

1. Pricing Tier Clarification

For customers utilizing a **Daily Rental model**, pricing tiers are based on the number of active devices assigned.

- Example: If agency has 501 devices in total but only 250 are actively assigned, the applicable daily rate will align with the **250-device tier**.

For customers utilizing a **Purchase model**, the applicable daily service rate reflects the purchased volume tier and is not dependent on active usage.

- Example: If agency has purchased 501 devices but only 250 are actively assigned, the applicable daily rate will align with the **500-device tier**.

This structure ensures:

- Alignment between cost and actual program utilization
 - Predictable pricing for agencies investing in owned equipment
-

2. Warranty / Maintenance & Repair Clarification

SCRAM provides two distinct support models:

Daily Rental Model

- All maintenance, repair, and replacement are **fully included** in the daily rate
- No separate warranty or maintenance plan is required

Purchase Model

- Devices include a **standard 1-year Maintenance & Repair Policy**
- Optional extended coverage available at **\$75 per device per year**

This approach ensures simplicity for rental programs and long-term flexibility for owned-device programs.

3. Premier Monitoring vs Premier + Monitoring

SCRAM offers two enhanced Monitoring Center service levels designed to align with program complexity and intervention needs:

Premier Monitoring

- Defined Service Level Agreement (SLA) focused on efficient alert resolution
 - Typically involves **up to three (3) outbound contact attempts per alert event**
 - Optimized for standard supervision programs
-

Premier + Monitoring

- Higher-touch service level designed for more complex or higher-risk populations
 - Applies when alerts require **more than three (3) contact attempts**
 - Reflects increased staffing, escalation, and participant engagement requirements
-

Key Differentiator:

The distinction between Premier and Premier+ is driven by **operational intensity and staffing required to resolve alerts**, ensuring agencies receive the appropriate level of support based on program needs.

4. GPS Charging Cord

- A charging cord is **included with every GPS device at initial deployment**
- Replacement cords (lost, damaged, or intentionally destroyed) are available at cost

No additional upfront cost is required for standard program operation.

5. Installation, Removal & Maintenance Services (\$2/day)

SCRAM's optional Installation, Removal, and Maintenance Service is a fully managed, program-level service, not a one-time transactional fee.

Service Includes:

- Program-specific brick and mortar office setup and staffing
- Travel and logistics coordination

- Participant onboarding and education
 - Completion of participation agreements
 - Device installation and verification
 - Real-time communication with supervising agency
 - Installation certification and documentation
 - Ongoing maintenance and support throughout monitoring period
 - Device removal, recovery, and final documentation
-

Operational Capability:

- Scalable to program size and geography
 - Supports:
 - Scheduled appointments
 - Same-day installs
 - 24/7/365 release environments (e.g., custody-based programs)
-

Cost Context:

- Average monitoring duration: **~75 days**
 - Total service cost: **~\$150 per participant (install, maintenance, and removal)**
 - Compared to current GSA benchmarks (~\$3.98/day), SCRAM's rate represents a cost-efficient alternative
-

Flexibility:

Services are fully customizable agencies may select full-service, partial-service, or self-managed models based on operational preferences.

6. Offender Fee Collection Service (\$2/day)

SCRAM's Offender Fee Collection Service is a fully outsourced, end-to-end financial management solution.

Service Includes:

- Payment collection and processing
 - Billing management and tracking
 - Participant communication and follow-up
 - Payment reconciliation and reporting
 - Integration with supervision workflows
-

Key Differentiator:

SCRAM assumes full financial risk for collections under this model, with no financial backstop required from the agency.

- Agencies may continue placing participants on monitoring
 - SCRAM is responsible for ensuring payment collection
-

Industry Context:

- Typical electronic monitoring collection rates: **~70–75%**
 - SCRAM absorbs the impact of non-payment and manages all associated operational burden
-

Strategic Value:

This service enables agencies to operate offender-funded programs without internal administrative burden or financial risk, improving both efficiency and program scalability.

7. Pricing Context & Market Alignment

SCRAM's pricing for value-added services reflects:

- Increased labor and operational costs (~35% increase since 2015)
 - Expanded service scope, including:
 - 24/7 operational readiness
 - Compliance tracking and documentation
 - Full program support infrastructure
-

Pricing Philosophy:

- Structured as not-to-exceed pricing in alignment with NASPO requirements
- Flexible through Participating Addendums
- Scalable for larger programs
- Sustainable for smaller programs with higher fixed service costs