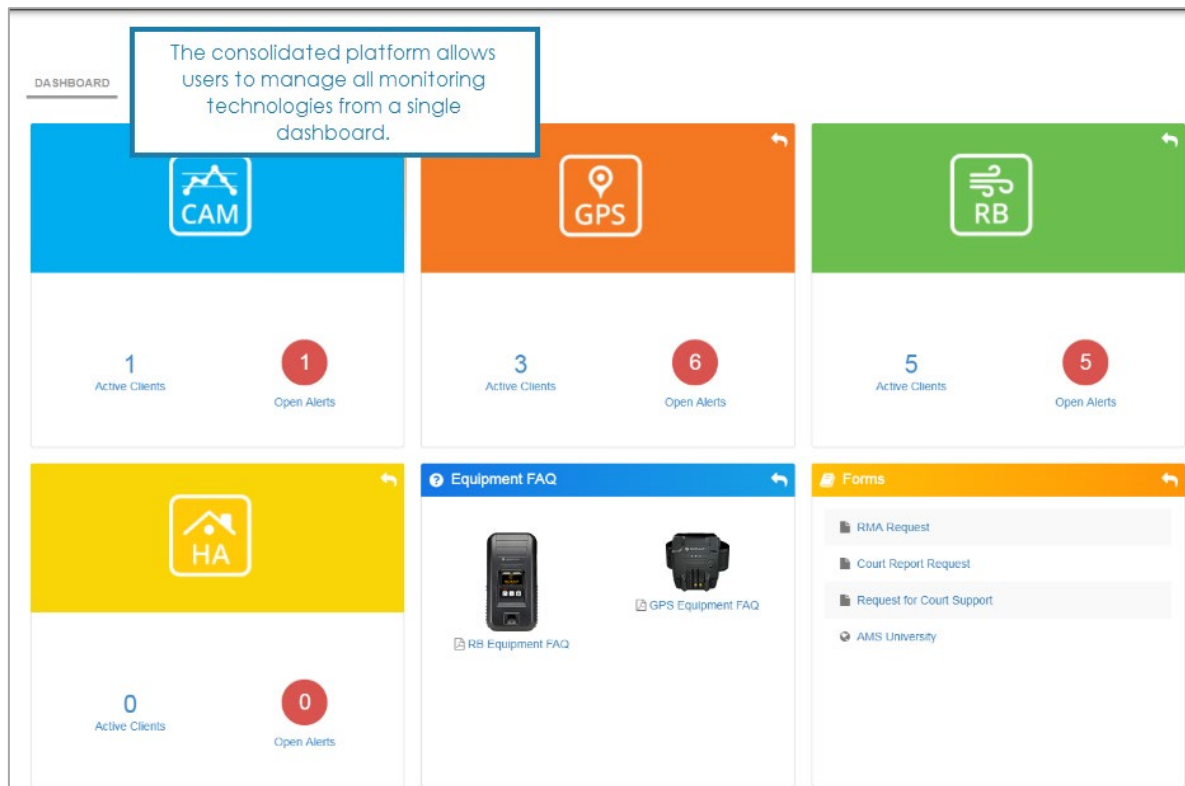
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10. Provide screen shots showing the functionality and user experience of the web-based platform as well as the mobile platform.

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.

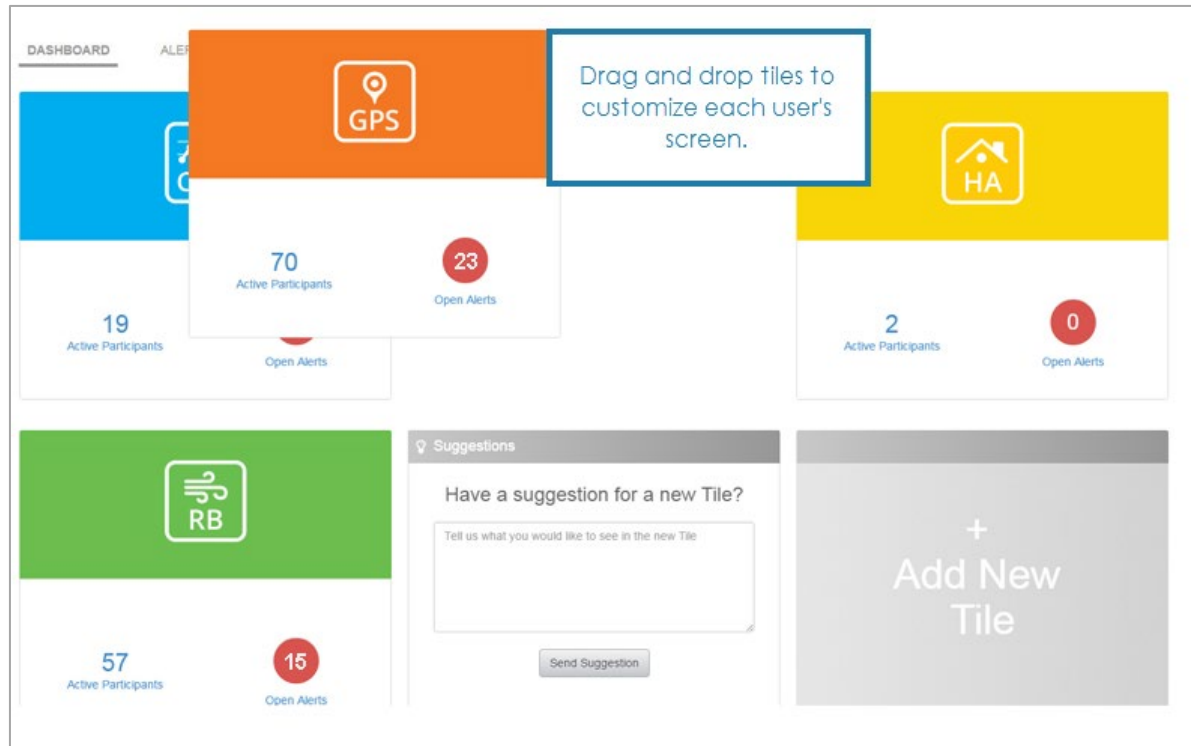


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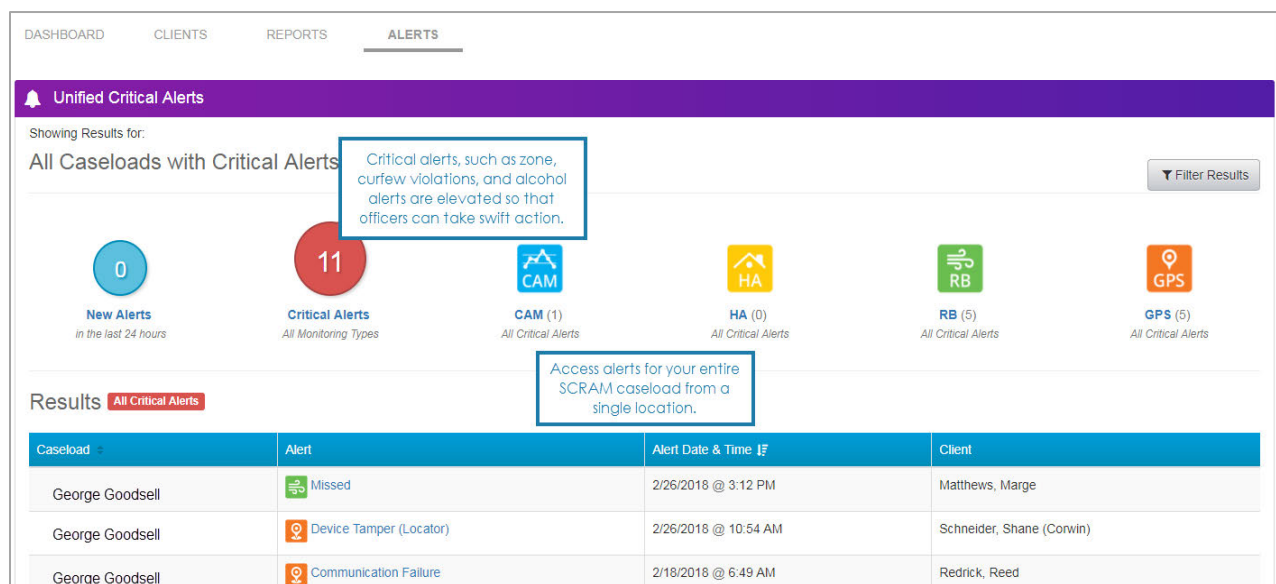
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Customizable User Views. To improve productivity, the dashboard tiles can be arranged for easy access to the most frequently accessed devices, pages, and links. Whether it's an officer managing active case concerns, an installer managing schedule and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



Consolidated Alert Management. Quickly see active clients 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.



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Efficient Client Search. The Client tab allows users to access a consolidated and searchable list of all clients they have permission to view across all SCRAM technologies: SCRAM CAM, House Arrest, Remote Breath, and GPS. Users are able to:

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

DASHBOARD **CLIENTS** REPORTS ALERTS

Client List

Showing Results for:
All Caseloads

Search for clients by name, status, or monitoring type.

Search by Client Name:

Status: **Active** ▼

Monitoring Type: **All** ▼
 All
 RB
 CAM
 GPS

Results

Client	Status	Caseload	Monitoring type	Actions
Brummel, Bob	Active	George Goodsell		View Profile
Devries, Darrin	Active	George Goodsell		View Profile
Dungy, David	Active	George Goodsell		View Profile

Curfew Schedules. Officers can easily modify any offender's schedule and curfew information via flexible edit, copy, and delete features. It also allows officers to view past schedules, as well as historical change records.

Client Leave Schedule

◀ Previous Week Week of 5/1/2016 - 5/7/2016 Next Week ▶

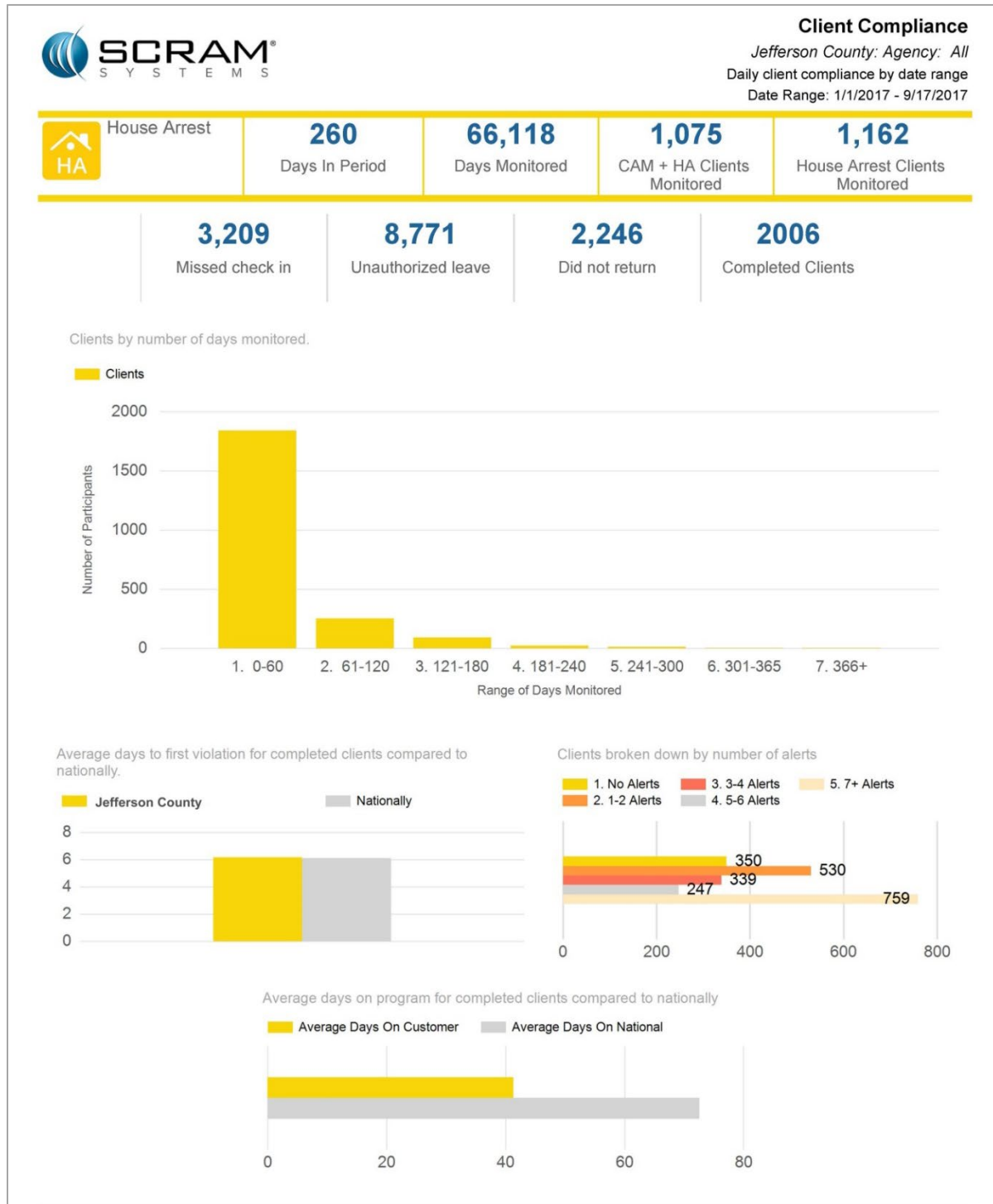
Day	Leave Name	Begin	End	Duration	Options	Occurrence	Actions
Sunday 5/1/2016	Funeral	3:00 PM	6:00 PM	3:00	☐ Must Leave	☒ One Time ☐ Recurring	+ -
Monday 5/2/2016	Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Edit Recurrence	+ -
Tuesday 5/3/2016	Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Edit Recurrence	+ -
Wednesday 5/4/2016	Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Edit Recurrence	+ -
Thursday 5/5/2016	Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Edit Recurrence	+ -
Friday 5/6/2016	Work	8:00 AM	5:00 PM	9:00	☐ Must Leave	☐ One Time ☒ Edit Recurrence	+ -

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Interactive Program Reporting and Analytics. SCRAM Systems' reporting lets agencies collect, analyze, and convert raw data into useful insights on compliance rates, monitoring periods, and behavioral trends by demographic factors. Unique data visualization tools provide fast access to program performance and KPIs like compliance by officer, alert analysis, and breakdowns by device, client, and court. The platform delivers straightforward, easy queries for measuring program efficacy.





11. Attach the Service Level Agreement for the RF product(s) you are proposing.

Service Level Agreements for all products have been attached at the end of this worksheet.

- C. Scope of Work – Category 3: Alcohol Monitoring GPS (Offerors are required to answer all questions if proposing for any Alcohol Monitoring Services. Furthermore, the Offerors shall distinguish which Alcohol Monitoring Services apply to each of the subcategories (CAM/TAC or RAM)
 1. Describe your plan for meeting the Master Agreement Objectives identified in Attachment 02, Scope of Work.

Comprehensive Alcohol Monitoring Solutions

SCRAM Continuous Alcohol Monitoring (SCRAM CAM). SCRAM CAM is the industry's most widely used 24/7 transdermal alcohol monitoring solution, providing continuous testing every 30 minutes to detect confirmed drinking events while distinguishing ingestion from environmental alcohol exposure. The device is shock-resistant, water-resistant, and engineered with industry-leading tamper technology, including temperature, infrared, and body-contact sensors, meeting or exceeding all hardware requirements under Category 3.

- **Scientifically Validated Technology.** The SCRAM CAM fuel-cell sensor provides evidential-grade alcohol testing and is supported by extensive third-party research, establishing single-source admissibility in courts nationwide.
- **Environmental Alcohol Differentiation.** Proprietary contamination-isolation algorithms ensure agencies receive reliable, defensible results.
- **Multiple Communication Methods.** SCRAM CAM supports landline, Ethernet, Wi-Fi, cellular, or direct USB-style local upload for locations with limited coverage—exceeding the requirement for a minimum of two communication pathways.
- **Optional RF Home Curfew Monitoring.** When required, SCRAM CAM integrates seamlessly with SCRAM House Arrest to support dual-mode curfew and sobriety monitoring.
- **Tamper Detection.** Case removal, strap tamper, obstruction, temperature suppression, and separation attempts are instantly flagged both on the bracelet and in the platform.

SCRAM CAM Connect™ (Next-Generation Continuous Monitoring). Scheduled for deployment in 2026, SCRAM CAM Connect advances the SCRAM CAM platform by offering a smaller, thinner, wireless-first design that eliminates the need for a base station while adding GPS and Wi-Fi geolocation services. CAM Connect maintains the same scientifically validated TAC monitoring capabilities as SCRAM CAM while improving mobility and operational efficiency for both clients and officers.

- **Wireless and Cellular Connectivity.** Provides improved communication flexibility and reduced installation complexity.
- **Alcohol + Location Monitoring.** GPS and Wi-Fi geolocation data augment risk-based supervision strategies.
- **Enhanced Client Compliance.** Lightweight, hypoallergenic materials support long-term wear without compromising device durability.

SCRAM Remote Breath® Pro. SCRAM Remote Breath Pro is a handheld, portable remote alcohol monitoring solution designed for scheduled, random, and on-demand deep-lung BrAC testing. The device integrates GPS location capture, Automated Facial Intelligence™ (AFI), and multiple communication pathways to satisfy all RAM hardware and software requirements in the Scope of Work.



- **Evidential-Quality Fuel Cell Sensor.** The Dräger-based fuel-cell ensures accurate, court-defensible BrAC readings.
- **Identity Verification.** AFI facial recognition verifies the participant with every test, reducing manual photo matching by up to 95%.
- **GPS for Taken & Missed Tests.** Every test includes a GPS location point; the device also records geolocation for missed events.
- **Wi-Fi + Cellular Communications.** Ensures results are transmitted even when cellular connectivity is unavailable.
- **Store and Forward Reliability.** Up to 48,000 offline events are stored until connectivity is restored, ensuring no loss of data.

Hardware, Software, Installation, Maintenance, & Support

SCRAM Systems supplies all required alcohol monitoring hardware, software, and supporting services under the Master Agreement. All Category 3 devices—including SCRAM CAM, SCRAM CAM Connect, and SCRAM Remote Breath Pro—are durable, tamper-resistant, and designed for corrections-grade performance across varied environments. All monitoring data is managed through SCRAM Optix, our unified, web-based platform that provides secure, 24/7 access for client enrollment, event review, TAC interpretation, alert management, and caseload oversight.

SCRAM Optix includes advanced alcohol analytics such as TAC graphs, absorption and elimination curves, contamination indicators, and tamper overlays. The platform also provides comprehensive reporting capabilities, including violation summaries, device diagnostics, long-term case timelines, and historical data exports in PDF, Excel, and CSV formats. Integrated inventory tracking enables agencies to manage SCRAM CAM and Remote Breath Pro devices across regions, while our centralized 24/7 Monitoring Center support ensures expert review and confirmation of alcohol events prior to agency notification.

To ensure seamless implementation, SCRAM provides installation training for SCRAM CAM installation and Remote Breath Pro device setup, along with hands-on instruction for interpreting TAC data, BrAC results, and alert patterns. Agencies also receive access to ongoing training resources, including refresher courses, webinars, and online support libraries. Full technical support and monitoring services are delivered 24/7/365.

Reliable, Secure, & Court-Defensible Alcohol Monitoring

SCRAM Systems' alcohol monitoring solutions are built on secure, redundant infrastructure that meets the Scope's requirements for SOC 2 compliance, NIST-aligned security controls, U.S.-based data centers, and strict confidentiality standards. All alcohol monitoring data—including TAC readings, BrAC results, facial images, GPS locations, tamper logs, and device diagnostics—are encrypted in transit and at rest, backed up at least every 24 hours, retained for a minimum of seven years, and protected through granular, role-based access controls. This architecture ensures uninterrupted monitoring, rapid alerting, and long-term evidentiary integrity.

Court reliability is further strengthened through digital chain-of-custody protections, forensic-quality testing methodologies, expert witness testimony support, and Certified SCRAM CAM Analysts who review and validate TAC events before alerts are issued to agencies.

Promoting Compliance & Effective Alcohol-Based Supervision

SCRAM Systems' alcohol monitoring solutions enhance public safety and participant accountability by combining scientifically validated testing with advanced analytics. Continuous TAC graphs clearly illustrate ingestion patterns, consumption levels, and obstruction attempts, while event timelines distinguish confirmed drinking events from environmental exposure and tamper activity. Daily Action Plans (DAPs) prioritize cases requiring officer attention, and mobile-adaptive supervision tools allow officers to review alerts, verify compliance, and manage caseloads in the field.



Remote Breath Pro strengthens supervision through real-time BrAC enforcement, including on-demand testing, GPS confirmation of test location, automated reminders via SMS and mobile app notifications, and built-in tamper and identity-verification safeguards.

Nationwide Alcohol Monitoring Service Delivery

SCRAM Systems ensures service continuity across all U.S. states, the District of Columbia, and territories through its expansive provider network and cloud based technology. Our SCRAM Services Group and authorized service providers support device setup, training, field operations, and local program management. Our 24/7 monitoring availability ensures uninterrupted monitoring and data access across all jurisdictions.

Support for Future Alcohol Technology Enhancements

SCRAM Systems continues to invest in and expand its alcohol monitoring portfolio to meet evolving supervision needs. Ongoing innovations include the next-generation SCRAM CAM Connect, enhanced facial recognition and GPS accuracy for Remote Breath Pro, deeper analytics within our next generation advanced software platform, SCRAM IQ, and improved wireless and cellular communication capabilities. These advancements ensure Participating Entities maintain long-term access to cutting-edge, scientifically validated alcohol monitoring technology.

Compliance Matrix

CAM / TAC: Hardware Requirements

Requirement (summarized)	Complies	Notes
CAM hardware must sample TAC and measure confirmable alcohol consumption 24/7	X	The SCRAM CAM/CAM Connect ankle bracelet continuously collects insensible perspiration and automatically tests every 30 minutes, 24 hours/day, providing true continuous sobriety monitoring.
Equipment must be shock, water, and tamper resistant	X	SCRAM CAM/CAM Connect is described as water- and shock-resistant, durable, and hypoallergenic.
Must monitor ingested alcohol via court-validated transdermal technology and distinguish ingested vs environmental alcohol	X	SCRAM CAM/CAM Connect is the only scientifically proven and court-validated transdermal alcohol monitor on the market, with peer-reviewed, published studies and acceptance under Daubert, Frye, and FRE 702/703 standards in all states where challenged.
Minimum of 2 communication paths (landline, Ethernet, Wi-Fi, cellular, etc.)	X	The SCRAM Base Station communicates with the monitoring platform via telephone landline, Ethernet, Wi-Fi, and cellular, providing four independent communication options.
Must determine proximity to the client's body and detect obstructions/temperature changes	X	SCRAM CAM/CAM Connect uses proximity and temperature sensors along with body-mass/infrared readings to ensure skin contact and to detect obstructions or removal attempts. Temperature and IR curves are graphed alongside TAC to validate proper wear and detect anomalies.
Must utilize commercially proven fuel-cell technology (e.g., Dräger)	X	SCRAM CAM/CAM Connect employ an ethanol-specific electrochemical fuel cell—the same proven technology used in evidential breath testing and

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Requirement (summarized)	Complies	Notes
to test controlled perspiration samples		interlocks—considered the gold standard for alcohol analysis.
Technology must have single-source admissibility (no secondary test required to confirm alcohol alerts)	X	SCRAM CAM/CAM Connect technology is single-source admissible, meaning it never requires a secondary breath or blood test to confirm a drinking event.
Must have a history highlighting the validity of the product and general acceptance in electronic monitoring community	X	SCRAM CAM/CAM Connect technology is independently tested, has peer-reviewed, published studies confirming reliability, and is court-validated—demonstrating general scientific acceptance and a long history of external validation. References to these studies can be provided upon request.
Optional: CAM device should support optional RF home-curfew monitoring in addition to CAM	X	SCRAM CAM can be used as CAM-only or combined with integrated RF House Arrest using the same bracelet and base station—officers can enable RF monitoring in the software at any point without changing equipment.

Software Requirements

Requirement (summarized)	Complies	Notes
System must collect, transfer, and store historical alcohol/tamper data 24/7 in encrypted form, retrievable on request	X	All SCRAM devices report to SCRAM Optix, a secure, web-based application that stores current and historical monitoring data, including TAC and tamper events, in a central data center with daily and intra-day backups and encryption.
Web-based platform accessible via desktop, tablet, mobile	X	Optix is web-based and mobile adaptive, giving officers full functionality from any Internet-enabled desktop, tablet, or smartphone browser without separate apps.
Secure login with multi-factor authentication	X	Optix uses username/password authentication, SSL/TLS encryption, NIST-aligned password practices, and PIN-verified support access. Single sign-on supported as well.
Automated notifications/alerts (SMS, email, in-platform) for violations (zone/curfew, tamper, missed tests, low battery) including: high atmosphere, alcohol detected, dual alerts,	X	CAM-related alerts (confirmed drinking events, tampers, obstructions, environmental contaminants, communication alerts) are analyzed by SCRAM analysts, and confirmed alerts are sent to agencies via email, text, and Daily Activity Plan (DAP) reports, with configurable timing (0–120 minutes).

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Requirement (summarized)	Complies	Notes
below-temperature, prolonged high atmosphere		CAM Connect, our upcoming CAM device, will allow for alert notification.
Reporting with customizable fields; exportable to PDF, Excel, CSV	X	Optix offers extensive standard and custom reports (e.g., TAC curves, event logs, client compliance, inventory) that can be viewed, printed, and exported to Word, Excel, or PDF; CSV exports can be generated via Power BI/analytics tools.
Integration options with case management via APIs	X	SCRAM's software stack supports OpenAPI/REST-based APIs to integrate with case management and other systems, allowing customers to control what data is exchanged and when.
Audit trail & data retention compliant with CJIS	X	Optix maintains time- and date-stamped logs of all tests and events and is hosted in CJIS-compatible Azure GovCloud with ISO-27001, NIST 800-53-aligned controls, SOC and ISO audit support, and regular vulnerability assessments and pen-testing.
Role-based access controls; prevent unauthorized access; secure access at all times	X	Role-based access ensures users only see authorized data. Prevents unauthorized access through secure, centralized, permission-controlled web platforms. Secure, 24/7 access is maintained by SCRAM Systems.
Ability for entities to download data/reports via secure internet access	X	Authorized users can log in securely and view, print, and export CAM data and reports (including TAC graphs, tamper reports, and DAPs) on demand.
Bracelet must store at least 30 days of time-stamped TAC/tamper data; must allow download via phone, Ethernet, wireless, and direct USB or other offline method where landline/cellular not available	X	SCRAM CAM/CAM Connect bracelet stores up to 160 days of time-stamped events in onboard memory. All messages can be downloaded as required.
Contractor must provide centralized, controlled data center and 24/7 staff to analyze data and notify agencies of alcohol, tamper, comm failures, equipment issues, maintenance needs	X	SCRAM operates a wholly owned, 24/7 Monitoring Center staffed by trained analysts and support specialists who review CAM data, confirm drinking and tamper events, monitor communication/maintenance alerts, and send notifications and DAPs per agency protocol.
System must include inventory tracking and management	X	Optix includes inventory management capabilities: active/inactive equipment, RMA processing, tracking lost/damaged units, and regionalized inventory analytics.

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Requirement (summarized)	Complies	Notes
Contractor must archive and retain data for ≥5 years from enrollment	X	SCRAM retains CAM data for the life of the contract, with robust backup and archiving, and can provide complete data exports at or after contract end.
System must provide time-stamped readings at least every 30 minutes for TAC, body temp, and obstruction attempts	X	SCRAM CAM/CAM Connect tests every 30 minutes and record TAC, IR (obstruction), and temperature data, all date/time-stamped and graphed, enabling precise analysis of drinking events, environmental exposure, and tamper attempts.
Daily summary/action plan listing clients in violation or needing technical maintenance	X	Optix can deliver a Daily Activity Plan (DAP) up to twice daily, summarizing CAM alerts (drinking, tamper, comm issues, environmental alcohol) and maintenance-related events, giving officers a concise daily action list.
Easy-to-read non-compliance reports with graphical & numeric TAC curves showing time of ingestion & TAC over event	X	CAM reporting includes graphical TAC curves with numeric values, showing absorption and elimination patterns, peak TAC, and event timing, along with tamper/temperature overlays—designed specifically for court and supervision use.
Summary management reports (client-level, dates of use, agency-wide inventory status, billing details)	X	Optix and supporting reporting tools provide client-level summaries, equipment usage dates, inventory breakdown reports, and program analytics, and can be used in conjunction with billing/invoicing reports to support program management.

Customer Support & Training

Requirement (summarized)	Complies	Notes
Dedicated account representative	X	Each customer is assigned a dedicated Account Manager, a Regional Sales Manager, and, where appropriate, on-site Program Manager to coordinate installations, training, reporting, and program development.
Support functions 24/7/365	X	SCRAM operates a fully owned, 24/7 Monitoring Center staffed with analysts and customer support personnel who handle alerts, equipment issues, and case-related questions across CAM and other technologies.
Toll-free access to customer support/monitoring center	X	A toll-free support number and guaranteed response times for technical and service requests; agencies may further tighten SLAs in their addenda.

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Requirement (summarized)	Complies	Notes
Initial start-up training: enrollment; installation/use/de-install/cleaning; report generation & interpretation; accessing help/monitoring center	X	SCRAM provides CAM-specific training (on-site or virtual) covering client enrollment, device installation/removal, cleaning/maintenance expectations, TAC/tamper report interpretation, and instructions on Optix help tools and contacting the monitoring center.
Provide materials and brochures on use of equipment and system	X	Agencies receive Getting Started Guides, Quick sheets, operations guides, and product brochures, plus online help and resource libraries accessible 24/7.
Ongoing/supplemental training on-site or web-based at least annually, or as needed for significant changes	X	SCRAM offers live on-site and webinar training plus SCRAM Systems University for on-demand e-learning. Refresher sessions and new-feature rollouts (including for SCRAM CAM/CAM Connect) are provided at no additional cost for the life of the contract.

Remote Alcohol Monitoring (RAM): Compliance Matrix

Hardware Requirements

Requirement	Compliance	Evidence / Notes
Device must perform deep-lung breath specimen; fixed, random, on-demand tests; programmable combination; handheld testing anywhere	X	Remote Breath Pro uses a deep-lung Dräger fuel-cell technology and supports scheduled, random, client-initiated, and on-demand tests. It is a portable, handheld device for testing anytime, anywhere.
Store test results in device memory	X	Device stores up to 48,000 events when out of cellular range, forwarding them when service is restored.
Facial confirmation or similar biometric identity verification	X	Uses Automated Facial Intelligence™ (AFI) with a 5-megapixel camera to verify identity, reducing manual review by up to 95%.
GPS location combined with remote breath testing	X	Provides GPS location with each test—taken or missed (GPS or cell triangulation).
Wi-Fi as alternative communication + location source	X	Supports Wi-Fi communication for areas with poor cellular coverage. Wi-Fi is also used to assist location services when GPS is impaired.
Device must be lightweight, discreet, easy to use; notifications through push/SMS	X	Device is compact, 9.95 oz, designed for ease of use with SMS notifications, audible and visual cues.

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Requirement	Compliance	Evidence / Notes
Numeric BrAC correlating to BAC	X	Device reports BrAC using proven electrochemical fuel-cell technology, same as evidential testing instrumentation.
Transmits equipment status (calibration, battery, tamper, etc.) with timestamps	X	Reports battery, tamper, equipment malfunctions, VOC contamination, and calibration status—all time-stamped.
Rechargeable battery	X	Remote Breath Pro uses a rechargeable lithium-ion battery, typically lasting 2 days between charges.

Software Requirements

Requirement	Compliance	Evidence / Notes
Immediate reporting via cellular of deep lung BrAC + photo + GPS map	X	Transmits BrAC, AFI photo, and GPS point immediately after each test.
Scheduled, Random, On-Demand testing	X	Supports all three, including device-initiated testing even without cell coverage.
Tamper detection features	X	Detects housing breach, face obstruction, battery case opening, straw misuse, and photo mismatch (AFI).
Automated notifications for tampering, missed tests, positive test, low battery	X	System automatically notifies officers of missed tests, positive BrAC, tamper, device issues, and low battery.

Requirement	Compliance	Evidence / Notes
Dedicated account representative	X	SCRAM assigns an Account Manager and regional support staff.
Support 24/7/365	X	SCRAM operates a 24/7 Monitoring Center staffed by trained specialists.
Toll-free access to support	X	Provided through monitoring center per SCRAM service model.
Initial start-up training: enrollment, install/use/de-install/cleaning, report interpretation, software help	X	Comprehensive Remote Breath Pro training program includes device setup, usage, installation, report analysis, alert management, and use of monitoring website/mobile app.



Requirement	Compliance	Evidence / Notes
Materials and brochures	X	Training includes written documentation, quick guides, online resources.
Ongoing supplemental training on-site or web-based annually or as needed	X	Live (in-person or webinar) and on-demand online training available anytime for new hires or refreshers.

2. Describe the hardware you propose to meet the requirements of the SOW, including battery life.

SCRAM Continuous Alcohol Monitoring Technology

SCRAM CAM. The SCRAM Continuous Alcohol Monitoring (SCRAM CAM) device provides 24/7 alcohol monitoring for higher-risk/higher-need alcohol clients. 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 clients' 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 by eliminating 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.
- Provides 90+ days of battery life, significantly reducing the need for constant communication and supervision.
- Eliminates the need for a secondary test (such as a breath or blood) to confirm a drinking event.
- Has been independently tested, with has peer-reviewed, published studies confirming its reliability.
- Has been court-validated, meeting the Daubert, Frye, and FRE 702 and 703 standards of admissibility in every state where challenged.

SCRAM CAM Connect. For agencies seeking greater mobility, simplified deployment, stronger connectivity, integrated location services, and a more modern client experience, SCRAM Systems' next-generation product (available Spring 2026) features a smaller, lighter, hypoallergenic design that operates without a base station. Instead, it communicates directly via cellular and Wi-Fi and includes built-in GPS, Wi-Fi geolocation, and cellular triangulation to provide flexible location tracking. It also provides real-time drinking/tamper alerts, a 90-day battery, optional field calibration, and multiple service modes to meet diverse client needs.

Features include:

- **Compact and Comfortable Design.** Smaller, lighter, and thinner devices support both punitive and non-punitive usage. The hypoallergenic, compact form enhances comfort and reduces stigma for clients.
- **Enhanced Connectivity.** Provides more communication options through Cellular and Wi-Fi, eliminating the requirement for a separate base station.

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- **Timely Notifications and Alerts.** Enables immediate notifications regarding potential drinking, tampering, or device removal events, including real-time location updates.
- **Location Monitoring Services.** Offers GPS, Wi-Fi geolocation, and cellular triangulation for flexible tracking solutions.
- **Extended Battery Life.** Features a 90-day battery cycle to minimize maintenance and interruptions.
- **Optional Field Calibration Support.** Specifically optimized for voluntary sobriety and treatment populations, allowing for tailored monitoring strategies.
- **Flexible Service Modes.** Available in three service options, SCRAM CAM Connect offers Wi-Fi only, SCRAM CAM 360 adds a cellular communication option, and SCRAM CAM Plus location monitoring, to meet diverse client needs.



SCRAM CAM Connect:
Wireless Alcohol Monitoring
with Built-In GPS and Wi-Fi
Geolocation—No Base
Station Required.

SCRAM CAM Connect delivers all the proven functionality of our legacy SCRAM CAM while adding next-generation enhancements—including base station-free connectivity, integrated GPS options, a more compact and comfortable design, real-time alerts, and flexible service modes.

As the pioneer of CAM technology, SCRAM Systems launched the original Secure Continuous Remote Alcohol Monitor (SCRAM) system to the criminal justice market in 2003. In 2010, optional, built-in RF house arrest capabilities were added to the bracelet to provide dual functionality. Known today as SCRAM CAM, it is part of the SCRAM Systems line of electronic monitoring and corrections software solutions. SCRAM CAM has monitored more clients worldwide than all other transdermal devices combined.

The patented SCRAM CAM bracelet is attached to the client's ankle and worn 24/7. It monitors alcohol consumption by sampling the insensible (gaseous) perspiration constantly being emitted from the body. The bracelet transmits data by RF signal to the SCRAM Base Station. When data is received by the base station, it is transmitted to the monitoring software platform by telephone landline, Ethernet, Wi-Fi, or cellular communication. The software notifies the supervising authority of any alcohol alerts, tamper alerts, or equipment malfunctions so they can respond quickly to problem clients.

Continuous Alcohol Monitoring. 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. The SCRAM CAM ankle bracelet continually collects a sample of a client's insensible perspiration and automatically tests the sample every 30 minutes, 24 hours a day. SCRAM CAM provides the industry's only true 24/7 sobriety monitoring, ensuring that authorities know conclusively if a client has been drinking or if they are compliant with the conditions of their supervision.

The SCRAM CAM device continuously collects a sample, making it easy to use with no required intervention from the client. There are no reminder calls necessary, no prompts required to initiate monitoring, and no action needed by the client to conduct testing.

Single Source Admissibility. 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 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.
- **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.

Anti-Tamper Technology. 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.

The SCRAM CAM bracelet's advanced anti-tamper technology includes multiple sensors designed to detect any attempts to defeat or interfere with the device's monitoring capabilities. Specifically, the bracelet is capable of identifying proximity tampering—situations where foreign objects or barriers are placed between the bracelet and the skin to obstruct its function. These sensors continuously monitor for changes in temperature, interruptions in skin contact, and any attempts to cut, block, or remove the bracelet. If the bracelet loses proximity to the skin or detects any obstruction, its intelligent self-diagnostic system instantly flags the event and reports it to the SCRAM CAM system for immediate review. This ensures that proximity tampering, along with other forms of interference, are reliably detected and addressed to maintain the integrity of alcohol monitoring.



Bracelet Design. The bracelet straps are made of latex-free, flexible material that eliminates a break-in period. The small, lightweight transmitter does not restrict activities, and poses no health hazard. SCRAM Systems offers two different sizes to accommodate both smaller and larger ankles.

Durable and Water Resistant. 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.

Maintenance and Calibration. 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 Participating Entities.

Battery Life. Unlike other devices that rely on frequent charging and are prone to battery failures, SCRAM CAM boasts an impressive battery life of 90+ days. This means officers only need to change the battery every three months, significantly reducing the need for constant communication and supervision.

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

Memory. The SCRAM CAM bracelet can store up to 160 days of events in its onboard memory. In addition, the base station has its own memory capacity and can store up to a month's worth of data (about 7,500 messages).

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.

Base Station and RF/Curfew Monitoring



The SCRAM Base Station connects via landline, Ethernet, Wi-Fi, or cellular.

The bracelet may be deployed as a CAM-only solution or configured with integrated radio frequency (RF) house arrest for location monitoring without requiring a change in equipment. RF functionality can be enabled or disabled through the software at any time during supervision.

The SCRAM Base Station supports multiple communication methods, including landline, Ethernet, Wi-Fi, and cellular connectivity. When the bracelet is within range, events and alerts are transmitted to the base station and forwarded to the monitoring platform.

Monitoring range is configurable to accommodate the approved location, with selectable settings of approximately 35 feet (minimum), 75 feet (average), or 150 feet (maximum). Visual and audible alerts may be enabled to notify the client when they exceed the authorized range.

The system provides location verification safeguards. If landline monitoring is used and the base station is reconnected to an unauthorized telephone line, or if the base station is moved during wireless monitoring, an alert is generated.

Benefits of a 90-day battery life:

No Battery Lapses: Minimizes the need for frequent battery-related interventions, allowing caseload managers to focus on their primary responsibilities.

Reliability: The technology is always operational, providing peace of mind knowing that clients are adhering to their sobriety mandates.

Prevention of Manipulation: Serves as a powerful deterrent against tampering or non-compliance by removing the temptation to let the battery die to engage in prohibited behavior.



Curfew schedules are managed through SCRAM Optix and may be configured, modified, or audited on a client-specific basis by authorized personnel. The platform retains historical schedule changes for review and reporting.

The base station stores up to approximately 30 days of timestamped data in non-volatile memory to ensure no loss of information during temporary communication or power interruptions. In the event of AC power loss, the unit automatically switches to backup power for up to 48 hours and reports power loss and restoration events in accordance with established procedures. Telephone connectivity interruptions and restorations are likewise logged and reported upon service recovery.

SCRAM Remote Breath Pro Overview

SCRAM Remote Breath Pro is a portable, wireless breath alcohol monitoring device that provides a GPS location with both taken and missed tests. It is designed to be compact and discreet, making it easy for users to carry and use in various settings. The device is equipped with government-grade facial verification software, which significantly reduces the need for manual photo review by up to 95%, allowing officers to focus more on their caseloads and clients.

The device communicates via cellular networks and notifies supervising authorities of any alcohol readings (BrAC), tamper alerts, or equipment malfunctions so they can respond quickly to problem clients.

SCRAM Remote Breath Pro offers the following features and benefits:

- Sleek, lightweight, and compact. The device measures 2.9" x 6.5" with a 1.2" depth.
- Facial authentication software decreases manual officer photo manual matching by up to 95%, allowing officers more time to spend on their caseloads and clients.
- Enhanced facial guidance provides visual cues ensuring face is aligned during client testing.
- Device-initiated testing—automatically turns on and prompts clients for scheduled and on-demand tests.
- Wi-Fi capabilities—so that downloads can be performed when a cellular connection is not available.
- Store & Forward—never lose test results.
- GPS location with both taken and missed tests.



Remote Breath Pro is compact, discreet, and portable.

User-Friendly Design. The handheld device is sleek, lightweight, and compact, weighing only 9.95 ounces. The device measures 2.9" x 6.5" with a 1.2" depth. The small and durable device comes with a fitted carrying case and adapts to the client's everyday life, enabling clients to take a test anytime, anywhere.

The device is easy and simple to use, with clear instructions on the display screen and side-buttons to scroll up or down and select menu options. Clients can also adjust the volume and screen brightness as preferred.



The small, sleek, lightweight device comes with a fitted carrying case as well as both a USB and standard wall charger.

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The full color LCD screen, lights, and simple side buttons make the device user-friendly for officers and clients.

Rugged—Built for Corrections. SCRAM Remote Breath Pro is a rugged device built for corrections and not the general public. It has been subjected to rigorous drop testing and meets military drop test standards ML-STD810G, which means that it is able to operate after 26 drops on all edges, surfaces, and corners from four feet in height onto a two-inch plywood board over a concrete surface. The device is FCC certified (FCC ID P8M-RB200 AT&T and FCC ID P8M-RB210 Verizon) and meets industry level ISO certification.

Enhanced Facial Guidance. The device provides visual clues ensuring that the client's face is aligned during testing. The device will prompt the client to first align their face, showing a red border, and then when ready, the screen changes to indicate that the client should blow, showing a green border. This helps the client take successful tests, increases client compliance, and reduces the need for multiple tests.

Client Feedback. The device also gives feedback to the client during the enrollment and testing process to help ensure quality enrollment and testing photos. This feedback reminds clients to avoid sitting/not standing straight, direct sunlight, obstructions to the face, or holding the unit at an extreme angle (the breath tube must be level). This functionality allows the user to correct these factors with an immediate retest, resulting in an increased likelihood of a match—saving the Participating Entities time and money by reducing the need for officers to manually match photos. Poor tests are corrected in real-time with onboard processing.



Clear visual cues help clients take successful tests and reduce unnecessary retests.



Contaminant Detection. The device's automated VOC (Volatile Organic Compound) detection and mitigation provides feedback to clients if a contaminant is detected. Once a breath test has been requested for the client, the device completes a VOC flow path check. If a VOC is detected, the screen will display "Remove Straw and Place Unit In Well Ventilated Area".

The screen displays step-by-step instructions for the client to remove the tube from the device, relocate to an area with fresh air, and to place the device on its side on a clean surface facing away from contaminants. After a brief wait, the client is instructed to blow again. If VOCs are still detected, the process will be repeated. After three to four attempts to clear without success, the screen will update to "Monitoring" and the software will generate an "Ambient VOC Detected" event.

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Automated Facial Intelligence (AFI). The device captures client images with a 5-megapixel, high-resolution camera, and the AFI system uses facial matching to automatically examine and compare the images. AFI is the same facial authentication technology used internationally by government security forces. The system automatically scans and confirms the client's identity with each breath test to eliminate manual matching of photos by up to 95%. Facial matching technology eliminates the need to scroll through numerous photos, increasing accuracy and efficiency, and reducing risk. It enables real-time notifications when the client does not match and allows the agency to focus on dealing with participants who need the most attention.

Automated matching scans and confirms the client's identity with each breath test, which helps prevent photo fatigue—a common issue with manual review that leads to decreased accuracy, especially when dealing with poor-quality images. For agencies with limited staff, automated matching ensures that every test is reliably verified, enhancing both efficiency and accuracy while minimizing the risk of missed or erroneous matches.

GPS Location With Taken and Missed Tests. The device automatically powers itself up during test windows and tracks its location at the time of the scheduled test. It 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 a client missed a test. For example, clients often state they missed a test because they left their device at another location. Officers can verify or refute the client's claim by comparing the GPS point on a missed test (verified via GPS ping) with the client's location.

SCRAM | OPTIX

Client: Johnson, Jason | Monitoring Type: RE

Alert Management Console

On Demand | Print Version

Passed

BrAC0.000

Facial Comparison

☒ AFI Match

Client initiated4/14/2022 @ 7:50 PM

Received from Device4/14/2022 @ 7:50 PM

Serial NumberXXXXXXXXXX

Notes

Status

☒ In progress

☐ Resolved

CancelSaveSave & Exit

Location

Action History

Changed	Action	User	Date
Status	NONE	RBAAnalyzer	4/14/2022 @ 7:50 PM
Match	AFI Match	RBAAnalyzer	4/14/2022 @ 7:50 PM
Created	Results Received from Remote Breath Analyzer	RBAAnalyzer	4/14/2022 @ 7:50 PM

Proven Electrochemical Fuel Cell Technology. The electrochemical fuel cell used in SCRAM Remote Breath Pro has been validated through decades of research and experience. It is considered the most reliable in alcohol testing applications. This is the same fuel cell used in evidential breath testing and interlock devices and consists of extremely sensitive ethanol-specific alcohol sensors.

Cellular Communication. SCRAM Remote Breath Pro uses the LTE AT&T network. The device uses a cellular modem that is supported by both 4G and 5G networks.

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Wi-Fi Capabilities. SCRAM Remote Breath Pro has been enhanced to have Wi-Fi capabilities, so that clients without cell coverage can use home or public Wi-Fi to transmit test results.

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

Courtesy Reminders. Officers have the option to schedule reminders to be sent via text message to the client'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 client avoid a power fail situation and prevent unnecessary alerts to the officer. The automated courtesy reminders can be sent in English or Spanish.

Store & Forward. 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 Pro incorporates a "Store & Forward" feature, which ensures a test is never missed. Its 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.

Rechargeable Battery. SCRAM Remote Breath Pro is powered by a rechargeable Lithium Ion battery. The device typically lasts two days in between charges. The client is alerted by light indicators, text message, and/or audible alarm when the battery is low.

Easy-to-Charge. The device is easily charged using modern and simple charging methods. It has a USB-C charging port and comes with a USB cable and adapter. Clients can connect the device to the included adapter and plug it into any standard wall outlet or simply charge it with a USB port using the supplied USB cable. 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 client's specific charging patterns and tell how long a device was plugged in to determine if the client is charging the device on a regular basis.

 SCRAM SYSTEMS		Remote Breath Battery Charge Summary 8/29/2022 thru 9/15/2022		
Client:	Smith, Jillian	Caseload:	Adams County	
Case Number:	CA-2022-13-7-RB	Agent:	Miller, Phil	
Date of Birth:	1/17/1970	Court:	Douglas County Court	
		Judge:	Anderson, Judge	
Event	Plug In Time	Un Plug Time	Charge Time (dd:hh:mi:ss)	Reached Full Charge
Plugin	8/31/2022 8:51 AM	8/31/2022 1:00 PM	0:04:09:14	Yes
Plugin	9/2/2022 8:44 PM	9/6/2022 8:02 AM	3:11:18:16	Yes
Plugin	9/8/2022 7:45 AM	9/8/2022 7:56 AM	0:00:10:47	
Plugin	9/8/2022 7:59 AM	9/8/2022 10:49 AM	0:02:49:47	Yes
Plugin	9/8/2022 2:32 PM	9/9/2022 8:28 AM	0:17:55:20	Yes
Plugin	9/12/2022 11:15 AM	9/13/2022 7:54 AM	0:20:38:37	Yes
Plugin	9/15/2022 5:36 AM	9/15/2022 10:54 AM	0:05:18:16	Yes

Officers can view client charging patterns and see if the device is being charged as instructed. Clients can be held accountable, and agencies can reduce the number of alerts caused by poor charging habits.

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Calibration. SCRAM Remote Breath Pro calibrations and calibration checks can be performed in the office or in the field using the SCRAM Remote Breath Pro Field Calibration Kit. This easy-to-use kit has custom attachments for the SCRAM Remote Breath Pro device and can be initiated by officers through the monitoring software. For an additional charge, devices can also be returned to SCRAM Systems for calibration; return shipping will be provided. Calibration for all alcohol devices is recommended once every 12 months. SCRAM Optix flags the device and generates an alert for officers when units are due for calibration.

Tamper Detection. SCRAM Remote Breath Pro 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 case is opened, a Device Housing Breach alert will be generated. Attempts to tamper with or circumvent the system will be reported per predefined agency procedures.

The device also has automatic obstruction scanning and will trigger a Possible Face Obstruction alert if irregularities are detected with the breath tube during the breath test photo. These include, but are not limited to:

- Any part of the straw being obstructed from the camera's view, such as by hands, fingers, clothing, or the Remote Breath Pro case itself.
- Not using the provided straw, leading to irregularities in the color, size, or shape of the breath tube.
- Modifications to the straw, including any attachments connected to it.
- The straw not being in the client's mouth or being entirely missing.

The screenshot displays the SCRAM Remote Breath Pro monitoring software interface. On the left, a yellow banner at the top reads "Possible Face Obstruction" with a red dot and a red dashed arrow pointing to a red box in the "Initial Test" photo. Below this, the "BrAC" is 0.000. The "Image Comparison" section shows a checked "AFI Match" button. The "Scheduled" time is 6/26/2024 @ 1:22 PM, and the "Received From Device" time is 6/26/2024 @ 1:23 PM. The "Serial Number" is RB2. The "Status" is "In Progress". The "Location" section has a "View Location" button. The "Initial Test" section shows a "BrAC: 0.000" and a photo of a person blowing into the device, with a red box highlighting the mouth area. The "Comparison Photo" and "Enrollment Photo" sections show the same person's face.

If an alert indicating possible obstruction is received, the officer can review the test photo and determine appropriate action.



3. Describe your software system (web-based applications, smart phone applications). Describe unique design features that ensure accuracy and/or speed of reporting.

Monitoring Software Platform

SCRAM Systems provides a comprehensive, secure, and fully integrated supervision technology platform designed to support alcohol monitoring, location monitoring, and client engagement through both web-based applications and smartphone-based applications. These applications operate together to provide real-time data visibility, improve officer efficiency, and ensure the accuracy and timeliness of monitoring information.

The software is secure, scalable, and accessible 24/7 via any web-enabled device. Officers can enroll clients, adjust device settings, enter/edit schedules, select notification methods or parameters, manage inventory and quickly access detailed caseload information at-a-glance via device and status indicators. It offers robust caseload and client management tools, including both point-by-point and advanced mapping with pattern of life features, inclusion/exclusion zone management, customizable notification protocols, and powerful program reporting tools.

Since mobile applications often have limited functionality, SCRAM Systems software is designed to be mobile-adaptive, allowing users to access all features available on a computer from a smartphone or tablet. Adaptive design can help ensure faster page load speeds and a consistent user experience across different screen sizes. It requires no additional apps and is optimized for easy viewing on any mobile device.

Smartphone Application: SCRAM TouchPoint®

SCRAM TouchPoint is a participant-facing mobile application that enhances monitoring efficiency and participant accountability when used alongside SCRAM CAM and SCRAM Remote Breath Pro. The following outlines the functional scope of services provided through this integration.

Automated Electronic Monitoring Reminders. SCRAM TouchPoint supports SCRAM CAM and SCRAM Remote Breath Pro through automated notifications that improve participant compliance and reduce preventable violations. These reminders include, but are not limited to:

- Device charging requirements
- Routine equipment maintenance
- Prompts to contact supervising officers
- Scheduled or required monitoring actions

All reminders are delivered directly to the participant's smartphone and include confirmation receipts visible to supervising officers.

Participant Compliance Support. The system reduces administrative workload by ensuring participants receive consistent, automated guidance regarding their CAM or Remote Breath Pro equipment. Benefits include:

- Fewer missed tests and avoidable alerts
- Increased adherence to supervision requirements
- More efficient case management for officers

This automated support improves reliability of program operations and enhances participant accountability.

Integrated Communication Tools. TouchPoint enhances monitoring programs through seamless communication features:

- Secure, two-way messaging between officers and participants
- Read receipts for all communication
- Ability to transmit documents, forms, and electronic signatures



- Automated notification layering (in-app + push alerts)

These tools strengthen participant engagement and reduce reliance on in-person interactions.

Supplemental Monitoring Capabilities. While SCRAM CAM and SCRAM Remote Breath Pro conduct alcohol monitoring independently, TouchPoint provides supplemental oversight tools that support program objectives:

- GPS-enabled check-ins with biometric and photo verification
- On-demand location confirmation
- Participant-submitted updates and status confirmations

These capabilities enhance compliance tracking without replacing core device functions.

Program Efficiency and Officer Workload Reduction. The combined system supports agency goals through:

- Reduced manual follow-up on device maintenance
- Automated participant reminders and documentation
- Streamlined communication workflows
- More efficient triage of alerts and participant activity

Overall, TouchPoint strengthens the effectiveness of SCRAM CAM and SCRAM Remote Breath Pro by providing automated, smartphone-based support that improves compliance and reduces administrative burden.

Unique Design Features Ensuring Accuracy and Speed of Reporting

SCRAM alcohol monitoring solutions include multiple device-level, software-level, and workflow-level design features that enhance data accuracy and support rapid reporting.

- SCRAM CAM provides scientifically validated, court-admissible continuous alcohol monitoring by sampling insensible perspiration every 30 minutes. It includes advanced anti-tamper technology such as strap integrity detection, obstruction monitoring, and supplemental environmental indicators. Multi-path communication options—including RF, Ethernet, Wi-Fi, and cellular—ensure monitoring data is transmitted quickly and reliably. The system generates immediate alerts for alcohol detection, tamper events, and equipment issues, allowing supervising authorities to respond without delay. Officers have access to comprehensive reporting tools, including longitudinal activity summaries, compliance charts, and detailed event histories.
- SCRAM Remote Breath Pro ensures accuracy through high-resolution facial authentication that compares each test image to an enrollment baseline. The device also applies location tracking to both completed and missed tests, giving supervisors accurate contextual information for compliance verification. Real-time, on-device user prompts improve test quality and reduce invalid submissions. Cellular and Ethernet connectivity ensure rapid data transmission, while automated test initiation and immediate alerting enable fast supervisory action.

System-Wide Accuracy and Reporting Performance Features

Across all SCRAM monitoring technologies, the following system-wide features enhance performance:

Consolidated Alert Management. High-priority events—including alcohol use, tampers, location violations, and missed tests—are elevated in the monitoring dashboard to ensure rapid response.

Mobile-Adaptive Officer Access. Officers can access caseloads, alerts, participant profiles, schedules, and device status from smartphones or tablets, supporting timely decision-making in the field.



Advanced Reporting and Analytics. The system includes comprehensive reporting tools and analytics that provide insights into compliance trends, alert patterns, monitoring durations, and participant behavior. These tools allow agencies to identify issues quickly and respond efficiently.

Configurable Notification Protocols. Agencies may tailor alert recipients, notification types, escalation levels, and distribution rules to ensure the right personnel receive information as quickly as possible.

SCRAM Systems' integrated software ecosystem—featuring our web-based platform, SCRAM TouchPoint smartphone application, and device-embedded communication technologies—ensures accurate, reliable, and timely reporting for alcohol and location monitoring programs. Its combination of validated monitoring technologies, biometric verification, GPS tracking, advanced tamper detection, real-time alerts, and mobile-adaptive supervisory tools provides a comprehensive solution that fully meets the requirements for accuracy and speed of reporting.

4. Describe the alerts that can be set up (time, tamper alerts, positive result, low battery, etc.). Describe the process for setting system alerts for violations. Include the alert intervals and how long it will take for the hardware to communicate with the software. Describe how the technology reduces false tampers and ensures accurate alert notification.

SCRAM CAM provides a comprehensive alerting framework that delivers timely, accurate notifications to support supervision, compliance, and program accountability. Alerts are automatically generated through continuous monitoring, device diagnostics, and communication checks, and are transmitted to the monitoring software for officer review.

Alcohol Consumption Alerts. SCRAM CAM continuously measures transdermal alcohol concentration and generates alerts when alcohol use is detected. The device's sampling method and analysis process ensure that only confirmed alcohol consumption events are reported, supporting accurate and defensible monitoring results.

Tamper Alerts. The device includes advanced, multi-sensor anti-tamper technology designed to detect any attempt to interfere with bracelet function. Alerts are generated for conditions such as.

- Attempts to remove, obstruct, or cut the bracelet
- Interruptions in skin contact
- Temperature irregularities associated with tampering
- Proximity tampering caused by foreign objects placed between the device and the skin

Environmental Alcohol Alerts. SCRAM CAM evaluates ambient air before every reading to distinguish environmental alcohol from consumed alcohol. The device generates alerts when environmental exposure is detected, helping officers determine whether the source of alcohol is environmental or ingestive.

Low Battery Alerts. SCRAM CAM features a long-life, 90-day disposable battery. The system issues a low-battery alert approximately one week before the battery is expected to expire, ensuring uninterrupted monitoring and timely maintenance.

Communication and Base Station Alerts. The system generates alerts when the bracelet or base station communication is disrupted, including events such as:

- AC power interruptions and restorations
- Phone line or communication loss and restoration
- Base station movement (in programs using location verification)
- Out-of-range conditions when RF curfew monitoring is active

House Arrest / Curfew Alerts (When RF Is Enabled). When SCRAM CAM is configured with integrated RF monitoring, the system can generate curfew-related alerts, including:



- Curfew violations
- Range violations
- Unauthorized movement of the base station

SCRAM Remote Breath Pro provides a comprehensive alerting system that supports reliable, real-time monitoring of breath alcohol results, identity verification, device integrity, and compliance with scheduled testing. Alerts are automatically generated by the device and transmitted through the monitoring software for timely officer review and action.

Alcohol Test Result Alerts. The device performs BrAC testing using evidential-quality fuel cell technology and generates immediate alerts for any alcohol-positive result. Each alert includes the breath alcohol reading, biometric identity verification, and GPS location. When a positive test occurs, the device can automatically prompt the participant for a confirmation test within a predetermined timeframe to validate the initial result.

Facial Verification Alerts. Every test includes automated facial authentication to verify the identity of the person taking the test. Alerts are generated when:

- The face does not match the enrolled participant
- Identity verification cannot be completed
- A different individual attempts to take the test
- Obstructions, lighting issues, or improper positioning impact verification

These alerts ensure testing integrity and significantly reduce instances of identity circumvention.

Tamper and Device Integrity Alerts. SCRAM Remote Breath Pro includes tamper-resistant hardware and software features. Alerts are triggered by:

- Opening or disturbance of the device housing or battery compartment
- Attempts to disable or bypass identity verification
- Any condition indicating potential interference with normal device operation

These alerts help ensure compliance and allow immediate response to attempted manipulation.

Missed Test Alerts. If the participant fails to complete a scheduled or on-demand test, the system generates a missed-test alert. Each missed test is accompanied by a GPS location captured at the scheduled testing time, allowing officers to compare reported whereabouts with verified device location.

Low Battery and Critical Battery Alerts. The device issues low battery and critically low battery alerts to both the participant and supervising officer. These alerts help prevent device shutdown, reduce avoidable missed tests, and support consistent adherence to monitoring protocols.

Communication and Transmission Alerts. Alerts are generated when the device is unable to transmit test results or data due to:

- Loss of cellular connectivity
- Interrupted transmission
- Failure to upload secured stored data

When coverage is restored, stored results automatically transmit, ensuring no test data is lost.

Device-Initiated Testing Alerts. Because test schedules are stored internally, SCRAM Remote Breath Pro automatically powers on to perform required tests. Alerts are generated when:

- Scheduled device-initiated tests are not completed



- Identity verification fails during device-initiated testing
- BrAC or identity issues arise immediately during the triggered test window

This ensures monitoring reliability even when the participant is temporarily outside cellular coverage.

Courtesy Notification Alerts. Optional text reminders can be configured to notify participants shortly before scheduled tests. These reminders may include:

- Upcoming test alerts
- Battery reminders
- General compliance-support notifications

This feature enhances client success rates and reduces missed tests.

Alert Management Through Monitoring Software. Supervising officers can manage all SCRAM Remote Breath Pro alerts through the monitoring platform (SCRAM Optix), which allows them to:

- Review, resolve, and organize alerts by type, client, or caseload
- Access detailed event data including photographs, GPS points, and testing sequences
- Trigger on-demand tests in response to alert activity
- Prioritize urgent alerts and streamline exception-based supervision

System Alert Configuration and Violation Notification

SCRAM CAM and SCRAM Remote Breath Pro use standardized, defensible alerting processes designed to ensure accurate, timely, and verifiable notifications. Alerts are configured within the monitoring software to match agency requirements, with customizable delivery options and scientifically validated safeguards to ensure reliability.

SCRAM CAM: Configuring System Alerts. All alert settings—including drinking events, tamper events, environmental alcohol alerts, communication failures, curfew violations (when RF is enabled), and low-battery notifications—are configured through the monitoring platform. Agencies designate:

- Which alert types should trigger notification
- Who receives each alert
- The escalation sequence for critical alerts
- Notification mode (email, text, or scheduled summary reports)

This allows agencies to tailor alerting to program needs while ensuring timely response to violations.

Alert Intervals and Communication Timing. SCRAM CAM continuously collects transdermal alcohol data. When the bracelet comes within communication range of the base station, it:

- Transfers stored data immediately
- Sends violation alerts as soon as the base station uploads the message to the software
- Uses landline, cellular, Wi-Fi, or Ethernet connectivity to ensure rapid transfer

Power loss, phone line interference, environmental issues, and tamper-related events are time-stamped and transmitted automatically once communication is restored. Because test samples are collected every 30 minutes, violation-related alerts are generated as promptly as technology and communication allow.



Reducing False Tamperers & Ensuring Accurate Notifications. SCRAM CAM employs multiple layers of anti-tamper validation:

- Sensors that detect temperature shifts, loss of skin contact, strap or proximity interference
- Automated ambient air sampling before every measurement to distinguish environmental alcohol from ingested alcohol
- Scientific analysis of alcohol curves to validate true drinking events and rule out contamination
- Self-diagnostic checks that continuously monitor device integrity

These combined safeguards drastically reduce false tamper reports and ensure that only accurate, verified alerts are sent to supervising authorities.

SCRAM Remote Breath: Configuring System Alerts. Agencies configure alert rules for breath test violations, missed tests, identity mismatches, tamper conditions, communication interruptions, and battery-related issues through the monitoring platform. Options include:

- Assigning alert recipients by role or caseload
- Choosing between real-time notifications or grouped alert summaries
- Setting thresholds for when positive tests trigger mandatory confirmation testing
- Configuring random, scheduled, and on-demand testing windows and associated alerting

This flexibility enables agencies to align alerting protocols with program policy.

Alert Intervals and Communication Timing. SCRAM Remote Breath Pro is designed for real-time reporting:

- Each test's BrAC, GPS point, and facial authentication result are transmitted immediately when cellular service is available
- If the device is out of coverage, test results are stored with complete timestamps and forwarded automatically once service returns
- Device-initiated test windows ensure the unit powers on and prompts testing even without coverage
- Missed test alerts include a GPS location captured at the scheduled test time

These communication safeguards ensure prompt reporting without loss of test data.

Reducing False Tamperers & Ensuring Accurate Notifications. SCRAM Remote Breath Pro includes security-grade features to ensure reliability:

- Advanced facial authentication prevents someone else from taking the test
- High-resolution imaging and immediate on-screen user feedback reduce poor-quality or unverifiable photo captures
- Device-housing breach detection alerts when the battery door or casing is disturbed
- Fuel-cell alcohol detection ensures ethanol-specific test accuracy
- Integrated GPS data validates the device's physical location for all tests, including missed tests

5. Describe your customizable reporting. How does the reporting work with court requests and chain of custody requirements for legal purposes.

SCRAM Systems provides a comprehensive suite of customizable reports for SCRAM CAM and SCRAM Remote Breath Pro through SCRAM Optix, our secure, web-based monitoring platform. Optix supports agency-specific,



officer-specific, and client-specific reporting needs and allows users to configure reporting parameters to meet supervision requirements and court expectations.

Key reporting capabilities include:

- **Client Summary Reports.** Provide an overview of a client's performance for a selected date range. These reports can be generated by officer, agency, or court, and include alcohol test results, compliance history, and device-specific monitoring data for both technologies.
- **Client Event and Program Reports.** Capture detailed monitoring events including alcohol readings, missed or taken breath tests, device prompts, tampers, and other key activity. These reports support both daily operations and evidentiary review.
- **Administrative and Program Management Reports.** Include device-assignment history, installation and removal logs, billing summaries, and program-level activity reports to support internal auditing, reconciliation, and inventory management.
- **Configurable Notifications and Reporting Parameters.** Officers can define violation criteria, alert thresholds, and notification protocols at the client, officer, caseload, or agency level, ensuring reporting aligns with local supervision standards.

All reports are accessible from any web-enabled device at any time, ensuring continuous availability for program staff and judicial stakeholders.

Court Request Support. SCRAM Systems maintains a comprehensive court-support program. Support features include:

- **Court-Ready Documentation.** Reports are formatted for evidentiary submission and include complete event histories, alcohol-level interpretation, biometric verification (Remote Breath Pro), and any device-generated alerts.
- **Dedicated Court Support Team.** SCRAM Systems provides event-specific testimony, evidentiary-hearing assistance, and expert interpretation of data.
- **Officer and Judicial Training.** Training includes detailed instruction on interpreting CAM transdermal results—distinguishing environmental exposure from ingestion—and on reviewing Remote Breath Pro authentication photos, test results, and client-response patterns.

Chain of Custody. SCRAM Systems preserves full chain-of-custody integrity through secure data handling, system controls, and documented quality-assurance measures.

Key elements include:

- **Secure, Centralized Data Storage.** All device data—including alcohol readings, breath test results, GPS points (Remote Breath Pro), tamper indicators, photos, and event timestamps—is stored in SCRAM Optix within a secure, audit-controlled environment.
- **Permanent Event Logs.** Every monitoring event is captured with a permanent timestamp and cannot be altered, ensuring complete traceability from device generation through reporting.
- **Quality Control and Assurance.** A formal national quality-control program ensures documentation accuracy and compliance with evidentiary standards across all service locations.
- **Subpoena and Testimony Compliance.** When subpoenaed, SCRAM Systems assigns personnel directly responsible for the monitoring information to appear and testify, ensuring proper representation of chain-of-custody handling and data interpretation.



6. Describe your Customer Service, including at least the following:

a. Hours of operation.

24/7 Monitoring Services. SCRAM Systems operates a fully owned, 24/7 monitoring center staffed by trained customer support specialists and data analysts dedicated exclusively to monitoring clients on SCRAM Systems' monitoring technologies. The primary mission of our monitoring center is to respond to critical alerts in real time—enhancing public safety, reducing the burden on supervising officers, and promoting higher levels of client compliance. Standard monitoring and support include:



**24/7
Support**

- Real-time response to questions about client activities, equipment, alerts, and notifications
- Live agents accessible 24/7 via phone, email, or web
- Secure, web-based access to client data. Secure PIN access is available 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 client 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 client 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



- b. Order procedures (how long to respond to order, delivery time frame). Delivery time after receipt of order? Describe online ordering procedures.

Orders are placed through SCRAM Optix. 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@scramsystems.com. Orders are processed the day they are received and are shipped the same day if received before 3:00 PM Mountain Time. Orders are shipped standard three-day delivery at no cost. Additional freight charges may apply on equipment orders shipped less than the three-day standard and consumables shipped outside of the normal schedule.

- c. Product request response time (what is kept on hand at office vs ordering products) – inventory on hand.

Product Request Turnaround. As the original manufacturer of our equipment, we maintain internal control over production and inventory. When a device needs replacement, a new unit is shipped immediately upon authorization, ensuring the customer receives replacement equipment within 24 hours at no cost.

Inventory Management & Availability. Because we produce, assemble, and test all equipment in-house, we maintain a consistent and reliable inventory. Our system includes:

- Real-time visibility into active and stored inventory
- Internal stock levels to avoid delays in fulfilling orders
- Built-in shelf stock allocations to ensure rapid deployment and replenishment

This structure ensures efficient response to product requests and minimizes equipment downtime for customer programs.

Orders are processed the day they are received, and are typically shipped the same day if received before 3:00 PM Mountain Time. Orders are shipped standard three-day delivery at no cost. Additional freight charges may apply on equipment orders shipped less than the three-day standard and consumables shipped outside of the normal schedule.

When a device is returned via our RMA process, a new device is shipped right away so that the Participating Entities has replacement equipment within 24 hours, at no cost.

As an additional option, we can provide a local team to manage all inventory and will maintain extra inventory of all equipment and consumables. Inventory will never be a concern and can quickly be scaled to meet any increasing program needs. Our pricing is inclusive of all consumables and tools, and there is no cost to the Participating Entities for shelf allowance.

7. How do you comply with local and state regulations (what type of research do you conduct when working with a new entity?)

SCRAM Systems complies with local, state, and agency-specific regulations through a structured, proactive compliance and research process that begins well before onboarding a new Participating Entity.

When engaging with a new entity, SCRAM Systems conducts upfront due diligence that includes:

- Reviewing applicable state statutes, administrative rules, and procurement requirements
- Assessing cybersecurity, data privacy, and IT compliance standards specific to the jurisdiction
- Identifying agency-specific requirements related to data handling, system access, reporting, and auditability
- Coordinating with agency IT and procurement teams to ensure alignment with local policies and controls



- This pre-engagement research allows SCRAM Systems to configure solutions, documentation, and processes in a manner that aligns with both regulatory requirements and operational expectations from the outset.

From an organizational standpoint, SCRAM Systems maintains a strong compliance posture through:

- Annual ISO certifications
- Annual IT security assessments and certifications
- Ongoing reviews of internal controls, policies, and procedures to address the evolving regulatory and cybersecurity landscape across the jurisdictions in which we operate

These efforts ensure SCRAM Systems remains compliant with industry standards and best practices related to information security, data protection, and system integrity.

All compliance, cybersecurity, and regulatory oversight efforts are led by Jerry Baskin, Chief Security Officer, who is responsible for ensuring adherence to applicable laws, regulations, and security frameworks across all deployments. Under this leadership, SCRAM Systems continuously evaluates emerging risks, regulatory changes, and state-specific requirements to maintain compliance throughout the lifecycle of each contract.

This combination of upfront research, formal certifications, and dedicated executive oversight enables SCRAM Systems to confidently support public sector entities across diverse regulatory environments.

8. Describe the on-boarding process for new Participating Entity.

On-Boarding / Implementation Process for New Participating Entities

SCRAM Systems provides a comprehensive, structured, and fully managed on-boarding and implementation process designed to ensure a smooth, rapid, and disruption-free transition for all new Participating Entities. Our approach emphasizes clarity, readiness, and operational continuity from contract execution through long-term program support.

1. Project Initiation

Upon contract award, SCRAM Systems convenes a kickoff meeting with the Participating Entity to confirm program scope, goals, expectations, roles, and timelines. During this phase, SCRAM prepares a complete implementation roadmap, including data migration planning, resource allocation, and identification of product configurations. Project initiation is typically completed within the first week following contract execution.

2. Planning & Pre-Implementation Preparation

SCRAM Systems develops a tailored implementation plan aligned with the Participating Entity's operational structure and selected monitoring technologies. Pre-implementation activities include:

- Finalizing key dates, including the Go-Live date
- Assessing caseload size and associated equipment needs
- Preparing inventory and staging hardware
- Setting up users and participants in SCRAM Optix
- Configuring alert settings, reporting protocols, and notification rules based on agency standards
- Defining support expectations, including standard and after-hours needs

This planning stage ensures that all systems, staff, and materials are fully prepared before any fieldwork begins.



3. Staff Training & System Configuration

Before participant transitions begin, SCRAM Systems provides comprehensive training tailored to each user role—officers, administrators, supervisors, and technical staff. Training covers:

- Device installation and usage
- SCRAM Optix software navigation
- Alert management and resolution
- Schedule and zone configuration
- Reporting and audit trail understanding
- Program oversight and administrative functions

Training may be delivered on-site or virtually, and ongoing training resources (including on-demand modules and SCRAM Systems University) remain accessible throughout the life of the program.

4. Data Migration & Participant Preparation

Participant information is migrated or entered into the software prior to transition. SCRAM Systems develops a transition schedule for officers and participants, minimizing administrative burden. When helpful, SCRAM staff can assist with outreach to participants for appointment scheduling. Completing data readiness in advance enables rapid device activation with minimal time spent per participant.

5. Equipment Deployment & Go-Live

SCRAM Systems deploys trained technicians to the Participating Entity's locations to conduct all installations and program activations. Because staff are fully trained and data is pre-loaded, each participant transition typically takes less than 10–15 minutes. SCRAM provides adequate personnel to support multiple sites simultaneously, ensuring continuity of operations and minimizing program downtime.

6. Post-Implementation Support

Following Go-Live, Participating Entities receive ongoing program support, including:

- Regular meetings to review program status and address emerging needs
- Designated office hours for officers and administrators
- Continued live and virtual training opportunities
- Real-time technical support and assistance
- Continuous access to online training resources, documentation, and reference materials

This sustained support structure reinforces program stability and ensures long-term success for each Participating Entity.

7. Sample Implementation Timeline

While the implementation plan is always customized, programs typically follow a phased structure:

Phase I: Training, Data Transition, Scheduling

- Train staff on equipment and software



- Configure notification procedures
- Prepare inventory and equipment storage
- Complete initial data entry for active participants
- Prepare transition schedule

Phase II: Equipment Transition

- SCRAM Systems personnel perform on-site installations
- Multiple locations can be supported simultaneously
- Participant transitions typically completed within days, depending on caseload size

Phase III: Ongoing Training & Support

- Bi-weekly advanced sessions
- Routine check-ins and issue resolution
- Continued system optimization based on agency feedback

SCRAM Systems' onboarding process is built on preparation, clarity, and partnership. With a defined structure that includes early planning, comprehensive training, rapid deployment, and ongoing support, new Participating Entities receive a seamless and highly efficient transition into SCRAM's monitoring ecosystem—positioning them for immediate operational success and long-term program performance.

9. Describe the on-boarding process for new Clients. Include any installation information that may apply.

SCRAM CAM, SCRAM CAM Connect, and SCRAM Remote Breath Pro each offer a streamlined, efficient onboarding process supported by the unified SCRAM Optix platform.

- SCRAM CAM installation includes secure bracelet attachment, automated 24/7 transdermal sampling, tamper detection, and multi-channel communication setup.
- SCRAM Remote Breath Pro deployment is rapid and device-based, requiring no physical installation, and supports high-accuracy facial verification, GPS tagging, and reliable cellular or Wi-Fi data transfer.

SCRAM CAM and SCRAM CAM Connect On-Boarding Process

Initial Client Enrollment. New clients are entered into the program through SCRAM Optix, the secure, web-based monitoring platform. Supervising staff can enroll, edit, and remove clients directly in the system without contacting the monitoring center. During enrollment, officers configure:

- Personal identifying information
- Monitoring schedules
- Notification preferences
- Reporting parameters
- Optional RF house-arrest pairing if required

Installation of SCRAM CAM Device. The installation consists of affixing the patented transdermal alcohol-monitoring bracelet securely to the client's ankle to enable continuous 24/7 monitoring. The bracelet is positioned directly against the skin, allowing the device to collect and analyze insensible perspiration every 30 minutes to detect alcohol consumption.



During installation, officers secure the latex-free, flexible strap system to ensure appropriate and consistent sensor contact without restricting client mobility. This process activates the device's onboard monitoring systems, including multiple anti-tamper sensors designed to identify changes in skin contact, temperature fluctuations, obstruction attempts, or any effort to cut, block, or remove the bracelet. Any tamper condition is automatically recorded and transmitted for review.

Once secured, the bracelet is tested for successful communication with the SCRAM Base Station, which transmits monitoring data via landline, Ethernet, Wi-Fi, or cellular networks. This verification step confirms that all alerts—including alcohol, tamper, and equipment notifications—will be relayed reliably to supervising authorities.

The SCRAM CAM bracelet is water-resistant, shock-resistant, and designed for long-term wear, requiring no charging by the client due to its extended 90-day battery life. Following installation, no additional client action is required, ensuring a seamless start to the monitoring period.

Communication Setup. SCRAM CAM communicates via a base station or directly through RF, Wi-Fi, Ethernet, landline, or cellular channels depending on program configuration. All data is transmitted to the SCRAM monitoring software for review by supervising authorities.

System Verification & Client Orientation. During onboarding, officers:

- Confirm device fit and ensure proper sensor contact
- Review program rules, expectations, and schedules
- Provide charging or maintenance guidance (if applicable to specific models)
- Explain notification protocols and compliance requirements

SCRAM Remote Breath Pro On-Boarding Process

Client Setup in SCRAM Optix. Clients assigned to SCRAM Remote Breath Pro are enrolled in SCRAM Optix, the secure, web based monitoring platform used to configure all electronic monitoring parameters. Officers establish testing schedules—fixed, random, or on demand—and set alert notification preferences to ensure timely and accurate supervision. Through SCRAM Optix, officers manage device settings, view client data, and access real time alerts and reports.

Facial Verification and GPS Configuration. During onboarding, the client completes initial breath test attempts to establish the system's facial authentication baseline and GPS reference data. SCRAM Remote Breath Pro uses government grade facial recognition technology to match future test images to the enrollment baseline, and captures GPS location data for both taken and missed tests. This ensures reliable identity verification and location confirmation throughout the monitoring period.

Client Orientation. As part of the onboarding process, officers provide structured orientation to ensure clients understand expectations and can successfully operate the device. Orientation includes:

- Training on device operation, including how to initiate tests, respond to prompts, and maintain device readiness.
- Review of test schedules, including fixed, random, and on-demand protocols, as established in SCRAM Optix.
- Explanation of tamper detection and consequences, including how facial authentication, GPS, and system alerts identify test avoidance or interference.
- Verification of client competency, requiring the client to complete a successful test before being deployed with the device to ensure proper usage and reliability.

**Request for Proposals for
ELECTRONIC MONITORING**

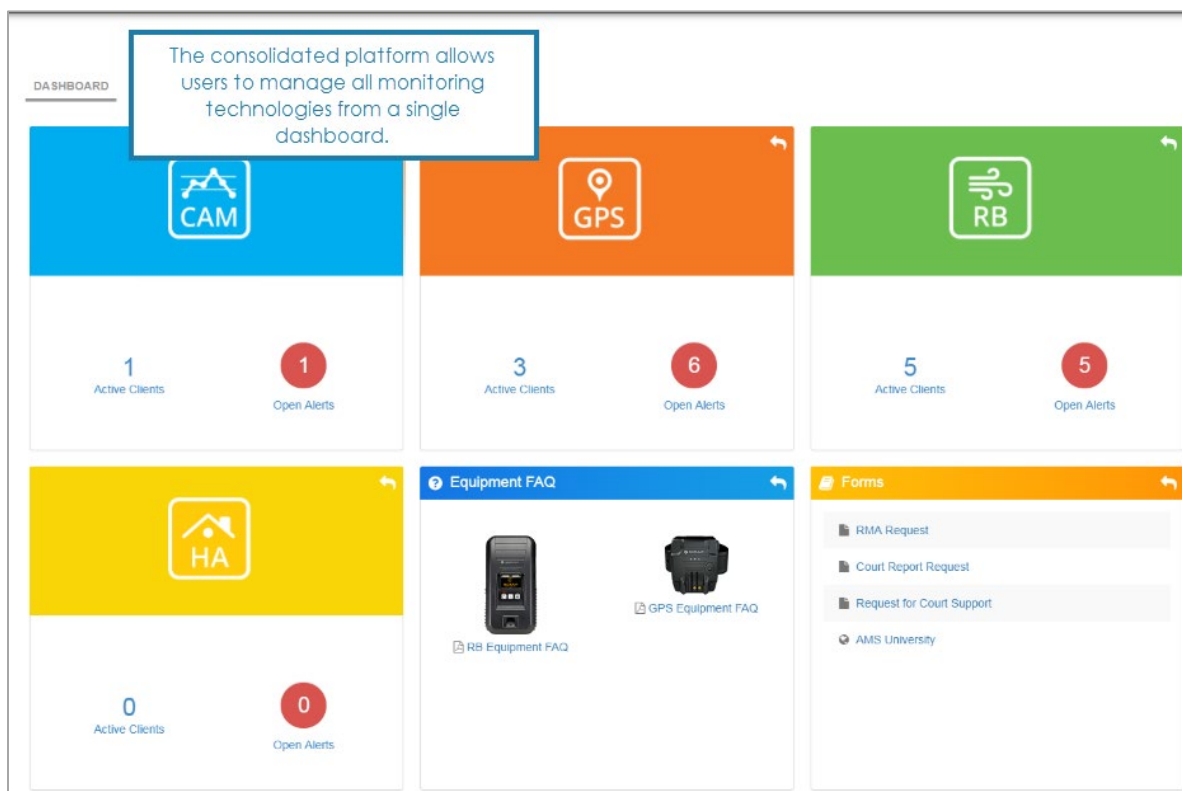
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- 10.** Provide screen shots showing the functionality and user experience of the web-based platform as well as the mobile platform.

SCRAM Optix creates an integrated, dynamic user experience that allows officers to manage their entire electronic monitoring caseload with a single login. Through this secure platform, officers can enroll clients, 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.

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.

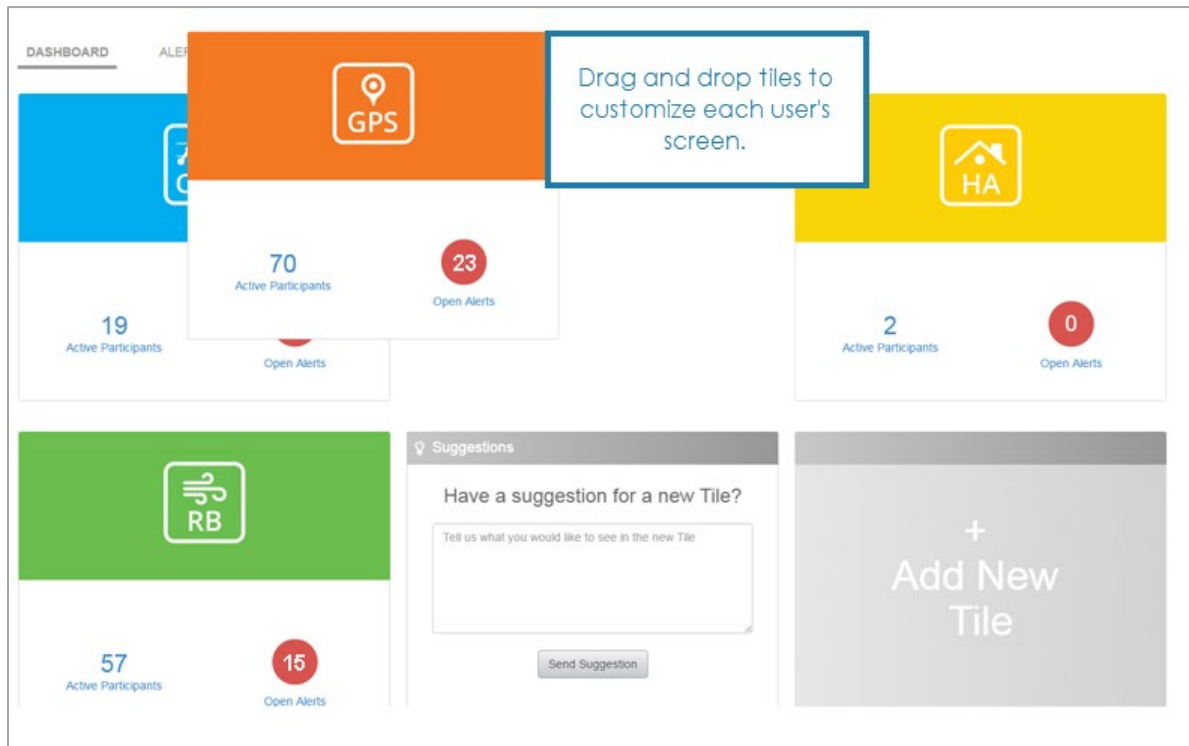


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Customizable User Views. To improve productivity, the dashboard tiles can be arranged for easy access to the most frequently accessed devices, pages, and links. Whether it's an officer managing active case concerns, an installer managing schedule and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



Consolidated Alert Management. Quickly see active clients 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.

DASHBOARD CLIENTS REPORTS **ALERTS**

Unified Critical Alerts

Showing Results for:
All Caseloads with Critical Alerts

Critical alerts, such as zone, curfew violations, and alcohol alerts are elevated so that officers can take swift action.

Filter Results

0 New Alerts in the last 24 hours

11 Critical Alerts All Monitoring Types

CAM (1) All Critical Alerts

HA (0) All Critical Alerts

RB (5) All Critical Alerts

GPS (5) All Critical Alerts

Results **All Critical Alerts**

Access alerts for your entire SCRAM caseload from a single location.

Caseload	Alert	Alert Date & Time	Client
George Goodsell	Missed	2/26/2018 @ 3:12 PM	Matthews, Marge
George Goodsell	Device Tamper (Locator)	2/26/2018 @ 10:54 AM	Schneider, Shane (Corwin)
George Goodsell	Communication Failure	2/18/2018 @ 6:49 AM	Redrick, Reed

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Efficient Client Search. The Client tab allows users to access a consolidated and searchable list of all clients they have permission to view across all SCRAM technologies: SCRAM CAM, House Arrest, Remote Breath, and GPS. Users are able to:

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

DASHBOARD
CLIENTS
REPORTS
ALERTS

Client List

Showing Results for:
All Caseloads

Search for clients by name, status, or monitoring type.

Search by Client Name

Status

Monitoring Type

Enter Client's Name

Active

All
RB
CAM
GPS

Results

Client	Status	Caseload	Monitoring Type	Actions
Brummel, Bob	Active	George Goodsell		View Profile
Devries, Darrin	Active	George Goodsell		View Profile
Dungy, David	Active	George Goodsell		View Profile

Interactive Program Reporting and Analytics. SCRAM Systems' reporting offers 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, client, and courts. This unparalleled insight into an agency's program is easily accessed and intuitively queried so program efficacy can always be measured.

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Automated Facial Intelligence (AFI). The device captures client images with a 5-megapixel camera, and AFI uses facial matching to automatically verify identity during each breath test. This technology, similar to that used by government security forces, improves accuracy and efficiency by reducing manual photo review up to 95%. It provides real-time alerts for mismatches, allowing agencies to focus on high-priority cases. Automated verification prevents photo fatigue and ensures reliable results, especially valuable for agencies with limited staff.

Client: Johnson, Jason | Monitoring Type:

Alert Management Console

Passed

BrAC **0.000**

Facial Comparison

☒ AFI Match

Client-Initiated 8/19/2022 @ 4:38 PM

Received From Device 8/19/2022 @ 4:39 PM

Serial Number RB210FY

Notes

Add a Note...

Comparison Photo

Enrollment Photo

8/19/2022 @ 1:00 PM

Initial Test 1

BrAC: **0.000**

8/19/2022 @ 4:38 PM

The system automatically scans and confirms each participant's identity with each breath test

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GPS Location with Taken and Missed Tests. The device powers on during test windows and records its location. It logs a GPS point with every test, including missed ones. For missed tests, officers can use GPS data to verify the client's explanation, such as whether the device was left elsewhere.

The screenshot displays the 'Alert Management Console' interface. It includes a 'Missed' test entry with details: Scheduled (8/8/2022 @ 10:30 AM), Received From Device (8/8/2022 @ 10:45 AM), and Serial Number (RB210E1). A 'Notes' field contains the word 'test'. The 'Status' is set to 'Resolved'. To the right, a 'Comparison Photo' shows a man with a white substance in his mouth, dated 7/25/2022 @ 12:08 PM. An 'Initial Test' section shows a 'Missed Test' on 8/8/2022 @ 10:45 AM with a placeholder image. Below these is a 'Location' map showing a street grid in West Hollywood, with a blue circle indicating the test location near Hollywood Blvd and S 28th Ave.

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

11. Attach the Service Level Agreement for the Alcohol Monitoring product(s) you are proposing.

Service Level Agreements for all products have been attached at the end of this worksheet.

ALL QUESTIONS BELOW MUST BE ANSWERED REGARDLESS OF THE CATEGORY(IES) TO WHICH YOU ARE RESPONDING.

D. Customer Satisfaction.

1. Provide evidence of your customers' satisfaction with your product or services.
a. Client retention rate during the past 3 years

Our retention rate for agency customers were as follows: 2025=94%, 2024=93%, 2023=93%

- b. Customer surveys/references

As follow up to inbound call inquiries, the caller will be provided with an opportunity to take a one-question survey at the end of the call. In addition, any inquiry received into Customer Support will be randomly selected to receive



an emailed survey containing five questions. These responses are then calculated monthly for an overall Customer Satisfaction percentage and shared with our Executive Team.

c. Vendor performance ratings

SCRAM Systems maintains consistently strong vendor performance ratings, reflected by a lifetime customer retention rate of approximately 93%. This long-term retention is driven by disciplined performance management, rigorous service standards, and a continuous improvement culture focused on public sector outcomes.

Performance is measured and managed through a comprehensive set of Key Performance Indicators (KPIs) that are tracked monthly and quarterly across our contracts. These KPIs commonly include, but are not limited to:

- System and platform uptime
- Call answer times and responsiveness
- Alert review and response times
- Issue resolution timelines
- Accuracy and completeness of reporting
- Training effectiveness and adoption metrics

SCRAM Systems evaluates customer service performance using both quantitative KPIs and structured customer feedback mechanisms. Customer service teams and data analysts undergo regular audits to assess service quality, adherence to standards, and opportunities for improvement. Survey data is captured through targeted customer surveys, with results logged, tracked over time, and presented in clear, graphical formats to support ongoing analysis and accountability.

In addition, SCRAM Systems provides 24/7 customer support with live, trained personnel, ensuring real-time assistance and timely follow-up for agencies, providers, and officers operating in mission-critical environments. This round-the-clock availability is a key factor in maintaining high satisfaction levels and operational continuity.

Customer feedback is actively incorporated into both service delivery and product strategy. SCRAM Systems utilizes a Customer Support-driven feature and enhancement logging process, periodic "SCRAM Listens" advisory sessions, and structured customer discovery meetings to ensure evolving customer needs are understood and addressed. Individual customer requirements and performance expectations are documented and tracked through ongoing engagement and formal discovery sessions.

SCRAM Systems can provide sample KPI reports, service-level dashboards, and performance documentation upon request. These practices collectively demonstrate our commitment to transparency, accountability, and sustained high performance in support of public sector partners.

2. Provide a brief history of your company.

SCRAM Systems is a trusted leader in electronic monitoring hardware, software, and services solutions for the criminal justice industry. The company is dedicated to delivering a comprehensive suite of technologies that support agencies in client supervision and public safety. These solutions include:

- GPS tracking
- Standalone RF/house arrest systems
- Mobile apps for client communication and victim notification
- Robust software platforms
- Web-based reporting and communication tools
- Continuous transdermal alcohol monitoring
- Ignition interlock devices
- Intelligent speed assistance
- Drug testing
- Mobile apps for client communication and victim notification
- Robust software platforms
- Web-based reporting and communication tools

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- Portable remote breath alcohol testing
- Agency support services
- ISO-certified monitoring and customer service

Founded in 1997 and incorporated in Delaware in 2002, Alcohol Monitoring Systems, Inc. (DBA SCRAM Systems) is a privately-funded company that began delivering offender management solutions in 2003. Today, SCRAM Systems technologies are deployed in all 50 U.S. states, as well as Canada, England, Wales, Australia, New Zealand, the Netherlands, and the Caribbean.



SCRAM Systems employs approximately 860 people and serves over 130,000 customers worldwide. The company operates three corporate sites in Greenwood Village, Colorado; Raleigh/Durham, North Carolina; and Cincinnati, Ohio, along with multiple sales field locations across the U.S. and internationally.

For over two decades, we have continuously demonstrated our commitment to innovation and excellence. Our dedication has driven us to expand our product line, providing a comprehensive range of alcohol and location monitoring solutions tailored to the community corrections marketplace.

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1997-2002

- Alcohol Monitoring Systems, Inc. was founded and conducted an extensive R&D phase.
- Launched our flagship, 1st generation Secure Continuous Remote Alcohol Monitor, the world's first 24/7, automated, transdermal alcohol monitoring technology.



100K
MONITORED CLIENTS

2004-2009

Used on high-profile celebrity clients, SCRAM became a household name.

2009

Reached 100,000 Monitored Clients Milestone

2010

Introduced SCRAMx, a smaller, sleeker, one-sided SCRAM bracelet that also integrated House Arrest/RF capabilities in the same bracelet.



1 BILLION
ALCOHOL TESTS

2012

- 1 Billion Served—Michigan DOC conducts 1 billionth alcohol test.
- Received our first ISO certification
- Introduced SCRAM to the UK Market



2013-2014

- AMS rebranded to SCRAM Systems
- SCRAM rebranded to the SCRAM Continuous Alcohol Monitor
- Introduced SCRAM Remote Breath
- Introduced our standalone SCRAM House Arrest



2 BILLION
ALCOHOL TESTS

2015-2016

- SCRAM CAM expands into Holland and Australia
- Introduced SCRAM GPS
- Hit the 2 billion alcohol tests milestone



2017-2020

Major Software and Mobile Application expansion with the launch of:

- SCRAM Optix
- SCRAM Nexus
- SCRAM TouchPoint
- SCRAM 24x7
- SCRAM Ally



LifeSafer

2021

SCRAM Systems merges with LMG Holdings, rounding out our suite of alcohol monitoring technologies with LifeSafer ignition interlock.

2022

Introduced SCRAM Remote Breath Pro, a smaller, sleeker mobile breath alcohol device.



1 MILLION
MONITORED CLIENTS

2023

1 Million SCRAM CAM clients monitored

2024

Launched SCRAM GPS 9 Plus, with added Wi-Fi, FirstNet priority network, extended battery life, and advanced mapping and reporting capabilities.



2025-2026

- Formed SCRAM Services Group by acquiring two major Authorized Service Providers to expand nationwide coverage.
- Acquired the PharmChek Sweat Patch to provide continuous, transdermal drug testing.
- Introduced SCRAM CAM Connect, a smaller, sleeker SCRAM CAM device that includes GPS and Wi-Fi location tracking and adds wireless connectivity.





3. Describe your company's growth during the past three years.

Over the past three years, SCRAM Systems has experienced significant strategic, operational, and market expansion, driven by deliberate investments in technology, acquisitions, and service delivery infrastructure.

Expansion Through Strategic Acquisitions. SCRAM Systems has strengthened its market position through targeted acquisitions that expand both capability and geographic reach:

- **Acquisition of PharmChem (2025):** Added the FDA-cleared *PharmChek® Drugs of Abuse Sweat Patch*, expanding continuous drug-monitoring capabilities and supporting courts, probation, drug courts, and treatment programs.
- **Acquisition of SCRAM of California (2025):** Formed the SCRAM Services Group (SSG), bringing 70+ years of combined offender-management expertise and expanding onsite, direct client management across the U.S.
- **Acquisition of ProntoTrak Monitoring Solutions (2026):** Extended geographic coverage for the SCRAM Services Groups across the Southeast and enabled future integration with ProntoTrak's accounting and service provider software platforms.

These acquisitions collectively expanded SCRAM Systems' monitoring portfolio, enhanced national service capacity, and reinforced its position as the only full-ecosystem monitoring provider in the industry.

Product & Technology Innovation. SCRAM Systems is making substantial advancements to maintain industry leadership:

- Launch of SCRAM IQ (2026), a next generation integrated platform offering enhanced analytics, unified client data, and improved operational intelligence.
- Advancement of next generation monitoring devices, including
 - SCRAM CAM Connect and SCRAM CAM 360, the upcoming evolution of the SCRAM CAM platform expected to launch in 2026 and incorporating GPS location capabilities.
 - SCRAM-manufactured wrist worn GPS device, offering a discreet, tamper-resistant alternative to ankle-worn monitoring.
 - SCRAM Mobile GPS, Powered by TouchPoint--expansion of SCRAM TouchPoint monitoring, with enhanced biometric verification, secure messaging, automated reminders, document management, and real-time GPS supported mobile check ins — strengthening mobile based supervision and client engagement.
- Introduction (2025) and continual evolution of SCRAM GPS 9 Plus, SCRAM's latest ankle worn GPS tracking device, delivering:
 - Exceptional location accuracy
 - Wi Fi + GPS + cellular location technologies for uninterrupted indoor/outdoor tracking
 - Extended battery life and versatile charging (including on body charging and break away safety charger)
 - Robust tamper detection, GPS jamming detection, and priority communication via FirstNet
 - Built-in state/county/school zones and unlimited zone creation



- Advanced GPS Analytics to simplify large data sets

These advancements position GPS 9 Plus as one of the most accurate and resilient GPS devices in the industry.

Geographic and Market Growth. Across the past three years, the company has broadened its footprint through:

- Growth into new state- and county-level corrections markets through competitive takeaways and cooperative purchasing vehicles.
- Integration of newly acquired service groups that expand localized, full client service delivery and onsite program support nationwide.

4. Describe your company's experience performing the same or similar Scope of Work or providing the same or similar Deliverables to other public sector customers.

SCRAM Systems has extensive experience providing similar services to public sector customers. We began partnering with 24/7 sobriety agencies in 2005 and have been instrumental in programs in South Dakota, North Dakota, Montana, Alaska, Nebraska, and Florida.

We have successfully transitioned and implemented large-scale, multi-product programs for various state departments, including New Mexico Department of Corrections, Wyoming Department of Corrections, Nevada Department of Public Safety/Parole and Probation, and Wisconsin Department of Corrections.

Additional examples of our work include the Massachusetts Office of the Commissioner of Probation, the Santa Barbara Participating Entities Probation Department in California, and the Cuyahoga Participating Entities Sheriff's Department in Ohio.

These experiences demonstrate our capability to deliver and support comprehensive monitoring solutions for public sector entities.

- E. Describe what, if any, software integration support that can be provided by the Contractor to integrate with a State's Offender Management System, if the State chooses to.

SCRAM Systems software can integrate with data/case management systems, case/success planning and assessment software, and drug test providers/toxicology labs. SCRAM Systems utilizes Application Programming Interfaces (APIs) to connect, collect, and rationalize data from a variety of sources and works with each customer to understand their unique information needs to design, deliver, and maintain the appropriate API interfaces.

An integration toolkit is provided that enables customers to use APIs with minimal upfront engagement and support. SCRAM 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 SCRAM interfaces if necessary.

SCRAM has the capability to synchronize client information between SCRAM and existing CMS. Data can be effortlessly transferred from SCRAM to a CMS or to SCRAM from the CMS, or both. Using SCRAM inbound and outbound integration capabilities to transfer data between systems allows officers to effectively track data in one source, instead of duplicating data entry efforts and logging information in multiple, separate systems.

SCRAM Systems relies on the Representational State Transfer (REST) standards for data exchange and Advanced Messaging Queuing Protocol (AMQP). Both the REST-based and AMQP-based APIs support JavaScript Object Notation (JSON) for exchanging information. SCRAM monitoring software 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.

- F. Describe what, if any, artificial intelligence technologies you will be using in your performance of a Master Agreement resulting from this RFP and how and for what purposes such technologies would be used. Include any future plans for use of AI for products and/or services.



A combination of our Automated Facial Intelligence (AFI) and automatic obstruction detection system, combined with periodic officer review of test images, aids in identifying the attempts by a client to use a still photograph.

Future enhancements include the use of temperature, pressure, and humidity to identify artificial sources of air. This capability is expected to be operational in late 2024.

SCRAM Systems also uses AI behavior monitoring, which are learning systems that look for matches or abnormal behavior outside of established learned patterns, both for individual and system behavior.

- G.** Describe the supply chain for electronic monitoring equipment. How long is the lead time to acquire equipment? Where is it shipped from. Are the products made outside of the USA?

SCRAM Systems is a U.S.-based company with corporate and operational sites in Colorado, North Carolina, and Ohio. As an Original Equipment Manufacturer (OEM), SCRAM Systems produces, assembles, and tests all SCRAM equipment in-house, including key components such as plastics, printed circuit boards, cables, and batteries. Each component is inspected to meet acceptance criteria before being transferred to inventory for manufacturing. All finished devices are serialized for traceability, and their build/test process is stored in device history records.

SCRAM Systems proactively manages supply chain risks by monitoring material shortages, conducting supplier risk analyses, and maintaining ongoing collaboration with suppliers and contract manufacturers to forecast demand. High-risk components are reviewed weekly to support advance purchasing and maintain safety stock.

Final assembly, testing, and validation of CAM and GPS equipment occur at SCRAM's facility in Littleton, Colorado. Certain CAM base stations are box-built by East West Wisconsin (EWW) in Whitewater, Wisconsin, then sent to Littleton for final validation and shipment. Major sub-assemblies (plastics, PCAs) originate from a mix of Mexico and the United States, with some Asian-sourced electronics components due to global manufacturing realities.

Orders placed through SCRAM's secure portal are processed the same day and typically ship same-day if received before 3:00 PM MST. Standard shipping is provided at no cost, with next-day delivery available upon request.

- H.** Quality Assurance and Hardware Returns.

- 1.** What are your quality assurance measures and how are they handled in your organization?

SCRAM Systems ensures quality through monitoring and management practices. Products are assembled and tested internally to ensure compliance. Components from suppliers are inspected against acceptance criteria before manufacturing. Each product family has specific assembly and testing requirements, with finished products serialized for traceability and build/test processes captured in device history records.

Customer Service issues Return Merchandise Authorizations (RMAs) for devices needing repair due to performance issues. Returned products are inspected and repaired as needed. Customers receive email notifications about product changes, system problems, and other important information. CAM equipment includes self-diagnostic features and scheduled maintenance, with remote firmware updates for performance enhancement.

Data quality and accessibility are maintained through established escalation processes, call recording and audits, quarterly data analyst audits, and data retention policies compliant with legislation like GDPR. All calls generate a Salesforce case in our customer relationship management software to document inquiries. SCRAM Systems also engages in multiple manufacturing steps to ensure quality assurance, including strict testing, reliability, and quality checks for every product.

SCRAM Systems is ISO-certified and undergoes regular internal audits to ensure the Integrated Management System conforms to international standards. Quality control audits are conducted regularly, including intake case file audits, random case file audits, and quarterly audits by the Training & Operational Compliance Director. This ensures adherence to contractual terms and program accountability.

- 2.** Describe your return policy for hardware.



Through our standard Return Merchandise Authorization (RMA) procedures, SCRAM Systems will pay for all return shipping costs related to repairs and/or maintenance of equipment that is not fully functioning through no fault of the Participating Entities. Customers can contact our Customer Service team via phone or email (support@scramsystems.com) or reach out via their account manager to report an issue with their equipment.

Our customer service team will verify scheduled maintenance or perform troubleshooting steps on a case-by-case basis to attempt to resolve the equipment issue or determine the cause of the problem, whether the issue is due to maintenance, defect, or malfunction.

Once a decision is made to return the device, our customer service team will issue an RMA and provide a FedEx label for return shipping. When the device is received in-house, the equipment is scanned and assigned to that specific RMA number.

Should a device require inspection or failure analysis by request, it is tracked and routed to the appropriate department for testing and further investigation. Otherwise, all returned equipment is routed to our manufacturing team for refurbishment, where parts are systematically tested and/or replaced, ensuring each device is fully functional. All equipment is thoroughly tested prior to shipping and is under warranty.

I. Implementation and Promotion of the NASPO ValuePoint Master Agreement.

1. Describe your company's experience working with contracting cooperatives.

Our company has extensive experience supporting and delivering large-scale electronic monitoring solutions through cooperative purchasing structures. This includes active engagement with The Cooperative Council of Governments (CCOG) on behalf of the Equalis Group, a nationally recognized public sector cooperative purchasing organization.

Our work within this cooperative framework demonstrates our ability to streamline procurement, ensure compliance, and deliver consistent, high-quality service to diverse Participating Entities across multiple jurisdictions.

Experience with Cooperative Contracting Structures

Engagement with the Cooperative Council of Governments (CCOG) / Equalis Group. This cooperative contract enables participating government entities—including courts, public safety agencies, and other public-sector organizations—to procure our technologies and services without the need for separate, duplicative solicitations.

Capabilities Demonstrated Under Cooperative Contracts. Through cooperative arrangements, we provide:

- **Advanced electronic monitoring technologies**, including GPS, remote breath testing, and continuous alcohol monitoring systems. Our capabilities include detailed mapping, point-by-point GPS tracking, proximity reporting, travel-route playback, and real-time location intelligence designed for judicial and public safety applications.
- **Comprehensive reporting and analytics**, enabling Participating Entities to view compliance trends, inventory breakdowns, caseload summaries, and program performance metrics across all SCRAM product types. These tools support data-driven decision-making and facilitate consistent program oversight across multiple agencies served under a cooperative agreement.

Support for Participating Entities Across Jurisdictions. Our cooperative work also includes:

- **Training, implementation, and transition support** designed to ensure a seamless rollout for new Participating Entities, regardless of size or geographic distribution. Our implementation team brings decades of experience managing multi-product program transitions within cooperative procurement environments.
- **Ongoing compliance with federal, state, and local regulations**, ensuring Participating Entities receive solutions aligned with statutory requirements and policy-specific expectations. We work closely with each entity from contract award through program operation to maintain alignment with evolving laws and agency-level protocols.



- **Robust customer support**, including 24/7 monitoring center help desks, preventive maintenance, service technicians, and structured maintenance agreements tailored to cooperative contract requirements.

Benefits Delivered Through Cooperative Contracting. By working within cooperative purchasing models such as those offered through CCOG and Equalis Group, we help public-sector customers:

- Accelerate procurement timelines
- Reduce administrative burden
- Access competitively bid, compliant solutions
- Standardize technology across agencies
- Improve interoperability and program continuity
- Benefit from scale-driven pricing and service efficiencies

2. List the cooperatives through which you currently have a contract, and provide sales volume information for each. Identify any restrictions on pricing and sales (e.g., most-favored nation clauses) imposed by your other cooperative contracts.

SCRAM Systems maintains an active cooperative purchasing agreement with the Equalis Group, administered through the Cooperative Council of Governments (CCOG).

In addition, the company generates more than \$8 million in annual revenue through its GSA Schedule and other cooperative purchasing programs.

3. Describe how you intend to market your Master Agreement and encourage participation among potential Participating Entities, including state governments.

SCRAM Systems will actively promote the Master Agreement through a coordinated national strategy designed to maximize adoption among state governments, counties, municipalities, courts, probation/parole agencies, and other public-sector entities. This includes targeted sales enablement, joint marketing with NASPO, and structured outreach campaigns informed by our extensive public-sector experience.

1. National Sales Integration

- Incorporate the Master Agreement into all sales team engagement workflows.
- Train regional sales managers and account managers to position the agreement as a streamlined procurement path for states, counties, and municipalities.

2. Partnership With NASPO

- Leverage NASPO cooperative purchasing channels to reach a nationwide base of justice, corrections, and public safety agencies.
- Conduct joint webinars, co-branded outreach campaigns, and informational sessions to educate agencies on procurement advantages.

3. Targeted Government Outreach

- Direct engagement with state Departments of Corrections, juvenile justice agencies, probation and parole offices, and court systems.
- Present the agreement as a competitive-bid, ready-to-use contracting vehicle that reduces administrative burden.

4. Digital & Content Marketing

- Promote the Master Agreement prominently on SCRAM Systems' website and digital platforms.



- Provide downloadable contract overviews, FAQs, and guidance documents for procurement officials.

5. Conferences & Events

- Represent the agreement at national and state conferences for corrections, courts, and public safety professionals.
- Host breakout sessions and product demonstrations to showcase the ease of adoption.

6. Outreach to Existing Customers

- Notify current agency partners about the availability of the Master Agreement as an alternative procurement pathway.
- Offer streamlined transition support for agencies seeking to migrate to cooperative purchasing.

7. Dedicated Support

- Assign account managers to educate potential Participating Entities on participation steps, eligibility, and onboarding benefits.
4. Describe features of the dedicated website you will be setting up for this Master Agreement, including, as applicable, customized price lists for each Participating Entity, staff contact information, and online ordering capabilities.

SCRAM Systems already maintains an established and fully functional NASPO ValuePoint–compliant online presence and will continue to support and enhance this infrastructure for the duration of the Master Agreement.

Dedicated NASPO ValuePoint Web Presence. SCRAM Systems maintains a dedicated NASPO ValuePoint landing page that provides Participating and Purchasing Entities with:

- Clear identification of products and services available under the NASPO Master Agreement
- Links to applicable contract documentation, terms, and cooperative purchasing information
- Guidance on how agencies can leverage NASPO to streamline procurement and avoid duplicative RFP processes

This page is routinely reviewed and updated to ensure accuracy and alignment with current contract offerings.

Customized Pricing and Entity-Specific Information. SCRAM Systems supports entity-specific pricing and Participating Addenda through controlled internal pricing systems rather than public posting, ensuring:

- Accurate pricing aligned to executed Participating Addenda
- Protection of negotiated or jurisdiction-specific pricing terms
- Compliance with cooperative purchasing and confidentiality requirements

Customized pricing is made available directly to Participating Entities through their assigned SCRAM Systems Account Manager.

Dedicated Points of Contact. Each Participating Entity is assigned a dedicated SCRAM Systems account team, and contact information is readily available through:

- The NASPO ValuePoint supplier directory
- SCRAM Systems' website and cooperative purchasing resources
- Direct outreach and ongoing account management

This ensures agencies always have a clear, knowledgeable point of contact for sales, contracting, implementation, and support.



Online Ordering and Transaction Support. SCRAM Systems supports ordering and activation through established procurement and operational workflows that align with cooperative purchasing best practices. Orders are facilitated through:

- Authorized purchase orders referencing the NASPO Master Agreement
- Direct coordination with SCRAM Systems' sales and operations teams
- System-driven fulfillment processes that ensure accuracy and traceability

For electronic monitoring programs, activation and service delivery are coordinated through SCRAM Systems' secure operational platforms rather than public e-commerce tools, which is consistent with industry norms and public-sector procurement requirements.

Ongoing Enhancements and Support

SCRAM Systems continuously evaluates its web resources and customer-facing tools to ensure Participating Entities have:

- Easy access to current information
- Clear guidance on contract usage
- Responsive support throughout the lifecycle of the agreement

The company remains committed to aligning its web presence and supporting materials with NASPO ValuePoint expectations and Participating Entity needs.

5. Describe the staff and other resources that will be allocated to your Master Agreement and the training you will provide to staff to ensure their familiarity with Master Agreement terms and pricing and their compliance therewith.

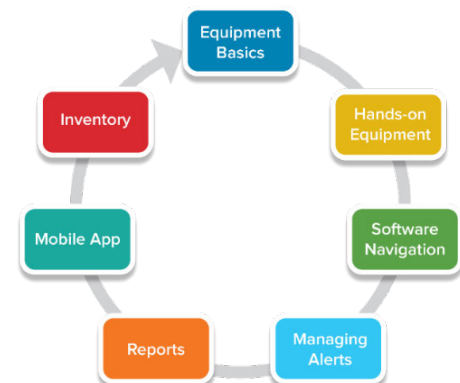
SCRAM Systems Training

SCRAM Systems has trained thousands of corrections personnel. We provide on-site, hands-on, customized training for anyone who manages equipment or clients—all at no cost. Upon contract execution, SCRAM Systems will meet with key personnel to establish a training plan that outlines the training logistics, a timeline, and unique program needs.

All product training follows a standard pattern that covers SCRAM Systems' basics but is customized based on customer needs. Prior to hardware and software training, SCRAM Systems will meet with Participating Entity personnel to discuss training needs and initiate account set up on our end. Creating a starting point for agency-level detail allows for customizable training or any pre-training data entry.

Elements to consider when tailoring a plan may include:

- Level of access required by user type (standard officer to high-level administration)
- Availability to complete additional training online through SCRAM Systems University
- Follow-up training needs



The Participating Entity will receive initial and ongoing training at no cost.

All training includes an overview of product functionality, product-specific hardware features, and system navigation basics. In addition, customized training plans cover software functions by product type, administrative account and user set-up, and alert management.

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SCRAM GPS. Training focuses on understanding the hardware and applying the software features to enhance GPS monitoring. Emphasis is placed on understanding 24/7 location monitoring, with or without the optional RF beacon. Our comprehensive training covers the benefits of Pursuit Mode and Locate Now, how to apply schedules and zones, and the effective use of mapping tools. We will clearly distinguish the benefits of SCRAM GPS Analytics Pattern of Life mapping and how that data becomes usable information for pulling court-ready reports and easily supporting crime scene evaluation.

SCRAM Optix Software. Our software training explores the unique dashboard functionalities applicable to the Participating Entity's specific device types, in addition to general software navigation. We demonstrate the "how-to" for each area of supervision, emphasizing dashboard options, alert criteria, client and case detail, and equipment configuration. Our team will work with the Participating Entity to customize training levels, including read-only, officer, administrative, or customized roles, depending on program needs.

While we have outlined the basics of our training plan, SCRAM Systems will work in conjunction with the Participating Entity to create a training plan aligned to their specific needs, suited to their protocols, and subject to their approval.

Training Approach

SCRAM Systems offers live training, in person or via webinar; expert field services support; and dynamic online training resources available 24/7.

Interactive Training. SCRAM Systems offers on-site, classroom-style training and live webinar training for all new customers. Our regional sales manager and account manager are experts at carefully and systematically ensuring that new customer training is applicable, comprehensive, timely, and delivered in a manner that best fulfills the Participating Entity's needs. They will bring in subject matter experts and our field support services team, as needed, to ensure that all needs are addressed from the program's inception. Once the program is implemented, the account manager will continue to accommodate live training as needed throughout the life of the contract.

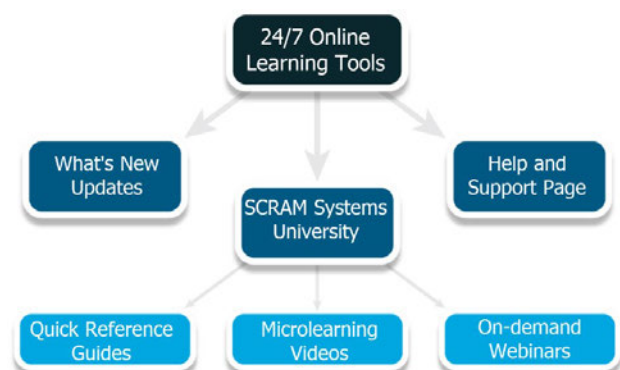


Customized Training Agenda. When creating a training agenda, SCRAM Systems will work with the Participating Entity to ensure it is customized to meet their unique needs. Elements to consider when tailoring a plan may include, but are not limited to:

- Contract award date
- Program implementation date
- Selected product types
- Program size
- Training location (onsite or remote)
- Training facility and resources available
- Number of trainees and availability
- Level of access required by user type
- Internal policies and protocols
- Follow-up training needs

SCRAM Systems acknowledges the variety of responsibilities across different departments concerning their electronic monitoring programs. To meet these diverse needs, SCRAM Systems customizes individual training sessions to cater to the specific needs of the audience. The duration of these training sessions can range from 1 to 3 days, depending on the complexity and extent of the users' roles.

Expert Field Services Support. The field services support team is comprised of highly trained product and industry experts who provide professional service and support for SCRAM Systems customers. They assist with both onsite



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initial and refresher training, equipment installations for new programs, and additional maintenance and support when needed.

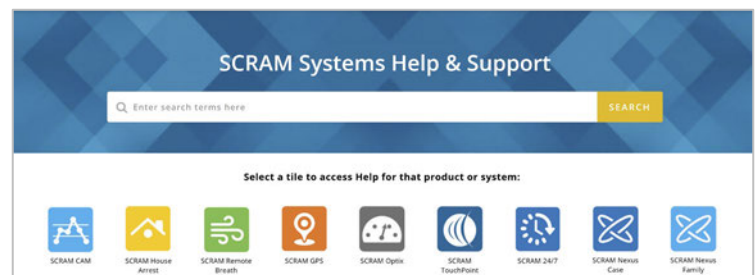


Dynamic Training Resources. All training curriculum and written documentation are available 24/7 to accommodate new hires, shift-critical personnel, or refresher training at any time. SCRAM Systems offers multiple options for continuing education or review through our What's New link, our Help and Support page, and SCRAM Systems University courses.

SCRAM Systems University. In addition to in-person or live webinar training opportunities, all existing training programs are available online in multiple formats, which allows newly hired staff to train when hired, as well as participate in on-demand refresher training as needed. All training and written documentation are available online at SCRAM Systems University.

SCRAM Systems University offers educational content for authorized personnel from beginners at the program start, to those with advanced experience in the industry. Available courses can be filtered by keywords or selected by category from a dropdown list to focus on specific areas of interest. SCRAM Systems University employs a mix of tools to demonstrate how equipment and software features can be maximized to enhance program efficiencies and client compliance, including quick reference guides, micro-learning videos, and on-demand webinars.

What's New. Once logged into the software, a simple click on the What's New link displayed on the home page offers up-to-date and recent posts, archives, and a list of categories for previously posted information. The Participating Entity will always remain current on the most recent product blogs, scheduled releases for enhancements, and highlights for new ways to get the best use from our products' existing features.



Help and Support Page. With the SCRAM Systems online help tool, officers will have access to detailed instructions for both hardware and software products, along with sample client participation forms and guidance documents. The latest versions of our user reference guides/product manuals can be easily downloaded. All documents can be printed or emailed and accessed 24/7. The product icons provide access to quick links that include instructional videos, resources, forms, and other services.

6. Describe how you intend to encourage adoption and usage of your Master Agreement by Participating and Purchasing Entities.

SCRAM Systems' top-line sales objectives under the NASPO Master Agreement are focused on rapid adoption, competitive takeaways, and sustained year-over-year growth. While actual numbers will depend on market conditions and Member engagement, our targets are aggressive and measurable.

Year 1: Contract Launch and Early Wins

Objective: Successfully onboard NASPO as a primary procurement vehicle for justice agencies.

Sales Target: Achieve \$5M in revenue through early adopter agencies and competitive takeaways.

Key Activities:

- Deliver full sales team training.
- Deploy dedicated NASPO web presence and supporting materials.
- Launch co-branded marketing campaigns.



- Implement 5–7 new agency launches through Equalis Group.

Year 2: Expansion and Takeaway Acceleration

Objective: Drive adoption among medium and large counties and statewide agencies using NASPO to bypass RFP cycles.

Sales Target: \$10M+ in revenue (100% YOY growth).

Key Activities:

- Double the number of Members purchasing through NASPO.
- Secure at least one large Department of Corrections contract award.
- Expand footprint in specialty courts and diversion programs.

Year 3: National Scale and Market Penetration

Objective: Establish NASPO as the preferred cooperative contract vehicle across key regions.

Sales Target: \$15M+ in revenue.

Key Activities:

- Maintain 50% of new growth sourced from competitive takeaways.
- Expand into underserved states.
- Execute targeted marketing campaigns with Equalis Group to enter new verticals.

Year 4: Retention and Multi-Year Renewals

Objective: Deepen relationships with NASPO Members to ensure high retention and broaden contract scope.

Sales Target: \$20M+ in revenue.

Key Activities:

- Secure renewals/expansions with 80%+ of existing NASPO Members.
- Introduce new products under the Master Agreement (e.g., SCRAM CAM Connect, SCRAM CAM 360, GPS Wrist-Worn, GPS Mobile, drug patch).
- Utilize NASPO to bundle multi-solution offerings and increase share of wallet.

Year 5: Market Leadership Through NASPO

Objective: Position SCRAM Systems and NASPO as the dominant partnership for electronic monitoring and treatment court solutions nationwide.

Sales Target: \$25M+ in revenue.

Key Activities:

- Achieve presence in all 50 states.
- Fully integrate NASPO into all sales forecasting and pipeline processes.
- Attain national recognition as the leading cooperative purchasing vehicle for justice and treatment programs.

7. Describe your approach to negotiation of Participating Addenda. Describe the extent to which you will provide Participating Entities flexibility in incorporating entity-specific language into their Participating Addenda. (e.g., Do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to simultaneous negotiation of multiple Participating Addenda?)



SCRAM Systems takes a collaborative, flexible, and agency-first approach to the negotiation of Participating Addenda (PAs), with the goal of enabling Participating Entities to efficiently adopt the Master Agreement while addressing their unique statutory, operational, and policy requirements.

Flexible Contracting Approach. SCRAM Systems is open to negotiating Participating Addenda using either:

- A SCRAM Systems standard PA template, designed to ensure alignment with the Master Agreement and streamline execution.
- An entity-provided template or entity-specific language, where required by statute, policy, or procurement practice.

This dual-path approach allows Participating Entities to select the method that best fits their internal processes.

Entity-Specific Language and Statutory Requirements. SCRAM Systems routinely accommodates entity-specific terms, conditions, and required clauses, including but not limited to:

- State or local statutory provisions
- Insurance, indemnification, and limitation of liability requirements
- Data security, confidentiality, and public records language
- Payment terms, invoicing requirements, and audit provisions

Where entity-specific language is required, SCRAM Systems works directly with the Participating Entity to ensure accuracy and compliance. Statutory citations are welcomed when available to support review, but are **not required** as a condition for negotiation.

Negotiation Resources and Capacity. SCRAM Systems maintains dedicated internal resources—including legal, contracts, sales operations, and executive oversight—to support the simultaneous negotiation of multiple Participating Addenda. This structure enables timely responsiveness and prevents contracting delays, even during periods of high demand.

Agency-First Philosophy. As an agency-first organization, SCRAM Systems prioritizes removing barriers to adoption. The company approaches PA negotiations as a partnership, focusing on:

- Compliance with entity-specific requirements
- Speed to execution
- Long-term program success

SCRAM Systems' objective is to ensure Participating Entities can leverage the Master Agreement with confidence, flexibility, and minimal administrative burden.

8. Describe your ability to provide products and services immediately upon execution of a Master Agreement and Participating Addenda.

SCRAM Systems is fully prepared to provide immediate delivery of Products and Services upon execution of a Master Agreement and any Participating Addendum. Our organizational infrastructure, extensive nationwide service network, manufacturing capacity, and proven implementation methodologies ensure rapid mobilization with no interruption to Participating Entity operations.

Nationwide Operational and Staffing Readiness

SCRAM Systems maintains three U.S.-based corporate facilities—including a 24/7/365 Monitoring Center and full manufacturing operations—as well as nearly 220 authorized service partners distributed across all 50 states. This structure ensures we can deploy equipment, training, onboarding, and support resources without delay. Our staff, including account managers, program managers, implementation specialists, and OEM-certified technicians, are fully trained and available at no additional cost to the Participating Entity.

Pre-Implementation Planning Ensures Day-One Readiness



SCRAM Systems activates a detailed Implementation/Transition Plan upon intent to award, enabling all program elements to be prepared in advance so delivery begins immediately upon contract execution. Pre-implementation steps include:

- Defining program specifications and requirements
- Preparing inventory and supply allocations
- Completing user setup and training scheduling
- Establishing reporting, alerting, and notification protocols
- Coordinating logistics and onsite/virtual training needs

These activities ensure a seamless go-live on the first day of the Participating Addendum term.

Immediate Order Fulfillment and Expedited Shipping

All orders are processed through our secure SCRAM Optix platform. SCRAM Systems provides:

- Standard 3-day shipping for new and replacement orders
- Overnight shipping for urgent or emergency needs
- Freight on Board (FOB) Destination as standard
- Pre-established inventory reserves, including shelf stock and consumables

These capabilities enable us to ship Products within the required three-calendar-day window or faster, as dictated by the Participating Addendum.

Continuous Service Delivery, Monitoring, and Technical Support

SCRAM Systems maintains five fully redundant U.S. data centers, ensuring 24/7/365 system uptime, secure data access, and uninterrupted monitoring services. Our Monitoring Center and customer support teams operate continuously and meet all response SLAs, enabling seamless service delivery from day one of the Master Agreement.

Proven Transition Success for Public-Sector Programs

Our decades of experience implementing large, multi-product electronic monitoring programs—including rapid transitions from incumbent vendors—demonstrate our ability to begin service delivery immediately. Past implementations include transitions involving thousands of devices in under two weeks, with all equipment prepared, shipped, and activated without service disruption.

Inventory, Maintenance, and Replacement Assurance

SCRAM Systems guarantees equipment availability and continuity through:

- OEM-trained and certified technicians
- Minimum five-year parts availability per device
- Full equipment warranty and replacement guarantees
- Standard RMA procedures and prepaid shipping for defective units

These capabilities ensure no delays in program startup or ongoing service delivery.

9. Describe how you will ensure summary and detailed sales information is promptly, completely, and accurately reported to you by your dealers, partners, and resellers for aggregation and reporting to NASPO ValuePoint in compliance with the terms of your Master Agreement.

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SCRAM Systems has a documented process for entering contract pricing into Salesforce, our CRM, which is handled by our senior sales operation manager. This information is used by our sales agents when placing orders and by our accounts receivable (AR) team to ensure accuracy in the invoice process. The senior AR supervisor (reporting manager) handles internal audits of the invoice process to ensure accuracy.

We save all contracts and amendments in Salesforce, allowing the AR team to verify invoice accuracy against the Master Agreement. An annual external audit reviews our invoicing process and rates to ensure they match contract terms.



Service Level Agreements

**MONITORING SERVICE LEVEL AGREEMENT
SCRAM MONITORING CENTER SERVICES
SERVICE LEVEL AGREEMENT (SLA)**

[Company]

AND

ALCOHOL MONITORING SYSTEMS

FOR

[INSERT CUSTOMER/AGENCY NAME]



SCRAMnet URL: optix.scramnetwork.com

SERVICE LEVEL AGREEMENT INTRODUCTION

This **Monitoring Service Level Agreement ("SLA")** details the agreement between **Alcohol Monitoring Systems, Inc.** ("AMS"), dba SCRAM Systems, and [Company]. ("Partner") and is incorporated by reference into the Product and Services Partner Agreement between AMS and Partner (the "Agreement").

The SLA details the alert and notification protocols as they pertain to **[insert name of customer/agency]** ("Customer"). The purpose of this document is to describe the Monitoring Center services and service limitations, and detail the responsibilities of both AMS, Customer and Partner. AMS and Partner agree that the services it provides to Customer will be substantially in accordance with the terms of this SLA.

This SLA may be amended only by written agreement of both parties and will be superseded by a new SLA.

PAYMENT AND PRICING

All fees due under this SLA, will be invoiced by AMS on a monthly basis as incurred and shall be paid by Partner within 30 days from the date of such invoice and the remedies under the Agreement shall apply to any non-payment. The agreed upon pricing for services is provided under the Services Agreement.



The following tables describe the alerts that will be handled for each of the AMS products on behalf of the Partner for its Customer and provides an alert handling flow as outlined by the Customer.

GPS ALERTS

GPS Alert Type	Agent/Dispatch Contact	Client Contact	# of Attempts	Leave Voicemail	Suspend Duration	2 nd Suspend Duration
Battery Critical				YES		NA
Battery Low				YES		NA
Device Tamper				YES		NA
Strap Tamper				YES		NA
Communication Failure				YES		NA
Location Failure				YES		NA
Exclusion Zone Violation				YES		NA
Inclusion Zone Violation				YES		NA

AMS Monitoring Center Protocols

SCRAM GPS

The AMS Monitoring Center will respond to the following alerts for SCRAM GPS during the days Sunday to Sunday from the hours of 12:00 AM to 11:59 PM.

- **Battery Critical** – Call to client, suspend. Possibly call agent.
- **Battery Low** – Call to client.
- **Device Tamper** – Call agent.
- **Strap Tamper** – Call agent.
- **Communication Failure** – Call client, suspend. Possibly call client again.
- **Location Failure** – Call client, suspend. Possibly call client again.
- **Exclusion Zone Violation** – Call agent.



- **Inclusion Zone Violation – Call agent.**

The AMS Monitoring Center will take the following actions on each SCRAM GPS alert.

1. Battery Critical

- The Monitoring Center will call the client using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
 - 1) If no answer, the Monitoring Center will leave a message. Ticket will be suspended 15 minutes.
- After 15 minutes –
- If the alert remains open, the Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.
 - 1) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.
- If the alert has cleared, the Monitoring Center will note and close the ticket.

Script:

Call to Client: *This is the Monitoring Center. This call is being recorded. We received a Battery Critical alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power until you see a solid green light.*

Call to Agent: *This is the Monitoring Center. This call is being recorded. We received a Battery Critical alert on [Client Name] at [Event Time and Time Zone]. This indicates that the GPS battery is in a critical state and needs to be charged. Their last known location is [Last Known Location].*

4. Battery Low

- The Monitoring Center will call the client using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
 - 1) If no answer, the Monitoring Center will leave a message. Ticket will be suspended 15 minutes.
- After 15 minutes -
- If the alert remains open, the Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.
 - 1) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.
- If the alert has cleared, the Monitoring Center will note and close the ticket.

Script:

Call to Client: *This is the Monitoring Center. This call is being recorded. We received a Battery Low alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power until you see a solid green light.*

Call to Agent: *This is the Monitoring Center. This call is being recorded. We received a Battery Low alert on [Client Name] at [Event Time and Time Zone]. This indicates the GPS battery is in a critical state and needs to be charged. Their last known location is [Last Known Location].*

5. Device Tamper

- The Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.
 - 1) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.

Script:



Call to Agent: *This is the Monitoring Center. This call is being recorded. We received a Device Tamper alert on [Client Name] at [Event Time and Time Zone]. This indicates the GPS device has been compromised. Their last known location is [last known location].*

6. Strap Tamper

- f. The Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.

1) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.

Script:

Call to Agent: *This is the Monitoring Center. This call is being recorded. We received a Strap Tamper alert on [Client Name] at [Event Time and Time Zone]. This indicates the GPS device has been compromised. Their last known location is [last known location].*

7. Communication Failure

- a. The Monitoring Center will call the client using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
- 2) If no answer, the Monitoring Center will leave a message. Ticket will be suspended 15 minutes.
- b. After 15 minutes –
- c. If the alert remains open, the Monitoring Center will call the client again using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
- d. If no answer, the Monitoring Center will leave a message if needed. Ticket will be noted and closed.
- e. If the alert has cleared, the Monitoring Center will note and close the ticket.

Script:

1st Call to Client: *This is the Monitoring Center. This call is being recorded. We received an alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power for 10 minutes.*

2nd Call to Client: *This is the Monitoring Center. This call is being recorded. Please unplug your device and step outside for 15 minutes. Once you return inside, plug the GPS device into power until you see a solid green light.*

8. Location Failure

- a. The Monitoring Center will call the client using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
- 3) If no answer, the Monitoring Center will leave a message. Ticket will be suspended 15 minutes.
- b. After 15 minutes –
- c. If the alert remains open, the Monitoring Center will call the client again using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
- d. If no answer, the Monitoring Center will leave a message if needed. Ticket will be noted and closed.
- e. If the alert has cleared, the Monitoring Center will note and close the ticket.

Script:

1st Call to Client: *This is the Monitoring Center. This call is being recorded. We received an alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power for 10 minutes.*



2nd Call to Client: *This is the Monitoring Center. This call is being recorded. Please unplug your device and step outside for 15 minutes. Once you return inside, plug the GPS device into power until you see a solid green light.*

9. Exclusion Zone Violation

f. The Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.

1) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.

Script:

Call to Agent: *This is the Monitoring Center. This call is being recorded. We received an Exclusion Zone Violation alert on [Client Name] at [Event Time and Time Zone]. This indicates they entered an Exclusion Zone without permission. The Exclusion Zone / Victim's address is [victim address]. Their last known location is [Last Known Location].*

10. Inclusion Zone Violation

g. The Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.

1) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.

Script:

Call to Agent: *This is the Monitoring Center. This call is being recorded. We received an Inclusion Zone Violation alert on [Client Name] at [Event Time and Time Zone]. This indicates they left an Inclusion Zone without permission. Their last known location is [Last Known Location].*

11. Officer Nonresponsive

a. If in attempting to contact an Officer the Monitoring Center is unable to reach the Officer (or a dispatch center), the Monitoring Center Agent placing the call will follow the following process:

1) The Agent will remain on hold or in a call queue for five (5) minutes.

2) If the Agent is unable to reach the Officer or dispatch center after such five (5) minute period, the Agent will contact the individual listed below (the "Secondary Contact") to complete the handling of the ticket:

a. NAME:

b. PHONE:

c. EMAIL:

3) If the Agent is unable to reach the Secondary Contact, the Agent will leave a voice message (if available) with the Secondary Contact or send an email (if designated above) to the Secondary Contact, notate the ticket, and then resolve the ticket.

Script:

Phone Call: *This is the Monitoring Center. This call is being recorded. We have received a [Event Name] for [Client Name] at [Event Time and Time Zone]. We are unable to reach the designated Law Enforcement (Dispatch) / Officer that is listed in the SLA.*

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Email Script: *This is the Monitoring Center. We have received a [Event Name] for [Client Name] at [Event Time and Time Zone]. We are unable to reach the designated Law Enforcement (Dispatch) / Officer that is listed in the SLA.*



REMOTE BREATH ALERTS

Remote Breath Alert Type	Agent/Dispatch Contact	Client Contact	# of Attempts	Leave Voicemail	Suspend Duration	2 nd Suspend Duration
Battery Critical Low	YES	YES				
Device Housing Breach	YES	NA				
Extended Missed Communication	YES	YES				
Failed Test	YES	NA				
Missed Test	YES	YES				
Scheduled Test Not Received	YES	YES				
AFI Pending Review	YES	NA				

SCRAM REMOTE BREATH

The AMS Monitoring Center will respond to the following SCRAM Remote Breath alerts, during the days (xx) from the hours of xx to xxx.

- Battery Critical Low
- Device Housing Breach
- Extended Missed Communication
- Failed Test
- Missed Test
- Scheduled Test Not Received
- AFI Pending Review

1. Battery Critical Low

- The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - If no answer, the Monitoring Center will leave a message, suspend the alert for X minutes, and attempt X more times; suspending the alert for X minutes each time.



- 2) If the phone is answered, the Monitoring Center will direct the Client to plug in the Remote Breath device until charged.
- h. If after X attempts there has been no response, the Monitoring Center will contact Customer's main phone number to escalate the alert.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please charge the Remote Breath device using the charger supplied by your Officer. ***Suspend alert for X minutes. If alert regenerates, contact Client again.****

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. After X attempts, we have been unsuccessful in reaching the Client or resolving the issue. Please contact the Client to resolve.*

2. Device Housing Breach

- a. The Monitoring Center will call the Officer using Customer's main phone number.
 - 1) The Monitoring Center will advise the Officer to have the Client report to the office as soon as possible.
- b. If the Monitoring Center cannot reach the Officer, a message will be left.

Script:

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. The alert received indicates that the Client has tampered with the Remote Breath device in a way that is prohibited. Please inspect the device for damage and tampering as soon as possible. Contact AMS for further troubleshooting or RMA, as needed.*

3. Extended Missed Communication

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1.) If no answer, the Monitoring Center will leave a message, suspend the alert for X minutes, and attempt X more time; suspending the alert for X minutes each time.
 - 2.) If the phone is answered, the Monitoring Center will direct the Client to turn on the Remote Breath device to restore communications.
- b. If communications are not restored, the Monitoring Center will further troubleshoot, up to and including advising the Client to contact their Officer for equipment replacement.
- i. If after three attempts there has been no response, the Monitoring Center will contact Customers main phone number to escalate the alert.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please turn on the Remote Breath device while I determine if communications can be restored. ***If communications are not restored, instruct Client again.*** Please, plug the Remote Breath device into the charger provided. ***If communications are not restored, instruct Client again.*** Please contact your Officer to schedule a device Remote Breath replacement.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. After X attempts, we have been*



unsuccessful in restoring communications. Please contact the Client to schedule a Remote Breath device replacement.

4. Failed Test

- a. The Monitoring Center will call the Officer using Customer's main phone number.
 - 1) After making the initial call to the Officer, the Monitoring Center will begin sending on-demand breath tests every 20 minutes until the Client's breath test results are zero.
- b. Upon return to zero, the Monitoring Center will enter a note in the Client's record in SCRAMNET.
- c. If the Client does not take the additional breath tests that are sent to the Remote Breath device, follow the Missed Test protocol.

Script:

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. We will be sending on-demand breath tests every 20 minutes until the Client's breath test results return to zero.*

5. Missed Test

- a. The Monitoring Center will call the Client to notify that he/she has missed a scheduled breath test. This call will be made using the Client's phone number that Customer or Partner entered in SCRAMNET.
- b. The Monitoring Center will begin sending on-demand breath tests and placing additional calls to the Client until breath test results are received. The alert will be suspended for a maximum of X/X minutes apart.
- c. Upon receipt of the breath test results, the Monitoring Center will enter a note in the Client's record in SCRAMNET.
- d. If the Client does not respond, a call will be made to the Officer after two hours to notify that the Client has missed repeated breath tests.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. This call is to notify you that you have missed a scheduled Remote Breath Test. Please turn on the Remote Breath device and provide a breath test at this time.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. The Client has missed a scheduled breath test and has been unresponsive in providing an on-demand breath test.*

6. Scheduled Test Not Received

- a. The Monitoring Center will call the Client to notify that we have not received their scheduled breath test results. This call will be made using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the alert will be suspended for X minutes and the Monitoring Center will attempt a second call.
 - 2) If the phone is answered, the Monitoring Center will troubleshoot the issue by asking the Client to turn on the Remote Breath device to identify the current cell coverage in the Client's location and/or the current battery voltage of the Remote Breath device.



- 3) The Monitoring Center will advise the Client to move to a better cellular coverage area as soon as possible or charge the Remote Breath device.
- b. If contact has not been made and if test results are not received, the Monitoring Center will call the Officer to report that results have still not been received.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. This call is to notify you that we have not received the results of your scheduled breath test. Please turn on the Remote Breath device and report the cellular coverage bars as seen on the device. Also report the battery voltage level on the Remote Breath device. Please relocate to an area that will increase the cellular coverage (by a window or outside) and/or plug in the Remote Breath device using the charger provided by your Officer.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. We have not received the Client's breath test results. 1) We have been unable to reach the Client so please schedule an appointment with him/her, or 2) we have troubleshooted the Remote Breath device and need the Client to report to your office for advanced troubleshooting and/or device replacement.*

7. AFI Pending Review

- a. The Monitoring Center will call the Officer using Customer's main phone number.
 - 1) The Monitoring Center will advise the Officer to review the alert in SCRAMNET to determine if the Client attempted to circumvent the AFI technology or if the photographs can be matched.

Script:

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. Please review the AFI Pending Review alert on the Client's RB Results page to determine if the Client attempted to circumvent the technology or if the photographs can be matched.*



CONTINUOUS ALCOHOL MONITORING (CAM) ALERTS

CAM Alert Type	Agent/Dispatch Contact	Client Contact	# of Attempts	Leave Voicemail	Suspend Duration	2 nd Suspend Duration
Critical Communication						
Replace Battery/Faceplate						
Low Battery						
Strap Replacement						
Annual Maintenance						

SCRAM CAM (CONTINUOUS ALCOHOL MONITOR)

The AMS Monitoring Center will respond to the following SCRAM CAM alerts during the days (xx) from the hours of xx to xxx.

- Critical Communications
- Replace Battery/Faceplate
- Low Battery
- Strap Replacement
- Annual Maintenance

The Monitoring Center will follow up on these non-critical SCRAM CAM alerts on a daily basis.

1. Critical Communications

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If the phone is answered, the Monitoring Center will troubleshoot the communications issue. If communications are restored, AMS will enter a note in the Client's record and resolve the alert.
 - 2) If no answer, the Monitoring Center will leave a message to upload the bracelet data using the selected communications method (Ethernet, Direct Connect or Base Station).
 - 3) If Direct Connect is being used as the method of communications, the Client will be instructed to contact their Officer for an immediate upload.



- b. If communications are not restored after X days, the Monitoring Center will call the Officer using Customer's main phone number and request that a physical inspection be performed on the SCRAM equipment.
 - 1) Once the alert has been escalated to the Officer, the Monitoring Center will not place any further calls to the Client for that alert.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. This call is to notify you that we have not received data from the SCRAM CAM Bracelet at the scheduled upload time. ***Based on the communications method being used, troubleshooting steps will commence*** your bracelet communications have/have not been restored. Please contact your Officer to schedule a SCRAM equipment check.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received a [Event Name] alert on [Client Name] at [Event Time and Time Zone]. We have notified the Client for X days that the assigned SCRAM CAM Bracelet is in a critical communications state and communications have not been restored. Please schedule a SCRAM equipment check and contact AMS Customer Services if advanced troubleshooting or RMA is required.*

2. Maintenance Alerts- Battery/Faceplate, Low Battery, Strap Replacement, Annual Maintenance

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the Monitoring Center will leave a message to contact their Officer to have maintenance performed.
 - 2) If the phone is answered, the Monitoring Center will advise the Client to contact their Officer to schedule a bracelet maintenance appointment.
- b. If Client contact is not made for X days, the alert will be escalated to the Officer using Customer's main phone number and request that a physical inspection be performed on the SCRAM CAM Bracelet.
 - 1) Once contact has been made with the Client or the alert has been escalated to Customer, the Monitoring Center will not place any further calls to the Client for that alert.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. This call is to notify you that we have received a SCRAM CAM Maintenance alert. Please contact your Officer to schedule a SCRAM equipment maintenance appointment.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. We have notified the Client for two days that the SCRAM CAM Bracelet requires maintenance. Please schedule a SCRAM equipment maintenance appointment.*



CONTINUOUS ALCOHOL MONITORING (CAM) AND/OR RADIO FREQUENCY (RF) HOUSE ARREST ALERTS

CAM/HA or HA only Alert Type	Agent/Dispatch Contact	Client Contact	# of Attempts	Leave Voicemail	Suspend Duration	2 nd Suspend Duration
Unauthorized Leave						
Unauthorized Return						
Failed to Leave						
Failed to Return						
Missed Check In Call						
Open Strap						

SCRAM HOUSE ARREST (RADIO FREQUENCY (RF) HOUSE ARREST (HA))

The AMS Monitoring Center will respond to the following SCRAM House Arrest (HA) alerts, during the days **(xx) from the hours of xx to xxx.**

- Unauthorized Leave
- Unauthorized Return
- Failed to Leave
- Failed to Return
- Missed Check In Call
- Open Strap

1. Unauthorized Leave

- The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - If the phone is answered, the Monitoring Center will verify the Client's identity by asking the Client to move into range of the base station and wake up the bracelet.
 - If SCRAMNET reflects that the Client has moved within range of the base station, the Monitoring Center will enter a note in the Client's record.



- ii. If SCRAMNET does NOT reflect that the Client has moved within range of the base station, the Monitoring Center will enter a note in the Client's record.
- b. Results of Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. We are showing that you have left your residence at a time in which you were not scheduled. Please walk to the SCRAM Base Station and wake up the bracelet. Please tell us what the base station is displaying...."NO RESPONSE"...."READING BRACELET". ***If SCRAMNET does NOT reflect that the Client has moved within range of the base station*** Please contact your Officer to schedule a SCRAM equipment maintenance appointment.*

2. Unauthorized Return

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - 2) If the phone is answered, the Monitoring Center will verify the Client's identity by asking the Client to move into range of the base station and wake up the bracelet.
 - i. The Monitoring Center will ask the Client why he/she returned to their residence at a time that was not authorized and enter a note in the Client's record.
- b. Results of the Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please walk to the SCRAM Base Station and wake up the bracelet. Please tell us what the base station is displaying...."NO RESPONSE"...."READING BRACELET". Our records indicate that you have returned to your residence at a time that was not authorized. Can you explain this event?*

3. Failed to Leave

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - 2) If the phone is answered, the Monitoring Center will verify the Client's identity by asking the Client to move into range of the base station and wake up the bracelet.
 - i. The Monitoring Center will ask the Client why he/she returned did not leave their residence at a time that was authorized and enter a note in the Client's record.
- b. Results of the Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please walk to the SCRAM Base Station and wake up the bracelet. Please tell us what the base station is displaying...."NO RESPONSE"...."READING BRACELET". Our records indicate that you have not left your residence at a time that was authorized. Can you explain this event?*



4. Failed to Return

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - 2) If the phone is answered, the Monitoring Center will verify the Client's identity by asking the Client to move into range of the base station and wake up the bracelet.
 - i. The Monitoring Center will ask the Client why he/she failed to return to their residence at a time that was authorized and enter a note in the Client's record.
- b. Results of the Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please walk to the SCRAM Base Station and wake up the bracelet. Please tell us what the base station is displaying...."NO RESPONSE"...."READING BRACELET". Our records indicate that you were scheduled to return at xxxx, but were not in range of the base station at this time. Can you explain this event?*

5. Missed Check-In Call

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - 2) If the phone is answered, the Monitoring Center will ask the Client to plug in the base station to restore communications.
 - i. If communications are restored, the Monitoring Center will enter a note in the Client's record.
 - ii. If communications are not restored, the Monitoring Center will advise the Client to contact their Officer to schedule a bracelet maintenance appointment.
- b. Results of the Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please plug in the SCRAM Base Station to power in the wall. ***Wait for communications to be restored. If communications are not restored*** Please contact your Officer to schedule a SCRAM equipment check appointment.*

6. Open Strap

- a. The Monitoring Center will call the Officer using Customer's main phone number.
 - 1) The Monitoring Center will call the Officer once the data in SCRAMNET is reviewed and a removal is verified.
 - 2) The Monitoring Center will enter a note in the Client's record.

Script:



Calls to Client: *This is the Monitoring Center. This call is being recorded. We have received a [Event Name] alert on [Client Name] at [Event Time and Time Zone]. Please contact the Client to schedule a SCRAM equipment check appointment.*

Exclusions and Limitations

AMS is not responsible or liable for the following:

1. The services are delayed, unavailable, or delivered in error as a result of:
 - a. The actions or inactions of Partner and/or Customer or their employees, contractors, or agents;
 - b. The failure or malfunction of equipment, network, or systems not owned or directly controlled by AMS, which includes those of any third party including any Clients; or
 - c. External circumstances or causes otherwise beyond the control of AMS, including events of force majeure.
2. Partner or its Customer are not in compliance with the terms of this SLA, including but not limited to:
 - a. Inaccurate information provided or input into the System by Partner or Customer including contact information for Clients and/or related parties, GPS inclusion/exclusion zone set up and Client schedules;
 - b. Failure to adhere to maintenance notifications and/or schedules related to equipment, straps and calibration;
 - c. Failure to report Client non-compliant activities to appropriate supervising authorities when potential bond, parole or probation violations have occurred.

**Request for Proposals for
ELECTRONIC MONITORING**

Issued by the **State of Nevada**
Solicitation Number 99SWC-S3474



THIS SLA, AND THE AGREEMENT OF WHICH IT IS A PART, IS A COMPLETE AND EXCLUSIVE STATEMENT OF THE AGREEMENT BETWEEN THE PARTIES RELATING TO THE SUBJECT MATTER OF THIS SLA. IT SUPERSEDES ALL PRIOR SLAS, PROPOSALS AND UNDERSTANDINGS BETWEEN THE PARTIES REGARDING ITS SUBJECT MATTER. This SLA shall not be effective until executed by Partner and accepted and executed by an authorized representative of AMS. By execution, both signers certify that each is authorized to execute the SLA on behalf of their respective companies.

FOR AND ON BEHALF

[Company]

APPROVED BY CUSTOMER

By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: _____
Title: _____

Signed and effective as of:

"Effective Date"



**MONITORING SERVICE LEVEL AGREEMENT
SCRAM MONITORING CENTER SERVICES
SERVICE LEVEL AGREEMENT (SLA)**

[Company]

AND

**ALCOHOL MONITORING SYSTEMS
FOR**

[INSERT CUSTOMER/AGENCY NAME]



SCRAMnet URL: optix.scramnetwork.com

SERVICE LEVEL AGREEMENT INTRODUCTION

This **Monitoring Service Level Agreement ("SLA")** details the agreement between **Alcohol Monitoring Systems, Inc.** ("AMS"), dba SCRAM Systems and [Company] ("Partner") and is incorporated by reference into the Product and Services Partner Agreement between AMS and Partner (the "Agreement").

The SLA details the alert and notification protocols as they pertain to [insert name of customer/agency] ("Customer"). The purpose of this document is to describe the Monitoring Center services and service limitations, and detail the responsibilities of both AMS, Customer and Partner. AMS and Partner agree that the services it provides to Customer will be substantially in accordance with the terms of this SLA.

This SLA may be amended only by written agreement of both parties and will be superseded by a new SLA.

PAYMENT AND PRICING

All fees due under this SLA, will be invoiced by AMS on a monthly basis as incurred and shall be paid by Partner within 30 days from the date of such invoice and the remedies under the Agreement shall apply to any non-payment. The agreed upon pricing for services is provided under the Services Agreement.



The following tables describe the alerts that will be handled for each of the AMS products on behalf of the Partner for its Customer and provides an alert handling flow as outlined by the Customer.

GPS ALERTS

GPS Alert Type	Agent/Dispatch Contact	Client Contact	# of Attempts	Leave Voicemail	Suspend Duration	2 nd Suspend Duration
Battery Critical				YES		NA
Battery Low				YES		NA
Device Tamper				YES		NA
Strap Tamper				YES		NA
Communication Failure				YES		NA
Location Failure				YES		NA
Exclusion Zone Violation				YES		NA
Inclusion Zone Violation				YES		NA

AMS Monitoring Center Protocols

SCRAM GPS

The AMS Monitoring Center will respond to the following alerts for SCRAM GPS during the days Sunday to Sunday from the hours of 12:00 AM to 11:59 PM.

- **Battery Critical** – Call to client, suspend. Possibly call agent.
- **Battery Low** – Call to client.
- **Device Tamper** – Call agent.
- **Strap Tamper** – Call agent.
- **Communication Failure** – Call client, suspend. Possibly call client again.
- **Location Failure** – Call client, suspend. Possibly call client again.
- **Exclusion Zone Violation** – Call agent.
- **Inclusion Zone Violation** – Call agent.



The AMS Monitoring Center will take the following actions on each SCRAM GPS alert.

7. Battery Critical

- a. The Monitoring Center will call the client using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
 - 1) If no answer, the Monitoring Center will leave a message. Ticket will be suspended 15 minutes.
- b. After 15 minutes –
8. If the alert remains open, the Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.
 - 1) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.
9. If the alert has cleared, the Monitoring Center will note and close the ticket.

Script:

1st Call - Automated Call to Client: *This is the Monitoring Center. This call is being recorded. We received a Battery Critical alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power until you see a solid green light.*

2nd Call – Live Agent Call to Client: *This is the Monitoring Center. This call is being recorded. We received a Battery Critical alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power until you see a solid green light.*

Live Agent Call to Agent: *This is the Monitoring center. This call is being recorded. We received a Battery Critical alert on [Client Name] at [Event Time and Time Zone]. This indicates that the GPS battery is in a critical state and needs to be charged. Their last known location is [Last Known Location].*

10. Battery Low

- b. The Monitoring Center will call the client using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
 - 3) If no answer, the Monitoring Center will leave a message. Ticket will be suspended 15 minutes.
- c. After 15 minutes -
- d. If the alert remains open, the Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.
 - 2) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.
- e. If the alert has cleared, the Monitoring Center will note and close the ticket.

Script:

1st Call – Automated Call to Client: *This is the Monitoring Center. This call is being recorded. We received a Battery Low alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power until you see a solid green light.*

2nd Call – Live Agent to Client: *This is the Monitoring Center. This call is being recorded. We received a Battery Low alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power until you see a solid green light.*

Live Agent Call to Agent: *This is the Monitoring Center. This call is being recorded. We received a Battery Low alert on [Client Name] at [Event Time and Time Zone]. This indicates the GPS battery is in a critical state and needs to be charged. Their last known location is [Last Known Location].*



11. Device Tamper

- f. The Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.
 - 4) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.

Script:

Live Agent Call to Agent: *This is the Monitoring Center. This call is being recorded. We received a Device Tamper alert on [Client Name] at [Event Time and Time Zone]. This indicates the GPS device has been compromised. Their last known location is [last known location].*

12. Strap Tamper

- g. The Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.
 - 5) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.

Script:

Live Agent Call to Agent: *This is the Monitoring Center. This call is being recorded. We received a Strap Tamper alert on [Client Name] at [Event Time and Time Zone]. This indicates the GPS device has been compromised. Their last known location is [last known location].*

13. Communication Failure

- h. The Monitoring Center will call the client using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
 - 1) If no answer, the Monitoring Center will leave a message. Suspend ticket 15 minutes.
- i. After 15 minutes –
- j. If the alert remains open, the Monitoring Center will call the client again using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
 - 1) If no answer the Monitoring Center will leaving a message if needed. Ticket will be noted and closed.
- k. If the alert has cleared, the Monitoring Center will note and close the ticket.

Script:

1st Call – Automated Call to Client: *This is the Monitoring Center. This call is being recorded. We received an alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power for 10 minutes.*

2nd Call – Live Agent Call to Client: *This is the Monitoring Center. This call is being recorded. Please unplug your device and step outside for 15 minutes. Once you return inside, plug the GPS device into power until you see a solid green light.*

14. Location Failure

- l. The Monitoring Center will call the client using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
 - 1) If no answer, the Monitoring Center will leave a message. Suspend ticket 15 minutes.
- m. After 15 minutes –



- n. If the alert remains open, the Monitoring Center will call the client again using the client's phone number that the customer or partner entered in the client profile tab in SCRAM GPS.
 - 1) If no answer the Monitoring Center will leaving a message if needed. Ticket will be noted and closed.
- o. If the alert has cleared, the Monitoring Center will note and close the ticket.

Script:

1st Call – Automated Call to Client: *This is the Monitoring Center. This call is being recorded. We received an alert on [Client Name] at [Event Time and Time Zone]. Please plug the GPS device into power for 10 minutes.*

2nd Call – Live Agent Call to Client: *This is the Monitoring Center. This call is being recorded. Please unplug your device and step outside for 15 minutes. Once you return inside, plug the GPS device into power until you see a solid green light.*

15. Exclusion Zone Violation

- p. The Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.
 - 2) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.

Script:

Live Agent Call to Agent: *This is the Monitoring Center. This call is being recorded. We received an Exclusion Zone Violation alert on [Client Name] at [Event Time and Time Zone]. This indicates they entered an Exclusion Zone without permission. The Exclusion Zone / Victim's address is [victim address]. Their last known location is [Last Known Location].*

16. Inclusion Zone Violation

- q. The Monitoring Center will call the agent using the phone number that the customer or partner entered in SCRAM GPS.
 - 3) If no answer, the Monitoring Center will leave a message. Ticket will be noted and closed.

Script:

Live Agent Call to Agent: *This is the Monitoring Center. This call is being recorded. We received an Inclusion Zone Violation alert on [Client Name] at [Event Time and Time Zone]. This indicates they left an Inclusion Zone without permission. Their last known location is [Last Known Location].*

17. Officer Nonresponsive

- a. If in attempting to contact an Officer the Monitoring Center is unable to reach the Officer (or a dispatch center), the Monitoring Center Agent placing the call will follow the following process:
 - 1) The Agent will remain on hold or in a call queue for five (5) minutes.
 - 2) If the Agent is unable to reach the Officer or dispatch center after such five (5) minute period, the Agent will contact the individual listed below (the "Secondary Contact") to complete the handling of the ticket:
 - d. NAME:
 - e. PHONE:
 - f. EMAIL:

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- 3) If the Agent is unable to reach the Secondary Contact, the Agent will leave a voice message (if available) with the Secondary Contact or send an email (if designated above) to the Secondary Contact, notate the ticket, and then resolve the ticket.

Script:

Live Agent Phone Call: *This is the Monitoring Center. This call is being recorded. We have received a [Event Name] for [Client Name] at [Event Time and Time Zone]. We are unable to reach the designated Law Enforcement (Dispatch) / Officer that is listed in the SLA.*

Email Script: *This is the Monitoring Center. We have received a [Event Name] for [Client Name] at [Event Time and Time Zone]. We are unable to reach the designated Law Enforcement (Dispatch) / Officer that is listed in the SLA.*



REMOTE BREATH ALERTS

Remote Breath Alert Type	Agent/Dispatch Contact	Client Contact	# of Attempts	Leave Voicemail	Suspend Duration	2 nd Suspend Duration
Battery Critical Low	YES	YES				
Device Housing Breach	YES	NA				
Extended Missed Communication	YES	YES				
Failed Test	YES	NA				
Missed Test	YES	YES				
Scheduled Test Not Received	YES	YES				
AFI Pending Review	YES	NA				

SCRAM REMOTE BREATH

The AMS Monitoring Center will respond to the following SCRAM Remote Breath alerts, during the days (xx) from the hours of xx to xxx.

- Battery Critical Low
- Device Housing Breach
- Extended Missed Communication
- Failed Test
- Missed Test
- Scheduled Test Not Received
- AFI Pending Review

18. Battery Critical Low

- The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - If no answer, the Monitoring Center will leave a message, suspend the alert for X minutes, and attempt X more times; suspending the alert for X minutes each time.



- 4) If the phone is answered, the Monitoring Center will direct the Client to plug in the Remote Breath device until charged.
- r. If after X attempts there has been no response, the Monitoring Center will contact Customer's main phone number to escalate the alert.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please charge the Remote Breath device using the charger supplied by your Officer. ***Suspend alert for X minutes. If alert regenerates, contact Client again.****

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. After X attempts, we have been unsuccessful in reaching the Client or resolving the issue. Please contact the Client to resolve.*

19. Device Housing Breach

- a. The Monitoring Center will call the Officer using Customer's main phone number.
 - 1) The Monitoring Center will advise the Officer to have the Client report to the office as soon as possible.
- b. If the Monitoring Center cannot reach the Officer, a message will be left.

Script:

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. The alert received indicates that the Client has tampered with the Remote Breath device in a way that is prohibited. Please inspect the device for damage and tampering as soon as possible. Contact AMS for further troubleshooting or RMA, as needed.*

20. Extended Missed Communication

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1.) If no answer, the Monitoring Center will leave a message, suspend the alert for X minutes, and attempt X more time; suspending the alert for X minutes each time.
 - 2.) If the phone is answered, the Monitoring Center will direct the Client to turn on the Remote Breath device to restore communications.
- b. If communications are not restored, the Monitoring Center will further troubleshoot, up to and including advising the Client to contact their Officer for equipment replacement.
- s. If after three attempts there has been no response, the Monitoring Center will contact Customers main phone number to escalate the alert.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please turn on the Remote Breath device while I determine if communications can be restored. ***If communications are not restored, instruct Client again.*** Please, plug the Remote Breath device into the charger provided. ***If communications are not restored, instruct Client again.*** Please contact your Officer to schedule a device Remote Breath replacement.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. After X attempts, we have been*



unsuccessful in restoring communications. Please contact the Client to schedule a Remote Breath device replacement.

21. Failed Test

- a. The Monitoring Center will call the Officer using Customer's main phone number.
 - 1) After making the initial call to the Officer, the Monitoring Center will begin sending on-demand breath tests every 20 minutes until the Client's breath test results are zero.
- b. Upon return to zero, the Monitoring Center will enter a note in the Client's record in SCRAMNET.
- c. If the Client does not take the additional breath tests that are sent to the Remote Breath device, follow the Missed Test protocol.

Script:

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. We will be sending on-demand breath tests every 20 minutes until the Client's breath test results return to zero.*

22. Missed Test

- a. The Monitoring Center will call the Client to notify that he/she has missed a scheduled breath test. This call will be made using the Client's phone number that Customer or Partner entered in SCRAMNET.
- b. The Monitoring Center will begin sending on-demand breath tests and placing additional calls to the Client until breath test results are received. The alert will be suspended for a maximum of X/X minutes apart.
- c. Upon receipt of the breath test results, the Monitoring Center will enter a note in the Client's record in SCRAMNET.
- d. If the Client does not respond, a call will be made to the Officer after two hours to notify that the Client has missed repeated breath tests.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. This call is to notify you that you have missed a scheduled Remote Breath Test. Please turn on the Remote Breath device and provide a breath test at this time.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. The Client has missed a scheduled breath test and has been unresponsive in providing an on-demand breath test.*

23. Scheduled Test Not Received

- a. The Monitoring Center will call the Client to notify that we have not received their scheduled breath test results. This call will be made using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the alert will be suspended for X minutes and the Monitoring Center will attempt a second call.
 - 2) If the phone is answered, the Monitoring Center will troubleshoot the issue by asking the Client to turn on the Remote Breath device to identify the current cell coverage in the Client's location and/or the current battery voltage of the Remote Breath device.



- 3) The Monitoring Center will advise the Client to move to a better cellular coverage area as soon as possible or charge the Remote Breath device.
- b. If contact has not been made and if test results are not received, the Monitoring Center will call the Officer to report that results have still not been received.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. This call is to notify you that we have not received the results of your scheduled breath test. Please turn on the Remote Breath device and report the cellular coverage bars as seen on the device. Also report the battery voltage level on the Remote Breath device. Please relocate to an area that will increase the cellular coverage (by a window or outside) and/or plug in the Remote Breath device using the charger provided by your Officer.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. We have not received the Client's breath test results. 1) We have been unable to reach the Client so please schedule an appointment with him/her, or 2) we have troubleshooted the Remote Breath device and need the Client to report to your office for advanced troubleshooting and/or device replacement.*

24. AFI Pending Review

- a. The Monitoring Center will call the Officer using Customer's main phone number.
 - 1) The Monitoring Center will advise the Officer to review the alert in SCRAMNET to determine if the Client attempted to circumvent the AFI technology or if the photographs can be matched.

Script:

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. Please review the AFI Pending Review alert on the Client's RB Results page to determine if the Client attempted to circumvent the technology or if the photographs can be matched.*



CONTINUOUS ALCOHOL MONITORING (CAM) ALERTS

CAM Alert Type	Agent/Dispatch Contact	Client Contact	# of Attempts	Leave Voicemail	Suspend Duration	2 nd Suspend Duration
Critical Communication						
Replace Battery/Faceplate						
Low Battery						
Strap Replacement						
Annual Maintenance						

SCRAM CAM (CONTINUOUS ALCOHOL MONITOR)

The AMS Monitoring Center will respond to the following SCRAM CAM alerts during the days (xx) from the hours of xx to xxx.

- Critical Communications
- Replace Battery/Faceplate
- Low Battery
- Strap Replacement
- Annual Maintenance

The Monitoring Center will follow up on these non-critical SCRAM CAM alerts on a daily basis.

25. Critical Communications

- The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - If the phone is answered, the Monitoring Center will troubleshoot the communications issue. If communications are restored, AMS will enter a note in the Client's record and resolve the alert.
 - If no answer, the Monitoring Center will leave a message to upload the bracelet data using the selected communications method (Ethernet, Direct Connect or Base Station).
 - If Direct Connect is being used as the method of communications, the Client will be instructed to contact their Officer for an immediate upload.



- b. If communications are not restored after X days, the Monitoring Center will call the Officer using Customer's main phone number and request that a physical inspection be performed on the SCRAM equipment.
 - 1) Once the alert has been escalated to the Officer, the Monitoring Center will not place any further calls to the Client for that alert.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. This call is to notify you that we have not received data from the SCRAM CAM Bracelet at the scheduled upload time. ***Based on the communications method being used, troubleshooting steps will commence*** your bracelet communications have/have not been restored. Please contact your Officer to schedule a SCRAM equipment check.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received a [Event Name] alert on [Client Name] at [Event Time and Time Zone]. We have notified the Client for X days that the assigned SCRAM CAM Bracelet is in a critical communications state and communications have not been restored. Please schedule a SCRAM equipment check and contact AMS Customer Services if advanced troubleshooting or RMA is required.*

26. Maintenance Alerts- Battery/Faceplate, Low Battery, Strap Replacement, Annual Maintenance

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 8) If no answer, the Monitoring Center will leave a message to contact their Officer to have maintenance performed.
 - 9) If the phone is answered, the Monitoring Center will advise the Client to contact their Officer to schedule a bracelet maintenance appointment.
- b. If Client contact is not made for X days, the alert will be escalated to the Officer using Customer's main phone number and request that a physical inspection be performed on the SCRAM CAM Bracelet.
 - 1) Once contact has been made with the Client or the alert has been escalated to Customer, the Monitoring Center will not place any further calls to the Client for that alert.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. This call is to notify you that we have received a SCRAM CAM Maintenance alert. Please contact your Officer to schedule a SCRAM equipment maintenance appointment.*

Call to Officer: *This is the Monitoring Center. This call is being recorded. We have received an [Event Name] alert on [Client Name] at [Event Time and Time Zone]. We have notified the Client for two days that the SCRAM CAM Bracelet requires maintenance. Please schedule a SCRAM equipment maintenance appointment.*



CONTINUOUS ALCOHOL MONITORING (CAM) AND/OR RADIO FREQUENCY (RF) HOUSE ARREST ALERTS

CAM/HA or HA only Alert Type	Agent/Dispatch Contact	Client Contact	# of Attempts	Leave Voicemail	Suspend Duration	2 nd Suspend Duration
Unauthorized Leave						
Unauthorized Return						
Failed to Leave						
Failed to Return						
Missed Check In Call						
Open Strap						

SCRAM HOUSE ARREST (RADIO FREQUENCY (RF) HOUSE ARREST (HA))

The AMS Monitoring Center will respond to the following SCRAM House Arrest (HA) alerts, during the days (xx) from the hours of xx to xxx.

- Unauthorized Leave
- Unauthorized Return
- Failed to Leave
- Failed to Return
- Missed Check In Call
- Open Strap

27. Unauthorized Leave

- The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - If the phone is answered, the Monitoring Center will verify the Client's identity by asking the Client to move into range of the base station and wake up the bracelet.
 - If SCRAMNET reflects that the Client has moved within range of the base station, the Monitoring Center will enter a note in the Client's record.



- ii. If SCRAMNET does NOT reflect that the Client has moved within range of the base station, the Monitoring Center will enter a note in the Client's record.
- b. Results of Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. We are showing that you have left your residence at a time in which you were not scheduled. Please walk to the SCRAM Base Station and wake up the bracelet. Please tell us what the base station is displaying...."NO RESPONSE"...."READING BRACELET". ***If SCRAMNET does NOT reflect that the Client has moved within range of the base station*** Please contact your Officer to schedule a SCRAM equipment maintenance appointment.*

28. Unauthorized Return

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - 2) If the phone is answered, the Monitoring Center will verify the Client's identity by asking the Client to move into range of the base station and wake up the bracelet.
 - i. The Monitoring Center will ask the Client why he/she returned to their residence at a time that was not authorized and enter a note in the Client's record.
- b. Results of the Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please walk to the SCRAM Base Station and wake up the bracelet. Please tell us what the base station is displaying...."NO RESPONSE"...."READING BRACELET". Our records indicate that you have returned to your residence at a time that was not authorized. Can you explain this event?*

29. Failed to Leave

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - 2) If the phone is answered, the Monitoring Center will verify the Client's identity by asking the Client to move into range of the base station and wake up the bracelet.
 - i. The Monitoring Center will ask the Client why he/she returned did not leave their residence at a time that was authorized and enter a note in the Client's record.
- b. Results of the Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please walk to the SCRAM Base Station and wake up the bracelet. Please tell us what the base station is displaying...."NO RESPONSE"...."READING BRACELET". Our records indicate that you have not left your residence at a time that was authorized. Can you explain this event?*



30. Failed to Return

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - 2) If the phone is answered, the Monitoring Center will verify the Client's identity by asking the Client to move into range of the base station and wake up the bracelet.
 - i. The Monitoring Center will ask the Client why he/she failed to return to their residence at a time that was authorized and enter a note in the Client's record.
- b. Results of the Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please walk to the SCRAM Base Station and wake up the bracelet. Please tell us what the base station is displaying...."NO RESPONSE"...."READING BRACELET". Our records indicate that you were scheduled to return at xxxx, but were not in range of the base station at this time. Can you explain this event?*

31. Missed Check-In Call

- a. The Monitoring Center will call the Client using the Client's phone number that Customer or Partner entered in SCRAMNET.
 - 1) If no answer, the Monitoring Center will leave a message and enter a note in the Client's record.
 - 2) If the phone is answered, the Monitoring Center will ask the Client to plug in the base station to restore communications.
 - i. If communications are restored, the Monitoring Center will enter a note in the Client's record.
 - ii. If communications are not restored, the Monitoring Center will advise the Client to contact their Officer to schedule a bracelet maintenance appointment.
- b. Results of the Client call can be viewed in SCRAMNET on the Daily Summary report, HA Event Log, or Client notes.

Script:

Calls to Client: *This is the Monitoring Center. This call is being recorded. Please plug in the SCRAM Base Station to power in the wall. ***Wait for communications to be restored. If communications are not restored*** Please contact your Officer to schedule a SCRAM equipment check appointment.*

32. Open Strap

- t. The Monitoring Center will call the Officer using Customer's main phone number.
 - 1) The Monitoring Center will call the Officer once the data in SCRAMNET is reviewed and a removal is verified.
 - 2) The Monitoring Center will enter a note in the Client's record.

Script:



Calls to Client: *This is the Monitoring Center. This call is being recorded. We have received a [Event Name] alert on [Client Name] at [Event Time and Time Zone]. Please contact the Client to schedule a SCRAM equipment check appointment.*

Exclusions and Limitations

AMS is not responsible or liable for the following:

3. The services are delayed, unavailable, or delivered in error as a result of:
 - a. The actions or inactions of Partner and/or Customer or their employees, contractors, or agents;
 - b. The failure or malfunction of equipment, network, or systems not owned or directly controlled by AMS, which includes those of any third party including any Clients; or
 - c. External circumstances or causes otherwise beyond the control of AMS, including events of force majeure.
4. Partner or its Customer are not in compliance with the terms of this SLA, including but not limited to:
 - a. Inaccurate information provided or input into the System by Partner or Customer including contact information for Clients and/or related parties, GPS inclusion/exclusion zone set up and Client schedules;
 - b. Failure to adhere to maintenance notifications and/or schedules related to equipment, straps and calibration;
 - c. Failure to report Client non-compliant activities to appropriate supervising authorities when potential bond, parole or probation violations have occurred.

Request for Proposals for
ELECTRONIC MONITORING

Issued by the **State of Nevada**
Solicitation Number 99SWC-S3474



THIS SLA, AND THE AGREEMENT OF WHICH IT IS A PART, IS A COMPLETE AND EXCLUSIVE STATEMENT OF THE AGREEMENT BETWEEN THE PARTIES RELATING TO THE SUBJECT MATTER OF THIS SLA. IT SUPERSEDES ALL PRIOR SLAS, PROPOSALS AND UNDERSTANDINGS BETWEEN THE PARTIES REGARDING ITS SUBJECT MATTER. This SLA shall not be effective until executed by Partner and accepted and executed by an authorized representative of AMS. By execution, both signers certify that each is authorized to execute the SLA on behalf of their respective companies.

FOR AND ON BEHALF

[Company]

APPROVED BY CUSTOMER

By: _____
Name: _____
Title: _____
Date: _____

By: _____
Name: _____
Title: _____

Signed and effective as of:

“Effective Date”