



Attachment 09.4

COST PROPOSAL AND NARRATIVE FOR CATEGORY 4 - VALUE ADDED SERVICES

Per Attachment 02, Scope of Work, VII. Offerors may propose value added services related to Offender Electronic Monitoring. The Lead State and NASPO reserves the right not to allow additional services proposed by the Contractor in the Master Agreement.

Awards for Category 4 will not be given to Offerors who do not also qualify for an award in Category 1, 2, or 3.

Contractors awarded Category 4 may not provide Category 4 Services to Purchasing Entities who are not also utilizing the Contractor's services from Category 1, 2, or 3.

Offerors shall provide cost and a narrative for all Value Added Services proposed. This narrative must be accompanied by all proposed pricing. The written narrative must include an overview of the proposed Value Added Service(s), functionality, system requirements, benefits to the Purchasing Entity, how it aligns with services proposed for Category 1, 2, or 3, and any other necessary information pertaining to the Value Added Service(s).

[The following pages outline our Value-Added Products, including pricing.](#)

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Value Add Products and Services Overview

SCRAM Systems delivers one of the industry's most comprehensive and innovation-driven ecosystems of electronic monitoring technologies, software platforms, and professional services. Building on more than two decades of leadership in automated, data-driven supervision tools, SCRAM Systems continually enhances its portfolio to help agencies improve outcomes, increase operational efficiency, and elevate community safety. Our value-added offerings integrate seamlessly across alcohol monitoring, drug testing, GPS/location tracking, case management, and client engagement—ensuring that agencies benefit from unified workflows, advanced analytics, and flexible supervision options for every risk level.

Through ongoing technology innovation, strategic acquisitions, and expanded service capabilities, SCRAM Systems provides agencies with next-generation tools that reduce administrative burden, strengthen compliance, and support evidence-based practices. This includes secure mobile applications for clients and victims, a powerful new unified software platform, advanced monitoring devices, and comprehensive full-service program support delivered through the SCRAM Services Group. Together, these enhancements create a modern, scalable, and highly adaptable monitoring environment designed to meet the evolving needs of justice and human services agencies nationwide.

SCRAM Systems' value-added portfolio includes:

- **Software & Mobile Applications**
 - **SCRAM TouchPoint® Client Engagement App** – As a standalone remote check-in solution, it delivers all core supervision functions through a single app that officers configure per participant, providing an efficient, flexible, and cost-effective alternative to device-based monitoring.
 - **SCRAM Ally® Victim Notification App** – Real-time proximity alerts and secure communication to enhance victim safety that integrate with SCRAM GPS technology.
 - **SCRAM Mobile GPS™, Powered by TouchPoint®** – A smartphone-based GPS solution offering a cost-effective alternative to traditional hardware for low-risk populations.
 - **SCRAM IQ™** – A next-generation unified supervision platform that consolidates data, alerts, analytics, and reporting across all SCRAM technologies.
- **SCRAM Systems Comprehensive Services Through SCRAM Services Group**

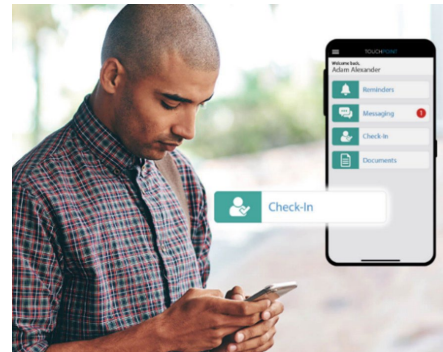
Turnkey support including installations/removals, equipment maintenance, 24/7 monitoring center operations, client check-ins, training, court support, and program management delivered by certified experts.
- **SCRAM Client Connect Smartphone Program.** Provides secure smartphones for client supervision. Features include check-ins, messaging, location tracking, and app control, all customizable for each client. This program supports accountability, communication, improved outcomes, lower recidivism, and reduced costs.
- **Drug Testing: PharmChek® Sweat Patch by SCRAM Systems**

FDA-cleared, continuous 24/7 transdermal drug testing with no testing windows, tamper-evident design, and detection of both parent drugs and metabolites.



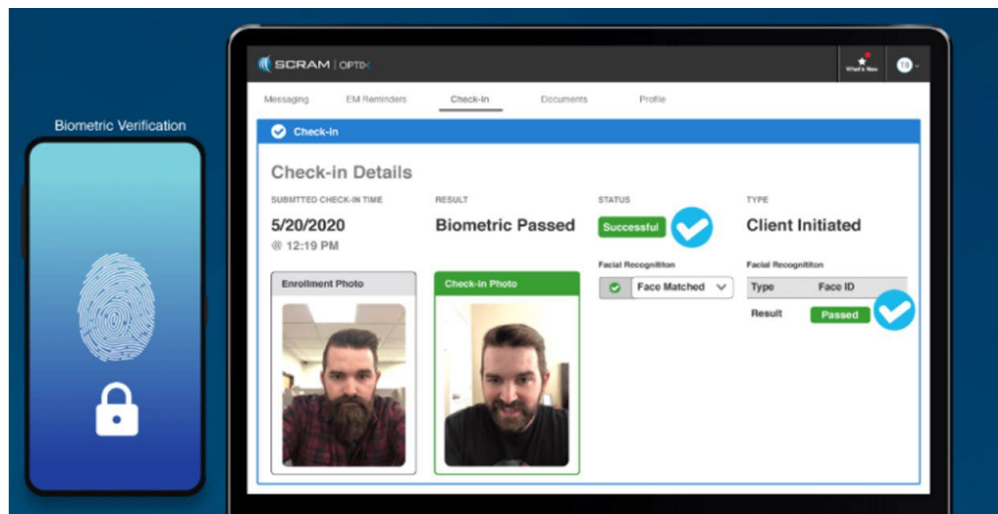
SCRAM TouchPoint Standalone Client Engagement Application

SCRAM TouchPoint is a secure, client- or participant-facing mobile application specifically designed to enhance community supervision by digitizing, automating, and streamlining routine interactions between supervising officers and individuals in pretrial, probation, parole, or other community-based programs. As a fully independent, standalone supervision and engagement platform, TouchPoint does not require integration with other SCRAM devices or systems to deliver its core functions. Officers can configure and manage participant check-ins, schedule self-reporting, and utilize GPS tracking directly within the app, making it an efficient and flexible solution for agencies seeking alternatives to traditional device-based monitoring. This stand-alone capability offers cost-effective, customizable supervision that meets the needs of both officers and participants without relying on additional hardware or software from the SCRAM ecosystem.



Efficient client interactions with secure messaging, mobile check-ins, GPS tracking, and document management.

Remote Participant Check-In. Officers can schedule daily, weekly, monthly, or random check-in/self-report times or trigger an on-demand location check to ensure participants are where they are required to be. Each time a participant checks in, a photograph is taken and recorded. Officers will receive a GPS location with every check-in to verify the participant's whereabouts, providing officers with additional insight into the participant's response. Officers can then promptly take action if the participant is not compliant.



Participants must answer a series of questions selected by the officer to confirm their status or provide updated details. Officers can choose from a standard group of pre-selected questions, such as current residence, employment, and contact with law enforcement, or tailor questions to a specific participant when necessary.

TouchPoint also provides officers with the option to require a check-in without questions. This capability offers a less punitive means of accountability for low-risk participants and enhances standard GPS monitoring by capturing a location, date- and time-stamp, and matching photograph for verification.

Two-Layer Participant Verification Process. TouchPoint provides two layers of participant verification to help ensure accuracy and to reduce circumvention attempts. Prior to completing a mobile check-in, the participant is required to provide a passed fingerprint or face identification (biometric verification) as supported by their mobile

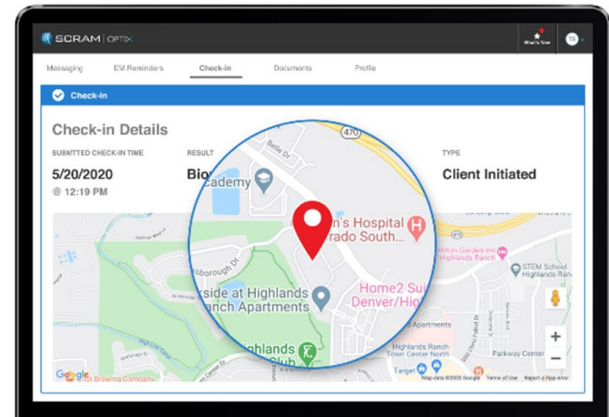
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phone. Then, built-in facial authentication software automatically reviews and compares the participant's check-in photo to a library of matched photos to verify their identity with 98-99% confidence.

GPS Monitoring. TouchPoint offers various modes of GPS tracking, including 24/7 location tracking with options for GPS point delivery from five-minute to one-hour intervals. Pursuit Mode sends 1 GPS point each minute for 15 minutes, and the Locate Now feature provides an on-demand location of the client's phone.



Locate Now is a location verification feature that works with or without GPS, providing officers immediate phone location data via the TouchPoint app. It helps locate participants quickly for follow-up actions like returning them to custody or continued monitoring. This capability is particularly useful when participants do not charge their device and the battery dies, trigger a tamper alert, or separate from the monitoring device.

Officer Dashboard. The software displays the officer dashboard providing 24/7 access to participant detail and check-in results, such as:

- Recorded date and timestamp of participant check-ins and confirmation of facial verification or failure.
- Confirmation of biometric recognition or failure.
- Participant updates of key information and clear identification of missing responses.
- New documents flagged for officer review.
- Missing GPS location or biometric verification.

Check-In History				
All Dates ▾ Filter Check-Ins				
Date & Time	Facial Recognition	Results	Status	Type
2/5/2020 @ 2:31 PM	Face Matched	No GPS Location Pending Photo Review	Resolved	Client Initiated
2/5/2020 @ 2:19 PM	Inconclusive Image	No GPS Location Pending Photo Review	New	Client Initiated
1/5/2020 @ 1:03 PM	Inconclusive Image	Responses to Questions Pending Photo Review	New	Client Initiated
12/13/2019 @ 9:54 AM	Inconclusive Image	Pending Photo Review	New	Client Initiated
11/27/2019 @ 1:24 PM	Inconclusive Image	Pending Photo Review	New	Client Initiated
10/14/2019 @ 10:30 AM	Inconclusive Image	Responses to Questions Pending Photo Review	New	Client Initiated

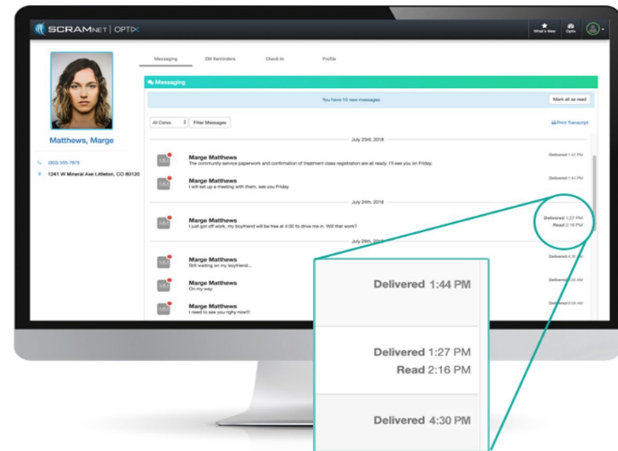
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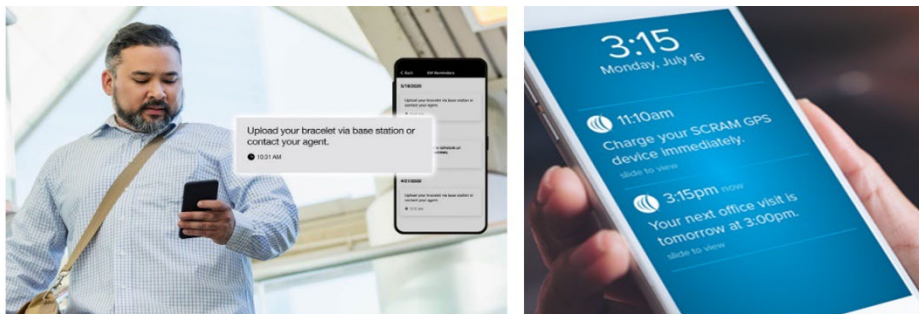


Secure, Real-Time Messaging. TouchPoint's secure messaging facilitates effective two-way communication between officers and participants. This empowers officers to communicate with participants in real-time without having to disclose their own mobile phone number. Other features include:

- **Read Receipts.** Officers know when participants open and view messages.
- **Multi-Layer Notifications.** This consists of internal alerts (within the app) and external push notifications. The participant is constantly being apprised of when a new message has been received from their supervising authority.
- **Communication Management.** With saved transcripts, shared messaging permissions, and printing capabilities, it is easy for officers to manage participant communications across caseloads.
- **Mass Messaging.** Officers can send messages to all or part of their caseload simultaneously, saving time with mass communications like billing, weather alerts, office closures, surveys, or staff illness notifications. Participants only see the message, not the recipient list.



Officers receive confirmation when messages are read.



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

Automated Electronic Monitoring Reminders. For those using SCRAM CAM, Remote Breath, and GPS electronic monitoring devices, SCRAM TouchPoint automatically notifies participants about routine maintenance activities for their electronic monitoring device, such as reminders to charge their device or to contact their officer. Read receipts are provided to confirm the reminder was received.

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

Document Management. Participants can upload photos of documents, such as a driver's license, paystubs, and proof of housing. Officers can share scans of paperwork such as supervision changes, invoices, court orders, and drug test results. Participants can sign documents electronically from anywhere, without coming into the office. Officers are notified once the document is signed and can access it for their records.

Resource Sharing. Officers can share resources through TouchPoint for easy participant access. Common participant resources that can be uploaded and housed in TouchPoint include participant forms, list of public defenders, treatment centers, job interview tips, and crisis assistance. Having links and documents readily available eliminates the need for officers to search for and locate essential information, ultimately saving time and

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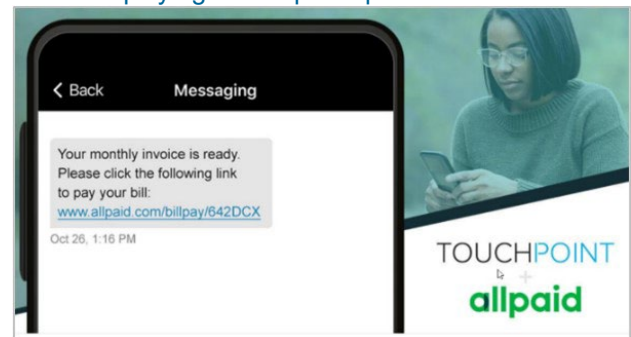


increasing efficiency. This gives officers more time to focus on their participants and caseloads while removing cumbersome busy work.

Video Conferencing Capabilities. SCRAM TouchPoint currently supports video conferencing by sending a selected platform link to the participant so that officers can communicate with them face-to-face, safely and effectively. Depending on the platform's capabilities, officers can perform scheduled or on-demand video meetings to increase efficiency and minimize face-to-face contact. Officers frequently use video conferencing technology to connect with participants for virtual office visits, quick check-ins, or as follow-up to any remote participant activity an officer may have concerns about.

While TouchPoint can currently be used with any platform, including GoToMeeting™, Microsoft® Teams, and Zoom, SCRAM Systems will soon integrate video conferencing capabilities directly into TouchPoint so that officers and participants can access it straight from the app, further simplifying officer/participant communication.

Billing and Collections. SCRAM TouchPoint's integration with AllPaid's secure, single-source payment platform removes the need for manual billing and collections. With paper invoices, manual bookkeeping, and keeping records up-to-date, participant billing and collections can be a time-consuming process. With SCRAM TouchPoint, the Participating Entity can easily generate invoice notifications through the app and participants can pay their bill online—saving officers time while increasing collections.



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

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



SCRAM 24/7™ Software

The SCRAM 24/7 monitoring management application brings together all clients and testing methods into one, easy-to-use highly configurable platform. With the ability to manage a variety of drug and alcohol testing options, electronic monitoring devices, and even add customized monitoring appointments and activities, supervising authorities can seamlessly track client compliance, financials, and progress across entire monitoring programs. SCRAM 24/7 is perfect for pretrial release, drunk and impaired driving caseloads, as well as initiatives to reduce jail overcrowding.

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

- Daily testing dashboard—officers can view daily client appointments and see their day at a glance.
- Client compliance calendar view—track, record, and view testing and EM compliance.
- Stored case data—enter case history and upload important documents.
- Client notes—enter general case notes, as well as critical notes that are displayed prominently so that they won't be missed.
- Integrated SCRAM electronic monitoring—saving time from logging into multiple platforms

The screenshot displays the SCRAM 24/7 software interface. On the left, a client profile for Ryan McDonald is shown with fields for Status (Active), Enrolling Site (Touman County), Email (rsmith@housenet.com), Home Phone ((719) 322-7777), Driver's License (87V4544), Referring Entity (Douglas County Court), Case Type (Bond), Case Reason (Driving Suspended), and Activities (Breath Test). The main section is titled "Breath Test" and shows the TEST STATUS as "Pending", APPOINTMENT DATE as "12/27/2017", and APPOINTMENT TIME as "9:00 AM - 11:00 AM". Below this, there are sections for "Notes", "Breath Test" (with "Attended" and "Test Result" buttons), and "Payments" (with a table showing "Activity Fee", "Current Balance", and "Amount Collected"). The "Payments" table shows a "Test Fee" of "\$10.00" and a "Total Collected" of "\$10.00". At the bottom, there are "Cancel", "Save & Print Receipt", and "Save" buttons.

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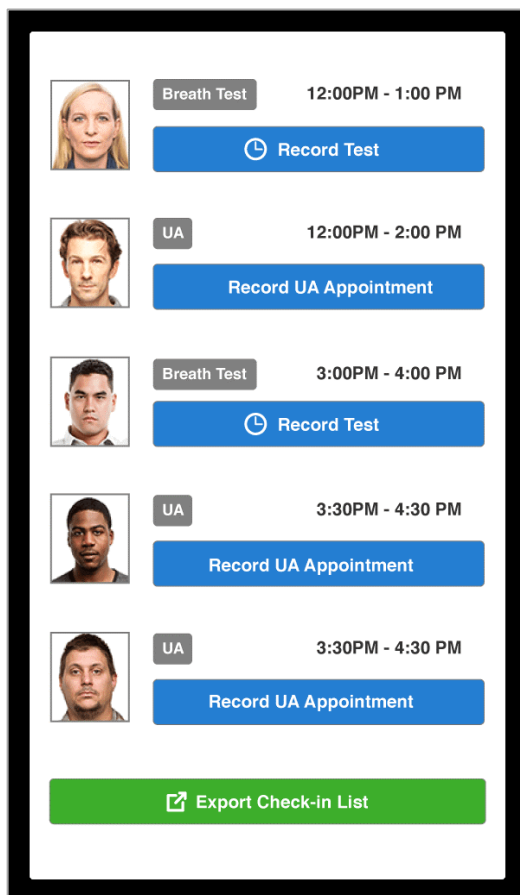
Client Profile. Officers can create a unified client profile to manage a variety of drug and alcohol testing options, as well as SCRAM Systems electronic monitoring devices. The profile includes demographics, court case, document storage, a calendar, financial tracking, and a dedicated notes section.

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

Track EM and Testing Activities. Officers can create and track activities for common testing and electronic monitoring activities. This includes all SCRAM Systems electronic monitoring solutions, as well as testing from other sources such as urinalysis, drug patch, twice-daily breath tests, ignition

interlock, treatment appointments, and more. Sanctions can be assigned and documented for non-compliance. All information is reflected in the client's activity calendar for compliance history and future dated appointments.

SCRAM TouchPoint Integration. This feature enables appointment reminders to be sent directly to the client's phone for any monitoring activity scheduled within the platform, significantly reducing the number of missed appointments.



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



Webster, Lionel

Rx On File **Self-Pay**

Status	Active
DOB	April 5 1999
Enrolling Site	Arapahoe
Home Phone	(303) 989-8787

Open Cases

09m8980

Case Owner	Arapahoe
Date Opened	4/3/2019
Referring Entity	Parole
Case Type	Sentencing
Case Reasons	Possession of Controlled Substance Grand Theft Intoxcating a Minor
Sanction Count	0

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

Create a Schedule

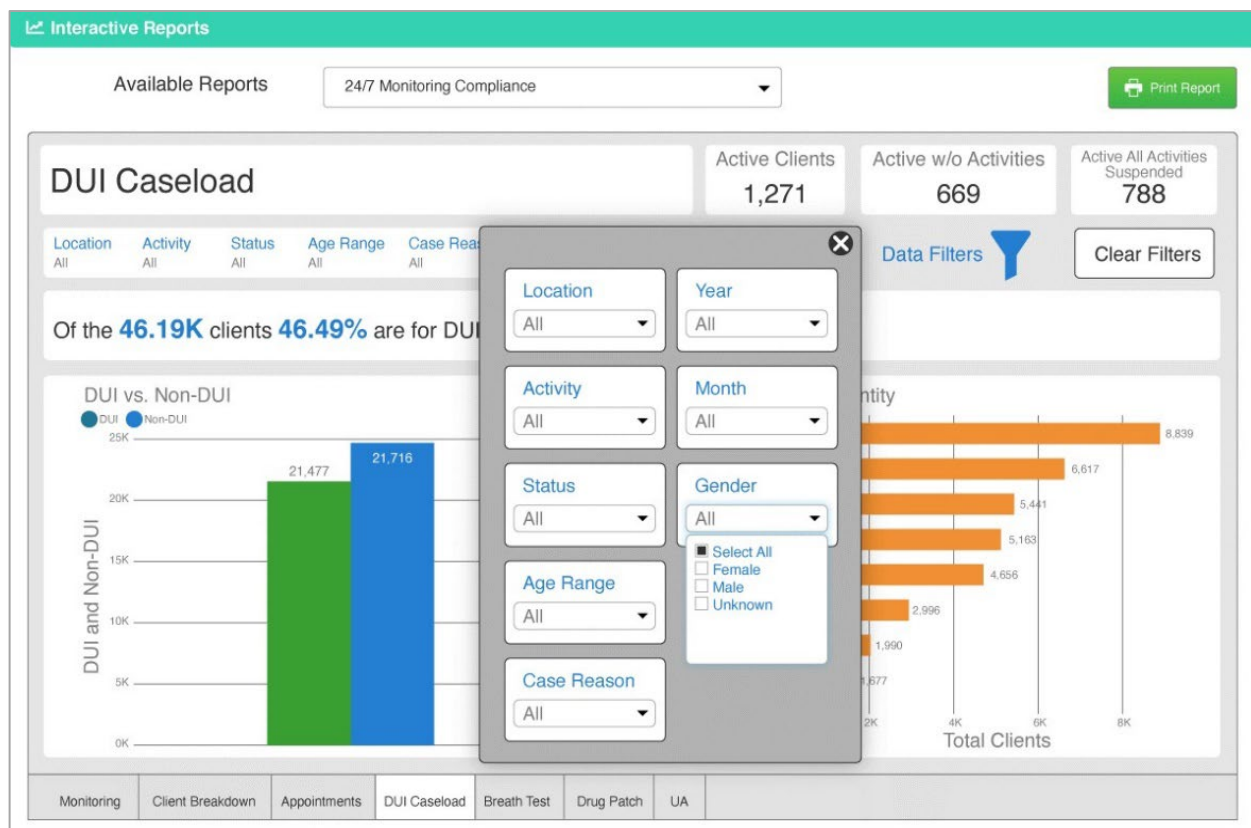
Frequency

Select Day(s)

Recurs Every

Test Window

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



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

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

Financials

Transaction History

Buttons: Assess Fee, Transfer Funds, Issue Refund, Collect Payment

Filter for anything here...

Date/Time	Test Site	Financial Account	Type	Amount	Balance	Comment
5/26/2020 @ 6:40 AM	Westport	PBT Test Fee	Breath Test	Fee	(\$1.00)	(\$0.00)
5/25/2020 @ 8:00 AM	Westport	PBT Test Fee	Breath Test	Fee	(\$1.00)	(\$1.00)
5/23/2020 @ 8:20 AM	Westport	PBT Test Fee	Breath Test	Fee	(\$1.00)	(\$2.00)
5/22/2020 @ 8:10 AM	Westport	PBT Test Fee	Breath Test	Fee	(\$1.00)	(\$3.00)
5/21/2020 @ 6:50 AM	Westport	PBT Test Fee	Breath Test	Fee	(\$1.00)	(\$4.00)

Print Receipt To Date

Client Information: Thomas C. (Active)

Current Balances:

Other Monitoring Services: 1

Open Cases: XX-XXX

Case Details: Case Owner: XXXXXXXX, Date Opened: XXXXXXXX, Referring Entity: XXXXXXXX, Judge: XXXXXXXX, Case Type: XXX, Case Reasons: XXXXXXXX, Sanction Count: XX, Activities: XXXXX, XXX

Account Summary

Summary | Disbursements | Clients

Buttons: Caseload, All Activities, Activity Fees, Filter for anything here...

Activity	Activity Fee	Current Balance	Prepaid Fees for	Outstanding Fees for Clients
UA	UA Test Fee	\$2,900.00		\$1246.00
Remote Breath	Remote Breath Activation Fee	\$890.00		\$1,540.00
Remote Breath	Remote Breath Deactivation Fee	\$400.00		\$580.00
Remote Breath	Remote Breath Daily Fee - State	\$198.00		\$110.00
Remote Breath	Remote Breath Daily Fee - Agency	\$588.00		\$26.00
Interlock	Interlock Setup Fee	\$31.00		
Interlock	Interlock Inspection Fee	\$20.00		
Drug Patch	Drug Patch Replacement Fee	\$210.00	\$50.00	\$142.00
Drug Patch	Drug Patch Install Fee	\$130.00	\$1240.00	\$339.00
CAM	CAM Deactivation Fee	\$2,360.00	\$1,085.00	\$80.00
CAM	Activation Fee	\$2,100.00	\$150.00	\$260.00

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

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

TouchPoint Integration. Soon SCRAM 24x7 will allow for users to add TouchPoint as a monitoring activity in an integrated fashion like our EM products do today. One of the primary benefits of this new feature is that it will allow for appointment reminders to be sent to the clients phone for any monitoring activity in 24x7 on a preset cadence. This feature will reduce the failure to appear rate for clients.

A screenshot of a web application interface. At the top, there is a purple header bar. Below it is a profile picture of a man. To the right of the picture is the name "Thomas C.". Below the name is a table with fields: Status (Active), DOB (XX/XX/XXXX), Enrolling Site (XXXXXX), Cell Phone ((XXX) XXX-XXXX), and Driver's License (XXXXXXXX). Below this is a section titled "Current P" with a dropdown arrow. A large blue circle highlights a section titled "Open Cases". Inside this circle, there are two folder icons labeled "XX-XXX". Below the folders is a table with fields: Case Owner (XXXXXXXXXX), Date Opened (XX/XX/XXXX), Referring Entity (XXXXXXXXXX), Judge (XXXXXXXXXX), Case Type (XXX), Case Reasons (XXXXXXXXXX), Sanction Count (XX), and Activities (XXXXX, XXX).

Officers can upload relevant documents and store court data.



SCRAM IQ™ Software

SCRAM IQ is our next-generation unified software platform designed to centralize access to all SCRAM Systems technologies. It is an integrated platform with a customizable dashboard, mobile access, a scalable AI-ready design, and full-service support for SCRAM technologies. Key features include:

- **Consolidated Client Profile.** All electronic monitoring types are managed under one profile, covering device assignment, alerts, reporting, history, and analytics.
- **Configurable Client Calendar.** SCRAM IQ offers an interactive calendar for managing EM schedules and appointments. With SCRAM TouchPoint, clients receive automated appointment reminders.

The screenshot displays the SCRAM IQ software interface. On the left, a sidebar shows the client profile for Aaronson, Aaron, with details like Status (Active), DOB (June 15 2000), Enrolling Site (Cooper), Email (joey.cooper@scramsystems.com), and State ID (321654). Below this, there are sections for "Other Monitoring Services" including SCRAM GPS, SCRAM, and TouchPoint. The main area is titled "TouchPoint Alerts" with a count of 20. It features a table with columns for Date & Time, Alert Type, Status, and Caseload. Two alerts are listed: one from 2/11/26 @ 1:30 AM with a "Missed Check-In" status, and another from 2/6/26 @ 1:30 AM with a "Resolved Successful" status. The interface includes a top navigation bar with tabs like Summary, Cases, Activities, Financials, Communications, Results, and General. A "Resolve" button is visible in the top right corner of the alerts section.

- **Customizable Dashboard.** Integrates alerts, reports, and historical client data across all SCRAM products, enabling comprehensive oversight and streamlined operations.
- **Mobile-Adaptive Design.** Enables access via desktop, tablet, or smartphone devices, supporting flexible remote management.
- **Scalable Architecture.** Built to support future AI capabilities including automated risk scoring, violation prediction, and dynamic supervision planning, ensuring longevity and adaptability.
- **Full-Service Availability.** Offers 24/7 access and a range of professional services including implementation, training, and monitoring support for seamless integration and ongoing assistance.

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Dashboard

26x7-silver.scramtest.com/Alerts/Workload

SCRAM | 10

Appointments Call Center Clients Financials Inventory Reports Admin Notifications

Summary Alerts

Summary 20 Critical Alerts 2 Notifications 7 Appointments 14 Total Clients CAM GPS HA RB 800 471 5

Select A Caseload Select a Primary Agent View Additional Clients

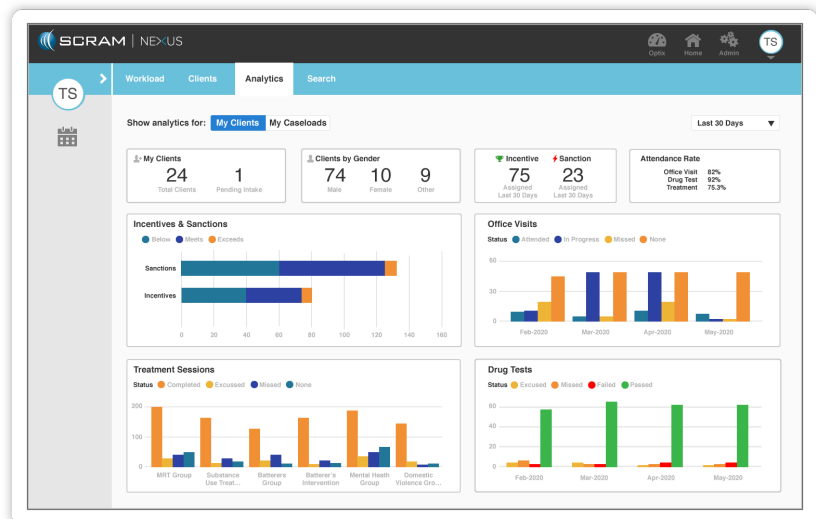
Client	Primary Agent	Caseload	Battery	Positives	Tamper	Zones	Communications	Location	Maintenance	Beacon
Brennan, Pierce	Electra King	Arzapahoe Pretrial								
Connelly, Sean	Electra King	Arzapahoe Pretrial								
Craig, Daniel	Electra King	Arzapahoe Pretrial								
Dalton, Timothy	Electra King	Arzapahoe Pretrial								
Lazerty, George	Electra King	Arzapahoe Pretrial								
Moore, Roger	Electra King	Arzapahoe Pretrial								



SCRAM Nexus® Software

SCRAM Nexus Case is an outcome-oriented and client-focused case management software system that revolutionizes the field of community corrections by providing the first-ever decision support system for supervision programs. This innovative software enables programs to effectively implement policies and evidence-based practices for each client, in a simple, efficient, and consistent manner. By automating tasks, SCRAM Nexus Case helps rebalance the daily workload, enabling officers to allocate resources more effectively and achieve genuine behavior change, leading to improved client success.

The software serves as a guide for officers, ensuring the consistent application of evidence-based practices and departmental policies in their daily workflows. Through dynamic supervision planning and tracking, clients are automatically connected to relevant treatment and monitoring services. This streamlined approach allows officers to efficiently manage diverse caseloads and make optimal use of their time and resources. Nexus Case continuously synthesizes client data, providing meaningful insights that inform decision-making. It also offers recommendations for incentives and sanctions tailored to a client's risk level and needs, based on proven strategies that yield the best outcomes. This dynamic case management system is designed for community corrections agencies that are looking to streamline the administrative burden on officers while enhancing the agency's efforts to deliver best practice core corrections practices for clients.



First-ever client-focused decision support software for community corrections that empowers officers to consistently implement and measure agency policy and evidence-based practices for better client outcomes.

Beyond fundamental case management records, SCRAM Nexus provides unique interactive features such as:

- **Unique Client Case Management.** Risk-based client management that automatically supports tailored supervision. It dynamically tracks a comprehensive catalog of agency supervision services, treatment, and interventions.
- **Critical Officer Alerts.** The software streamlines the process of collecting client activities by automating the task. It captures a wide range of information, including public safety events, client health and wellness, and other behavioral data. Based on this information, the software generates suggestions for interventions and responses that ensure timely, certain, and appropriate support for clients. These recommendations are designed to address the specific needs of each client and to promote their well-being and success.
- **Agency Configurable.** The software is highly configurable, eliminating the need for expensive custom software add-ons to align with an agency's specific client, court, and case management requirements. It enables the creation of a comprehensive continuum of agency services and interventions, seamlessly integrating various activities such as counseling, substance testing, and electronic monitoring. All these activities are automatically tracked and recorded within the system, ensuring accurate documentation and efficient management.
- **Advanced Reporting & Analytics.** Rich reporting and interactive analytics provide unprecedented insight into client compliance, officer adoption of policy, treatment provider performance, supervision



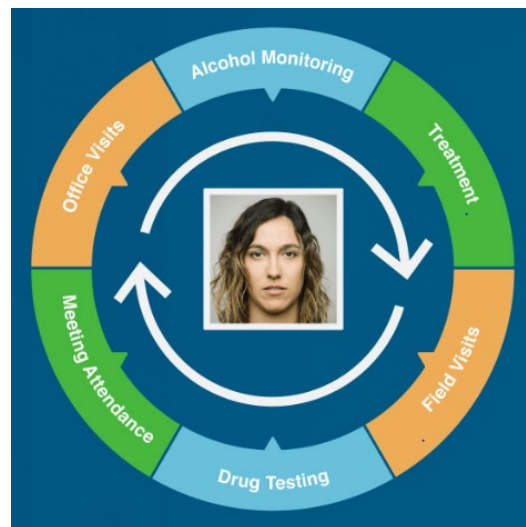
model success, agency performance, and more. The agency analytics dashboard gives supervisors the visibility needed to make informed, data-driven decisions.

- **Supporting Mobile App.** Secure messaging and mobile check-ins create modern and seamless communication between officers and clients. It provides a calendar of events as well as automatic appointment and electronic monitoring reminders to reduce technical violations.

Risk-Based Client Case Management

Evidenced-Based Responses. The regular use of evidence-based responses to client actions leads to more successful client outcomes by helping them make the behavior changes needed to successfully exit the criminal justice system and lead productive lives.

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



SCRAM Nexus transforms real-time client data into insights that support more productive officer-client interactions.

As an international leader in electronic monitoring, including alcohol and GPS hardware technologies, our alcohol testing technologies are designed to integrate natively with Nexus, our client-centric supervision software. This includes risk-based, client-tailored automated supervision models that apply appropriate supervision elements such as alcohol and drug testing, and formalized services for other mental, health, cultural, and vocational objectives. Nexus also supports integration with leading drug diagnostics and technology solutions to seamlessly track participants testing programs through automated integration.

Officers receive recommendations based on each client's risk and need, agency policy, client data, and requirements specific to that unique situation.

Real-Time Risk-Need Responsivity.

Information and tools for evidence-based supervision.

- Dynamic, consistent supervision planning based on a client's risks, needs, and offense
- Decision support engine recommends incentives and sanctions grounded in science, policy, and real-time client data
- Integrated, two-way information with referral sources highlights compliant and non-compliant behaviors
- Increased compliance with appointment scheduling and reminders with SCRAM TouchPoint adaptive mobile functionality



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

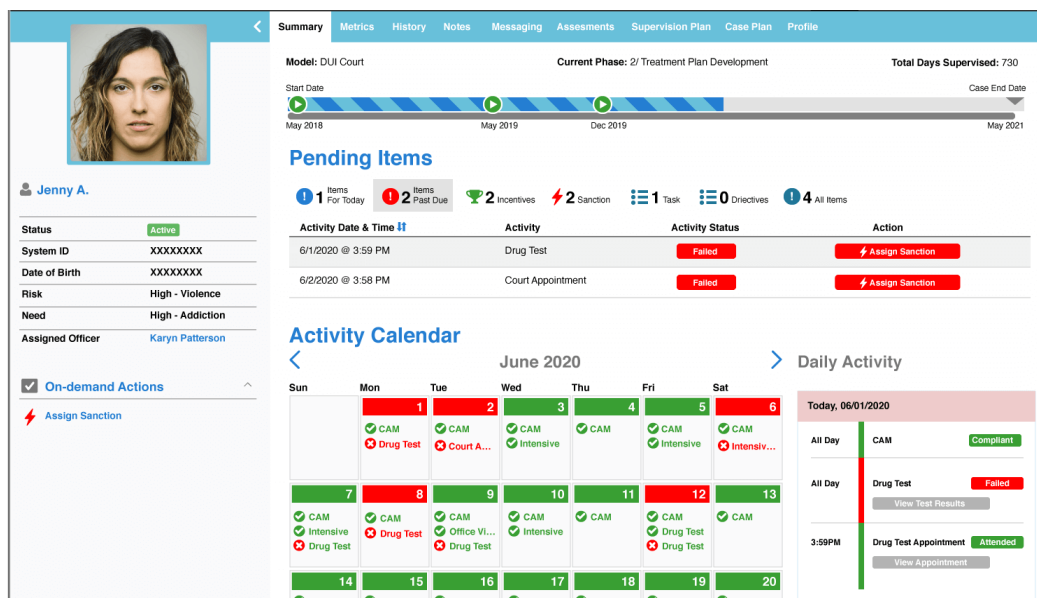
- Access all client information from the secure web-based platform
- Integration with case management, SCRAM electronic monitoring, and assessment tools increases data accuracy and timeliness
- Unified workflow management provides officers with a comprehensive view of upcoming tasks and needed actions

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

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

Integrated Administrative Data . SCRAM Systems collaborates with the Participating Entity to tailor the software to their specific needs by incorporating unique criteria such as policies and procedures, statutory requirements, supervision models, incentive and sanction responses, and other critical administrative factors. Once the software is configured, administrative personnel from the Participating Entity can make updates or changes to these criteria as necessary to ensure ongoing alignment with organizational requirements.

Client Dashboard. All client supervision and summary details are available on the client dashboard, including assessments, plans, and profiles. Officers can review pending actions, check compliance visually via a color-coded activity log, and perform tasks like drug testing, sanctions, or field visits. All history, notes, and assessments are recorded.



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

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

Activity	Activity Date & Time	Status	Action
MRT	Today @ 2:00 PM	Pending	Record Appointment
Court Appointment	Today @ 8:47 AM	Attended	Assign Incentive
Office Visit	Today @ 11:00 AM	Missed	Assign Sanction

The dashboard provides client/case detail and gives officers a quick view of pending appointments and expected activity. The dashboard detail is color-coded to quickly identify client activity, scheduled date, time, and status at-a-glance. They can also track supervision and assign sanctions or incentives directly from the workload pages.

SCRAM TouchPoint Integration. When integrated with Nexus Case, the SCRAM TouchPoint mobile app offers a range of additional features:

- Sending confirmations to clients when appointments are scheduled and providing automated reminders for upcoming court, treatment, and other appointments.
- Providing a calendar of events where clients can view events added by their officer and add their own events. Officers can access all events through the Nexus portal. The event addresses are accompanied by geolocation points to assist clients with directions or public transportation routes to the scheduled events.
- On-demand tracking of a client's location using the Locate Now feature. This feature displays the current approximate location of the client's smartphone upon request.
- Enabling secure messaging, mobile check-ins, and equipment reminders for SCRAM CAM, Remote Breath, and GPS devices.



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

Treatment providers can:

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

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

Document Management. A user can access the Documents tab on the client's profile and upload documents to the systems. For clients who are utilizing SCRAM TouchPoint as a part of their program, a user can share documents to the app from within SCRAM Nexus. (Document Management activation required). Once the document has been shared and viewed by the client, the Status column will display as "Viewed" next to the document name. In addition, a client is able to share documents from their app to SCRAM Nexus.

Reporting & Analytics

The Participating Entity needs visibility into how clients are progressing through their supervision plan, if treatment and behavioral responses are making an impact, and if and officers are following department policy.

Our software provides a vital component for

- Improving supervision outcomes.
- Improving a client's behavior.
- Decreasing the risk of crisis and recidivism.

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

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

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

- Client Metrics inform officers how each client is doing with their assigned activities
- Officer Analytics provide users insight into their overall caseload
- Supervisor Analytics aggregates information from the client and officer tiers allowing supervisors to compare officer performance and take a deep dive into an individual officer's caseload



- Agency Analytics combines and considers data from all three tiers up to provide chiefs and administrators with powerful visibility needed to make informed, data-driven decisions at the executive level

Integration Options

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

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

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

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

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

An integration toolkit is provided that enables customers to use APIs with minimal upfront engagement and support. The kit is designed to help customers design systems so that their Case Management System (CMS) can easily interface with the SCRAM software platform. 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. All data transfers occur on demand from the customer systems when they initiate a request to receive or transfer data. SCRAM never initiates a data transfer.



SCRAM Software Pricing: SCRAM TouchPoint

	Daily Active Shelf: 20% Lost & Damage: 5%		Volume Schedule	Monitoring	Purchase
Product	Equipment Fee	Total Daily Fee		Daily Monitoring Fee	Purchase Cost
Mobile App/ Software				Daily Monitoring	Monthly
SCRAM TouchPoint Standalone			1 to 999	\$0.75	\$22.50
			1,000 to 2,499	\$0.70	\$21.00
			2,500 to 4,999	\$0.66	\$19.80
			5,000 to 7,499	\$0.62	\$18.60
			7,500 to 9,999	\$0.57	\$17.10
			10,000 to 14,999	\$0.50	\$15.00
			15,000 to 19,999	\$0.45	\$13.50
			20,000 to 24,999	\$0.40	\$12.00
			25,000+	\$0.30	\$9.00
SCRAM TouchPoint Application and Technical Consulting Services					\$2,500.00
SCRAM TouchPoint Application and Technical Education					\$2,000.00



SCRAM Software Pricing: SCRAM IQ, SCRAM 24/7

	Daily Active		Volume Schedule	Monitoring	Purchase
	Shelf: 20%	Lost & Damage: 5%			
Product	Equipment Fee	Total Daily Fee		Daily Monitoring Fee	Purchase Cost
Mobile App/ Software				Daily Monitoring	Monthly
SCRAM IQ /24/7™			1 to 49	\$120.00	\$120.00
			50 to 99	\$117.00	\$117.00
			100 to 149	\$114.07	\$114.07
			150 to 199	\$111.23	\$111.23
			200 to 249	\$108.44	\$108.44
			250+	\$105.30	\$105.30
SCRAM 24/7™			1 to 49	\$72.00	\$72.00
			50 to 99	\$70.20	\$70.20
			100 to 149	\$68.45	\$68.45
			150 to 199	\$66.73	\$66.73
			200 to 249	\$65.06	\$65.06
			250+	\$58.50	\$58.50
Randomizer Drug Testing Module SCRAM 24/7 API Daily Operations (Monthly) SCRAM 24/7™ Application and Technical Consulting Services SCRAM 24/7™ Application and Technical Education					\$5.00
					\$1,000.00
					\$2,500.00
					\$2,000.00



SCRAM Software Pricing: SCRAM Nexus

	Daily Active		Volume Schedule	Monitoring	Purchase
	Shelf: 20%	Lost & Damage: 5%			
Product	Equipment Fee	Total Daily Fee		Daily Monitoring Fee	Purchase Cost
Mobile App/ Software				Daily Monitoring	Monthly
SCRAM Nexus® License			1 to 49		\$132.00
			50 to 99		\$128.04
			100 to 199		\$124.20
			200 to 299		\$120.47
			300 to 399		\$116.86
			400 to 599		\$112.18
			600 to 799		\$107.70
			800 to 999		\$103.39
			10,000+		\$99.25
SCRAM Nexus® API Daily Operations (Monthly)					\$1,000.00
SCRAM Nexus® Project Management					15% of total project cost
SCRAM Nexus® EBP Consulting Services					\$5,000.00
SCRAM Nexus® Application and Technical Education					\$2,500.00
SCRAM Nexus® Application and Technical Consulting Services					\$2,000.00
SCRAM TouchPoint™ with SCRAM IQ/ 24/7 or SCRAM Nexus®			1 to 999	\$0.37	\$10.00
			1,000 to 2,499	\$0.33	\$9.00
			2,500 to 4,999	\$0.30	\$8.10
			5,000 to 7,499	\$0.27	\$7.29
			7,500 to 9,999	\$0.24	\$6.56
			10,000 to 14,999	\$0.22	\$5.90
			15,000 to 19,999	\$0.19	\$5.31
			20,000 to 24,999	\$0.18	\$4.78
			25,000+	\$0.16	\$4.30
Annual Prepayment		1	\$1,000.00		
Custom development IT/API operations/network development (price per hour/labor pricing)					\$250.00



SCRAM Ally Victim Notification App

SCRAM Ally, our victim notification mobile application, provides notification to a victim or protected party when a GPS-monitored offender is in proximity, has entered a location that the victim deems important (e.g., home or work), is no longer being monitored, tampers with the device, or engages in other actions that warrant notification. The app works in conjunction with SCRAM GPS to ensure both the victim and the supervising authorities are notified. The application can be used to monitor a victim who has multiple offenders or for situations in which multiple victims have the same offender.

Whether the Ally app is used to monitor one or more victims, the victim is not required to carry a secondary device, GPS or otherwise. The Ally app only needs to be installed onto their own Apple or Android smartphone, providing a simple and familiar way to maintain tracking. SCRAM Ally allows location data to be sent to the SCRAM GPS server and identify if the GPS offender enters prohibited proximity zones. Features and benefits include:



- Reliable and accurate victim location information using GPS, Wi-Fi, and the smartphone's location services
- Proximity alerts to the victim via email, text, or push notification.
- Ability to send the victim additional notifications like low battery, tamper alerts, or zone violations.
- Configurable victim mobile zone radius.
- A secure and private system—correlating location information only to the designated GPS offender. It will not permanently store any victim location tracking information.
- Panic button calls 911 or custom emergency number.
- Proximity display allows officers to compare offender and victim locations.
- Automatic tracking that reverts to Pursuit Mode if victim zone is breached or panic alert is activated.
- Easy installation on the victim's personal phone—no separate device needed that can be forgotten, lost, or needs charged. Available on both Android and iOS platforms.

Victim App Features

Easy Installation. The SCRAM Ally app is quickly installed on the victim's Apple or Android smartphone with no extra equipment required. App download and installation instructions are sent directly to the victim via a victim-provided email address. Once the victim authorizes the required permissions, the panic button and all relative SCRAM Ally features are enabled, and installation is complete.



Communication. Data is transmitted to and from the SCRAM GPS software, allowing the app to use the victim's location services and securely correlate tracking information for the designated GPS offender. The app uses GPS, Wi-Fi, or cellular triangulation to collect a GPS point from the victim's charged smartphone once every minute and sends proximity alerts directly to the victim via push notifications.

Home Screen. Victims can view current alerts, as well as dial 911 or a custom emergency number using the panic button via the home screen. A My Location button displays the smartphone's current location with address, latitude/longitude coordinates, and surrounding zone area. SCRAM Ally's intuitive design ensures victims have access to important information immediately.



My Profile Screen. This screen provides the victim with important account details such as the phone number assigned, the zone radius of the designated GPS offender, the name of the primary agency managing the GPS offender, and convenient, quick links to the terms and conditions as well as the SCRAM Ally user guide.

My Location Screen. Displays the victim's current location information, including victim zone radius, address, and latitude/longitude coordinates. Victim location is not permanently stored, providing extra security.

My Assigned Individuals Screen. Displays the following optional information if checked during set-up: the GPS offender's end of service date, the next court date, and the name of their primary agent.

Victim Management

Victim Zone Violations. Officers can easily oversee victim management using the SCRAM GPS software. A victim zone violation is determined by comparing the location of the offender to the location of the victim.

- **Victim Location Data.** Victim location is provided through SCRAM Ally, which uses the victim's smartphone location services. Once the SCRAM Ally app is installed, active, and permissions are enabled, the smartphone securely transmits location data to the system.
- **Offender Location Data.** Offender location is captured by the SCRAM GPS ankle bracelet. The device transmits GPS points to the SCRAM Optix software. The offender must be assigned to a 1 x 1 supervision plan for victim-zone features to function properly.
- **Victim Moving Zone.** The Victim Moving Zone radius is a required configuration in SCRAM GPS. It defines the minimum allowable proximity between the victim and the offender. An alert is triggered when the offender's GPS location enters this radius.
- **Buffer Zones.** Officers may create optional buffer zones surrounding the Victim Moving Zone. These zones generate advance warning notifications for both the victim and supervising officers when an offender is approaching the defined radius.
- **Mapping and Visualization.** Both victim and offender GPS points appear in SCRAM Optix. The software visually compares their positions against the preset zone radius to help officers quickly assess potential risks.
- **Notifications.** Alerts—such as zone violations or warning notifications—are delivered by email, text message, and push notification.
- **Victim Association Indicator.** Supervising officers and monitoring center personnel will see a status icon next to an offender's name when a victim is linked to that offender. The icon appears in three colors, each indicating a different victim-status condition.

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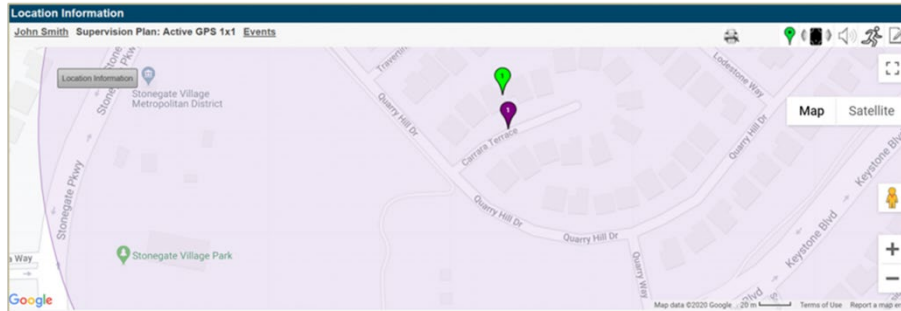


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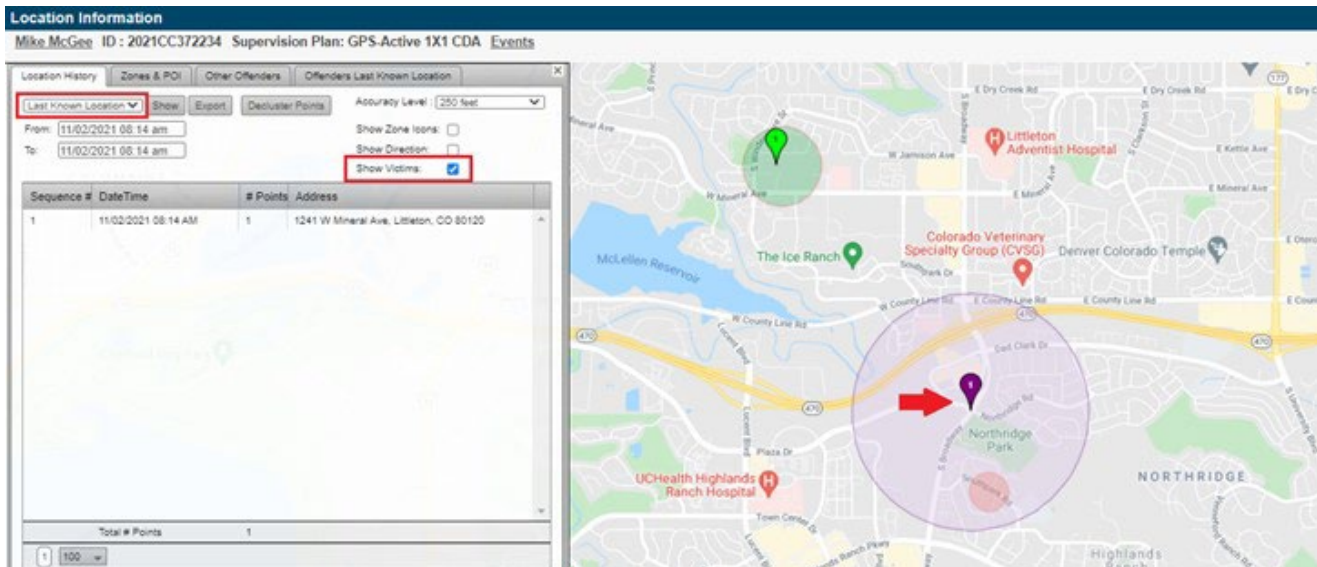
GPS Offender Map. At any time, supervising officers can access the GPS offender's map to view the current distance between the offender and victim. The victim's location appears in **purple** in the following example, while the GPS offender's location appears in **green**.



Pursuit Mode. In Pursuit Mode, SCRAM Ally sends a location point every 15 seconds instead of once per minute. This can be useful to monitor situations where the client is in proximity to the victim. Pursuit Mode is started automatically on the victim's SCRAM Ally app and the offender's SCRAM GPS device when the following alerts occur:

- *Panic Button Pressed:* This will start Pursuit Mode for the victim who pressed the button, as well as all offenders associated with the victim.
- *Victim Zone Violation:* This will start Pursuit Mode for the victim whose zone was breached, as well as the offender who breached the zone.

Victim's Last Known Location. Officers can select the Show Victims check box to display the victim's last known location while viewing the offender's last known location on a map.



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Victim Events. Officers can view a list of open critical alerts, serious alerts, warnings, and messages related to the victim. From this screen, individual or group alerts can be viewed and cleared. Additionally, notes can be added to all victim events.

A screenshot of a web application interface titled "Victim Events (Johnson, Steve)". It shows a table of events with columns for Severity, Description, Event Time, Address, Notes, and Notifications. Two events are listed: "No Location - Victim" and "No Communication - Victim", both dated 07/09/2020 02:16 PM. The interface includes filter buttons for Critical, Serious, Warnings, and Messages, and a "Go" button. At the bottom, there are buttons for "Clear Selected", "Add Event Note", and "Close".

Severity	Description	Event Time	Address	Notes	Notifications
Critical	No Location - Victim	07/09/2020 02:16 PM	Address Not Available		
Critical	No Communication - Victim	07/09/2020 02:16 PM	Address Not Available		

Manage Victims Page: The Manage Victims page lists all victims added in SCRAM GPS. Officers can view key details for each victim.

- **Victim:** The name of the victim and a link that accesses the victim's profile information. Notes and open alerts related to the victim are also accessed here.
- **Victim ID:** Optional identification designation entered into the system.
- **Offender(s):** Name of all offenders who have been associated with the victim. Each name is a link that, when clicked, accesses that offender's profile information.
- **Phone Type/Name:** Icon that represents the type of smartphone in which the SCRAM Ally app is installed. The name displayed is what the victim has entered as the name of their smartphone.
- **Mobile App Version:** Number of the version of SCRAM Ally that is currently installed on the victim's phone.
- **Phone Number:** The victim's smartphone number.

Notification Settings. Through the officer-facing software, victims and other recipients can set notification on events and alerts from the SCRAM Ally app. Officers can select a specific individual in the drop-down list to view the notification settings in each offender's Profile page.

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Offender-Generated Events. To ensure that victims only receive relevant notifications, officers can customize each victim's notifications, as shown in the following image:

A screenshot of a web application interface titled "Notifications". At the top, it shows "Amanda Appa" and "Last Known Location: 1241 W Mineral Ave, Littleton, CO 80120 (11/08/2021 10:45 AM)". Below this is a tabbed interface with tabs for "Profile", "Device Assignment", "Zones", "Users and Recipients", "Notifications" (which is selected and highlighted with a red box), "Additional Information", and "Case Management". Under the "Notifications" tab, there is a dropdown menu for "User / Recipient / Victim" with "Tommy Demo (Victim)" selected. Below this is another dropdown for "Locator Notifications" with "Tommy Demo (Victim)" selected. A table below shows notification settings for various events. The table has columns for "Notification", "Text Message", and "Email". The "Text Message" column has checkboxes, and the "Email" column has checkboxes and an "Include Photo" option.

Notification	Text Message	Email
Exclusion Zone Violation	☒	☐ Include Photo ☐
Exclusion Zone Violation Clear	☒	☐ Include Photo ☐
Device Tamper (Locator)	☒	☐ Include Photo ☐
Victim Zone Violation	☒	☐ Include Photo ☐
Victim Zone Violation Clear	☒	☐ Include Photo ☐
Strap Tamper	☐	☐ Include Photo ☐

Events. Victims and other recipients can be notified of events and alerts from the SCRAM Ally app via text message or email. These events include Panic Button Pressed; No Communication – Victim; Communication Restored – Victim; No Location – Victim; and Location Restored – Victim.

A screenshot of the same web application interface, but with the "User / Recipient / Victim" dropdown set to "SCRAM Dispatch". The "Notifications" tab is still selected. Below the dropdown, the "Victim App Notifications" tab is selected. A table below shows notification settings for various events. The table has columns for "Notification", "Text Message", and "Email". The "Text Message" column has checkboxes, and the "Email" column has checkboxes.

Notification	Text Message	Email
Location Service Disabled - Victim	☒	☒
Location Service Enabled - Victim	☒	☒
Push Notifications Disabled - Victim	☒	☒
Push Notifications Enabled - Victim	☒	☒

Reports. The Ally Event Report tracks victim-related events, assisting authorized personnel in monitoring device status and communications. Events such as battery levels, panic button activation, communication and location service status, and notification settings are systematically recorded for effective oversight and prompt response.



SCRAM Ally Victim Notification App Pricing

Number of Units	Active Monitoring Service Mode (per unit)	Passive Monitoring Service Mode (per unit)	Hybrid Monitoring Service Mode (per unit)
1 - 100	\$1.10	\$1.10	\$1.10
101 - 500	\$1.05	\$1.05	\$1.05
501+	\$1.00	\$1.00	\$1.00



SCRAM Mobile GPS App

Designed for low-risk clients, or as a step-down solution for clients in good standing, SCRAM Mobile GPS delivers mobile-based GPS monitoring without the need for a wearable device.

Its core features include:

- **Mobile App-Based Operation.** All functionalities are accessible through a mobile app, streamlining client engagement. The app can reside on the client's personal cell phone or a provided, locked down phone, per the officer's discretion.
- **Officer Monitoring Tools.** With full curfew management services, officers can track client movements, set geographic zones and schedules, and receive real-time alerts for better supervision. These features are also beneficial for both general and specialty courts, including those serving juveniles or veterans.
- **TouchPoint Integration.** Incorporates biometric verification, secure messaging, automated reminders, and document management, enhancing communication and compliance.
- **Advanced Location Verification.** Provides continuous GPS tracking, on-demand location checks, and facial authentication with 98–99% confidence for reliable oversight.



SCRAM Mobile GPS Pricing

Number of Units	Active Monitoring Service Mode (per unit)	Passive Monitoring Service Mode (per unit)	Hybrid Monitoring Service Mode (per unit)
1 - 100	\$1.10	\$ 1.10	\$1.10
101 - 500	\$1.05	\$1.05	\$1.05
501+	\$1.00	\$1.00	\$1.00



SCRAM Services Group

SCRAM Systems combines our comprehensive menu of equipment with a nationwide services team that allows our customers nationwide access to our single, end-to-end solution under one contract.

SCRAM Services Group (SSG) delivers a full suite of locally based, client-focused services designed to ensure successful implementation and ongoing management of electronic monitoring programs. This end-to-end solution gives customers:

- **One contract, one provider**—streamlining vendor management.
- **Direct access to the manufacturer**—ensuring competitive pricing, cutting-edge technology, and seamless integration.
- **Industry-leading services**—delivered by a trusted, SCRAM Systems-managed team.
- **Scalability and flexibility**—custom-tailored monitoring and program solutions, designed to provide any level of services that will work best for each program.

The SCRAM Services Group offerings include:

Enrollment, Orientation, and Installation. A detailed onboarding process that clearly communicates program expectations and technology requirements. Materials are provided in English and Spanish in both written and audio formats. Orientation includes signed checklists and participant documentation to confirm understanding of program requirements. Installations can happen in our offices, through our Mobile Services Teams for rural or transportation-challenged participants, or at local agency offices or jail facilities.

Daily Client Management. From equipment maintenance to client check-ins, our services teams manage and report. Mobile Services Teams provide support for rural or transportation-challenged participants.

24/7 Notifications and Reporting. SSG can establish alert and notification protocols that can be customized by client, agent, program, or department. This includes all client communication and management.

Inventory Management. Our inventory management processes will help with control and maintenance of all monitoring devices and consumables. SSG manages all equipment logistics to support uninterrupted program operations.

Court Support. Our local teams provide comprehensive documentation and certified, in-person testimony for evidentiary hearings. Audit trails and compliance reporting are available to support legal proceedings.

Program Analytics and Evaluation. SSG staff can create customized reporting on a weekly, monthly, quarterly, and/or annual basis. Our team will provide industry best practice analytics for benchmarking and trend analysis. They will also develop custom dashboards for agency staff.

Training and Ongoing Support. Our SSG teams provide both initial and refresher training locally for officers on equipment and software, delivered online or in person. Continuous program evaluation and improvement initiatives are included. New staff and refresher training are provided as needed for the lifetime of a contract.

Scalable and Flexible Service Models. Services may be tailored to meet program size, geography, staffing levels, and operational preferences, including partial or fully outsourced service delivery.

Complete Management of Client-Pay Programs. Our teams are trained to support client-pay programming, with the goal of keeping clients compliant with program requirements and helping them successful



SCRAM Services Group Pricing

SCRAM Services	
Optional Hardware Installation and Removal Services	\$2.00/day
Optional Offender Fee Collection Service	\$2.00/day
Optional Case Management Services	\$2.00/day

SCRAM Client Connect Smartphone Program

SCRAM Client Connect provides clients with agency-issued, secure smartphones that support client supervision with customizable features like check-ins, messaging, location tracking, and app control. Agencies can tailor each phone to match the unique needs and supervision levels of their clients—individually or at scale. Client Connect support greater accountability, stronger communication, better outcomes/reduced recidivism, and reduced costs.

Each smartphone includes:

- **Flexible Device Options.** Choose from secure Android or iOS smartphones with internet access and full app functionality.
- **SCRAM TouchPoint Mobile App.** Our client-friendly mobile app designed to support communication, engagement, and compliance.
- **Customizable Safety Settings.** Configure restrictions and controls to meet agency policies or individual client needs—ensuring safe, appropriate use.
- **Phone Management System.** (Powered by SureMDM) Complete remote management of each device, including configuration, usage monitoring, alerts, and system oversight.
- **Instant Access to Resources.** Pre-approved apps and embedded resource links keep support just a tap away.
- **Easy Reassignment.** Devices can be wiped and reset remotely for quick, secure reassignment to a new client.

Supervision Flexibility. Each device is fully configurable to meet the unique needs of each agency and caseload. SCRAM Client Connect makes it easy to create custom folders and job profiles, allowing phones to be grouped and configured according to the client's risk level or supervision plan.

Custom Configuration Options include:

- Phone Numbers Allow or block specific numbers to control who clients can contact.
- Applications Install, remove, restrict, or block apps based on supervision plans.
- Web Access (URLs) Approve, restrict, or block specific websites to maintain compliance.

Flexible Device Management

- Make changes to individual devices or in bulk
- Quickly adjust settings as supervision requirements evolve

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- Ensure every phone is aligned with case-specific needs

Continuous Location Tracking

- 24/7 location information, not just at client check-in
- Location history
- Discrete and secure—runs in the background and ensures client privacy while meeting agency needs

SCRAM Client Connect Pricing

SCRAM Client Connect Smartphones		
Daily Rate	Setup Fee	Replacement
\$2.63	\$55	\$125

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