SINGLE-SOURCE. PROVEN. INNOVATIVE.

State of Nevada - NASPO ValuePoint Electronic Monitoring

Solicitation No. 99WC-S3474 | February 26, 2026

February 26, 2025

Sent via NEVADAepro web portal

ATTN: Joel Smedes,
Purchasing Officer II
State of Nevada

Re: Solicitation Number 99SWC-S3474 – State of Nevada and NASPO ValuePoint

Subject: Cover Letter

Dear Mr. Smedes,

Throughout the Electronic Monitoring Products and Services RFP, the State of Nevada and the National Association of State Procurement Officials (NASPO) emphasize the need for solutions that accurately monitor product users across all U.S. states and territories, while also supporting the nationwide expansion of the NASPO Master Agreement. Participating Entities require an experienced provider capable of delivering technologies that perform reliably in every geographic environment.

BI Incorporated (BI) fully understands these expectations. Our extensive work with community supervision programs of all sizes across the United States (including Hawaii and Alaska) uniquely positions us to meet and exceed the RFP requirements. Backed by more than 45 years of experience, BI offers proven, field-tested technologies and the comprehensive expertise needed to support the next contract term of the NASPO ValuePoint Master Agreement.

Our proposal outlines not only the processes, infrastructure, and capabilities that define BI's solution, but also our commitment to supporting Participating Entities throughout the lifecycle of their monitoring programs. As the original equipment manufacturer (OEM) of all proposed products, BI is among the few established OEMs that can deliver every product and service described in the RFP—integrated within a single monitoring software platform and supported entirely without subcontractors. This unified approach enhances reliability, simplifies program administration, and ensures consistent service delivery.

While BI brings a long history of successful partnerships at the local, state, and federal levels—including in geographically complex areas such as Hawaii and Alaska. We detail how our innovative, single-source solution meets or exceeds all specifications and mitigates the operational risks inherent in electronic monitoring programs. From officer training to alert notification protocols, BI provides unmatched continuity of service and support.

Our advanced technology suite further demonstrates our commitment to excellence. Examples highlighted in this proposal include the LOC8 XT GPS device featuring a patented proximity tamper detection system, the HomeGuard 20|20—one of today's most advanced RF monitoring systems—and our state-of-the-art remote breath and transdermal alcohol monitoring as well as wrist-worn and smartphone app monitoring solutions. Combined, these offerings deliver best-in-class performance, long-term reliability, and cost-effective lifecycle value.

We are confident that NASPO will recognize BI's advanced technologies, proven program

expertise, and comprehensive approach as the ideal low-risk, high-value solution for the lead agency and all Participating Entities. We are prepared and eager for the opportunity to support the State of Nevada and NASPO during the next contract term.

Sincerely,

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Authorized Signatory

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Authorized Signatory

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.

BI has more than **45** years of experience providing Electronic Monitoring equipment and monitoring services to the criminal justice marketplace for individuals under community supervision, parole, probation, pretrial defendants, and undocumented persons involved in the U.S. immigration court process.

As a leader in innovation within the electronic monitoring industry and the first company to design and manufacture technology specifically for tracking individuals involved in the justice system, we have set the standard for electronic monitoring solutions. Over time, we have grown to become the nation's largest provider in this field. Our technology and services have supported hundreds of agencies across the United States, including parole and probation departments, correctional facilities, and community supervision programs.

Our four decades of experience have enabled us to develop a deep understanding of the unique challenges faced by justice agencies. We offer a broad range of solutions—from traditional GPS tracking systems to cutting-edge smartphone-based monitoring platforms—ensuring adaptability to evolving client needs. Through continued collaboration with agencies nationwide, we have refined our technologies and established industry best practices that emphasize reliability, security, and service excellence.

BI is the Original Equipment Manufacturer (OEM) of all proposed electronic monitoring equipment, which is manufactured in our ISO 9001:2015-certified manufacturing facility in Boulder, Colorado. BI is ISO 9001:2015-certified for product design, testing, manufacture, sales, service, support, and monitoring. Other vendors typically do not meet this level of certification.

As the OEM of the proposed equipment and software solutions, we manage our own supply chain and production with agility and flexibility to meet increased demand. BI is a one-stop-shop solutions provider tailored to meet the demands of the multi-risk-level population under any agency's supervision.

Furthermore, BI's Manufacturing Facility, combined with our significant U.S.-based supply chain, decreases production disruptions while improving our ability to consistently source components. BI sources a majority of components from U.S.-based companies that are less impacted by global political events that impact shipping trade routes. BI has complete control and oversight over the development and manufacturing of our products, down to the individual components.

As an organization committed to delivering the industry's most innovative solutions, BI is dedicated to providing the Participating Entity with the most current and up-to-date equipment available. Our team of experienced professionals ensures that all equipment supplied meets or exceeds the highest industry standards.

BI's Manufacturing Facility in Colorado has the ability to produce required device quantities on short notice. From January through September 2025, BI manufactured and serviced more than 70,000 RF, GPS, and alcohol devices. We currently maintain an out-of-box failure rate of 0.05% across all electronic monitoring product lines.

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.

BI software platform, TotalAccess is built on the FBI's Criminal Justice Information Services (CJIS) standards. Our proposed devices are durable, reliable and fully compliant with all rules and regulations set forth by the Federal Communications Commission (FCC), ensuring it meets the highest standards for safety, performance, and reliability. Certified under FCC they adhere to the rigorous requirements for electromagnetic compatibility, frequency use, and interference prevention, providing peace of mind that it is authorized for use in the United States. This certification underscores the device's commitment to maintaining quality and regulatory compliance, making it a trusted solution for its intended purpose. BI's CJIS-compliant TotalAccess platform integrates with our advanced FCC certified devices.

- BI LOC8 XT® – GPS Monitoring – FCC Certification: CSQ-LC800A
  - LOC8 XT Beacon – FCC Certification: TLZ-CU-300
- BI VeriWatch® – GPS Monitoring – FCC Certification: 2AJZP-A4100
- SmartBAND 1.0® GPS Monitoring – FCC Certification: XPYANNAB4
- HomeGuard 200® – RF Base Station (landline) – FCC Certification:GN7USA-27502-MD-E
  - HomeGuard 200 Transmitter – FCC Certification:CSQHG200A
- HomeGuard 20|20® – RF Base Station (cellular) – FCC Certification: XPY2AGQN4NNN
  - HomeGuard 20|20 Transmitter – FCC Certification: CSQ-RF2021
- BI TAD® –Base Station (landline) – FCC Certification: GN7MM01B-HB-100
- BI TAD® – Base Station (cellular) – FCC Certification: GNU7MM00B01-EX-520
  - BI TAD® Transmitter (landline and cellular) – FCC Certification: CSQTAD001
- BI SL3® – Remote Breath Alcohol Testing – FCC Certification: CSQ-SL300A
  - BI SoberTech® – Remote Breath Alcohol Testing (future release) – FCC Certification: CSQ-ST100A

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.

BI confirms Nationwide Services. BI brings more than four decades of experience supporting community supervision programs. Today, we are one of the nation's largest providers of electronic monitoring services. Directly, BI has partnered with more than **765** correctional agencies across all of the United States (including Hawaii and Alaska). Through reseller partnerships, BI has successfully provided services to U.S. territories such as Puerto Rico, the U.S. Virgin Islands, Guam, and Mariana Islands, and throughout Canada and Mexico. We currently monitor more than 276,432 individuals daily.

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.

We provide the necessary documentation to meet the Information Technology Security Requirements in Attachment 02, III below.

A. The Contractor must be AICPA SOC 2 compliant covering all five (5) functional areas (Security, Availability, Processing Integrity, Confidentiality, and Privacy), or a third-party assessment based on current revision of NIST 800-53 Moderate controls conducted with in the last two (2) years, or FedRAMP authorization, or GovRAMP authorization, or equivalent. This is a mandatory requirement of the RFP; Offerors who fail to adequately demonstrate their security standards may be deemed non-responsive. The Contractor must keep all information regarding the Purchasing Entity, Clients, whether obtained from the Purchasing Entity, from Eligible Persons, or through performance of the services under the Master Agreement, confidential and secure and additionally must dispose of all information in a manner that meets or exceeds the AICPA SOC 2 standards.

BI software platform, TotalAccess is built on the FBI's Criminal Justice Information Services (CJIS) standards. BI TotalAccess operates within the FedRAMP-authorized AWS Commercial cloud environment, which is compliant at the Moderate baseline and aligns with NIST 800-53 Rev. 5 controls. These same controls form the foundation of CJIS security requirements. Additionally, BI TotalAccess has received an Authority to Operate (ATO) from the U.S. Department of Homeland Security (DHS) based on NIST 800-53 Rev. 5 within the AWS Commercial cloud. This comprehensive approach ensures our storage and transmission of confidential information meets or exceeds CJIS standards.

In addition, BI currently holds SOC 2 Type 2 attestation, all data as controlled unclassified information (CUI) and align with the privacy controls in NIST 800-53r5 which is widely recognized as a benchmark for service organizations' controls relevant to security, availability, processing integrity, confidentiality, and privacy.

Furthermore, BI follows the NIST Risk Management Framework, specifically NIST SP 800-53 at the Moderate level for the selection, implementation and monitoring of security controls. This requires annual third-party assessments in order to maintain Risk Management Framework compliance.

The BI monitoring infrastructure incorporates a variety of security protocols to protect our TotalAccess solution and ensure only authorized individuals access data. Examples of these protocols include:

- Zero Trust. In computer security, a zero trust network architecture (ZTNA) is based on principles to not trust any networked devices. This approach prevents data breaches and limits internal lateral movement, as all devices and component communications must be configured to be trusted. BI uses a robust, High Availability (HA) firewall configuration to securely manage communications between users, assets, and resources.
- TLS Technology. To further protect Internet-based communications, BI uses Transport Layer Security (TLS) technology to authenticate and encrypt the communications between end-user computers and TotalAccess. BI follows NIST guidelines and requires all web-based communications to use the current approved TLS versions.
- NGAV Detection and Response. The infrastructure incorporates Next-Generation Antivirus (NGAV) software across BI's environment. Using artificial intelligence, behavioral detection, machine learning, and signature-based detection, NGAV protects all assets and data within the infrastructure. Constant monitoring of events/alerts and regular system patching helps safeguard our system from the ever-changing threat landscape. BI reviews and tests all security patches prior to applying to the production system.
- Event Correlation and Analysis**.** Infrastructure hardware and software log to a Security Incident Event Management (SIEM) platform, alongside TotalAccess logs, to provide BI System Administrators give us an extensive view into the environment. Correlation of logs across the infrastructure dramatically reduces the Mean Time to Remediate (MTTR) by logging events, identifying abnormalities or defined patterns, and alerting (or automated remediation). The infrastructure incorporates an Intrusion Prevention System (IPS) that monitors network traffic for any security breaches or malicious activity and can block abnormal or questionable inbound traffic.
- Record of User Activities. The infrastructure incorporates a security log that records user login and log-out activities—including all changes made within the system. This allows BI System Administration to identify which user modified information, when a modification was made, and the original information in place prior to the modification.

- **Upon request, the Contractor must provide the Lead State with the results of a SOC 2 Type II covering all five (5) functional areas (Security, Availability, Processing Integrity, Confidentiality, and Privacy), or a third-party assessment based on current revision of NIST 800-53 Moderate controls conducted within the last two (2) years, or FedRAMP authorization, or GovRAMP authorization. The Lead State may terminate the Master Agreement for the Contractor's failure to provide the audit results requirements in this section within the timeframe specified in this section.**

  BI acknowledges this requirement and will provide documentation to the requesting Purchasing Entity upon a fully executed NDA.

- **The Contractor must continue to maintain compliance and provide audits/assessments at least one (1) time every two (2) years throughout the term of the Master Agreement and must provide the results to the Lead State within six (6) months of completion of the audit/assessment.**

  BI acknowledges this requirement and confirms to maintain compliance and provide audits/assessments at least one (1) time every two (2) years throughout the term of the Master Agreement and must provide the results to the Lead State within six (6) months of completion of the audit/assessment.

- **The Contractor must contact the Purchasing Entity immediately upon receipt of any electronic discovery, litigation holds, discovery searches, expert testimony, or other similar requests which in any way might reasonably require access to the Purchasing Entity's Data.**

  BI acknowledges this requirement and confirms to contact the Purchasing Entity immediately upon receipt of any electronic discovery, litigation holds, discovery searches, expert testimony, or other similar requests which in any way might reasonably require access to the Purchasing Entity's Data.

  BI is fully prepared to describe our monitoring equipment and defend our performance in legal proceedings, if requested. Technicians from BI's engineering department, supervisory personnel from Monitoring Operations, and product management personnel regularly provide testimony.

  BI understands that testimony may occur via telephone, video conference or in person, depending on the needs of the agency. BI agrees to provide testimony in the form of a written affidavit, telephone and videoconferencing format, or in person if subpoenaed.

- **The Contractor must not respond to subpoenas, service of process, and other legal requests related to the Purchasing Entity without first notifying the Purchasing Entity unless prohibited by law from providing such notice.**

  BI confirms compliance to not respond to subpoenas, service of process, and other legal requests related to the Purchasing Entity without first notifying the Purchasing Entity unless prohibited by law from providing such notice.

- **The Purchasing Entity owns all rights, title, and interest in its Data that is related to the services provided under any Order. The Contractor must not access the Purchasing Entity's user accounts or Data, except (i) in the response to service or technical issues, (ii) as required by the express terms of the Order, or (iii) at the Purchasing Entity's written request.**

  BI acknowledges that the Purchasing Entity owns all rights, title, and interest in its Data that is related to the services provided under any Order. BI confirms full compliance to not access the Purchasing Entity's user accounts or Data, except (i) in the response to service or technical issues, (ii) as required by the express terms of the Order, or (iii) at the Purchasing Entity's written request.

- **All data centers must be based in the United States.**

  BI acknowledges this requirement and confirms our data centers servicing our US customers (including Hawaii and Alaska) are based in the United States.

  BI uses Amazon Web Services (AWS) servers that are located in geographically diverse areas of the United States. BI TotalAccess leverages the robust security and system redundancies of AWS hosting. AWS's layered security model addresses key areas of concern: The Environmental

Layer mitigates risks through careful site selection and sustainable operations. The Perimeter Layer provides physical security with measures like guards, fencing, and intrusion detection. The Infrastructure Layer ensures reliability with redundant power, HVAC, and fire suppression systems. Critically, the Data Layer is protected through strict access controls, separation of privilege, and advanced threat detection.

TotalAccess uses a Tiered Backup Storage methodology, which allows BI to easily scale storage capacity. Full system backups are staggered throughout the week. In addition, BI runs monthly, quarterly, and semi-annual backups.

[redacted]

B. Data Requirements

- **Each authorized user must be able to access the Contractor's software in a secure manner.**

TotalAccess is a secure, web-based software application that requires no installation or modification to the Purchasing Entity computers.

BI's TotalAccess platform provides the Purchasing Entity with secure, web-based access to near real-time tracking data for all clients. This **single-source** platform centralizes all program functions for both BI's full continuum of solutions within one integrated system, eliminating the need to

coordinate multiple vendors or technologies. This approach enhances consistency, security, and efficiency while simplifying operations and ensuring streamlined communication.

At the core of our offer is BI TotalAccess, a secure, web-based software platform that powers BI's full continuum of solutions for your electronic monitoring program. TotalAccess enables agencies to manage all supervision types through a single, unified system, providing unmatched efficiency and consistency across programs. The TotalAccess platform integrates seamlessly with the Purchasing Entity's case management system and supports Multi-Factor Authentication (MFA) to provide customers with enhanced security through multiple layers of authentication

In addition, TotalAccess supports Single Sign-on (SSO) authentication to streamline and secure access. Through SSO integration users can log in using their organizational credentials, eliminating the need two separate username and passwords for TotalAccess.

SSO Enhances security by leveraging centralized identity management, enforcing consistent authentication policies such as multi factor authentication where applicable and reducing the risk associated with password fatigue and credential reuse. It also improves user experience by providing seamless access across authorized systems after a single authentication event. Access to TotalAccess via SSO is granted based on predefined role based permissions and is subject to the organization's access control and security policies.

- **Data that is stored in the Contractor's software must be protected to ensure unauthorized access.**

  Web-based information systems must securely maintain sensitive data. BI does not compromise on data security and protection. TotalAccess incorporates various protocols at the user-level that comply with industry standards—including password expiration, authentication through Okta, maximum login attempts, and forgotten passwords.

  BI has established strategies, processes, and measures that we designed and implemented to continuously monitor clients and prevent data loss—a key component of our risk mitigation approach. As summarized below, every aspect of our operations includes data protection strategies.

Data Protection Strategies	
Topic	**Summary**
Data, Network, and Server Protection	The BI monitoring computer system incorporates a variety of security protocols to protect the overall system and to ensure that only authorized personnel access client and program data.
Data Protection Assurance	BI maintains documented policies and procedures for network security, application security, data transmission, data security, and physical security.
Awareness Training	BI will provide basic security awareness training to all information users (including agency staff and BI managers, senior executives, and contractors) as part of initial training for new users, when required by system changes, and annually thereafter. All BI users of TotalAccess must: 1) read and sign a Computer Technology Use Policy before accessing the network; 2) complete an annual Information Technology

Data Protection Strategies	
Topic	**Summary**
	Security Training Test and submit to the Training Department; and 3) complete online training for TotalAccess.
User Access Authentication and Authorization	Login and PIN authentication ensure that only authorized individuals access monitoring data. BI does not compromise on data security and password protection. Our software platforms include various levels of security that comply with National Institute of Standards and Technology (NIST) security standards, including data encryption, protocols for password expiration, maximum login attempts, and forgotten passwords.
System Software Controls	Access to the system is strictly controlled and restricted through the roles defined for each internal BI department. BI's Systems Administration Department utilizes a series of automated systems and platform checks to detect anomalies in the system, and all log data is captured to a logging server. Critical systems are contained in security-controlled computer rooms.
Records Retention	Established procedures ensure agencies always have access to historical monitoring data. BI retains individual customer data per contract requirements, maintains an archive of historical information, and performs regular data backups and replication to alternative locations to support record retention.

- **Contractor must have sound procedures (e.g., background checks, hiring Practices, etc.) to ensure its employees are properly authorized for access to confidential and sensitive client information. The Contractor must ensure that the confidentiality is maintained and must not disclose any such information to any third party without written authorization of the Participating Entity.**

  BI employs more than 1,150 personnel across all departments; we are the largest company by employee count and by revenue in the Electronic Monitoring industry. BI conducts criminal background checks on all prospective employees, at no cost to Participating Entity. In cases where a background check reports criminal convictions, placement on probation, parole, or supervised release within the past two years, or pending criminal charges, candidates are not eligible for hire. In addition, BI holds the two largest Federal location-monitoring contracts in the country. To meet the stringent requirements of the Federal government, we require all Monitoring Specialist new hires to pass a BI background check and obtain DHS Suitability Determination.

  As a company that provides services to individuals that generate data protected by HIPAA regulations, BI understands the critical importance of staffing confidentiality requirements. BI takes all steps and safeguards necessary to prevent unauthorized system access and maintains confidentiality in conformance with applicable laws, rules, regulations, policies, and ethical standards. Our carefully screened and trained staff meet all Federal and State HIPAA and Personally Identifiable Information requirements.

All BI employees must successfully pass a thorough background check and drug screen before commencing work. BI staff are regularly trained and tested meeting all security standards of integrity ensuring that the confidentiality of records is not compromised. These practices ensure BI employees do not:

- Compromise the confidentiality of data/records or alter data/records
- Allow unauthorized access to Product User data/records within the monitoring system
- Disclose any information to a third party without prior written authorization of the Participating Entity

- **The Contractor must be able to create user groups with varying access privileges (e.g., read/write and read only).**

BI utilizes role-based access controls for administrators, supervisors, and officers. Permissions are based on each user's role in the system. Security of the system is a top concern. Authorized personnel must enter their unique username and password to access the TotalAccess platform. BI uses Okta for this authentication every time an individual accesses the software. The BI-issued login restricts each internal and external user's access to specific data, as appropriate. TotalAccess also requires users to periodically change passwords every 60 days, for an added level of protection. BI's system will automatically deactivate login credentials that have no activity for a period of 45 days.

To ensure the Participating Entity has multiple layers of control over who can access and alter data, BI's TotalAccess includes two levels of user permissions that are able to edit data, and one level of permissions for read-only users. Specific user roles include:

- **Entity Administrator** level of permissions allows a user to edit the agency profile, as necessary, after initial setup. The Agency Administrator can perform the following tasks:
  - Complete initial setup of agency personnel, enter and manage users, and enter login, personal, and contact information for each staff member.
  - Complete initial setup of agency-level settings, such as Master Inclusion Zones and Group Zones
  - View the agency's equipment inventory and transfer equipment to various departments within the agency, as applicable.
  - Set up and manage contact lists.
  - Set default settings for alert notifications.
  - Transfer clients to specific departments and/or agency staff members.
- **The Officer Level user** can perform the following tasks:
  - Set up clients.
  - Monitor clients.
  - Create client-level zones and schedules.
  - Configure individual defaults according to the officer's profile.
  - Transfer clients to specific departments and/or officers.
- **The Officer Read-Only user** can access and view program and client data without altering any information in the system.

- **Each Client's location data must be accessible for a minimum of seven years (or as designated by Participating Entity). Before it is archived or stored offline.**

  BI acknowledges this requirement and confirms compliance to maintain accessibility for each Client's location data for a minimum of seven years (or as designated by Participating Entity) before it is archived or stored offline.

- **Archived copies of each client's location data must be retained for a minimum of seven years (or as designated by Participating Entity) and/or provided in a format that can be stored and easily interpreted by the Participating Entity.**

  BI acknowledges this requirement and confirms compliance to retain archived copies of each client's location data for a minimum of seven years (or as designated by Participating Entity) and/or provided in a format that can be stored and easily interpreted by the Participating Entity.

- **The Contractor must backup the system data at least every 24 hours.**

  BI acknowledges this requirement and confirms compliance to 24 hour system data backup. We follow industry best practices in archiving and retrieving data. For instance, the TotalAccess database is replicated in near real-time to database clusters in our primary and secondary data centers. BI archives data based on contract requirements as well as security framework standards.

  BI uses Amazon Web Services (AWS) servers that are located in geographically diverse areas of the United States. BI TotalAccess leverages the robust security and system redundancies of AWS hosting. AWS's layered security model addresses key areas of concern: The Environmental Layer mitigates risks through careful site selection and sustainable operations. The Perimeter Layer provides physical security with measures like guards, fencing, and intrusion detection. The Infrastructure Layer ensures reliability with redundant power, HVAC, and fire suppression systems. Critically, the Data Layer is protected through strict access controls, separation of privilege, and advanced threat detection.

  TotalAccess uses a Tiered Backup Storage methodology, which allows BI to easily scale storage capacity. Full system backups are staggered throughout the week. In addition, BI runs monthly, quarterly, and semi-annual backups.

  BI will maintain all client, equipment, and monitoring information permanently in TotalAccess. BI will maintain historical data on backup tapes. Authorized Participating Entity personnel can view all programmatic information, including all notifications and events, at any time from any web-enabled device through TotalAccess or by calling BI Monitoring Operations.

  BI has established data retention systems, policies and procedures that will meet or exceed Participating Entity standards. Key components of our approach to maintaining and storing records includes:

  - Performing regular backups for all information housed in TotalAccess, including:
    - Automated incremental backup of all newly modified data runs twice daily
    - A full database backup runs weekly
  - Replicating data across multiple servers in different geographic locations
    - BI maintains the information in the TotalAccess database across four different server clusters
    - Retaining weekly backups for one month

- **Data generated as a result of the location monitoring must be owned by the Participating Entity and may not be used in any way by the Contractor without consent of the Participating Entity. The Contractor must ensure that all data is available to the Participating Entity in the event the contract is terminated, or the Contractor goes out of business.**

  BI acknowledges and fully complies with the requirement that all data generated as a result of location monitoring is solely owned by the Participating Entity. We confirm that we will not access, use, analyze, share, or repurpose this data in any manner without the explicit prior written consent of the Participating Entity.

  BI further ensures that all data collected, processed, or stored as part of the contracted services will remain fully accessible to the Participating Entity at all times. In the event of contract termination, expiration, or if BI ceases operations, we will provide the Participating Entity with complete access to and transfer of all relevant data in a secure, usable, and readable format. No data will be withheld, restricted, or destroyed without the Participating Entity's authorization.

  BI maintains robust data governance and continuity procedures to support these commitments and ensure uninterrupted access to all required information.

<< End of BI's Response to Attachment 02- Scope of Work – III. Information Technology Security Requirements (Applies to all Categories) >>

BI

SINGLE-SOURCE. PROVEN. INNOVATIVE.

Detailed Response to Category 1: GPS Monitoring

Solicitation No. 99WC-S3474 I NASPO ValuePoint

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)

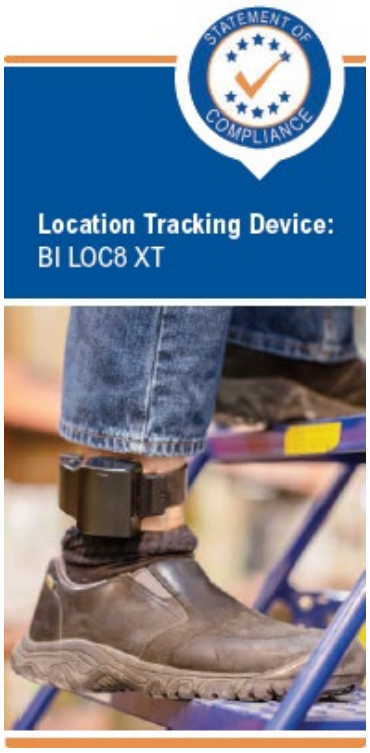
1. Describe your plan for meeting the Master Agreement Objectives identified in Attachment 02, Scope of Work.

BI Incorporated (BI) has thoroughly reviewed the Master Agreement Objectives identified in Attachment 02, Scope of Work. We fully understand the purpose of the solicitation is for Participating Entities to procure robust, reliable and integrated suite of monitoring technologies designed to enhance client supervision, promote accountability, and ensure community safety.

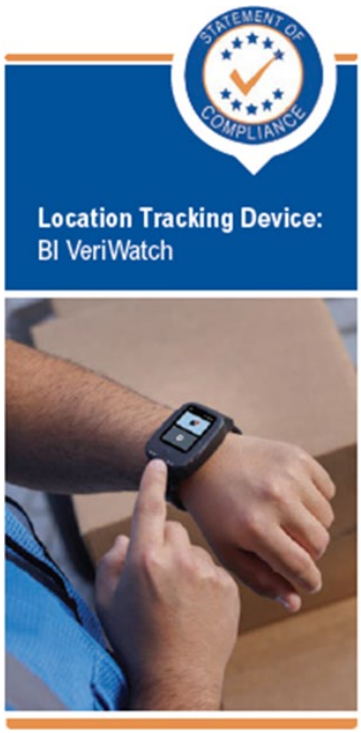
BI acknowledges that a strong and comprehensive electronic monitoring solution is critical for enabling Participating Entities to meet the diverse and evolving needs of the agency, its stakeholder, and the individuals it serves. We affirm our understanding of these objectives and stand prepared to fully support each Participating Entity in achieving these goals.

Successful community supervision requires more than accurate equipment. It depends on a comprehensive, responsive, and adaptable monitoring ecosystem supported by proven technology, continuous service delivery, 24/7 operational support and initial, ongoing and refresher agency training. BI's proposed solution integrates all these components, providing the Participating Entity with advanced monitoring tools, efficient inventory management, and scalability to respond to evolving needs. Our proposed technologies and services for Category 1: GPS include:

BI LOC8 XT® – Ankle-Worn GPS Monitoring: BI continuously monitors the communication and location monitoring industry to ensure our solutions include the most advanced technology, as new improvements become available. Examples of emphasized services include location tracking, battery improvements, and LTE cellular communication. All of these technologies are incorporated into the BI LOC8 XT, our newest ankle-worn GPS device. The BI LOC8 XT is designed to make it easier for clients to remain charged, connected, and compliant. Featuring a low-profile, curved ankle-bracelet design, LOC8 XT is both discreet and form-fitting—enhancing client comfort while delivering detailed, real-time movement data to supervising agencies.



Key Features: Size: 2.5" H x 4.2" W x 1.6" D • Weight: 7.0 oz. Non-removable battery; convenient cordless charging • Up to 60-hours battery life on a single charge • Enhanced tamper detection including proximity, fiber-optic strap, and GPS jamming • Wi-Fi indoor/secondary tracking • Built-in speaker for officer to client communication • Vibration pulse notifications for hearing impaired users • NIJ compliant • GPS and multiple constellation tracking • Hypoallergenic strap, with ability to tailor size to each client • IP68 water resistant rating up to 16 ft (five meters) for 30 minutes • Flash memory to preserve data, even if battery is depleted • Accelerometer/MEMS motion sensor • 50,000 event memory • Customizable reporting rate • Optional in-home beacon to conserve device battery.



BI VeriWatch® – Wrist-Worn GPS Monitoring: A discreet wrist-worn device, uses GPS and state-of-the-art technology to provide reliable real-time monitoring, similar to ankle-worn technology. Comparable in size to a consumer smartwatch, the device runs on a secure, custom operating system designed for the unique needs and rigors of community supervision. VeriWatch is equipped with biometric facial comparison technology, liveness detection, an on-device camera, and an optical proximity sensor. VeriWatch is the first community supervision location tracker to biometrically authenticate the identity of the wearer by comparing a new photo against photos established at enrollment. Liveness detection technology adds the ability to verify that a live person is completing the check-in. The proximity sensor aids in determining whether the device has been removed, prompting a check-in in near real-time and a notification is sent to the supervising officer.

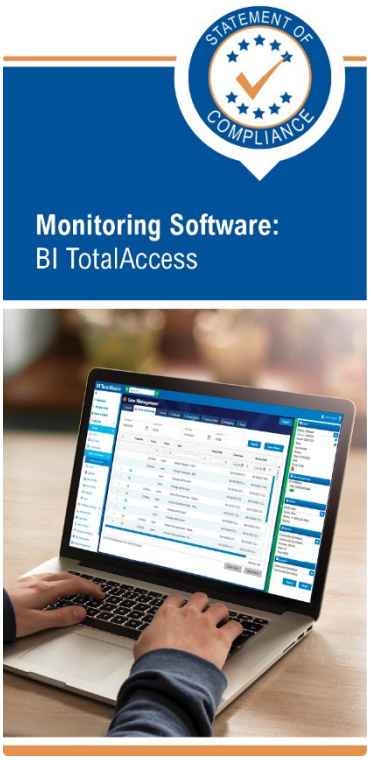
Key Features: • Size: 2.25” H x 1.5” W x 0.75” D • Weight: 2.3 oz • Biometric authentication • Device removal detection utilizes proximity sensor • Liveness detection • Custom operating system • Cordless battery charging • GPS and multiple constellation tracking • Wi-Fi indoor/secondary location tracking • High-frequency pursuit mode to find clients on the move • LCD touch screen, vibration, speaker, and audible alarm • Available in English, Spanish, Portuguese, and Haitian Creole • Cellular connectivity with multiple carriers • Mil-Std 810H ruggedness • IP68 compliant • Stores location points for seven days without cell connectivity • Device data is preserved, even if battery is depleted • Displays date and time.

BI SmartBAND® 1.0 – Wrist-Worn GPS Monitoring: A secure, low-profile technology to enhance accountability BI SmartBAND™ 1.0 uses Bluetooth Low Energy (BLE) technology to pair with a smartphone with BI SmartLINK® installed, providing community corrections agencies with a reliable, modern, location tracking solution. The secure, wrist-worn device provides a wireless tether between the client and the SmartLINK app to authenticate smartphone proximity and location. This BI system offers a comprehensive supervision app and is the only mobile location tracking solution on the market with strap and proximity tampers.

Key Features: Dimensions: 0.94” H x 1.0” W x 2.7” D • Weight: 1.23 oz. • Six-month battery life • BLE technology • Strap and proximity tampers • Pairs with a fully functional mobile monitoring app • Multi-factor authentication to verify client identity and location • Distance-based tracking optimizes smartphone battery life and records a significant position change • Near real-time alerts of zone violations, tampers, and if location services are disabled on enrolled smartphone • Notification sent to client and supervising officer when client is out-of-range from their smartphone • IP68 compliant and water resistant up to five meters for 30 minutes • Hypoallergenic case and strap • Compatible with iOS and Android smartphones • Device vibration and dual-colored LED light for client communication

Our proposed technologies and services for Category 1: GPS are fully supported by our monitoring software platform, TotalAccess, and our live monitoring operations as briefly described below.

BI TotalAccess® and TotalAccess Mobile – Is a secure, web-based software that provides agencies with quality case management tools 24/7. A dynamic mobile app, configurable case management tools, predictive analysis, and the ability to integrate crime scene correlation data make TotalAccess the premiere electronic monitoring software in the industry. Whether you are on a desktop or mobile device, one login grants you instant visibility and management of all BI products—all to place you in control of client monitoring. All client data, notifications, events, and reports are managed within TotalAccess, accessible on any web-enabled device. TotalAccess Mobile enables officers to manage alerts, client activities, and scheduling from smartphones and tablets.



- *Accessibility:* Internet accessible 24/7 • Easy-to-use desktop and mobile app interfaces • Secure login from bi.com • No third-party software or plug-ins required
- *Essential Functionality:* Enroll and inactivate clients securely and easily • Manage client profiles, schedules, and alerts from anywhere • View, enter, and modify data including zones, schedules, and client demographics • Enter violation

procedures • Customize violation notifications • Pair alerts

- *Advanced Mapping Capabilities:* TotalAccess provides officers access to Google Maps Platform® in order to build zones, review client movements, and simultaneously view multiple client's points in one place. Google Maps displays road, aerial, and bird's eye views of GPS points in 2D and 3D. The software also utilizes Dun & Bradstreet to keep public places of interest up to date.
- *Comprehensive Reporting:* User-friendly reports are available to review client activity, alert summaries, caseload statistics, inventory status, and more. Reports can be delivered daily, weekly, or monthly to a designated email as a Word, Excel, or PDF document
- *BI Analytics® Suite:* Advanced statistical tool that incorporates client behavior to calculate potential risk • Prioritize highest-risk clients and make informed decisions • Easy-to-view dashboard and reports for instant insight • Identify travel patterns, including absconding.

24/7 live Monitoring Operations: The Participating Entity's personnel will have direct access to BI's live customer support team and advanced technical specialists 24/7/365. BI maintains redundant telecommunications paths and ample call capacity to ensure uninterrupted support at all times.

BI operates two Monitoring Operations Centers. Our primary Monitoring Operations Center is located in Anderson, Indiana, with a secondary location in Aurora, Illinois. These centers serve as the first tier of support for our customers, ensuring responsive and knowledgeable service ensuring the Participating Entity will have round-the-clock support when needed.

BI employs approximately [redacted] Monitoring Specialists, available at all times, to respond to agency officers, administrators, or other authorized personnel. Our Monitoring Specialists are stationed at these facilities 24 hours a day, 7 days a week, 365 days a year. They are highly trained professionals, with many being bilingual in English and Spanish, enabling effective communication with a diverse population. This continuous staffing ensures that agency officers, administrators, and other authorized personnel always have direct access to live support for immediate assistance.

In addition to general support, the Participating Entity will have access to BI's advanced technical specialists. These professionals receive specialized training on Participating Entity-specific procedures to ensure rapid and accurate resolution of more complex issues.

Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the Participating Entity will have access to our advanced technical specialists group at BI that will receive specialized training on the Participating Entity procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center. This ensures uninterrupted, real-time assistance for any inquiries or operational needs.

BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications. This experienced team maintains an average tenure of more than eight years, underscoring their expertise and commitment to service excellence.

Key features of BI's ability to support the Participating Entity on a continuous basis include:

- ***Access to Monitoring Operations.*** Agency staff can call, toll-free at any time to speak with BI Monitoring Specialists physically present within the Monitoring Operations Center. Monitoring Specialists provide live customer service on topics such as equipment troubleshooting, client status checks, software assistance, reports, and on-time alert notifications. On average, our staff answer incoming calls in less than ten seconds.
- ***Monitoring Operations Access to Technical Support.*** In the unlikely event Monitoring Operations is unable to immediately answer a question or resolve an issue, access to internal systems, telecommunications, training, monitoring, management, and technical support is also available. Monitoring Operations management and system development staff are continuously on call.

  Our entirely owned and operated, **United States**-based Monitoring Operations Center provides streamlined, knowledgeable support for our continuum of technologies. This single-source approach is simply unavailable from other providers—in particular resellers—and has the potential to streamline agency operations.

As for all proposed equipment, including the LOC8 XT, VeriWatch, and SmartBAND 1.0 GPS Satellite Monitoring system, BI will not require any support from subcontractors to fulfill the Participating Entity's requirements. Our electronic monitoring devices operate on BI's TotalAccess software platform, developed entirely by BI engineers. We can manufacture units in the quantities required, or in larger quantities if the Participating Entity's needs expand. Our in-house manufacturing facility in Boulder, Colorado can also produce high volumes of units in a short period of time.

By contracting directly with an OEM, NASPO and its Participating Entities will be provided with a simplified and accelerated program management approach. With BI as the sole vendor for the program, Participating Entity staff will not have the hassle or delays of working with third party providers or subcontractors. Instead, BI will deliver services and equipment promptly. BI can troubleshoot, address, and resolve device or software issues quickly and efficiently because our account support teams have direct access to product engineering, manufacturing, software developers, shipping, and all other internal BI departments.

Agency Training: BI understands that comprehensive and effective agency training is critical to the success of an electronic monitoring program. To best meet unique the Participating Entity, and program needs, BI offers a comprehensive continuum of training sessions in a variety of formats, including:

- **Onsite Training.** BI conducts initial onsite training as part of the program implementation process, and we provide subsequent onsite training upon agency request. Conducted at company and/or agency location(s), these sessions provide agency personnel with hands-on instruction and a field-based learning experience.
- **Self-Directed Equipment Training.** We offer this training via the BI Training Department's online Learning Management System. Equipment training courses and corresponding assessments are available to authorized personnel at any time. Users simply complete the quick registration process and enter their unique username and password to access the desired courses.
- **Live Webinars.** Each week, our Training Department conducts live webinar sessions—directly delivering informative content and a personalized learning experience. Since these sessions regularly occur on a scheduled basis, agency personnel can determine which sessions will best suit their ongoing work schedules and then participate accordingly.

This level of training can only be offered by an OEM that has a deep level of understanding of the products and services it offers. Our training Department regularly updates training with new information about the ongoing development of our solutions. BI's Training Department develops best practices about implementing and maintaining electronic monitoring programs.

By selecting BI Incorporated, the Participating Entity gains a trusted, proven partner that truly understands electronic monitoring systems, standards, and industry expectations. Our ability to deliver GPS, Radio Frequency and alcohol monitoring solutions and services through one unified platform offers unmatched operational efficiency, **cost-effectiveness**, and ease of management, making BI the logical and strategic single-source provider for all of the Participating Entity's electronic monitoring programs.

When considering a **single-source** provider for electronic monitoring services, especially within contexts like community supervision, several distinct advantages emerge:

- *Enhanced Data Security and Integrity.* By implementing consistent and centralized security protocols, BI minimizes vulnerabilities often associated with transferring data between multiple vendors. This unified approach ensures the protection and integrity of sensitive information across all systems.
- *Streamlined Operations and Communication.* Working with a single point of contact simplifies communication, reduces administrative complexity, and accelerates issue resolution. This streamlined structure enhances coordination and fosters more efficient management of monitoring programs.

- *Improved Consistency and Standardization.* BI ensures uniform application of monitoring protocols, equipment, and software across all deployments. This consistency leads to more reliable data, standardized reporting, and predictable system performance.
- *Greater Accountability and Responsibility.* With BI serving as the sole provider, accountability is centralized. This clarity of responsibility allows for more effective issue resolution, promotes transparency, and ensures a higher level of service and responsiveness.
- *Integrated Technology and Systems.* BI offers seamless integration of hardware, software, and support services, optimizing overall system performance. Centralizing data within a single platform also enhances analytics capabilities and eliminates compatibility issues between systems.
- *Adaptability and Scalability.* As a single-source provider, BI can quickly adjust to evolving agency requirements and scale services as needed. This flexibility ensures that monitoring programs remain responsive, effective, and aligned with changing operational demands.

In essence, BI serving the Participating Entity as a **single-source** provider for all their electronic monitoring services offers a more cohesive, secure, and efficient approach to managing the Participating Entity's unique and complex monitoring programs.

Lastly, as the largest provider of electronic monitoring solutions coupled with our vast experience and United States-based infrastructure, BI can provide delivery and service of GPS devices to all 50 U.S. states—including Hawaii and Alaska—as well as in U.S. territories such as Puerto Rico, the U.S. Virgin Islands, Guam, Mariana Islands, and throughout Canada.

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

Our proposed GPS solutions incorporate a range of proven technologies. We have provided descriptions below followed by responses to IV. Category 1: GPS Monitoring A. Hardware Requirements in Attachment 02, Scope of Work.

BI LOC8 XT GPS Ankle-Worn Monitoring Device

The LOC8 XT (FCC Certification: CSQ-LC800A) is a small, lightweight GPS device used to track client movements 24/7. The LOC8 XT uses GPS, RF, Wi-Fi, and LTE cellular technologies to pinpoint the exact location of the monitored client. As the only device on the market that combines all of these technologies with proximity tamper detection, the LOC8 XT is one of the most advanced tracking devices available. The LOC8 XT battery is completely sealed inside the device. To recharge the battery, the client places a wireless charger on the LOC8 XT. The LOC8 XT incorporates a single use, field replaceable, and adjustable strap that securely fits around the client's leg.

BI LOC8 XT
The LOC8 XT battery can continuously power the device for up to 60 hours.

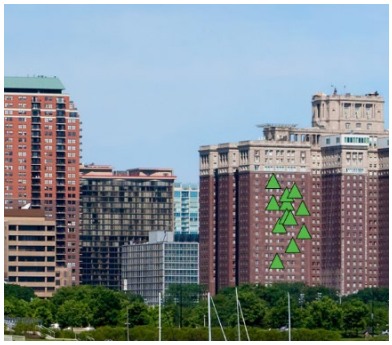
BI LOC8 XT has a low-profile, curved ankle-bracelet design that is form-fitting and discreet for clients. It provides agencies with detailed information about a client's movement in the community. BI LOC8 XT is 2.5" H x 4.2" W x 1.6" D. It weighs only 7.0 ounces.

The device incorporates multiple tamper detection technologies. Other key features of the LOC8 XT include:

- **LTE Connectivity.** BI engineers designed our cellular communication capabilities to support 24/7/365 program operations, and we have proactively prepared LOC8 XT units to operate on LTE cellular connected-devices.
- **Accurately Monitors Client Locations.** To monitor a client's location at all times, the LOC8 XT can use a variety of technologies: GPS satellites, cellular towers, Wi-Fi access points, and RF transmissions. In addition, the LOC8 XT can access international satellite constellations which includes GNSS (GPS, Galileo, GLONASS, & BeiDou satellites. The Participating Entity can enable access to these constellations via TotalAccess or BI staff can enable this feature during initial program setup. In an open field, the device is accurate to within 5.5 feet 95% of the time. By integrating the additional tracking technologies, the LOC8 XT can generate location points even when GPS signals are obscured.
  - *Location Information on Demand.* Agency personnel can manually and remotely locate ("ping") a LOC8 XT an unlimited number of times—at no additional charge. Authorized users simply initiate an on-demand location request from within the TotalAccess software.
  - *Pursuit Mode.* This feature allows agency personnel to rapidly track a client's movements in critical situations. Once users enable Pursuit Mode from within

TotalAccess, the LOC8 XT collects a GPS point every 15 seconds and reports to the monitoring computer system every minute to provide continuous, real-time tracking.

- **Wi-Fi Location Information.** Using Wi-Fi signals provides accurate and enhanced location information in indoor areas such as urban canyons, apartments, condos, dorm rooms, and residential treatment facilities. The LOC8 XT scans for surrounding Wi-Fi Access Points (APs), submits the list of APs and associated signal strengths to the server, and TotalAccess renders a precise location on the map. The device does not access or log into the Wi-Fi network but simply reads the IP address and relays that information to Google Maps Platform which correlates the IP address to a physical address and reports that information to TotalAccess. This method of Wi-Fi sniffing is similar to how standard mobile cellular devices operate by identifying each unique Wi-Fi signal that is within range of the device.
- **Detects Tamper Attempts in Near Real-Time.** The LOC8 XT promptly reports tamper events to help facilitate swift agency responses to high-priority situations. The LOC8 XT is equipped with multiple tamper detection sensors—including proximity, case, strap, motion detection, and GPS jamming sensors—to report noncompliant activities to agency personnel in near real time.
  - *Proximity Tamper.* BI invented the proximity tamper, which uses a proximity sensor to help detect if the client removes the device. If the LOC8 XT no longer senses contact with the client's ankle, the system generates an alert.
  - *Case Tamper.* A photo-optic sensor inside the device detects if the client opens the case of the LOC8 XT and promptly reports the event to the monitoring system.



Wi-Fi Location Information
TotalAccess Wi-Fi location allow agency personnel to determine what Wi-Fi networks within a location, a client was on.

  - *Strap Tamper.* Fiber-optic circuitry inside of the strap allows the LOC8 XT to detect and report if the client cuts, stretches, removes, or disassembles the strap.
  - *Motion Detection.* A motion sensor detects if the device is motionless for a specified period of time, allowing the LOC8 XT to quickly notify agency personnel of this status.
  - *GPS Jamming.* The LOC8 XT can determine if a client attempts to interfere with the GPS acquisition via use of an illegal RF transmitter or GPS jamming device.
- **Communicates with Clients.** The LOC8 XT can communicate pre-defined messages (English or Spanish) via the waterproof, built-in speaker and/or vibration. Agency personnel use TotalAccess to specify when the system delivers messages, with the ability to send on-demand messages. The client can acknowledge audio and vibration notifications by simply tapping on the device.
- **Extended Battery Life.** The LOC8 XT offers up to a **60-hour** battery life. The battery is completely sealed inside the device. To recharge the battery, the client places a wireless charger on the LOC8 XT to recharge the internal battery.

To ensure individuals are aware of battery levels, the LOC8 XT is equipped with multiple methods to alert the client of battery life and charging activities. When our proposed system detects a low device battery, we will notify the client prior to complete battery depletion—providing adequate backup battery capabilities to monitor client movement.

To recharge the LOC8 XT battery, the client places an external battery charger on the device—the client is not tethered to an outlet. The client simply removes the external battery charger from the docking station and places it on LOC8 XT. It takes up to two hours or less to fully recharge the internal battery of the LOC8 XT and the battery can last for up to 60 hours. The docking station can also function as a beacon with RF monitoring. Note: GPS tracker operating life is significantly expanded, up to an additional 15 hours, when the device is used with an RF beacon.

The LOC8 XT has backup battery capability in the event the device is depleted. This allows the officer to ping the device. BI engineers developed the Search and Retrieve feature for recovering lost LOC8 XT devices in the field that may be hidden. When the battery of a LOC8 XT is depleted to 10%, the device will enter Search and Retrieve mode to extend battery life as authorized personnel search for the unit. This LOC8 XT feature will greatly increase the Department's ability to retrieve lost or damaged equipment, ultimately increasing programmatic efficiencies. This feature enables the agency to reduce overall expenditures by lowering the costs associated with device replacements.

- **Minimal Impact on Client Activities.** With a "cut to fit" strap and a sleek, horizontal design, the LOC8 XT provides a highly secure and customized fit with an ergonomically comfortable feel. Wearing the device does not impede a client's day-to-day activities. The client can still bathe, exercise, attend school or work, and perform other routine tasks with minimal restrictions.
- **Automatic Updates.** The LOC8 XT seamlessly incorporates the most current firmware available with automatic "over the air" updates. Since these updates conveniently and quickly occur in the field—while the client continues to wear the device—agency personnel can streamline inventory management by reducing the need to swap out devices.

BI VeriWatch Wrist-Worn GPS Monitoring

BI is pleased to propose our wrist-worn GPS device, BI VeriWatch (FCC Certification: 2AJZP-A4100). Understanding that the Participating Entity continually strives to operate the most effective monitoring program, BI believes that our state-of-the-art VeriWatch will be a valuable addition to the Participating Entity's operation.

BI VeriWatch
The VeriWatch is the newest addition to BI's advanced continuum of GPS trackers and currently in use by Agencies across the nation.

BI VeriWatch is a discreet wrist-worn device that uses GPS and state-of-the-art technology to provide reliable real-time monitoring, similar to ankle-worn technology. Comparable in size to a consumer smartwatch, the device runs on a secure, custom operating system designed for the unique needs and rigors of community supervision. BI VeriWatch is 2.25" H x 1.5" W x 0.75" D. It weighs just 2.3 ounces.

BI designed the wrist-worn VeriWatch to monitor client locations with an unobtrusive device, providing discreet tracking and eliminating potential noncompliant removal of the device due to client embarrassment that the wearer is under supervision. The VeriWatch supports communications between clients and supervising officers and provides new biometric sensors that have never before been widely used in the electronic monitoring industry. Key features of the VeriWatch include:

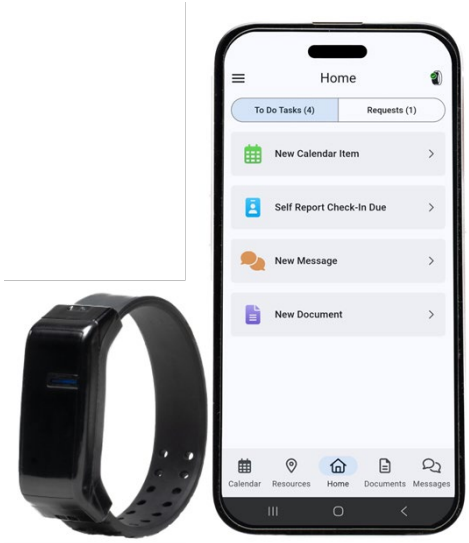
- **Discreet Solution**. The VeriWatch offers a discreet alternative to traditional ankle monitors by adopting the appearance and functionality of a modern smartwatch, thereby reducing the stigma typically associated with ankle monitoring devices.
- **Tamper resistant and tamper notification capabilities**. VeriWatch has multi-layer tamper detection. The device is equipped with biometric facial comparison technology, liveness detection, an on-device camera, and an optical proximity sensor. VeriWatch is the first community supervision location tracker to biometrically authenticate the identity of the wearer by comparing a new photo against photos established at enrollment. Liveness detection technology adds the ability to verify that a live person is completing the check-in. The proximity sensor aids in determining whether the device has been removed, prompting a check-in in near real-time and a notification is sent to the supervising officer.
- **Battery Life.** The VeriWatch displays the battery level on the screen, like a traditional smartwatch. To recharge the device, the client attaches the recharger, connecting the battery contact points by snapping the device into place—the client is not tethered to a wall outlet. Clients charge the recharger device by plugging the recharger into a standard residential power outlet and need to charge the device for at least one hour daily.

  Convenient wireless charging. The clip-on transfer battery enables clients to charge on the go, with 100% charge in less than two hours. The device has up to **16 hours** of battery life on a single charge and up to **32 hours** when paired with portable transfer battery.
- **Device Control.** Ability to control device activity via the pre-installed mobile application which runs on a secure, custom operating system protects against loading other applications. removes access to iTunes and the Google Play stores, and prevents third parties from gathering information

- **Client Messages.** Receives and displays written messages, with the option to require client acknowledgement
- **Audio/Visual**. Uses flashing LCD or audible alarms to alert the client that interaction is needed

BI SmartBAND 1.0

BI SmartBAND 1.0 is another low-profile, wrist-worn GPS device. It is 0.94" H x 1.0" W x 2.7" D. It weighs only 1.23 ounces. To enhance accountability BI SmartBAND™ 1.0 uses Bluetooth Low Energy (BLE) technology to pair with a smartphone with BI SmartLINK® installed, providing community corrections agencies with a reliable, modern, location tracking solution. The secure, wrist-worn device provides a wireless tether between the client and the SmartLINK app to authenticate smartphone proximity and location. This BI system offers a comprehensive supervision app and is the only mobile location tracking solution on the market with strap and proximity tampers.



SmartBAND 1.0
The non-removable strap detects if the strap is interrupted and proximity tamper sensor detects tamper if the device loses contact with the client's wrist. Both will generate alert to the officer through TotalAccess

Key Features

- **Battery Life**. The SmartBAND 1.0 device has up to **six months** of battery life on a single charge
- Distance-based GPS tracking
- Pairs with BI SmartLINK to authenticate client identity and location
- Strap and proximity tampers
- Near real-time officer alerts
- Device vibration and LED light for client communications
- Removes stigma of a traditional two-piece GPS system
- SmartLINK provides client access to tasks, messaging, community resources, calendar, biometric check-in, video calls, and more

❖ **Real-Time Identity & Location Authentication.** The two-piece system has built-in multi-factor authentication to verify client identity and location. Biometric facial check-ins through SmartLINK ensure the individual is in the same physical location as their smartphone, which is collecting location points. Through this verification process, supervising officers can have confidence that they are interacting with the correct individual.

- [redacted]

[redacted]

- **Alerts & Multi-Layer Tamper Detection.** The cross-device intelligence supports automated alerts for strap and proximity tampers, zone violations, if the band moves out of smartphone range, and if location services are disabled on the smartphone. These alerts provide an additional layer of visibility for the agency to enhance accountability and reduce the need for officer check-ins.
  - Built-in tamper alerts help ensure the wireless tether is intact
    - Strap tamper detects when the strap has been cut or removed
    - Proximity tamper detects when the device is no longer attached to the wrist
    - Bluetooth technology detects when the device is no longer in proximity to the enrolled smartphone or BI Mobile device
  - Real-time alert and event notifications if:
    - Strap has been cut or removed
    - device is no longer attached to the wrist
    - device is no longer in proximity to the enrolled smartphone/device (officer & client alert)
    - Bluetooth connectivity is lost
    - the client commits a zone violation
    - location services are disabled on the user's smartphone
- **Client Communication Simplified.** The device uses a discreet vibration and LED light to communicate with clients. The dual-colored LED light confirms device pairing to the client's smartphone and notifies the client if the connection is lost. SmartBAND 1.0 also notifies the client of non-compliance through the vibration feature without direct officer contact, providing them an opportunity to modify their behavior.
- **Enhanced Productivity.** The SmartBAND 1.0 + SmartLINK system offers a streamlined, cost-effective location tracking solution that enhances supervision outcomes. Its mobile monitoring and authentication features enable agencies to effectively oversee and communicate with individuals via a smartphone app. Through the SmartLINK app, officers can send push notifications and messages, while clients can access tasks, resources, calendars, biometric check-ins, video calls, and more.
  - [redacted]

<< BI Incorporated (BI) has thoroughly reviewed Master Agreement Objectives identified in Attachment 02, Scope of Work. Below BI has provided our responses to IV. Category 1: GPS Monitoring A. Hardware Requirements.>>

- **The tracking device must use easy-to-install straps that should be re-usable, adjustable, and require no cutting or specially designed tools by the agency to fit on a client.**

  BI designed all our solutions to accommodate a wide range of ankle/wrist sizes, ensuring a secure and tamper-resistant fit for each client. Their adjustable strap sizing minimizes the risk of unauthorized removal.

  LOC8 XT, VeriWatch, and SmartBAND devices are easy-to-install and requires no specially designed tools for installation. Trained agency personnel can install or replace a device in the field in under five minutes.

  To support effective use of equipment and software, BI provides comprehensive training to Participating Entity's personnel at no additional cost. Our training ensures agency staff are confident and competent in the installation/removal, operation, and management of the devices.

- **All equipment and systems furnished must be standard products of the manufacturer identified, must be in proper working order and clean and free from defects of features affecting appearance or serviceability, or the safety of the client in normal intended use.**

  BI is the Original Equipment Manufacturer (OEM) of all proposed equipment, allowing us to control every stage of the product lifecycle from design and production to testing and quality assurance. This ensures that all equipment meets strict performance and reliability standards, reducing the risk of defects or failures in the field.

  Being the OEM of all proposed equipment enables us to provide the Participating Entity with reliable products that are in proper working order and clean and free from defects. Our BI Internal Operations Department produces high-quality units, supported by 24/7/365 in-house support.

  ISO-Certified Manufacturing: BI Manufacturing is ISO certified and adheres to strict quality protocols, ensuring that all equipment meets the highest standards in product reliability.

  Inventory Management Support: BI Account Support staff and Customer Business Services assist agency personnel with inventory management, including replenishing spare equipment levels as needed.

  - In the unlikely event of a unit malfunction, agency personnel can quickly install a replacement unit from their local inventory of spare equipment, avoiding delays from waiting on a manufacturer-supplied replacement.
  - If necessary, BI will service or replace defective units, working closely with the agency to ensure seamless operations and no disruption to program activities.

  Engineering Support: BI Engineers are responsible for the design, development, and ongoing support of our product suite, including addressing and resolving technical issues as they arise. Being the OEM allows us to rapidly innovate and customize equipment based on customer needs or industry changes. This ability allows us to deliver tailored solutions and stay ahead of technological advancements, offering customers the most up-to-date products.

  24/7/365 Technical Support: BI Monitoring Operations provides round-the-clock technical support, with a tier-based escalation process to swiftly resolve technical inquiries.

  - BI Monitoring Operations can be contacted at any time via toll-free business telephone, email, and fax.

As an organization committed to delivering innovative solutions, BI is dedicated to providing the Participating Entity with the most current and up-to-date equipment available. Our team of experienced professionals ensures that all equipment supplied meets or exceeds the highest industry standards.

Reliable Equipment that Produces Accurate Results. BI's out-of-box failure rate across all product lines is 0.5%. Reliable equipment is critical to accurately monitoring client compliance with agency requirements.

- **Must be capable of communicating with the Contractor's software and detect the following events and communicate to Contractor's web-based platform, and app via a tablet or mobile device:**

  BI's LOC8 XT, VeriWatch, and SmartBAND devices were specifically designed to securely communicate with our monitoring platform, TotalAccess. TotalAccess is accessible on any web-enabled device. TotalAccess Mobile enables officers to manage alerts, client activities, and scheduling from smartphones and tablets.

  TotalAccess Mobile places the power of our web-based software in the hands of officers in the field. Optimized for mobile devices (tablets and smartphones) and developed by BI engineers based on user feedback, TotalAccess Mobile enables officers to effectively manage alerts, modify schedules and zones, locate nearby Client, and many other features. TotalAccess reports include compliance information—such as number of tampers generated, Inclusion and Exclusion Zone violations, and terminated Client. With multiple designations available within the software, TotalAccess allows the Participating Entity's personnel to indicate reasons for client termination from the program—for example, successful, unsuccessful, and administrative discharges.

  Understanding the importance of receiving prompt notification and prioritizing certain alerts, TotalAccess has the capability of sending alerts to multiple agency personnel. BI's equipment records the date and time when an equipment event occurs. The equipment communicates this information to TotalAccess from the field, and TotalAccess records the date and time of receipt.

  - **Arrival and departure from inclusion and exclusion zones as defined by Participating Entity**

    Within TotalAccess, agency personnel can easily create and modify inclusion and exclusion zones with associated schedules for authorized arrival and departure for each client. When the GPS device detects a monitoring violation or equipment event, the device will communicate the information in near real time to TotalAccess via LTE cellular networks. This will automatically initiate the arrival and departure from inclusion and exclusion zones as defined by Participating Entity and the notification process designated by the Participating Entity.

  - **Unauthorized arrival or departure as defined by Participating Entity**

    Within TotalAccess, agency personnel can easily create and modify inclusion and exclusion zones with associated schedules for each client. When the GPS device detects a monitoring violation or equipment event, the device will communicate the information in near real time to TotalAccess via LTE cellular networks. This will automatically initiate

the unauthorized arrival or departure from inclusion and exclusion zones as defined by Participating Entity and the notification process designated by the Participating Entity.

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- **Battery Low Alerts**

  BI's LOC8 XT, VeriWatch, and SmartBAND devices communicate battery event information to TotalAccess where it is stored and an alert notification is sent to designated agency personnel. In addition, at any time, authorized users can view a client's battery level and status in TotalAccess.

  LOC8 XT – The battery status indicator (LED) flashes red at low battery life. An audio notification is sent to the device to notify the client of an incoming message. Once the client double-taps the device to acknowledge the notification, the LOC8 XT plays a "low battery, recharge unit" message and reports a "low battery" event to TotalAccess. In the event the client fails to charge the device and battery is at a critical level, the device reports a "last battery" call to TotalAccess.

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VeriWatch – The battery status indicator changes to red at low battery life. A notification is sent to the device to notify the client to start charging and reports a "low battery" event to TotalAccess. In the event the client fails to charge the device and battery is at a critical level, the device reports a "last battery" call to TotalAccess.

[redacted]

SmartBAND – SmartBAND is fully charged prior to be sent to the agency providing 6 months of battery life therefore, is no charging required by the client. SmartBAND low battery message at 25% and Critical Low Battery at 15% and reports a "low battery" event to TotalAccess. If needed, officer needs to order/install new SmartBAND.

[redacted]

- **Strap and/or device tamper alerts**

  LOC8 XT, VeriWatch, and SmartBAND devices are equipped with multiple tamper detection sensors to report noncompliant activities to agency personnel in near real time.

  We have incorporated tamper detection technologies within the LOC8 XT, VeriWatch, and SmartBAND devices to ensure accurate alert notifications while significantly reducing the occurrence of false tamper alerts. The devices use a combination of fiber optic strap tamper detection and a proximity sensor as its primary methods for verifying that the device remains securely attached to the individual.

  LOC8 XT fiber optic strap is the industry-standard solution for detecting strap compromise. BI enhances this technology by measuring specific light lumens transmitted through the fiber optic cable to confirm circuit integrity. If the strap is cut, stretched, or otherwise compromised, the circuit is broken, and a tamper alert is generated.

  To address potential attempts to slip the device off the wrist or ankle without cutting the strap, a method some individuals may attempt, we incorporated a proximity sensor. This sensor detects the distance between the device and the ankle, allowing it to identify tamper attempts even when the strap remains intact.

  LOC8 XT, VeriWatch, and SmartBAND devices are equipped with case tamper detection sensors to report removal attempts and both LOC8 XT and VeriWatch are equipped with motion detection, and GPS jamming sensors

  In the event a client attempts to tamper or remove the device, a tamper event is promptly reported to our monitoring system, TotalAccess, and an alert notification is sent to designated personnel.

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- **Tracking device failed to call in alerts**

  LOC8 XT, VeriWatch, and SmartBAND devices are equipped with failed to call in alerts as described below. In the event the LOC8 XT device cell connection is lost, the device has the ability to store 50,000 events or approximately two weeks' worth of data. In the event the VeriWatch device cell connection is lost, the device has the ability to store approximately on week worth of data. SmartBAND has the ability to store 60,000 events when the Bluetooth connection is interrupted.

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- **Efforts to tamper with the tracking device**

  LOC8 XT –The LOC8 XT is equipped with multiple tamper detection sensors—including proximity, case, strap, motion detection, and GPS jamming sensors—to report noncompliant activities to agency personnel in near real time.

  - *Proximity Tamper.* BI invented the proximity tamper, which uses a proximity sensor to help detect if the client removes the device. If the LOC8 XT no longer senses contact with the client's ankle, the system generates an alert.
  - *Case Tamper.* A photo-optic sensor inside the device detects if the client opens the case of the LOC8 XT and promptly reports the event to the monitoring system.
  - *Strap Tamper.* Fiber-optic circuitry inside of the strap allows the LOC8 XT to detect and report if the client cuts, stretches, removes, or disassembles the strap.
  - *Motion Detection.* A motion sensor detects if the device is motionless for a specified period of time, allowing the LOC8 XT to quickly notify agency personnel of this status.

  VeriWatch – VeriWatch has multi-layer tamper detection. The device is equipped with biometric facial comparison technology, liveness detection, an on-device camera, and an optical proximity sensor. VeriWatch is the first community supervision location tracker to biometrically authenticate the identity of the wearer by comparing a new photo against photos established at enrollment. Liveness detection technology adds the ability to verify that a live person is

completing the check-in. The proximity sensor aids in determining whether the device has been removed, prompting a check-in in near real-time and a notification is sent to the supervising officer.

SmartBAND – The cross-device intelligence supports automated alerts for strap and proximity tampers, zone violations, if the band moves out of smartphone range, and if location services are disabled on the smartphone. These alerts provide an additional layer of visibility for the agency to enhance accountability and reduce the need for officer check-ins.

- Built-in tamper alerts help ensure the wireless tether is intact
  - Strap tamper detects when the strap has been cut or removed
  - Proximity tamper detects when the device is no longer attached to the wrist
  - Bluetooth technology detects when the device is no longer in proximity to the enrolled smartphone or BI Mobile device

- **Loss of location.**

The LOC8 XT, and VeriWatch, can utilize Wi-Fi signals to determine location for instances where cellular coverage is not obtainable/available.

BI's system is capable of electronically monitoring and tracking a participant's presence or absence from locations that may be specified during specific periods. BI's proven tracking devices, the LOC8 XT and VeriWatch, detect the participant's location through multiple technologies, record participant's movements in real time, and report data at agency-specified intervals. In addition, TotalAccess will notify the agency of any violations upon occurrence. The LOC8 XT and VeriWatch use several location detection technologies to accurately track participant movement, including Autonomous GPS, Assisted GPS, RF for in-home curfew monitoring, Wi-Fi, and Cellular Location Detection. When the cellular network is not available, the LOC8 XT and VeriWatch will automatically use alternative tracking technologies at no additional cost.

Using Wi-Fi signals provides accurate and enhanced location information in indoor areas such as urban canyons, apartments, condos, dorm rooms, and residential treatment facilities. The BI GPS devices scan for surrounding Wi-Fi Access Points (APs), submits the list of APs and associated signal strengths to the server, and TotalAccess renders a precise location on the map. The devices do not access or log into the Wi-Fi network but simply reads the IP address and relays that information to Google Maps Platform which correlates the IP address to a physical address and reports that information to TotalAccess. This method of Wi-Fi sniffing is similar to how standard mobile cellular devices operate by identifying each unique Wi-Fi signal that is within range of the device.

When Wi-Fi is used, LOC8 XT and VeriWatch devices scan for nearby Wi-Fi access points and report these readings to the monitoring computer system. This data—including a list of detected access points and their signal strengths—is used to provide a location fix for the LOC8 XT and VeriWatch. Advantages of Wi-Fi technology include the following:

- Wi-Fi is prominent and often highly available in urban and densely populated environments—including indoor locations where GPS signals may be affected.
- Wi-Fi emits short-range signals and typically has multiple access points within a close proximity resulting in highly accurate and refined location fixes.

- Pursuit Mode. This feature allows agency personnel to rapidly track a client's movements in critical situations. Once users enable Pursuit Mode from within TotalAccess, the LOC8 XT collects a GPS point every 15 seconds and reports to the monitoring computer system every minute to provide continuous, real-time tracking. A **"No Position Fix Available"** event is generated in TotalAccess.

- **Potential cellular jamming**

  LOC8 XT – If a client attempts to prevent the LOC8 XT from collecting GPS points using a blocking device or RF transmitter, the unit will generate a "GPS Jamming Detected" event. The LOC8 XT will continue to track client location via Wi-Fi Access Points should the client interfere with GPS, RF, or cellular signals. When the unit begins collecting GPS location data after a jamming event, it will generate a "GPS Jam Reset" message.

  VeriWatch – If a client attempts to prevent the VeriWatch from communicating via cellular or collecting GPS points the device will still collect GPS location points via Wi-Fi points. Once a cellular connection is established, data is then communicated to our monitoring system.

- **Communication Loss**

  BI's LOC8 XT, VeriWatch, and SmartBAND devices were specifically designed to securely communicate with our monitoring platform, TotalAccess.

  If the client is in an area with limited or unavailable cellular service—or if communication with the TotalAccess is otherwise disrupted—the LOC8 XT and VeriWatch continues to collect date and time-stamped location points and equipment events. Once communication with the monitoring system is restored, the LOC8 XT and VeriWatch promptly sends all stored data to TotalAccess.

  In the event LOC8 XT or VeriWatch loses communication a Cell Signal Lost and/or a Tracker Missed Callback event is generated within TotalAccess.

  If a SmartBAND device is not within range of SmartLINK app, SmartLINK will continue to function using both Wi-Fi and cellular .

- **Must have optional grace period for early leave and late returns.**

  From within TotalAccess, agency personnel have the ability to customize arrival/departure times with grace periods for early leave and late returns.

- **The tracking device must have the ability to fully activate indoors without the need to acquire GPS.**

  BI's LOC8 XT, VeriWatch, and SmartBAND devices have the ability to fully activate indoors without the need to acquire GPS.

- **The tracking device must have a method of ensuring accuracy of location points.**

  BI equipment operates on the LTE network and uses the most up to date GPS chips. LTE modems are 5G, Low Power Wide Area (LPWA) technologies that provide longer range signal, improved battery life, and superior coverage in areas where other devices may struggle to maintain connectivity. The LTE network consists of Verizon Wireless or T-Mobile and more than 20 roaming providers.

BI uses Circular Error Probability (CEP) measurements to determine the accuracy of the LOC8 XT in detecting locations. CEP determines the radius of a circle—centered at the actual location—within which GPS points land. During CEP testing, the LOC8 XT recorded 360 location points over the course of six hours (360 minutes) to determine the accuracy of the device.

The FCC's wireless Enhanced 911 (E911) program requires that wireless carriers be able to provide a caller's location to within 50 to 300 meters (approximately 164 to 984 feet)—depending on the type of technology used. 95% of GPS location point fixes are within 5 feet, 5 inches of the LOC8 XT device. The location accuracy of the LOC8 XT far exceeds the FCC's E911 accuracy standard.

The LOC8 XT and VeriWatch also determines client location by communicating with multiple satellite constellations including the Global Navigation Satellite System (GNSS) used by the U.S. government and the European system, Galileo. By using multiple satellites from multiple satellite constellations, the BI GPS device is able to more accurately determine its location. From within TotalAccess, officers can view the number of satellites used to determine the location for each GPS location point."

LOC8 XT uses several location detection technologies to accurately track client movement, including Autonomous GPS, Assisted GPS, Radio Frequency, Wi-Fi, and cellular technologies.

- Autonomous GPS**.** With Autonomous GPS, the devices receive signals from GPS satellites—without requiring cellular service to obtain an accurate location fix and continuously record client movements.
- Assisted GPS. With Assisted GPS functionality, nearby cellular towers provide the devices with an almanac of known GPS satellite locations. Assisted GPS allows the devices to swiftly record a location fix in conditions where GPS signals may be blocked or otherwise effected (urban canyons, indoors, in moving cars) and significantly reduces the time needed for the device to achieve a first location fix.
- Radio Frequency. If the ankle-worn devices are paired with a beacon, the client is monitored by RF technology whenever the device enters the range of the beacon. During this time, the device enters a low power state and ceases to collect GPS points. Since RF technology reliably provides close-range location detection, GPS tracking is not necessary while the client is in range of the beacon. In addition, the lower power state helps conserve the battery power of the ankle-worn device. When the client leaves the range of the beacon, the device automatically resumes GPS acquisition.
- Cellular Tracking. With the ability to communicate with AT&T, Verizon, Sprint, and the roaming partner cellular networks, the LOC8 XT devices augment GPS data with a comprehensive network of cellular providers. When cellular tracking is used, the LOC8 XT device measures the signals from three or more nearby cell towers and reports these readings back to the network. This data—including the time and distance of the cell tower readings—is used to provide a location fix for the LOC8 XT. Advantages of cellular tracking include:
    - Provides approximate location fixes in challenging environments where GPS signals may be blocked—such as inside buildings, in moving cars, and in dense urban locations.

- When used in conjunction with GPS, the LOC8 XT will almost always deliver a location fix—even in the presence of GPS jammers.
- Constantly "learns" and improves with continuous use over time—comparing current cellular tower readings with previous observations and recorded GPS points to further refine location fixes.

- Wi-Fi Technology. When Wi-Fi is used, LOC8 XT devices scan for nearby Wi-Fi access points and reports these readings to the monitoring computer system. This data—including a list of detected access points and their signal strengths—is used to provide a location fix for the LOC8 XT. Advantages of Wi-Fi technology include the following:
  - Wi-Fi is prominent and often highly available in urban and densely populated environments—including indoor locations where GPS signals may be affected.
  - Wi-Fi emits short-range signals and typically has multiple access points within a close proximity (as compared to the more dispersed locations of cell towers)—resulting in highly accurate and refined location fixes.

VeriWatch employs a combination of GPS, Wi-Fi, and cellular technologies to monitor the user's movements 24/7. The biometric facial comparison technology adds the ability to verify that a live person is completing the check-in. TotalAccess processes these location points against any assigned GPS zones for compliance.

SmartBAND is equipped with Bluetooth Low Energy technology to pair with a smartphone with BI SmartLINK app installed. The device provides a wireless tether between the client and the SmartLINK app to verify smartphone proximity and location against any assigned GPS zones compliance. The SmartLINK app is a secure and locked application that cannot be modified by the client.

- **The tracking device must communicate over a Global System for Mobile Communications (GSM) or 4G/LTE (or better) networks.**

  BI's LOC8 XT, VeriWatch, and SmartBAND devices communicate via LTE (4G/5G) cellular networks.

- **Tracking device must be water resistant, durable, and able to withstand vibrations from normal client use over time.**

  BI's LOC8 XT, VeriWatch, and SmartBAND devices are durable, water resistant, shock resistant and able to withstand vibrations from normal client use over time.

- **The Contractor must offer a GPS tracking device with a reusable strap and/or a disposable strap as determined by the Purchasing Entity.**

  BI's LOC8 XT, and SmartBAND devices offer disposable straps. While the VeriWatch strap is reusable, the agency is not required to sanitize and reuse the VeriWatch strap after each use. The agency, or the BI Dedicated Account Manager, can send the strap back to BI and simply order a replacement strap that will arrive sanitized and ready for use by the agency for the next enrolled client.

- **Tracking device must not require tools for installation.**

  BI devices are designed for straightforward installation and do not require any specially designed or proprietary tools.

- **Tracking device must offer at least two (2) types of tamper notification.**

  BI's LOC8 XT, VeriWatch, and SmartBAND devices are equipped with multiple tamper detection sensors—including proximity, case, and strap. In the event a client attempts to tamper or remove the device, a tamper event is promptly reported to our monitoring system, TotalAccess, and an alert notifications is sent to designated personnel.

- **On a full charge, the battery must, at a minimum, last 40+ hours. The device must charge to a minimum of 24 hours of battery life within one (1) hour and be fully charged in about three (3) hours.**

  LOC8 XT – The internal battery provides a 3-year operational lifespan and delivers up to 60 hours of use on a single two hour charge. When paired with RF beacon battery total runtime extends up to 75 hours.

  VeriWatch – The internal battery provides a 1-year operational lifespan and delivers up to 16 hours of use on a single two hour charge. When paired with two portable transfer batteries total runtime extends up to 48 hours.

  SmartBAND – The internal battery provides six month operational use on a single two hour charge.

- **The beacon must be able to accommodate various sizes of residences.**

  While beacon is not required for LOC8 XT, VeriWatch or SmartBAND to function, authorized personnel can easily pair the LOC8 XT with optional beacon that securely transmits RF signals. This combination of technologies provides the agency with the flexibility to use RF curfew monitoring when the client is home and GPS tracking when the client is in the community—all managed through a single solution.

  From within TotalAccess and TotalAccess Mobile, Agency personnel can create and modify multiple curfew schedules to match court-mandated home confinement guidelines from within TotalAccess. To suit the risk level of each client and the size of their residence, agency personnel can configure the range of the beacon at three settings: • Low – 35 feet • Medium – 75 feet • High - 150 feet.

  To ensure client compliance, the LED indicator on the LOC8 XT device flashes purple to indicate the client has moved out of range of the beacon. This feature increases the likelihood of compliance and reduces the number of curfew violations received by the agency.

- **Standard AC charging is required. Additional methods such as an on-body charger (OBC) and/or USB port are acceptable.**

  BI designed its devices to charge while being worn on the body rather than relying on traditional AC charging cords to support reliability, compliance, and user convenience. This design also improves practicality. By enabling on body charging, clients can seamlessly charge the device at any time without disrupting daily routines/activities and assisting the client with charging compliance while reducing battery alerts. Note: A standard AC 110V charging cord is used to charge the batteries that charge the devices.

From a safety and accountability perspective, on-body charging reduces careless damage to the device, enhances device reliability while maintaining supervision standards. It ensures that monitoring remains active at all times, supporting program goals and public safety requirements.

This intentionally engineered choice reflects BI's commitment to dependable technology, operational integrity, and effective supervision solutions.

LOC8 XT – To recharge the LOC8 XT battery, the client simply attaches a wireless charger to the ankle-worn device. This charging solution allows the client to move without being tethered to a wall outlet.

VeriWatch – To recharge the VeriWatch battery, the client simply attaches the recharger, connecting the battery contact points by snapping the device into place—the client is not tethered to a wall outlet. Note: clients charge the recharger device by plugging the recharger into a standard residential power outlet and need to charge the device for at least one hour daily.

SmartBAND – There is no charging required by the client. The device is shipped to our customers fully charged and provides six months of operational use.

- **The transmitter must be easily installed on the Client with minimal training and experience. Contractor must specify the tools required and procedures to install the transmitter. The Contractor must supply the tools and equipment necessary to install the transmitters and replace the transmitter straps, at no additional cost.**

BI designs all of its solutions for easy and efficient installation, requiring no specialized tools and minimal training. Agency personnel can install or replace LOC8 XT, VeriWatch, or SmartBAND devices in the field in less than five minutes.

To support effective use of our equipment and software, BI will provide comprehensive training to agency personnel. We will provide all the necessary equipment, accessories, tools and user guides for device installation. Our training ensures agency staff are confident and competent in the installation/removal, operation, and management of the devices. Training is provided at no additional cost.

LOC8 XT. Installing or replacing a LOC8 XT unit on a client takes less than five minutes and can be completed in the field by trained agency personnel. Tools for installation include two security clips, one measuring band and scissors.

The LOC8 XT is a durable, lightweight device worn around a client's ankle 24/7. The installation process includes the following simple steps:

1. Measuring the client's ankle using the BI-provided sizing tool
2. Cutting the tracking unit strap accordingly—ensuring a snug fit against the client's ankle
3. Attaching the tracking unit to the client—insert the strap into the tracking unit case and lock the unit in place by securing the tamper-resistant latch clips

VeriWatch. Installing or replacing a VeriWatch unit on a client takes less than five minutes and can be completed in the field by trained agency personnel. Tools for installation include two security clips, one measuring band, and installation closing tool.

The VeriWatch is a durable, lightweight device worn around a client's wrist 24/7. The installation process includes the following simple steps:

1. Measuring the client's wrist using the BI-provided sizing tool — ensuring a snug fit against the client's wrist

2. Wrap unit around the wrist and insert tamper-resistant security clips
3. Slide optional install tool under strap aligning with security clips and squeeze close.

SmartBAND Installing or replacing a SmartBAND unit on a client takes less than five minutes and can be completed in the field by trained agency personnel. Tools for installation include one security clip and scissors..

The SmartBAND is a discreet, lightweight device worn around a client's wrist 24/7. The installation process includes the following simple steps:

1. Wrap device around client's wrist to measure — note the device is shipped with the strap installed on one end and is ready to size on the client.
2. Cutting the unit strap accordingly — ensuring a snug fit against the client's wrist
3. Attaching the tracking unit to the client—insert tamper-resistant clip, wrap unit around the wrist and pinch close - An audible click is heard when unit is securely installed.

<< End of BI's Response to Attachment 02- Scope of Work IV. Category 1: GPS Monitoring To include ankle-worn and wrist-worn GPS solutions. A. Hardware Requirements.>>

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.

BI's TotalAccess platform provides the Participating Entity with secure, web-based access to near real-time tracking data for all clients. This user-friendly, **single-platform** centralizes all program functions for BI's full continuum of monitoring solutions within one integrated system, eliminating the need to coordinate multiple vendors or technologies. This approach enhances consistency, security, and efficiency while simplifying operations and ensuring efficient communication.

Authorized users can access TotalAccess remotely through authorized usernames and passwords. Once logged in, users can view system screens, print reports, enroll clients, and update information without the need for additional software or system changes.

TotalAccess is available as a mobile application on Apple and Android devices, TotalAccess Mobile places the power of our web-based software in the hands of officers in the field. Optimized for mobile devices and developed by BI engineers based on user feedback, TotalAccess Mobile enables officers to effectively manage alerts, modify schedules and zones, locate nearby client, and many other features. This unified monitoring platform streamlines supervision activities by enabling users to manage both GPS and alcohol caseloads efficiently from a single interface, eliminating the need to coordinate multiple vendors or technologies.

Through TotalAccess and TotalAccess Mobile, authorized users can access all program information—including notifications, events, and reports, from any web-enabled device, at any time. This integrated platform streamlines supervision activities by allowing officers to manage alerts, track client activity, and configure schedules and zones for both GPS and alcohol monitoring. By consolidating services within a single system, TotalAccess **eliminates** the need to coordinate multiple vendors or technologies, enhancing operational efficiency and program effectiveness.

<< BI Incorporated (BI) has thoroughly reviewed Master Agreement Objectives identified in Attachment 02, Scope of Work. Below BI has provided our responses to IV. Category 1: GPS Monitoring – B. Software Requirements.>>

- **GPS services must include a monitoring system that is capable of being accessed through a secure (password protected) internet connection and fully supported by a secure database for transactional records. GPS receiver must be capable of communicating with the U.S Government Global Positioning System. The service must be inclusive of all technology, equipment, systems, and related support services, and must be fully supported by twenty-four (24) hour monitoring services and staff.**

  Our proposed GPS solutions are managed exclusively through BI TotalAccess, our secure, web-based software application that requires authorized usernames and passwords to access to the system.

  LOC8 XT and VeriWatch determine client location by communicating with multiple satellite constellations including the Global Navigation Satellite System (GNSS) used by the U.S. government, the Russian system, GLONASS, and the European system, Galileo (agencies can opt out of these if they prefer only the US GNSS). By using multiple satellites from multiple satellite constellations, the BI GPS device is able to more accurately determine its location. From within TotalAccess, officers can view the number of satellites used to determine the location for each GPS location point.

  SmartBAND Uses the Global Navigation Satellite System (GNSS) through a smartphone with the securely downloaded SmartLINK app.

  Our proposed technologies, equipment, systems, and related support services, for Category 1: GPS are fully supported by our monitoring software platform, TotalAccess and our live 24/7 monitoring operations. The Participating Entity's personnel will have direct access to TotalAccess and our live customer support team and advanced technical specialists 24/7/365.

- **Web-based platform accessible via desktop, tablet, and mobile devices.**

  TotalAccess is a secure, web-based software application that requires no installation or modification to the Participating Entity's computers. The platform is accessible via commonly used web browsers, including Google Chrome, Microsoft Edge, and other current versions of standard browsers, from any internet-connected desktop, laptop, smartphone, or tablet (compatible with both Android and Apple devices). Designed with an intuitive, user-friendly interface, TotalAccess enables Agency staff to efficiently manage and oversee monitoring activities.

  Furthermore, TotalAccess is available as a mobile application on Apple and Android devices, TotalAccess Mobile places the power of our web-based software in the hands of officers in the field. Optimized for mobile devices and developed by BI engineers based on user feedback, TotalAccess Mobile enables officers to effectively manage alerts, modify schedules and zones, locate nearby client, and many other features. This unified monitoring platform streamlines supervision activities by enabling users to manage both GPS and alcohol caseloads efficiently from a single interface, eliminating the need to coordinate multiple vendors or technologies.

  TotalAccess and TotalAccess Mobile allow authorized users to make service additions, deletions, and changes to client, program, and equipment data at any time, through a web-enabled PC,

laptop, smartphone, or tablet. When a user updates or adds information, the database is updated in real-time.

Key features of TotalAccess Mobile include:

- Verifying Officer Safety. TotalAccess Mobile users can scan a BI monitoring device while in the field, documenting the officer's location and the date and time of the interaction.
- Communicating with Clients. Officers can video conference and message with clients using SmartLINK, and all communications are stored indefinitely in TotalAccess.
- Inventory Variance. TotalAccess Mobile has a new inventory management feature to quickly reconcile inventory variances.
- Equipment Inspection. Agency personnel can manage all equipment alerts, add, edit, or delete equipment, and assign serial numbers remotely.
- Push Notifications. Officers can be notified of violations by receiving a push notification from TotalAccess Mobile, providing prompt and accurate information on noncompliance while agency personnel are in the field.
- Monitoring Clients. This feature allows users to add, edit, and delete caseload information; edit all client schedules; and send audio messages to clients on-demand.
- Secure Access. The agency can authenticate access to devices/users to prevent unauthorized individuals from logging into the system. BI can also remotely deactivate a device, and track login/log-out activity through the application.

- **Secure login with multi-factor authentication.**

  BI does not compromise on data security and password protection. Our software platforms, TotalAccess include various levels of security that comply with National Institute of Standards and Technology (NIST) security standards, including data encryption, protocols for password expiration, maximum login attempts, and forgotten passwords.

  The TotalAccess platform integrates securely and seamlessly with the Purchasing Entity's case management system and supports Multi-Factor Authentication (MFA) to provide customers with enhanced security through multiple layers of authentication.

  In addition, TotalAccess supports Single Sign-on (SSO) authentication to streamline and secure access. Through SSO integration, users can log in using their organizational credentials, eliminating the need for two separate username and passwords for TotalAccess.

  SSO enhances security by leveraging centralized identity management, enforcing consistent authentication policies such as multi factor authentication where applicable and reducing the risk associated with password fatigue and credential reuse. It also improves user experience by providing seamless access across authorized systems after a single authentication event. Access to TotalAccess via SSO is granted based on predefined role based permissions and is subject to the organization's access control and security policies.

  Authorized passwords must meet at least this:

  - Minimum recommended password length for different degrees of complexity: Complexity Minimum password length Upper, lower-case letters 10 characters Alphanumeric characters 9 characters Alphanumeric characters and special characters 8 characters.

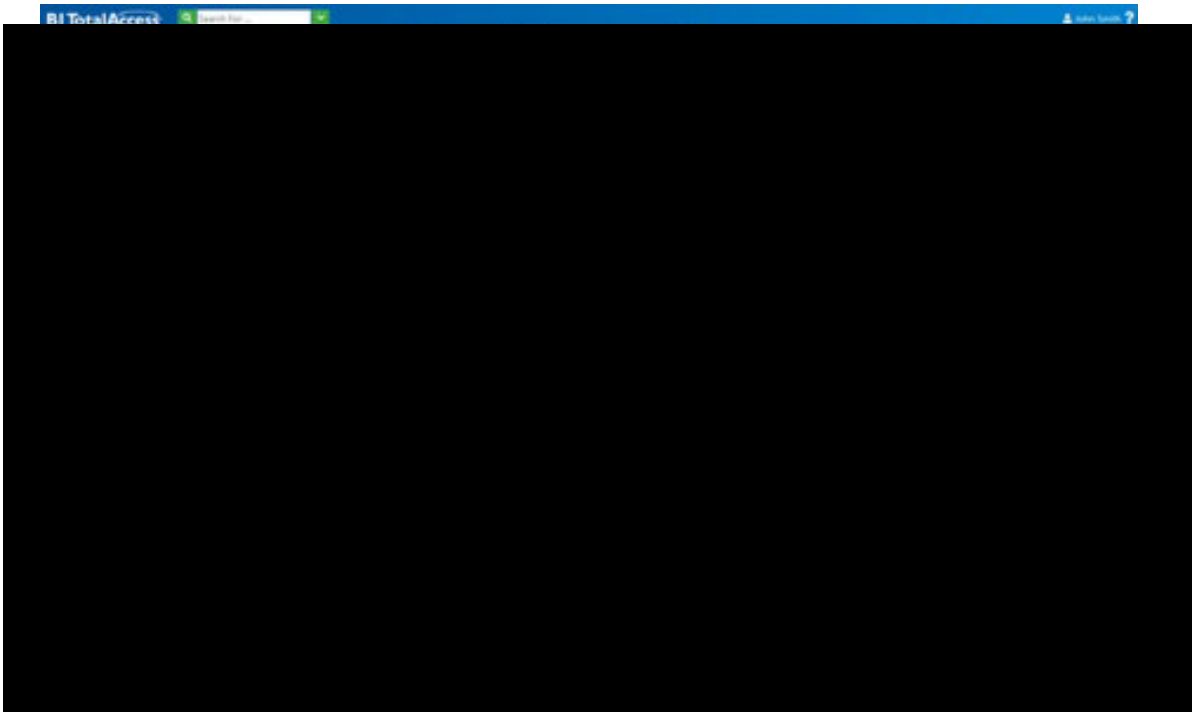
- The number of failed attempts will be limited to five (5). In other words, should a password be entered incorrectly six (6) times in a row, the User will need to contact the System Administrator to regain access to the network.
- A User's previous passwords will not be available for reuse.
- The newly created password cannot be changed more than once within a 24-hour period.
- If locked out, the only way to resolve the issue is by contacting the System Administrator.

- **Real-time data collection and display for all device types.**

  [redacted] When reporting, it provides critical information such as the collected GPS coordinates, power status, and tamper status. Each device incorporates a unique equipment ID to identify the client. We ensure authenticated, encrypted communications between each client's monitoring device and the monitoring system.

  TotalAccess displays the latitude and longitude of a location point that is visible on the map when the specific location point is hovered over. The latitude and longitude are also available in mapping reports. Agency personnel supervising participants on GPS monitoring have access to sophisticated mapping technologies integrated with TotalAccess that provides the following mapping features:

  - Rewind and fast-forward GPS points at three different speeds
  - GPS points can be viewed one point at a time
  - Select arrows to show the direction of a participant's movement
  - Display a scrolling list of events that correspond to the GPS point
  - View a color gradient bar to show the passage of time
  - Hover the mouse and GPS point to display the participant's name, latitude, longitude, direction, speed, number of visible satellites, and a link to the nearest address
  - Display maps in two or three dimensional forms
  - View road, aerial, and bird's eye views of GPS points



- **Customizable dashboards with mapping tools and client history.**

  All client, equipment, and monitoring data are centrally hosted and managed within BI's **single unified platform**, TotalAccess. Authorized personnel can create customized schedules, GPS zones, and monitor client locations at all times. These robust software capabilities are essential to the success of your GPS monitoring programs.

  TotalAccess provides authorized users with a comprehensive platform to manage all aspects of an electronic monitoring program efficiently and effectively. Authorized users can log into TotalAccess at any time to view, edit, modify, and print monitoring data. The platform streamlines supervision tasks by allowing users to manage notifications, view alerts, monitor client activity status, create zones and schedules, and generate detailed reports all within a single, easy-to-navigate system. TotalAccess records, stores and displays all events and alerts transmitted from a user's assigned equipment. Key features include:

  - Enrolling and deactivating clients from GPS, RF and/or Alcohol monitoring programs, ensuring accurate tracking, testing, and compliance
  - Entering and updating client demographic and program information, including equipment configurations and alcohol monitoring schedules
  - Activating and deactivating schedules without deletion—ideal for managing temporary changes such as court-ordered modifications or treatment-related adjustments
  - Establishing, reviewing, and updating alert notification protocols
  - Viewing caseload status from a single, consolidated screen, with sorting options by alert status, equipment type, location status, risk level, last name, alert severity, or agency
  - Viewing, processing, closing, and tracking alerts

- Reviewing the current status and historical data of alerts and events
- Writing and attaching comments to individual alerts for documentation
- Creating, scheduling, printing, and exporting reports
- Reviewing photos for clients assigned to alcohol monitoring programs
- Near real-time location tracking and geofencing
- Customizable reports and dashboards accessible via internet-enabled devices, enabling the Participating Entity staff to review client status instantly
- Mapping features are powered through Google Maps®

These robust capabilities empower agencies to monitor clients in real time, respond quickly to violations, and maintain detailed records for accountability and reporting.

- **Automated notifications and alerts (via SMS, email, or in-platform) for violations such as curfew breaches, tampering, or low battery, and any other alerts as defined by the Participating Entity.**

  Our monitoring platform, TotalAccess is a web-based application that is highly secure and user-friendly. All events and violations generated within TotalAccess are recorded and securely stored with corresponding location, date and time stamps. TotalAccess is designed to support agency notification processes by delivering timely, automated alert notifications in alignment with established agency protocols twenty-four (24) hours per day, seven (7) days a week.

  These real-time notifications help ensure effective monitoring of individuals in community supervision programs. The system can send automated alerts via multiple channels, including email, text message and push notifications to mobile devices. This ensures that critical information is communicated promptly to the appropriate personnel.

  Automated alert notifications allows the Participating Entity to respond to critical situations in a timely manner, enhancing public safety and driving client compliance. TotalAccess also prioritizes alerts to direct officer priorities and increases efficiencies. From within the software, agency personnel can view, process, and close alerts; view the status and the history of alerts and events; and note trends in client behaviors and compliance.

  The platform streamlines supervision tasks by allowing users to manage and define alert notifications, view alerts, monitor client activity status, create zones and schedules, and generate detailed reports all within a single, easy-to-navigate system.

  When the LOC8 XT, VeriWatch, or SmartBAND detect monitoring violations or equipment events, will communicate the information in near real time to TotalAccess via LTE cellular networks. This will automatically initiate the notification process designated by the Participating Entity.

- **Reporting capabilities with customizable fields, exportable in PDF, Excel, and CSV formats.**

  TotalAccess includes more than 70 standard reports regarding client activity, violations and alerts, caseload statistics, equipment inventory, and historical data. TotalAccess provides custom reports to enable agency and BI staff to effectively manage diverse and growing client populations. Users can schedule reports for automated delivery to an email address, as well as export reports from TotalAccess to Word, Excel, CSV, or PDF applications.

- **Integration options with existing case management systems through APIs.**

  BI employs a modular Service-Oriented Architecture (SOA) approach for our proposed software system. From an integration standpoint, TotalAccess incorporates a standard Application Programming Interface (API) design that uses Simple Object Access Protocol (SOAP) web services in an XML format. This allows us to interface TotalAccess software components securely with specific external software systems. By implementing web services with SOAP, TotalAccess communicates in real time with the Participating Entity's system. Our web services solution ensures that agency personnel can easily use an internet connection to securely access consolidated and accurate data from a single source. This exchange of data via web services can be used to automatically update client information.

  BI developed our solution on .NET and SQL Server platforms, which are industry-proven Microsoft technologies. All of BI's website applications run on the current version of Microsoft's IIS (Internet Information Services), which supports all mainstream web browsers and web services.

  Our web services solution ensures that agency personnel can easily use an internet connection to securely access consolidated and accurate data from a single source. This exchange of data via web services can be used to add or change client information as well as exchange information on equipment installation/de-installation.

- **Audit trail and data retention in compliance with CJIS security requirements.**

  BI TotalAccess is built on the FBI's Criminal Justice Information Services (CJIS) standards. BI's central monitoring computer system stores all data with a historical transaction record, which includes all changes made to data, when the user modified the information, and the user who made the change. To track this information, TotalAccess includes an Audit Trail Report that allows authorized users to view activity. The agency will have a record of the past history of a participant profile, device assignment, procedure, and service level. BI tracks all data with date and timestamps, including the following:

  - All additions, changes, or deletions to system data
  - All activity that causes any additions, changes, or deletions
  - The user who made the changes
    - When users log in to TotalAccess, their IP address is collected

  BI follows industry best practices in archiving and retrieving data. For instance, the TotalAccess database is replicated in near real-time to database clusters in our primary and secondary data centers. BI archives data based on contract requirements as well as security framework standards.

  BI uses Amazon Web Services (AWS) servers that are located in geographically diverse areas of the United States. BI TotalAccess leverages the robust security and system redundancies of AWS hosting. AWS's layered security model addresses key areas of concern: The Environmental Layer mitigates risks through careful site selection and sustainable operations. The Perimeter Layer provides physical security with measures like guards, fencing, and intrusion detection. The Infrastructure Layer ensures reliability with redundant power, HVAC, and fire suppression systems. Critically, the Data Layer is protected through strict access controls, separation of privilege, and advanced threat detection.

  AWS automated data backups are comprised of snapshot backups and transaction log backups. Snapshot backups are taken for the entire storage volume of the database instance during BI's specified backup window. Transaction log backups are taken for the point-in-time recovery-eligible

databases on a regular interval period. Relational Database Service (RDS) Custom saves the automated backups of BI's database instance according to BI's specifications with AWS.

RDS data backups occur every 5 to 10 minutes (incremental), with a full backup occurring daily. All backup data is retained for 30 days, and BI archives of data are stored for 7 years.

In addition, TotalAccess uses a Tiered Backup Storage methodology, which allows BI to easily scale storage capacity. Full system backups are staggered throughout the week. In addition, BI runs monthly, quarterly, and semi-annual backups.

- **Role-based access controls for administrators, supervisors, and officers. The system must provide security features, which must prevent unauthorized individuals from accessing any information held by the Contractor. Secure access to the system must be maintained at all times.**

  BI utilizes role-based access controls for administrators, supervisors, and officers. Permissions are based on each user's role in the system. Security of the system is a top concern. Authorized personnel must enter their unique username and password to access the TotalAccess platform. BI uses Okta for this authentication every time an individual accesses the software. The BI-issued login restricts each internal and external user's access to specific data, as appropriate. TotalAccess also requires users to periodically change passwords every 60 days, for an added level of protection. BI's system will automatically deactivate login credentials that have no activity for a period of 45 days.

  To provide agencies with multiple layers of control over who can access and alter data, TotalAccess includes two levels of user permissions that are able to edit data, and one level of permissions for read-only users. Specific user roles include:

  - **The Agency Administrator** level of permissions allows a user to edit the agency profile, as necessary, after initial setup. The Agency Administrator can perform the following tasks:
    - Complete initial setup of agency personnel, enter and manage users, and enter login, personal, and contact information for each staff member.
    - Complete initial setup of agency-level settings, such as Master Inclusion Zones and Group Zones.
    - View the agency's equipment inventory and transfer equipment to various departments within the agency, as applicable.
    - Set up and manage contact lists.
    - Set default settings for alert notifications.
    - Transfer clients to specific departments and/or agency staff members.
  - **The Officer Level user** offers different levels of officer access based on established user roles. Most common level allows officers to perform the following tasks:
    - Set up clients.
    - Monitor clients.
    - Create client-level zones and schedules.
    - Configure individual defaults according to the officer's profile.
    - Transfer clients to specific departments and/or officers.

- **The Officer Read-Only user** can access and view program and client data without altering any information in the system.

- **Tracking software must allow staff to enable GPS tracking in real-time and/or passive tracking.**

  The LOC8 XT, and VeriWatch are highly configurable devices that allow agency personnel to track client locations and movements in the community and download the monitoring data in near real time and at the desired level of intensity. The BI GPS devices constantly receive encrypted signals from GPS satellites to obtain accurate location fixes and continuously record client movements. At their standard settings, the LOC8 XT can report to the monitoring system every minute while the VeriWatch reports data once every three (3) minutes. When reporting, it provides critical information such as the collected GPS coordinates, power status, and tamper status. Reporting rates can be configured for more frequent collection or less frequently based on the Participating Entity's requirements. Each device incorporates a unique equipment ID to identify the client. We ensure authenticated, encrypted communications between each client's monitoring device and the monitoring system.

  In accordance with the selected service plan, the device can be configured to collect a date- and time-stamped GPS point once every minute—and as frequently as once every 15 seconds. In addition, the LOC8 XT can be configured to report its collected data to the monitoring computer system every minute (with more immediate reporting when violations occur), or at more passive intervals, such as once every 12 hours.

  In cases where more frequent mapping of a client is required, authorized personnel can enable the Pursuit Mode function via TotalAccess software or mobile application. Once this function is enabled, our GPS devices collect a location point every 15 seconds and reports the collected data to the monitoring system every minute. Users can enable Pursuit Mode which lasts for up to 30 minutes and then automatically disables the feature to save battery life.

  Community supervision programs often require both active and passive GPS service levels. Accordingly, the LOC8 XT has numerous service plan offerings that allow agency personnel to specify:

  - How frequently the device collects a GPS point
  - How frequently the device reports data to the monitoring system
  - If Wi-Fi and/or cellular tracking technology will be used in the unlikely event that GPS is unavailable
  - If Zone Crossing technology will be used to increase the frequency of GPS collection and data reporting if the monitored client commits a zone violation

  Authorized agency personnel can adjust active or passive reporting modes through TotalAccess without interacting with equipment.

- **Tracking software must use Google maps, or similar, to monitor client movements.**

  TotalAccess leverages the Google Maps Platform Application Programming Interface (API) to deliver accurate, real-time geographic data and advanced mapping functionality. This integration provides users with access to satellite imagery, detailed street maps, 360-degree panoramic street views, and route planning tools. Authorized users can zoom in and out of maps by dragging the mouse to easily view designated areas from street level to statewide.

- **Tracking software must have the ability to collect up to 30 days of location data and display it in an analytical view, allowing for easy dissemination of travel/stop patterns. Software must have the ability to apply analytics to:**
  - **Playback travel route taken by a client.**
  - **Show stop locations and patterns.**
  - **Create zones based on travel patterns.**
  - **Show multiple clients shared locations.**

BI Analytics, an integrated module within BI TotalAccess®, transforms agency data into actionable insights by analyzing behavioral patterns, identifying risks, and detecting trends and anomalies.

The BI Analytics Suite, an optional feature, leverages advanced technologies to process the extensive data generated by GPS monitoring. These tools enable officers to quickly identify client patterns, detect high-risk behaviors, and prioritize supervision of the most at-risk individuals. Additionally, program administrators can easily assess overall program performance and monitor officer workloads in real time.

Officers are required to log into TotalAccess to view a summary of caseload information. The Analytics dashboard feature provides an easy-to-understand graphical interface and gives users the ability to triage caseloads and increase productivity. Color-coded tools focus users on the highest-risk clients in order of priority. BI Analytics uses data and other information to calculate a risk-based score. This score is determined by behavioral information input into TotalAccess by the agency, the frequency of equipment related alerts such as tampers and battery related events, and the frequency in which clients do not comply with travel and schedule restrictions.

Accessed through TotalAccess, BI Analytics provides travel insights via client-specific summaries and dashboards, enabling pattern analysis for better investigations.

BI Analytics is a suite of software services that use advanced analytics to mine through agency data to help users more effectively manage their high-risk clients and quickly identify high-risk cases. BI Analytics is the science of using qualitative and quantitative tools to transform agency data into meaningful and actionable information with the purpose of identifying insights derived from analyzing behavioral data to identify potential risk, trends, and anomalies. With BI Analytics, agencies can easily identify client patterns and pinpoint risky behaviors allowing agency staff members to focus on the highest risk individuals in priority order.

BI Analytics can uncover hidden elements in the enormous amounts of data captured in TotalAccess to maximize and enable administrators to proactively manage the health of the agency's electronic monitoring programs. BI Analytics collects, organizes, and analyzes large sets of data to be able to draw conclusions and make inferences on behavior trends, creating actionable information for agencies.

The BI Analytics Engine will collect information from disparate sources, such as client data, geographic information, crime data, demographic information, and business data, and communicate this data to TotalAccess to offer administrators enhanced analyses, time-saving tools for agency personnel, user interface enhancements, and risk-based analytics. These elements are used to construct profiles and analyses that create evaluations about the client population utilizing high-quality graphics to visually display key learnings and trends.

BI Analytics analyzes and calculates a risk-based score based on client behavioral data, in three categories: behavior, equipment, and travel. This risk score is assessed based on live data in addition to historic data over the past 3, 7, or 30-day periods giving agency staff members the ability to prioritize their caseloads and increase their productivity by focusing on the highest-risk clients in order of priority.

BI Analytics is unique in the industry—this analytical application doesn't just give officers data: it's the first authentic analysis tool that incorporates client behavior and calculates potential risk outcomes using multiple data points to give agency staff members new insights. Officers can easily understand risk factor in a clear, easy-to-use graphical format, as opposed to having to interpret vast amounts of data and infer which clients are most likely to commit violations. BI Analytics is a great productivity tool for agencies, providing an immediate view into their caseload, identifying and helping to prioritize the highest risk clients. For managers, BI Analytics allows them to assess officer efficiency and productivity to maintain the overall health of their monitoring programs while increasing public safety and mitigating risk.

- **Must have a method of Priority Communication, or similar feature, of location data on a wireless network to ensure continuous communication of location points in high traffic times and critical situations.**

  The LOC8 XT determines a client's location using GPS, RF, Wi-Fi, and LTE cellular technologies, transmitting that information directly to TotalAccess. VeriWatch similarly uses GPS, Wi-Fi, and LTE cellular technologies to provide accurate location tracking. If cellular service is unavailable, both the LOC8 XT and VeriWatch automatically switch to Wi-Fi for location communication. The devices then transmit the data to TotalAccess, where the system records the corresponding date and time of receipt.

- **Optional Wi-Fi tracking, in addition to cellular, to ensure tracking is not lost when GPS points are unavailable.**

  To ensure precise location tracking, LOC8 XT and VeriWatch utilize advanced GPS technologies, including Assisted GPS, Autonomous GPS, and cellular triangulation. In addition, the devices leverage Wi-Fi signals to maintain accurate location reporting in challenging environments such as urban canyons or densely populated areas. By accessing multiple satellite constellations, LOC8 XT and VeriWatch improve location accuracy and ensure continued tracking even in the event of GPS signal interference or obstruction.

  The LOC8 XT and VeriWatch scans for surrounding Wi-Fi Access Points (APs), submits the list of APs and associated signal strengths to the server, and TotalAccess renders a precise location on the map. The device does not access or log into the Wi-Fi network but simply reads the IP address and relays that information to Google Maps Platform which correlates the IP address to a physical address and reports that information to TotalAccess. This method of Wi-Fi sniffing is similar to how standard mobile cellular devices operate by identifying each unique Wi-Fi signal that is within range of the device.

- **Must have the ability to configure state, county, and school zones, and allow for additional unlimited zone creation. Must have points of exclusions (parks, schools) alerts for when device enters one of those points.**

  TotalAccess leverages the Google Maps Application Programming Interface (API) to deliver accurate, real-time geographic data and advanced mapping functionality. This integration provides users with access to satellite imagery, detailed street maps, 360-degree panoramic street views, and route planning tools.

  Maps in TotalAccess clearly displays labeled state, county, municipality, and street names. As well as parks, schools, retail areas, transportation centers, and other local landmarks enabling users to define highly accurate zones and track client movement with precision. This feature-rich capability enhances situational awareness and supports effective supervision and case management.

Inclusion Zone. When Entity personnel design an Inclusion Zone for a client in TotalAccess, the monitored individual must remain within the zone area during specified times. For example, a client may be required to remain at work between 09:00 and 17:30. If the client leaves work during this time period, BI equipment generates an alert.

Primary Location Zone. A Primary Location Zone can be created around the client's residence or primary location. The client is required to stay in the Primary Location Zone at all times unless scheduled to leave for work, school, or other permitted activities. A May Be Away schedule can be created for times when the client is allowed to be away from the Primary Location Zone.

Exclusion Zone. Exclusion Zones are areas clients may not enter at any time, including addresses, or other predefined locations such as schools. TotalAccess will process an incident for notification when the Exclusion Zone is violated.

Group Zones. As a significant benefit, TotalAccess also includes a Group Zone feature. Group Zones allow agencies to quickly assign pre-established zones on an Entity-wide basis or for specific client populations. Using TotalAccess, an Entity administrator first creates and saves the desired zones around each location. Then, whenever Entity personnel enroll a client, they can simply select the appropriate option to quickly apply pre-established zones to an individual client. With Group Zones, there is no need to continually recreate the same commonly used zones, which saves significant staff time and resources.

When the device detects monitoring violations or equipment events, the unit will communicate the information in near real time to TotalAccess generating a violation alert and automatically initiate the notification process designated by the Participating Entity.

TotalAccess records, stores and displays every GPS point transmit from a client's GPS device. All events and violations generated within TotalAccess are recorded and securely stored with corresponding location, date and time stamps.

- **The system must provide the capability for Participating Entity to download data and reports from the database, through secured internet access.**

  As previously noted, TotalAccess is a secure web-based application. Participating Entity personnel can easily use an internet connection to securely access consolidated and accurate data and reports from a single source.

- **The system must provide the functionality and access required with 99.99% uptime/availability avoiding any downtime due to hardware or software issues. This will include a continuity of operations plan and disaster recovery plan which will ensure the system and services will be available without disruption as required.**

  Through our redundant technology infrastructure, BI maintained an uptime of 99.99% in the latest rolling 12 months, evidencing the availability of data within TotalAccess. Participating Entity personnel can audit the reliability by requesting detailed information on system uptime from BI.

  BI maintains comprehensive contingency and continuity plans to ensure system resiliency and data protection. These plans are built on industry-recognized best practices and are designed to maintain operational functionality in the event of an emergency or major disruption.

  Our procedures include proactive measures to prevent data loss, sustain communication among key personnel, and ensure timely notification to agency stakeholders. Through established redundancies, backup systems, and defined recovery procedures, BI can restore normal operations quickly and minimize impact to the agency or monitored population.

BI's has two (2) Monitoring Center Operations (MCO). Our primary MCO is located in Anderson, Indiana with a secondary MCO located in Auroura, Illinois. We maintain and regularly update a comprehensive Disaster Recovery Plan should our primary monitoring systems fail, on-duty System Administration personnel will fully implement this plan. Since all data is replicated in real-time between the primary and backup servers, the backup servers can take over as the primary servers with no loss of data or interruption of service.

If any of our monitoring facilities lose commercial power, an uninterruptible power supply (UPS) will instantly deliver backup power to all servers for up to 15 minutes. If a power loss occurs, a diesel-powered generator will come online to deliver power to our data center facilities in real-time. From the field, any shift in power supply is seamless. The diesel generator will run indefinitely with an unrestricted fuel supply.

In the case of a natural disaster or other unforeseen events, BI has an established plan to move to a backup Monitoring Operations center or data center. We will implement this plan in the unlikely event BI System Administrators detect a malfunction. Swift implementation of BI's comprehensive Contingency Plans will prevent a widespread loss of monitoring services. Key components of our Contingency Plans include:

- Monitoring Specialists have emergency access to critical BI systems from home in the event of a natural disaster
- BI maintains an Emergency Response Team comprised of employees who will relocate to the backup call center
- Geographically redundant server architecture that automatically replicates data in multiple locations across the United States
- Geographically redundant, wholly owned Monitoring Operations centers staffed by knowledgeable specialists dedicated to supporting 24-hour operations

Furthermore, BI uses Amazon Web Services (AWS) servers that are located in geographically diverse areas of the United States. BI TotalAccess leverages the robust security and system redundancies of AWS hosting. AWS's layered security model addresses key areas of concern: The Environmental Layer mitigates risks through careful site selection and sustainable operations. The Perimeter Layer provides physical security with measures like guards, fencing, and intrusion detection. The Infrastructure Layer ensures reliability with redundant power, HVAC, and fire suppression systems. Critically, the Data Layer is protected through strict access controls, separation of privilege, and advanced threat detection.

In addition, BI specifically chooses to house our system in two geographically separate areas within the United States: one in the eastern part of the US (East 2) and another in the western part of the US (West 2). The geographical distances between these locations ensure full continuity of monitoring operations during catastrophic events.

<< End of BI's Response to Attachment 02- Scope of Work IV. Category 1: GPS Monitoring To include ankle-worn and wrist-worn GPS solutions. B. Software Requirements.>>

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.**

BI TotalAccess allows officers to manage their entire caseload from one single-platform and configure alerts to ensure client compliance and public safety. Depending on the alert type, alert intervals are customizable from 30 seconds to hours. BI will collaborate directly with each agency to configure alert settings according to specific agency protocols.

Configurable Alert Types in BI TotalAccess

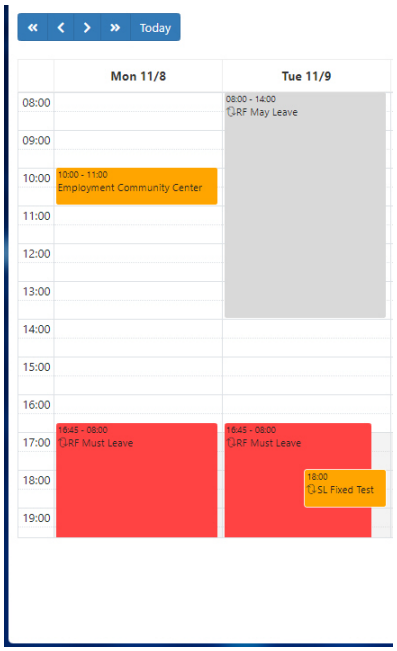
- **Location-Based Alerts:** Using integrated Google Maps, officers can draw custom, color-coded inclusion and exclusion zones of any shape or size.
  - *Exclusion Zones:* Alerts are triggered if a client enters a restricted area.
  - *Inclusion Zones:* Alerts are generated if a client leaves a required location during mandated hours, such as the client's workplace or treatment appointment.
- **Time and Schedule Constraints**
  - *Curfew Violations:* Officers can create and modify client schedules directly in TotalAccess. Alerts are generated if a client is not at a designated location during the authorized timeframe.
  - Late Arrival/Early Departure: TotalAccess reports when the client deviates from approved work or treatment schedules.
- **Hardware and Tamper Alerts**
  - *Strap and Case Tampers:* All BI GPS products use photo-optic sensors to detect and immediately report attempts to open the device. The LOC8 XT and SmartBAND use fiber-optic straps to detect cutting events that are immediately reported.
  - *Proximity Sensor:* Exclusive to BI, all BI GPS devices include our patented proximity senor that generates an alert when the device loses contact with the client, detecting removal attempts.
- **Battery and Communication Status**
  - *Low Battery:* TotalAccess generates an alert when the device's battery drops below a critical threshold, ensuring officers can instruct clients to charge devices before a shutdown occurs.
  - *Battery Charged:* All BI devices report when they have been charged and to what extent.
  - Loss of Signal: Officers receive notifications for "No Motion" or "Cell Signal Lost"

Curfew Setup

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

In addition, TotalAccess supports the ability to create unique curfew periods with different curfew schedules for each day of the week, for each client. For example, officers or authorized agency personnel can create a commonly used weekly schedule and apply this schedule to multiple

clients in their caseload. Once a schedule has been applied to a client, it can easily be changed to accommodate the client's personal conditions. For instance, a weekly schedule could be quickly modified if the client has a court hearing or substance abuse treatment.



Unlimited Curfews

TotalAccess supports the ability to create unique curfew periods with different curfew schedules for each day of the week, for each client.

Zone Creation

***Tamper* Setup**

[redacted]

Near Real Time Data Communication

BI devices will log and report tamper events in near real-time of occurrence.

BI defines real time as near real time. As with any modern technology that uses GPS satellites, cellular networks, or Wi-Fi Access Points, there is an inherent, yet very small timeframe in which the technology generates or communicates information. Specific to BI's proposed GPS tracking technologies, the LOC8 XT will attempt to acquire location information via GPS, Wi-Fi, or cellular technologies. Upon receipt of this data, the LOC8 XT will communicate information—an accordance with the selected service plan or upon client violation—via cellular networks. As with all client tracking technologies available today, there is a very small delay between identifying, communicating, and notifying officers of events. For these reasons, BI defines real time as "near real time" or "near immediate".

Reducing False Tampers and Ensuring Accurate Alert Notification

Accurately monitoring participant whereabouts is critical to supporting the agency, and the LOC8 XT, VeriWatch, and SmartBAND are equipped with multiple technologies to notify officers of attempts to damage or remove the device.

BI uses multiple technologies to ensure accurate alert notifications and reduce false tampers. Within the LOC8 XT, BI utilizes a fiber optic strap tamper and proximity sensor as the primary mechanisms for determining if the LOC8 XT is attached to the client. Fiber optic is the industry accepted method for determining if the strap has been cut and BI is measuring specific lumens that are shown through the fiber optic to ensure the circuit is closed. As some clients are versed in sliding an ankle bracelet off of their ankle, BI utilizes a proximity sensor to ensure detection if the client attempts this maneuver. While the combination of these two sensors are able to detect the vast majority of removal attempts, BI also incorporates features like 'no motion' and 'case tamper' along with relaying information on internal power, cell connectivity and location receipt. BI uses four levels of location detection: GPS, Wi-Fi location, Cell Tower Location and being in range of a beacon. The combination of these technologies gives the best opportunity to acquire location if it is available. Additionally, BI reviews performance data weekly and looks for systemic improvements in improving device functionality.

Proximity Tamper, No Motion Alerts. The BI LOC8 XT incorporates the industry leading, patented Proximity Alert, which generates an alert once the device loses contact with the skin. In addition, our "No Motion" event is a secondary tamper technology—complementing strap and proximity sensors. A "No Motion" event, without a strap and/or proximity tamper indicating the device may have been removed without cutting the strap.

In addition, authorized and trained personnel will be able to identify obvious tamper attempts based on visual inspections.

Liveness Test. VeriWatch uses a progressive series of sensors to establish if the device is installed on the enrolled participant. Using proximity sensor technology, the VeriWatch determines if the device is installed on the participant's wrist. If the sensor determines that the

device is not installed on the participant's wrist, the VeriWatch will request a *Liveness Test*. This test requires the interaction of a live human.

If the *Liveness Test* criteria are not satisfied, or if the sensor is not returned to an "in proximity" state, the VeriWatch requires the participant to complete a biometric photo authentication test. The frequency and sequence of the biometric photo authentication test is configurable by the agency.

The facial comparison technology is currently in use by DHS's ISAP program. If the facial comparison fails or remains incomplete, the VeriWatch will generate a removal alert through TotalAccess.

Alert Notification. Understanding the importance of receiving prompt notification and prioritizing certain alerts, TotalAccess has the capability of sending alerts to multiple entities. BI's equipment records the date and time when an equipment event occurs. The equipment communicates this information to TotalAccess from the field, and TotalAccess records the date and time of receipt.

BI's solution allows agency personnel to adjust alert settings and define escalation parameters of alert levels as appropriate. TotalAccess contains the parameters for each individual client. Upon receipt of an event, TotalAccess automatically compares equipment messages with the client's monitoring conditions and automatically generates alert notifications in accordance with pre-established agency procedures. Using TotalAccess, the agency can customize alert notification processes, including:

- Send simultaneous alert notifications to multiple individuals
- Establish customized escalation processes that prompt TotalAccess to automatically deliver a series of staggered notifications to a specified contact list
- Create notification schedules that accommodate an officer's temporary assignments, weekend coverage, and holiday duty
- Notify designated individuals of successful and unsuccessful equipment installation
- Customize violation notifications at the officer and client level
- Determine how specified personnel will be notified—TotalAccess can deliver alert notifications via text, email, digital pager
- Make notes detailing additional violation-related information; these notes are attached to each alert
- Distinguish between high-priority alerts and lower-priority events
- Determine which personnel will receive notifications—TotalAccess can notify multiple persons simultaneously
- Determine how much time should elapse before TotalAccess delivers a notification
- Close and add notes on several alerts at once

LOC8 XT Tamper Events	
Category	**Generated Event**
Tracker Case Tamper	An attempt to tamper with the case or the case has been opened.

LOC8 XT Tamper Events	
Category	**Generated Event**
Tracker Proximity Tamper	The tracking device has been removed from or lost contact with the client's leg/ankle.
Tracker Strap Tamper	The fiber-optic circuit inside the strap is open, resulting in a tamper alert.

VeriWatch Tamper Events	
Category	**Generated Event**
Proximity Not Detected	The proximity sensor has not detected the wrist for ten seconds. Once this event is reported, the device requests a Detection Check-In. If the proximity tamper is not reset within five minutes, the device requests a Biometric Check-In.
Device Potentially Removed	Reports ten minutes after a Proximity Not Detected event with no Detection or Biometric Check-In submission when the device is still in a proximity tamper state. Check the device for tampering.
Biometric Match Failed	The Check-In photo did not meet the biometric enrollment template minimum score of 80% and was manually failed during Photo Review Pending.

SmartBAND Tamper Events	
Category	**Generated Event**
Proximity Tamper	The SmartBAND has lost contact with the client's wrist.
Proximity Restore	The proximity tamper has been restored from the previous tampered state.
Strap Tamper	The fiber-optic connection inside the strap is open indicating the strap is damaged or cut.
Strap Restore	The strap tamper has been restored from the previous tampered state.

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

TotalAccess leverages the Google Maps Platform Application Programming Interface (API) to deliver accurate, real-time geographic data and advanced mapping functionality. This integration provides users with access to satellite imagery, detailed street maps, 360-degree panoramic

street views, and route planning tools. Interactive maps offer multiple viewing options, street, aerial, and bird's-eye perspectives that display a client's location. In addition, Authorized users can zoom in and out of maps by dragging the mouse to easily view designated areas from street level to statewide.

Identify and label streets. Maps in TotalAccess clearly display labeled state, county, municipality, and street names as well as parks, schools, retail areas, transportation centers, and other local landmarks enabling users to define highly accurate zones and track client movement with precision. This feature-rich capability enhances situational awareness and supports effective supervision and case management.

TotalAccess is a robust and highly flexible platform designed to provide agency personnel with 24/7/365 access to all electronic monitoring data. Engineered for maximum usability, the platform supports real-time monitoring and management to meet the operational demands of justice and public safety agencies.

TotalAccess offers a dynamic zoning feature that allows authorized users to create, modify, and monitor geographic zones using both feet and mile measurements. Zones can be drawn in a variety of shapes, including circles, rectangles, or fully customized boundaries—with user-defined parameters.

From within TotalAccess, agency personnel can create and modify GPS zones with associated schedules. This highly flexible and customizable zone functionality accommodates the most complex geographic and client monitoring situations. The agency can create color-coded Master Inclusion Zones, Primary Location Zones, Inclusion Zones, Exclusion Zones, Areas of Interest, and Group Zones in any shape and size.

Through TotalAccess, agencies can create, delete, and modify zones, as well as apply schedules to the zones, at any time. Users can create zones of any shape and size and select the preferred map view, including standard, satellite, or hybrid options.

Available zone types include:

- *Primary Location Zone.* A Primary Location Zone can be created around the client's residence or primary location. The client is required to stay in the Primary Location Zone at all times unless scheduled to leave for work, school, or other permitted activities. A May Be Away schedule can be created for times when the client is allowed to be away from the Primary Location Zone.
- *Inclusion Zones.* The client must remain within a Mandatory Inclusion Zone during specified times. For example, the client may be required to remain at work between 09:00 and 17:30. If the client leaves work during this time period, the system generates an alert.
- *Exclusion Zones.* Exclusion Zones are areas the client may not enter at any time. For example, the client may be required to stay at least one mile away from a specific address or predefined locations such as schools.
    - *Buffer Zones.* TotalAccess automatically creates 1,000-foot Buffer Zones around all Exclusion Zones. When a client crosses into a Buffer Zone, it does not constitute a zone violation, but the device increases its GPS collection rate to once every 15 seconds. The device will then report into the central monitoring computer once per minute, providing agency personnel with up-to-date location information on the client.

- *Areas of Interest.* An Area of Interest is a zone that the client may enter and leave without generating a violation. An example of an Area of Interest Zone is a home where the client needs to drop off or pick up children at specified times on certain days. At all other times the home would be off limits. TotalAccess records "Enter" and "Leave" events, allowing personnel to track the client's movements in the specific area without generating alerts.
- *Mobile and Travel Zones.* TotalAccess has advanced mapping features that allow the Participating Entity to layer different zone types to create the desired result. Participating Entity personnel can use an Area of Interest Zone layered with an Inclusion or Exclusion zone to create a travel zone to accommodate client movement schedules. All available zone types in TotalAccess can be layered.
- *Master Inclusion Zones.* The client must remain within a Master Inclusion Zone at all times. Examples of Master Inclusion Zones are counties and states. Only one Master Inclusion Zone can be designated per client. Users can set up Inclusion Zones, Exclusion Zones, and Areas of Interest within a Master Inclusion Zone. BI's monitoring system generates an alert when the client leaves the Master Inclusion Zone.
- *Group Zones.* As a significant benefit, TotalAccess also includes a Group Zone feature. Group Zones allow agencies to quickly assign pre-established zones on an agency-wide basis or for specific client populations. Using TotalAccess, an agency administrator first creates and saves the desired zones around each location. Then, whenever agency personnel enroll a client, they can simply select the appropriate option to quickly apply pre-established zones to an individual client. For example, a group exclusion zone can be created for all elementary schools within a County or state. The group exclusion zone can then be assigned to all clients sanctioned from coming within range of any elementary school. With Group Zones, there is no need to continually recreate the same commonly used zones, which saves significant staff time and resources.
    - *Regional Zones.* Participating Entity can use the Group Zones feature to create specific zones for the unique regions throughout the state. These Group Zones defining the regions can be applied to clients upon enrollment.

Location information. TotalAccess displays a client's location at specific dates and times or across a sequenced series of events. Users can view not only the client's location but also their speed and direction of travel. The platform also features fast-forward and rewind functionality, allowing users to easily navigate through a client's movement history. Additionally, an on-screen measuring toolbar enables users to quickly determine the distance between two points, further enhancing analysis and situational assessment.

Display inclusion and exclusion zones. TotalAccess uses unique symbols, color coding, and other features to help authorized personnel easily and quickly determine client compliance. Specific features of TotalAccess that support this capability include:

- GPS points match the color of the zone when the client is within a specified area; for example, when a client enters an Exclusion Zone, the GPS point associated with that location is red
- *Event Auto Scroll* allows users to view alerts, events, and location points on the map to help determine when the client is in violation
- The *Gradient* option uses different shades of green to indicate where each displayed point falls within the total timeframe selected

- The *Ruler* option displays the color of the client's points in accordance with the color-coded zones associated with the GPS points
- Three different symbols visually distinguish between recorded GPS, Wi-Fi, and cellular tracking points, and the Wi-Fi location points on the displayed map

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

TotalAccess includes more than 70 standard reports regarding client activity, violations and alerts, caseload statistics, equipment inventory, and historical data. Users can schedule reports for automated delivery to an email address, as well as export reports from TotalAccess to Word, Excel, CSV, or PDF applications.

Automated Reports

All reports within TotalAccess can be executed on demand and most can be scheduled in advance. Scheduling options include Now, Daily, Weekly, Monthly, 1st Monday of the Month, and Last Day of Month. Scheduled reports are delivered via email to the end user in the format of their choosing. The format will allow for ease of printing upon receipt. On demand reports generated within TotalAccess also have several formatting options available to choose from to ensure ease of printing on demand directly from the application.

All reports generated from TotalAccess contain the "Report Run" date and time for auditing purposes. The reports also contain date and time stamps for all reported client activity, depending on which report the user chooses to run these are already built into the reporting outputs.

TotalAccess provides a variety of automatic, standard reports to review client activity, alert summaries, caseload statistics, activity history, and inventory status. Reports can be printed or exported to a variety of applications including Word, Excel, or PDF documents. In addition, users can schedule report deliveries to designated email and future dates, supporting report routing that is fully automatic, paperless, and eliminates human intervention. Reports are categorized by client, by staff, by office, and equipment.

Most reports take less than a minute to run, and users can save reports to a hard drive or email them with the click of a button. BI's TotalAccess predefined reports are listed in the table below.

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Customized Reporting

TotalAccess provides custom reports to enable agency and BI staff to effectively manage diverse and growing client populations. BI's on-demand reporting capabilities allow users to query

information based upon more than 60 fields in TotalAccess. Users can create ad-hoc reports from fields related to the agency, client, officer, device, or device events.

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

- Data is replicated in near real-time; there are no periodic batch loads of data. This means that the agency will always have access to the most recent data available.
- TotalAccess generates and displays information in report design templates. BI designed these formats to be easy to read and ready to be delivered as a final product.
- With a user-friendly interface, authorized users are not required to have any specialized technical skills to access the information they need.

BI employs a team of in-house software developers and testers who will enhance our ability to meet reporting requirements, manage database functions, and provide customized, ad-hoc reports. BI employs two reporting experts responsible for managing database functions, and providing customized, ad-hoc reports. The TotalAccess reporting module is highly customizable, enabling agency to evaluate the program from a myriad of data perspectives. Although agencies rarely request new reports for development, BI has extensive report development resources to assist with any future required development of reports. As a long-time provider of case management and supervision services, BI has a history of collaborating with customers to satisfy the unique reporting needs for program operation. For example, BI has assisted agencies to create reports that list all officers and alert resolution time for their entire caseload to compare activity among staff.

Support for Evidentiary Hearings

Electronic monitoring data is frequently used as evidence in judicial proceedings, to support enforcement priorities, or for investigative purposes. BI will promptly provide the Participating Entity with all requested information about client monitoring data. We will work closely with the agency to determine the format of the requested data. BI will provide this information in CD, screenshot, written narrative, or DVD formats.

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

At their standard settings, the LOC8 XT collects and reports to the monitoring system once every minute while the VeriWatch collects and reports data once every three (3) minutes. When reporting, it provides critical information such as the collected GPS coordinates, power status, and tamper status. Note: Reporting rates can be configured for more frequent collection or less frequently based on the Participating Entity's requirements.

In accordance with the selected service plan, the device can be configured to collect a date- and time-stamped GPS point once every minute—and as frequently as once every 15 seconds. In addition, the LOC8 XT can be configured to report its collected data to the monitoring computer system every minute (with more immediate reporting when violations occur), or at more passive intervals, such as once every 12 hours.

[redacted]

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

   a. **Hours of operation**

   BI operates two Monitoring Operations Centers. Our primary Monitoring Operations Center is located in Anderson, Indiana, with a secondary location in Aurora, Illinois. These centers serve as the first tier of support for our customers, ensuring responsive and knowledgeable service ensuring the Participating Entity will have round-the-clock support when needed.

   Our Monitoring Center Operations operated 24 hours a day, 7 days a week, 365 days a year.

   BI employs approximately [redacted] Monitoring Specialists, available at all times to respond to agency officers, administrators, or other authorized personnel. Our Monitoring Specialists are stationed at these facilities 24 hours a day, 7 days a week, 365 days a year. They are highly trained professionals, with many being bilingual in English and Spanish, enabling effective communication with a diverse population. This continuous staffing ensures that agency officers, administrators, and other authorized personnel always have direct access to live support for immediate assistance.

   In addition to general support, the Participating Entity will have access to BI's advanced technical specialists. These professionals receive specialized training on the Participating Entity-specific procedures to ensure rapid and accurate resolution of more complex issues.

   Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the Participating Entity will have access to our advanced technical specialists group at BI that will receive specialized training on the Participating Entity procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center. This ensures uninterrupted, real-time assistance for any inquiries or operational needs.

   BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications. This experienced team maintains an average tenure of more than eight years, underscoring their expertise and commitment to service excellence.

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

   Participating Entities can contact BI's Customer Business Services Department to place an equipment order. BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units within 24 hours of placement. BI respectfully requests that Participating Entity personnel place orders before 4:00 PM Eastern Time on Fridays to allow for adequate shipping time. As BI's solution includes a spare equipment allotment, the weekend shipping limitation will have little to no impact on daily operations and equipment inventory. For urgent requests, BI can ship products overnight.

BI will be responsible for tracking shipments of equipment from our manufacturing center to Participating Entity locations throughout the United States. BI uses FedEx to ship/receive equipment to/from the Participating Entity. As a FedEx Freight business customer, BI has access to near real-time tracking information on each shipment with regularly scheduled pick-up and drop-off times. In addition, BI's advanced manufacturing facilities enable BI to produce equipment in the quantities required by the Participating Entity, or in larger quantities if the Participating Entity's program expands.

Participating Entities can also return equipment at BI's expense, and track shipment progress from the Participating Entity location to BI.

Shipping to US Territories may take additional time and overnight shipping may not be available. In addition, BI relies on FedEx for shipping and severe weather events may impact product delivery timeframes.

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

BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units within 24 hours of placement. For Participating Entities that perform their own equipment installations, BI will ensure the Participating Entity has sufficient devices on hand and that new devices are shipped in a timely manner to ensure all court-ordered schedules are met.

As the OEM to the proposed equipment and software we have direct access to supply chain management, allowing us to allocate equipment inventory to meet the required volume ready for transition with the ability to swiftly accommodate increased supply, positioning us as a one-stop-shop for delivering the goods and services tailored to the multi-risk-level population under your supervision while meeting all requirements outlined in this RFP.

Furthermore, BI's Manufacturing Facility, combined with our significant U.S.-based supply chain, decreases production disruptions while improving our ability to consistently source components. BI sources a majority of components from U.S.-based companies that are less impacted by global political events that impact shipping trade routes. BI has complete control and oversight over the development and manufacturing of our products, down to the individual components.

<< BI Incorporated (BI) has thoroughly reviewed Master Agreement Objectives identified in Attachment 02, Scope of Work. Below BI has provided our responses to IV. Category 1: GPS Monitoring – C. Customer Support and Training.>>

- **The Contractor must provide a dedicated account representative.**

  Community corrections programs rely on the experience and technologies of electronic monitoring providers to ensure officers have the tools they need to accurately monitor caseloads on a 24/7/365 basis. Experienced contractors familiar with the complexities of electronic monitoring technology can increase user confidence and public safety.

  To ensure the highest standards of service, we will assign a dedicated account representative exclusively focused on providing dependable monitoring solutions, and outstanding customer support. This dedicated account representative will be committed to meeting all the program

requirements, achieving key objectives, and delivering successful outcomes to ensuring full satisfaction.

BI's proposed staff will leverage their extensive experience to ensure that the Participating Entity's program is established in an expedient and effective manner. All levels of BI's organization will be engaged in the process from contract execution to full implementation. BI is able to devote resources to meet the specific needs of the Participating Entity. BI's national sales team provides Participating Entities throughout the United States and US-Territories with a regionally based point of contact. BI sales personnel will act as the primary point-of-contact to streamline program management including scheduling onsite visits, coordinating training sessions, and service requests. For immediate support, BI's knowledgeable Monitoring Specialists and Customer Service Specialists are available 24/7/365.

- **The Contractor must provide support functions 24/7/365, via phone call, email, and help desk.**

  BI operates two Monitoring Operations Centers. Our primary Monitoring Operations Center is located in Anderson, Indiana, with a secondary location in Aurora, Illinois. These centers serve as the first tier of support for our customers, ensuring responsive and knowledgeable service ensuring the Participating Entity will have round-the-clock support when needed.

  BI employs approximately [redacted] Monitoring Specialists, available at all times to respond to agency officers, administrators, or other authorized personnel. Our Monitoring Specialists are stationed at these facilities 24 hours a day, 7 days a week, 365 days a year. They are highly trained professionals, with many being bilingual in English and Spanish, enabling effective communication with a diverse population. This continuous staffing ensures that agency officers, administrators, and other authorized personnel always have direct access to live support for immediate assistance.

  In addition to general support, the Participating Entity will have access to BI's advanced technical specialists. These professionals receive specialized training on the Participating Entity-specific procedures to ensure rapid and accurate resolution of more complex issues.

  Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the Participating Entity will have access to our advanced technical specialists group at BI that will receive specialized training on the Participating Entity procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center. This ensures uninterrupted, real-time assistance for any inquiries or operational needs.

  BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications. This experienced team maintains an average tenure of more than eight years, underscoring their expertise and commitment to service excellence.

  BI's Monitoring Operations will provide centralized Help Desk Support that includes the following capabilities:

- **Diagnosis of Issues:** Prompt identification and diagnosis of system problems or performance deficiencies, including both technical and application-level issues.
- **Resolution Recommendations:** Development and communication of recommended resolutions, including temporary workarounds, patches, or permanent fixes, as appropriate.
- **Coordination and Collaboration:** Close coordination between BI Inc.'s development resources and the Participating Entity technical staff for testing, validation, and implementation of corrective actions.

We will provide primary telephone-based support 24/7/365 this includes standard business hours, Monday through Friday, from 8:00 a.m. to 5:00 p.m. After-hours support will be provided via email in accordance with the following response standards:

- **Weekdays** (8:00 a.m. – 5:00 p.m.): Email response within four (4) hours
- **Afterhours and official State holidays:** Email response within six (6) hours

All reported or identified defects will be formally documented, assessed, and tracked within BI Inc.'s comprehensive ticket management system. Each ticket will include severity classification, issue description, actions taken, and resolution status. BI Inc. will work collaboratively with the Participating Entity to establish clear escalation procedures and resolution timelines appropriate to issue severity.

- **The Contractor must provide toll free access to customer support/monitoring center.**

  Participating Entity staff will have access to a live customer support representative via a toll-free (800) phone number 24/7/365 providing domestic support. BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications.

- **The Contractor must provide initial start-up training that must include but not be limited to the following:**
  - **The enrollment of clients into the software system.**
  - **The installation, use, de-installation, and cleaning of the equipment.**
  - **The generation and interpretation of data/monitoring reports.**
  - **Accessing/using Contractor's technical support/help menus and monitoring center.**

  BI Incorporated acknowledges and agrees to provide comprehensive initial start-up training as required. The training will be designed to ensure full operational readiness and will include, at a minimum, the following components:

  - Enrollment of clients into the software system, including account setup, activation, and verification procedures.
  - Installation, proper use, de-installation, and cleaning of all required equipment, in accordance with manufacturer specifications and BI Incorporated protocols.

- Generation, review, and interpretation of data and monitoring reports to support effective supervision and compliance.
- Accessing and utilizing BI Incorporated's technical support resources, including help menus, troubleshooting tools, and communication with the monitoring center.

This initial training will be conducted by qualified BI Incorporated personnel and may be delivered through a combination of in-person instruction, virtual sessions, and training materials, as appropriate. Ongoing support and refresher training will be available as needed to ensure continued proficiency.

- **The Contractor must provide materials and brochures on the use of the equipment and system.**

  BI acknowledges this requirement and confirms its commitment to providing Participating Entities with materials and brochures on the use of the equipment and system.

- **The Contractor must provide on-going and supplemental training offerings either on-site or via web based programs on an as needed basis, or based on any significant changes to the Contractor provided equipment and/or technology.**

  BI acknowledges this requirement and confirms its commitment to providing Participating Entities with ongoing and supplemental training. These training services will be delivered either onsite or through web-based programs, as needed, and whenever significant updates or enhancements are made to BI's equipment or technology.

<< End of Response to Attachment 02- Scope of Work IV. Category 1: GPS Monitoring To include ankle-worn and wrist-worn GPS solutions. C. Customer Support and Training.>>

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

   BI maintains strict compliance with all applicable local, state, and federal regulations in every jurisdiction where we operate. Our compliance framework is designed to align with statutory requirements, contractual obligations, and industry best practices, and includes ongoing monitoring of regulatory changes to ensure continued adherence. We maintain all required licenses, certifications, and approvals, and our staff are trained regularly on compliance standards, data privacy requirements, and ethical conduct. Internal policies, audits, and quality assurance processes further support our commitment to lawful and responsible operations.

   When engaging with new agencies across the United States, BI conducts thorough due diligence and research to ensure alignment with each agency's legal, operational, and policy requirements. This process includes reviewing applicable state and local statutes, administrative codes, and agency-specific guidelines; confirming licensing and reporting obligations; and assessing data security, confidentiality, and information-sharing standards. We also collaborate directly with agency representatives to clarify expectations and incorporate jurisdiction-specific requirements into our operational approach, ensuring a compliant and effective partnership from the outset.

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

As a leading provider in the electronic monitoring industry, BI is staffed by a team of highly experienced professionals who possess deep expertise in the challenges correctional agencies face when supervising justice-involved individuals. Our solutions are designed to support successful community reintegration while maintaining public safety and ensuring compliance.

To date, BI has partnered with more than **765** correctional agencies across the U.S., delivering reliable and effective monitoring solutions. Our long-standing track record reflects our commitment to operational excellence and public safety outcomes.

BI is fully committed to supporting the Participating Entity and its electronic monitoring program. We will dedicate the necessary time, personnel, and resources to ensure a smooth and efficient implementation. Our approach emphasizes engagement at all organizational levels, from contract execution through full operational deployment.

As a **single-source** provider for both GPS, RF and alcohol monitoring programs, BI offers the Participating Entity a more consistent, secure, and efficient approach to managing its complex monitoring needs.

BI has more than 1,150 employees across all departments that are prepared to support NASPO Participating Entities. BI's legal and contract teams have thoroughly reviewed the NASPO ValuePoint Master Agreement, are familiar with the requirements and ready to coordinate the execution of Participating Addendums with Participating Entities. BI Partnership Development Directors will provide information on the particulars of the NASPO ValuePoint Master Agreement to our nationwide salesforce of more than 25 dedicated account management professionals. We will implement our established contract execution Standard Operating Procedures to directly execute the agreement with each agency.

Participating Entities can meet with BI personnel to assist with identifying the proper equipment based on their unique program's population and needs. In addition, BI personnel will collaborate with Participating Entity personnel to create an implementation plan suitable for their requirements. During program implementation, BI's experienced Training Specialists will provide training on all products and services in use by the Participating Entity, including information on how to maximize our solutions.

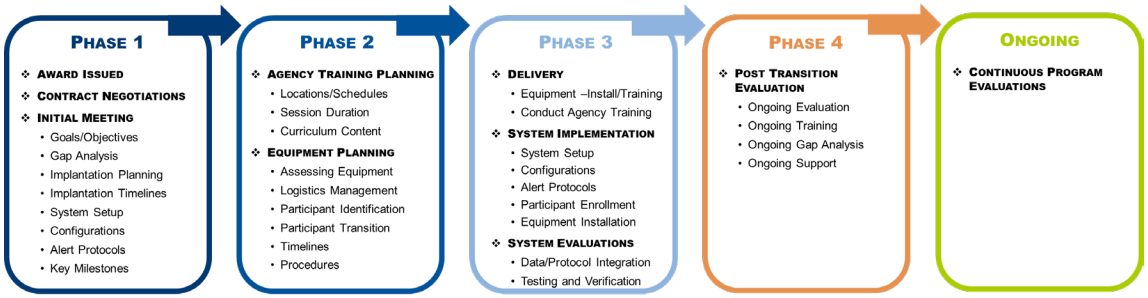
Project Management and Implementation Strategy

BI has a proven history of successfully planning, implementing, and managing customized electronic monitoring programs for some of the largest and most complex government agencies across the of the United States (including Hawaii and Alaska), U.S. territories such as Puerto Rico, the U.S. Virgin Islands, Guam, Mariana Islands, and throughout Canada and Mexico.

To support the Participating Entity in adopting BI's electronic monitoring technologies, we provide a comprehensive implementation plan that outlines clear step-by-step actions and defined timelines. Designed to foster collaboration between the Participating Entity and BI, this plan serves as a roadmap for program success by enhancing public safety, increasing officer efficiency, and ensuring a smooth transition. It also proactively identifies potential risks and incorporates strategies to effectively mitigate them.

Our approach is grounded in proven project management methodologies developed through decades of experience and aligned with global best practices. We actively coordinate all key project components, including account management, supply chain logistics, testing, training, and technical support.

While we understand every implementation plan is unique to each Participating Entity, BI's Transition and Implementation Plan is structured into four key phases:



Implementation Planning

As an awarded NASPO contractor, we will coordinate an initial meeting with key the Participating Entity stakeholders and the BI Executive Management Team. This meeting will serve to formally review and define integration requirements, identify any gaps, and present alternative solutions, timelines, and delivery plans that best support the Participating Entity. We will also collaborate with the Participating Entity to confirm program goals and objectives.

Following this meeting, minimal involvement from the Participating Entity staff will be required. BI will take the lead, in coordination with the Participating Entity Administration, to ensure a smooth, seamless transfer of services from the incumbent contractor.

Implementation Framework

Effective project management is critical to the successful execution of any initiative, ensuring that all elements of a project are meticulously planned, executed, and monitored. Key project management elements include scope definition, resource allocation, timeline management, risk assessment, and stakeholder communication. By clearly defining the project scope, teams can establish clear objectives and deliverables, which serve as a roadmap for the entire project. Resource allocation ensures that the necessary personnel, equipment, and materials are available when needed, while timeline management helps keep the project on track and within deadlines. Risk assessment is essential for identifying potential obstacles and developing strategies to mitigate them, ensuring that the project can adapt to unforeseen challenges. Some of these key elements include the following.

- *Work Breakdown Structure Management.* In order to more effectively manage a transition, the draft integrated project plan which has been developed and is included in this proposal has been broken down into Work Breakdown Structure (WBS) elements. The WBS defines smaller, more manageable tasks or packages related to a defined deliverable. These tasks or packages provide for easier ongoing scope verification and project delivery control.
- *Schedule/Time Management.* Upon contract award, BI will work with the Agency's, in order to establish a mutually agreed baseline from which to manage the overall program schedule. This schedule will be refined with input from all of the project and functional contributors to ensure the most probable estimates. In addition, low, nominal, and high inputs will be reviewed in order to better understand and address latent schedule risk.

- *Personnel Management.* BI personnel will execute the defined requirements of the Agency's contract. The ultimate team will be managed to improve overall competency, as well as deliver enhanced project performance. In order to facilitate improvement, individual team members' performance will be monitored enabling rapid feedback and issue resolution, as well as quicker coordination of changes.
- *Communications Management.* A key element to the success of any project is a solid communications plan. As the primary customer-facing personnel, the Project Manager and Director of National Account will be responsible for its successful implementation both during transition and on an ongoing basis. To this end, it is imperative that BI, as an organization, meet the expectations of responsiveness articulated by the Agency. In order to meet these expectations, primary and secondary BI points of contact will be established to ensure the Participating Entity can reach and receive a response from a qualified BI team member.
  Throughout the transition, contributors will participate in a weekly status call reviewing the project plan, including milestone progress, schedule variances, work loading variances and unforeseen projected risks and mitigation plans. Following the transition, BI will coordinate a monthly contract status meeting, in conjunction with the Participating Entity's Administration. On an external basis, BI will comply with all reporting requirements desired by the Participating Entity, as outlined in the RFP, including having a structure and procedures that ensure responsiveness to any communication request by the Participating Entity
- *Equipment Supply and Maintenance.* BI is the OEM of all proposed electronic monitoring equipment, which is manufactured in BI's ISO 9001:2015-certified manufacturing facility in Boulder, Colorado. BI is ISO 9001:2015-certified for product design, testing, manufacture, sales, service, support, and monitoring. BI is responsible for all equipment we provide to the Participating Entity, refurbishing equipment in the same ISO facility we manufacture new devices.

  As the OEM to the proposed equipment and software we have direct access to supply chain management, allowing us to allocate equipment inventory to meet the required volume ready for transition with the ability to swiftly accommodate increased supply, positioning us as a one-stop-shop for delivering the goods and services tailored to the multi-risk-level population under the Participating Entity's supervision while meeting all requirements outlined in this RFP.

BI's U.S. Based Manufacturing Facility has the ability to produce reliable monitoring equipment ensuring required device quantities throughout the life of the contract to all Participating Entities.

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

As an awarded NASPO contractor, BI will coordinate an initial meeting with key Participating Entity stakeholders and the BI Executive Management Team. This meeting will serve to formally review and define integration requirements, identify any gaps, and present alternative solutions, timelines, and delivery plans that best support the Participating Entity. We will also collaborate with the Participating Entity to confirm program goals and objectives.

Following this meeting, minimal involvement from the Participating Entity staff will be required. BI will take the lead, in coordination with the Participating Entity Administration, to ensure a smooth, seamless transfer of services from the incumbent contractor.

On-board Planning

BI has more than **1,150** employees across all departments that are prepared to support NASPO Participating Entities. BI's legal and contract teams have thoroughly reviewed the NASPO ValuePoint Master Agreement, are familiar with the requirements and ready to coordinate the execution of Participating Addendums with Participating Entities. BI Partnership Development Directors will provide information on the particulars of the NASPO ValuePoint Master Agreement to our nationwide salesforce of more than 25 dedicated account management professionals. We will implement our established contract execution Standard Operating Procedures to directly execute the agreement with each agency.

Participating Entities can meet with BI personnel to assist with identifying the proper equipment based on their unique program's population and needs. In addition, BI personnel will collaborate with Participating Entity personnel to create an implementation plan suitable for their requirements. During program implementation, BI's experienced Training Specialists will provide training on all products and services in use by the Participating Entity, including information on how to maximize our solutions.

BI understands the implementation and transition process carries an element of risk. BI substantially mitigates this risk with an experienced team that designs and manages customized Implementation Plans in accordance with each Participating Entity's unique needs and goals. Our ability to implement BI technologies, future innovations, and customized enhancements has the potential to significantly impact Participating Entity efficiencies.

Responsibilities

BI is responsible for all aspects of program implementation. However, we request that the incumbent vendor and Participating Entity be present to collaborate at all planning meetings and other functions related to implementation. Additional responsibilities of the Participating Entity during implementation include:

- Coordinate with BI to set officer training schedules
- Assisting with scheduling Product Users for equipment swap/installation
- Completing contract negotiations and finalization
- Reviewing and approving implementation plans

Understanding of Project Scope

An effective Implementation Plan depends on having information specific to the Participating Entity's monitoring program, and this knowledge drives implementation timelines. BI demonstrates our understanding of program quantities and other specifics in the following table.

BI will dedicate the time and resources needed to ensure that the Participating Entity's program is established in an expedient and effective manner. All levels of BI's organization will be engaged in the process from contract execution to full

implementation. As a single source provider, BI does not anticipate utilizing any subcontractors to support the Participating Entity.

Data Migration

BI has the ability to import client data through various methods including a Client Enrollment API. This import requires a minimum amount of client data including Name, Address, Phone Number, Assigned Agency, and Assigned Officer. A typical new customer will provide an Excel style export of this data for BI to ingest into BI TotalAccess. Once the Client Data is imported into BI TotalAccess, the officers will see those clients on the dashboard when they sign in.

Training

BI understands that comprehensive and effective agency training is critical to the success of an electronic monitoring program. To best meet unique the Participating Entity program needs, BI offers a comprehensive continuum of training sessions in a variety of formats, including:

- **Onsite Training.** BI conducts initial onsite training as part of the program implementation process, and we provide subsequent onsite training upon agency request. Conducted at company and/or agency location(s), these sessions provide agency personnel with hands-on instruction and a field-based learning experience.
- **Self-Directed Equipment Training.** We offer this training via the BI Training Department's online Learning Management System. Equipment training courses and corresponding assessments are available to authorized personnel at any time. Users simply complete the quick registration process and enter their unique username and password to access the desired courses.
- **Live Webinars.** Each week, our Training Department conducts live webinar sessions—directly delivering informative content and a personalized learning experience. Since these sessions regularly occur on a scheduled basis, agency personnel can determine which sessions will best suit their ongoing work schedules and then participate accordingly.

During initial training, BI's implementation team will provide user manuals and all training materials for each person undergoing training at no additional cost. Training materials for some BI products are only available in an electronic format via TotalAccess. This format allows BI to update the training materials continually as features in TotalAccess are revised and improved.

BI conducts initial onsite training as part of the program implementation process, and we provide subsequent onsite training upon agency request. Conducted at agency designated locations, these sessions provide agency personnel with hands-on instruction and a field-based learning experience. The BI Training Department develops and delivers comprehensive, contract-specific training sessions for agency personnel. This includes the following: Creating customized training curricula in accordance with unique agency objectives and needs collaborating with agency leadership to schedule, organize, and implement training sessions, including:

- The number of agency personnel and BI staff in need of contract-specific training
- The most appropriate method to measure each attendee's retention of information

- Providing ongoing refresher training via self-guided tutorials, live webinars, and onsite sessions

The BI Training Department continually revises and updates our training curricula and materials in accordance with technology enhancements and customer feedback. BI's approach to training provides agency personnel with the opportunity to become proficient in the use of BI equipment and software. We offer readily available resources to fill any knowledge gaps and improve program efficiencies. Specific topics addressed by BI training are summarized by the following table.

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BI's Training Department develops best practices about implementing and maintaining electronic monitoring programs. This level of training can only be offered by an OEM that has a deep level of understanding of the products and services it offers. Our training Department regularly updates training with new information about the ongoing development of our solutions.

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

  BI's TotalAccess platform provides the Participating Entity with **secure**, web-based access to near real-time tracking data for all supervised clients. This user-friendly, **single-source** platform centralizes all program functions for both GPS and Alcohol monitoring within one integrated system, eliminating the need to coordinate multiple vendors or technologies. This approach enhances consistency, security, and efficiency while simplifying operations and ensuring efficient communication.

  All client, equipment, and monitoring data are centrally hosted and managed within BI's single unified platform, TotalAccess. Authorized personnel can create customized schedules, establish GPS zones, and monitor client locations at all times. These robust software capabilities are essential to the success of your electronic monitoring programs.

  Authorized users can access TotalAccess remotely through authorized usernames and passwords. Once logged in, users can view system screens, print reports, enroll clients, and update information without the need for additional software or system changes.

  Designed for maximum flexibility and usability, TotalAccess provides agency personnel with 24/7/365 access to all electronic monitoring data. TotalAccess is highly customizable, capable of sending automated notifications in accordance with agency procedures and includes more than 70 predefined reports. Additional advantages and features of TotalAccess include:

Dashboard

BI TotalAccess is a comprehensive, easy-to-use, web-based software platform that supports the full BI continuum of RF, GPS, alcohol monitoring, smartphone, and voice identification technologies. Authorized agency personnel can use TotalAccess as a single, consolidated software suite for all monitoring tasks. Officers do not need to toggle between multiple interfaces for different equipment types. Available for both Android and Apple iOS, the TotalAccess Mobile Application allows users to perform their primary duties in the field. TotalAccess Mobile places critical program data in the hands of agency personnel—regardless of location. Housed in BI's highly secure and redundant data centers, we designed TotalAccess to be always available, secure, and robust to support the Participating Entity programs that operate on a continual basis. The ability to view all monitoring data from a single interface is summarized by the following graphic.

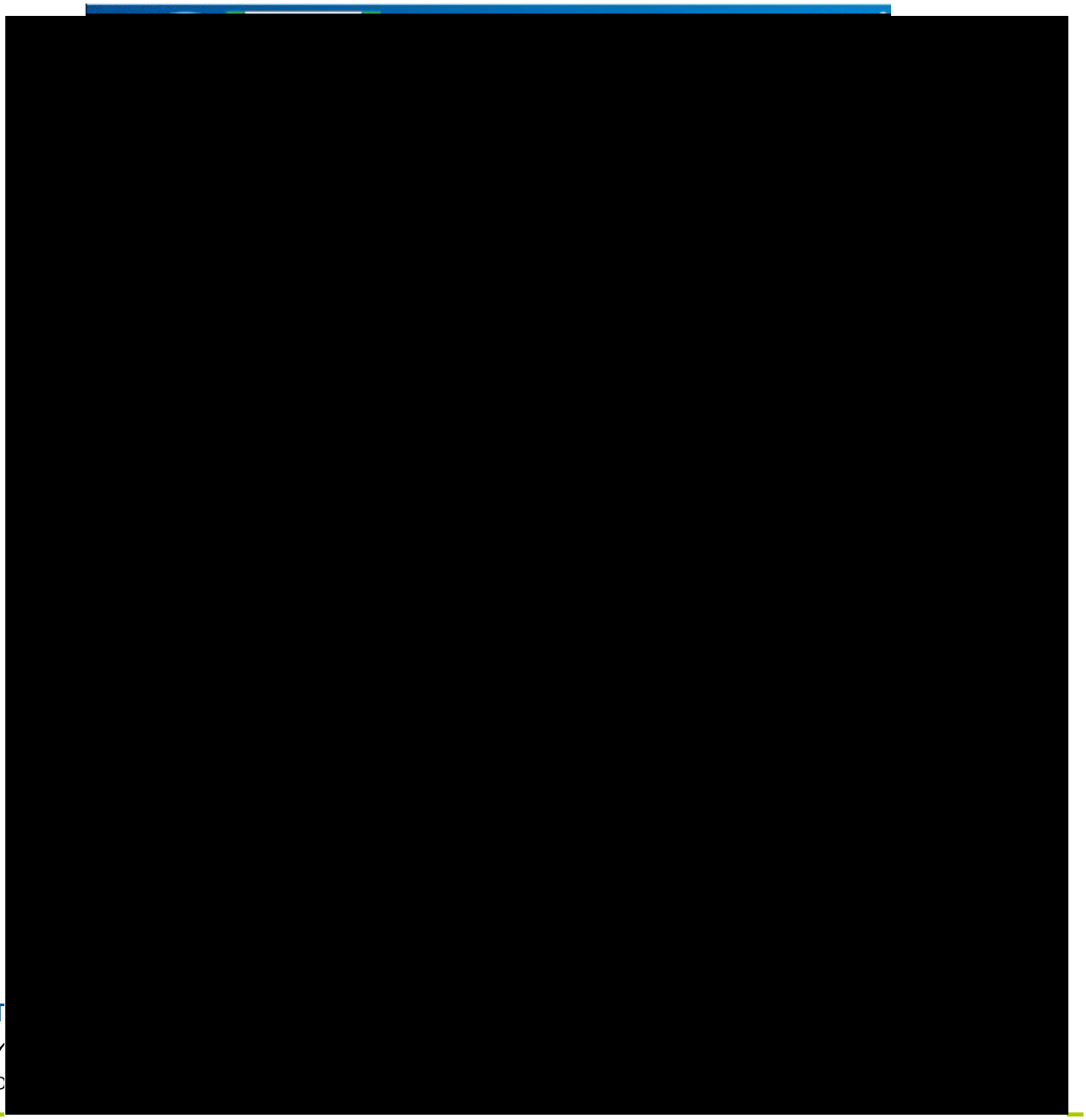
[redacted]

Officers can quickly prioritize their attention by viewing the detailed at-a-glance dashboard that reduces manual navigation of the software. This dashboard will display all the clients monitored using BI technologies, including app-based, RF, Alcohol and GPS devices, from a single interface. The TotalAccess Caseload Snapshot page lists all the Participating Entity clients on BI electronic monitoring. This functionality also provides the ability to filter clients by assigned officer, alert status, equipment type, location status, or risk level.

Managing Caseload from One Screen: TotalAccess Client Dashboard

Officers can quickly prioritize their attention by viewing the detailed at-a-glance dashboard that reduces manual navigation of the software. The total access dashboard widgets are fully customizable, enabling users to configure and display information in the format that best supports their workflow. This flexibility enhances operational efficiency while ensuring supervising officers receive clear, detailed insights necessary for effective oversight and decision-making.

This dashboard will display all the clients monitored using BI technologies, including app-based, RF, Alcohol and GPS devices, from a single interface. The TotalAccess Caseload Snapshot page lists all Agency clients on BI electronic monitoring. This functionality also provides the ability to filter clients by assigned officer, alert status, equipment type, location status, or risk level. The ability to view all monitoring data from a single interface is summarized by the following graphic.



Zones

TotalAccess includes extensive zone creation abilities, and the size and authorized agency personnel can adjust the range of all zones. Through TotalAccess, the agency can create, delete, and modify zones, as well as apply schedules to the zones, at any time. TotalAccess provides zone creation functionalities that exceed agency requirements for simple Inclusion/Exclusion Zones.

In addition to the extensive zone creation capabilities of TotalAccess, users also have access to sophisticated mapping technologies. TotalAccess is fully integrated with Google Maps, and client GPS data can be viewed in map, satellite, terrain, and three-dimensional satellite views.

[redacted]

Viewing GPS Data and Location Map

The ability to create custom GPS zones and monitor client locations at all times are powerful software features that play a central role in the success of the electronic monitoring program. TotalAccess uses Google Maps Platform to display client movements and geographical information—providing the most up to date satellite imagery available. TotalAccess allows authorized personnel to display GPS points, view corresponding alerts and events, request an on-demand client location fix, and view zones.

[redacted]

TotalAccess leverages the Google Maps Application Programming Interface (API) to deliver accurate, real-time geographic data and advanced mapping functionality. This integration provides users with access to satellite imagery, detailed street maps, 360-degree panoramic street views, and route planning tools.

Maps in TotalAccess clearly display labeled state, county, municipality, and street names. As well as parks, schools, retail areas, transportation centers, and other local landmarks enabling users to define highly accurate zones and track client movement with precision. This feature-rich capability enhances situational awareness and supports effective supervision and case management.

TotalAccess records, stores and displays every GPS point transmit from a user's device. Each GPS point is enhanced through embedded geo-coding technology, which generates an approximate street address based on the device's coordinates.

The system also utilizes reverse geo-coding, which converts latitude and longitude data into a likely address by identifying the closest street and nearby cross streets. This functionality provides users with a practical, location-based context for each GPS point, supporting accurate monitoring and reporting.

Interactive maps offer multiple viewing options, street, aerial, and bird's-eye perspectives to display a client's location at specific dates and times or across a sequenced series of events. Users can view not only the client's location but also their speed and direction of travel. The platform also features fast-forward and rewind functionality, allowing users to easily navigate through a client's movement history. Additionally, an on-screen measuring toolbar enables users to quickly determine the distance between two points, further enhancing analysis and situational assessment.

TotalAccess displays the latitude and longitude of a location point that is visible on the map when the specific location point is hovered over. The latitude and longitude are also available in mapping reports. Agency personnel supervising clients on GPS monitoring have access to sophisticated mapping technologies integrated with TotalAccess that provides the following mapping features:

- Rewind and fast-forward GPS points at three different speeds
- View GPS points can be viewed one point at a time
- Select arrows to show the direction of a client's movement
- Display a scrolling list of events that correspond to the GPS point
- View a color gradient bar to show the passage of time
- Hover the mouse and GPS point to display the client's name, latitude, longitude, direction, speed, number of visible satellites, and a link to the nearest address
- Display maps in two or three dimensional forms
- View road, aerial, and bird's eye views of GPS points

[redacted]

Client Schedule.

Understanding that agency staff, Monitoring Center operators, and other authorized users require the ability to easily enter and modify client schedules, BI engineers developed TotalAccess to use an easy-to-navigate graphical interface. This mirrors many common calendar applications and allows users to click and drag schedules to quickly enter and modify schedules. This capability is summarized by the figure below.

From within TotalAccess Mobile, users can create or modify client schedules. When SmartLINK is paired with GPS the client will be notified of the update via SmartLINK. Agency staff can require that clients acknowledge the schedule modification. This streamlines client and agency staff communication, creates an auditable trail of correspondence, and supports client understanding of supervision requirements.

[redacted]

When a device detects a monitoring violation or equipment event, the unit will communicate the information in near real time to TotalAccess via LTE cellular networks. This will automatically initiate the notification process designated by the Agency. Under normal operating conditions, all alerts, events and data are received and displayed in TotalAccess in under 60 seconds.

[redacted]

Alert Notifications.

Automated alert notifications allow agency staff to respond to critical situations in a timely manner—enhancing public safety and driving client compliance. TotalAccess also prioritizes alerts to direct agency staff priorities and increase efficiencies. From within the software, agency personnel can view, process, and close alerts; view the status and the history of alerts and events; and note trends in client behaviors and compliance.

Understanding the importance of receiving prompt notification and prioritizing certain alerts, TotalAccess has the capability of sending alerts to multiple entities. BI's equipment records the date and time when an equipment event occurs. The equipment communicates this information to TotalAccess from the field, and TotalAccess records the date and time of receipt.

BI's solution allows agency personnel to adjust alert settings and define escalation parameters of alert levels as appropriate. TotalAccess contains the parameters for each individual client. Upon receipt of an event, TotalAccess automatically compares equipment messages with the client's monitoring conditions

and automatically generates alert notifications in accordance with pre-established agency procedures. Using TotalAccess, the agency can customize alert notification processes, including:

- Send simultaneous alert notifications to multiple individuals
- Establish customized escalation processes that prompt TotalAccess to automatically deliver a series of staggered notifications to a specified contact list
- Create notification schedules that accommodate an officer's temporary assignments, weekend coverage, and holiday duty
- Notify designated individuals of successful and unsuccessful equipment installation
- Customize violation notifications at the officer and client level
- Determine how specified personnel will be notified—TotalAccess can deliver alert notifications via text, email, digital pager
- Make notes detailing additional violation-related information; these notes are attached to each alert
- Distinguish between high-priority alerts and lower-priority events
- Determine which personnel will receive notifications—TotalAccess can notify multiple persons simultaneously
- Determine how much time should elapse before TotalAccess delivers a notification
- Close and add notes on several alerts at once

BI will provide support to the Participating Entity during implementation and throughout the contract term to configure alert notification parameters. [redacted]

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TotalAccess Monitoring Center Interface

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Analyzing Frequently Visited Locations

Typically, when reviewing GPS information, the focus of agency personnel is on equipment, zone, and schedule infractions. To understand where the client is spending their time, agency personnel can utilize the Enhanced Stops Analysis. This report reviews all recorded GPS points to determine the locations where the client uses the majority of their time. This enables users to identify potential areas of risk or concern, such as clients frequenting childcare centers or liquor stores that may not be marked as Exclusion Zones. Within TotalAccess, agency personnel can view the address nearest to an area where a client has stopped, the amount of time that transpired during the stop, and nearby businesses. Potential areas of risk and concerns are color coded for easy visual interpretation.

Authorized personnel can view historical GPS points via mapping functionality in TotalAccess. Users can play, pause, fast forward, and rewind the GPS points while displaying a scrolling list of alerts and events that occurred during the timeframe. This allows users to determine if a critical event occurred, such as low battery, zone violation, tamper, or loss of GPS event, during the timeframe shown in the playback.

TotalAccess uses unique symbols, color coding, and other features to help authorized personnel easily and quickly determine client compliance. Specific features of TotalAccess that support this capability include:

- GPS points match the color of the zone when the client is within a specified area; for example, when a client enters an Exclusion Zone, the GPS point associated with that location is red
- *Event Auto Scroll* allows users to view alerts, events, and location points on the map to help determine when the client is in violation
- The *Gradient* option uses different shades of green to indicate where each displayed point falls within the total timeframe selected
- The *Ruler* option displays the color of the client's points in accordance with the color-coded zones associated with the GPS points
- Three different symbols visually distinguish between recorded GPS, Wi-Fi, and cellular tracking points, and the Wi-Fi location points on the displayed map

[redacted]

TotalAccess Reports

BI's TotalAccess includes more than 70 standard reports regarding client activity, violations and alerts, caseload statistics, equipment inventory, and historical data. Users can schedule reports for automated delivery to an email address, as well as export reports from TotalAccess to Word, Excel, CSV, or PDF applications.

[redacted]

TotalAccess BI Analytics

BI Analytics, an integrated module within BI TotalAccess®, transforms agency data into actionable insights by analyzing behavioral patterns, identifying risks, and detecting trends and anomalies.

The BI Analytics Suite, an optional feature, leverages advanced technologies to process the extensive data generated by GPS monitoring. These tools enable officers to quickly identify client patterns, detect high-risk behaviors, and prioritize supervision of the most at-risk individuals. Additionally, program administrators can easily assess overall program performance and monitor officer workloads in real time.

Providing At-A-Glance Program Information. The Analytics Dashboard appears when officers first log into TotalAccess and provides an immediate summary of caseload information. This dashboard feature provides an easy-to-understand graphical interface and gives users the ability to triage caseloads and increase productivity.

Officers are required to log into TotalAccess to view a summary of caseload information. The Analytics dashboard feature provides an easy-to-understand graphical interface and gives users the ability to triage caseloads and increase productivity. Color-coded tools focus users on the highest-risk clients in order of priority. BI Analytics uses data and other information to calculate a risk-based score. This score is determined by behavioral information input into TotalAccess by the agency, the frequency of equipment related alerts such as tampers and battery related events, and the frequency in which clients do not comply with travel and schedule restrictions.

[redacted]

Providing Information on Other Monitored Clients. Officers routinely compare the whereabouts of clients to see if they were involved in a crime or other unauthorized activity. However, officers are usually limited to reviewing location data only for clients in their caseload. The Address Proximity Analysis allows users to quickly identify all BI-monitored clients in proximity to an area of interest during a specific time. This provides the ability to determine which clients have a higher likelihood of being involved with a specific area of interest. This information enables the agency to direct enforcement and compliance priorities and verify that clients are present at community service centers, rehabilitation programs, treatment sessions, or other required locations.

Other key features include:

From a single map, officers may view all active GPS device coordinates collected from agency clients. BI customers have the option to opt in and disclose location data from within TotalAccess with other law enforcement agencies to collaborate on any potential crime scene investigations

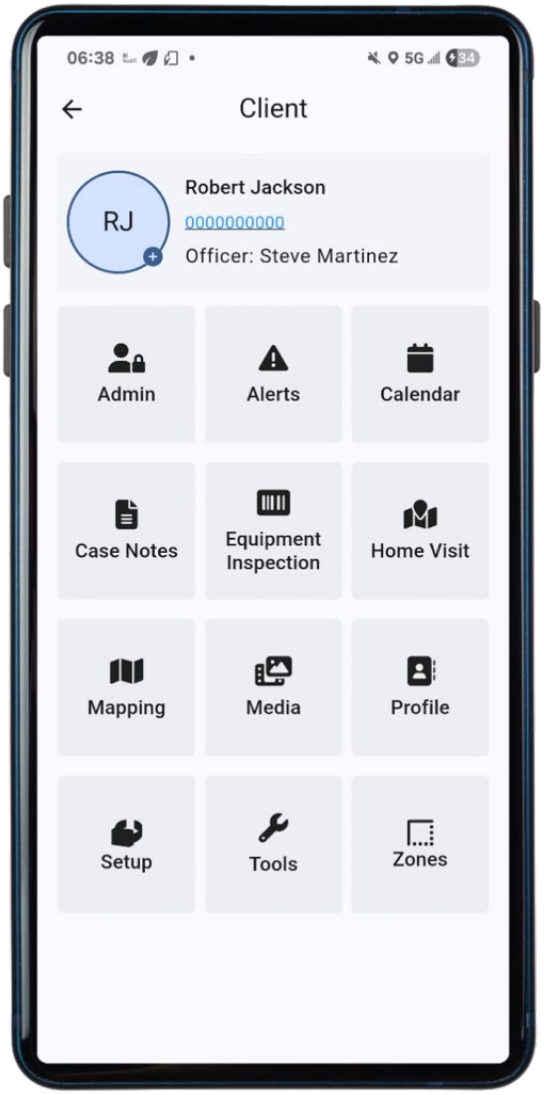
Officers can hover over a point to retrieve information on clients within their agency. This feature also supports the ability to notify another agency's officer about his/her client via a hyperlink in TotalAccess. This report allows officers to recognize two or more devices within a certain proximity of each other

In the event the agency wishes to compare GPS points to crime data, TotalAccess can export the location and time of each GPS point collected; available export formats include HTML, XML, text file, and CSV file. To initiate exports, authorized personnel can contact BI Monitoring Operations, or local Account Management personnel with the request.

[redacted]

TotalAccess Mobile

BI TotalAccess is completely secure, web-based and accessible from mobile devices. In addition, the complimentary mobile app, BI TotalAccess Mobile, allows officers to perform supervision activities within the optimized mobile app such as messaging participants and managing alerts.



TotalAccess Mobile Client Menu Screen

Proprietary and confidential. This screen shows the main menu containing client choices in TotalAccess Mobile.

TotalAccess Mobile Push Notification Screen

Proprietary and confidential. This screen indicates when the client has received a push notification.

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

The sample Service Level Agreement provided is representative of BI's standard agreement for all GPS devices.

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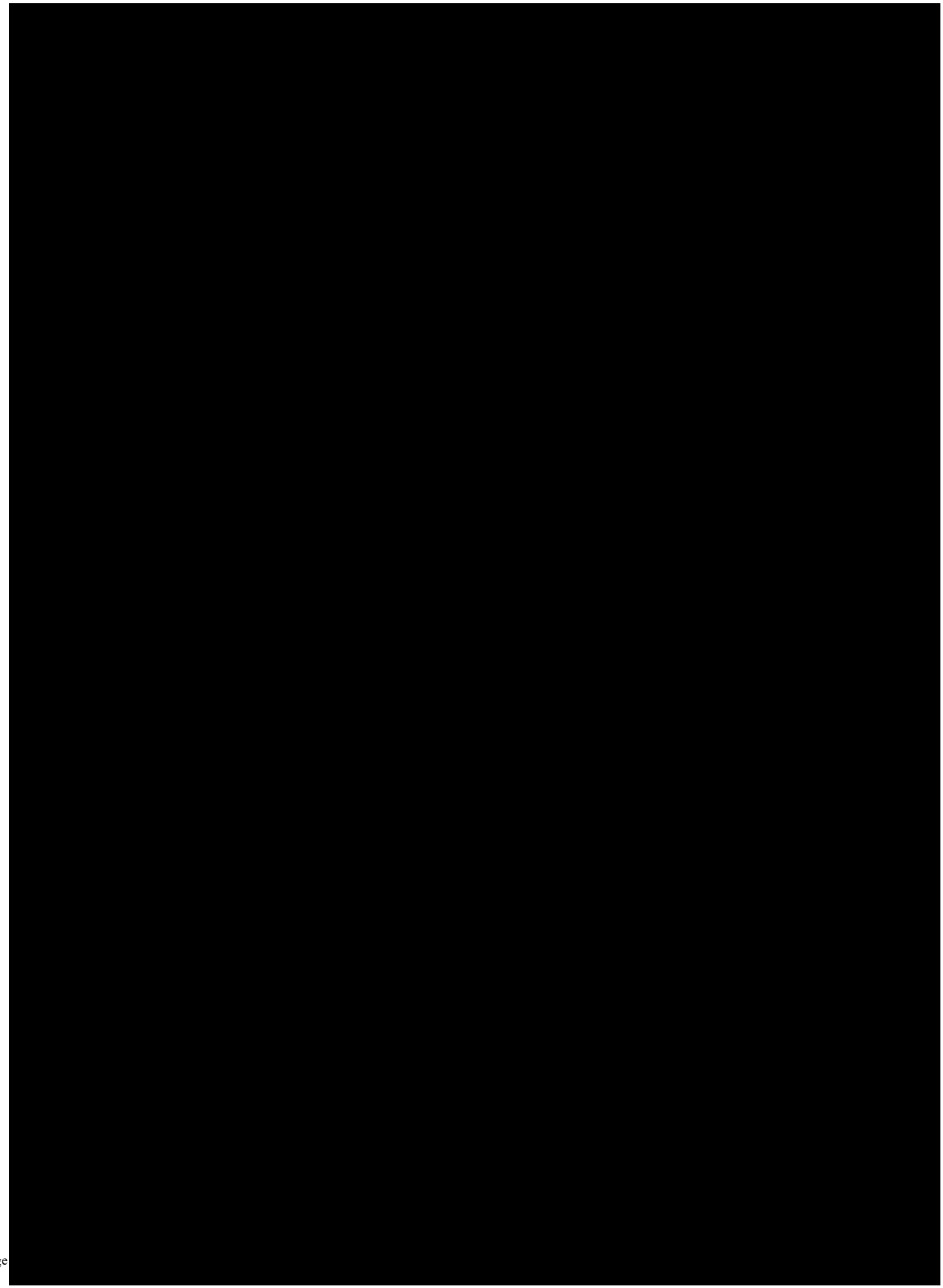

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BI

SINGLE-SOURCE. PROVEN. INNOVATIVE.

Detailed Response to Category 2: Radio Frequency (RF) Monitoring

Solicitation No. 99WC-S3474 I NASPO ValuePoint

C. 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.

BI acknowledges that a strong and comprehensive electronic monitoring package is vital for enabling Participating Entities to meet the diverse and evolving needs of the agency, its stakeholder, and the individuals it serves. We affirm our understanding of these objectives and stand prepared to fully support each Participating Entity in achieving these goals.

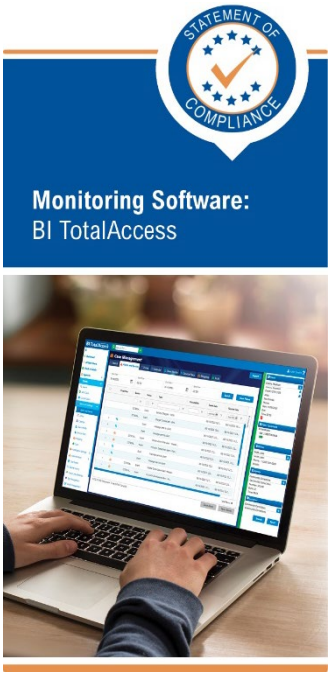
Successful community supervision requires more than accurate equipment. It depends on a comprehensive, responsive, and adaptable monitoring ecosystem supported by proven technology, continuous service delivery, 24/7 operational support and initial, ongoing and refresher agency training. BI's proposed solution integrates all these components, providing the Participating Entity with advanced monitoring tools, efficient inventory management, and scalability to respond to evolving needs. Our proposed technologies and services for Category 2: RF include:

- **HomeGuard20|20® - Cellular:** provides reliable, flexible monitoring to support diverse curfew requirements. Agencies can easily adjust range settings, leave windows, and schedules to align with each client's risk level. Key features include Location Detection - The receiver logs GPS points every minute while moving and uses Wi-Fi if GPS is unavailable, ensuring accurate location tracking and alerts if the device is relocated.
- **HomeGuard200® - Landline:** Affordability and convenience where landlines are available in residents' homes or for rural areas with reduced cellular coverage, we are proposing BI HomeGuard 200 model with landline communication capability. HomeGuard 200 provides reliable, flexible monitoring to support diverse curfew requirements. Agencies can easily adjust range settings, leave windows, and schedules to align with each client's risk level. The HomeGuard 200 receiver can communicate over any brand or make of landline telephone—including rotary, pulse, or touch-tone phones. When the receiver is connected to commercial power, or operating under backup battery power, the unit continuously detects and records equipment information.

Our proposed technologies and services for Category 2: RF are fully supported by our monitoring software platform, TotalAccess and our live monitoring operations as briefly described below.

- **BI TotalAccess® and TotalAccess Mobile –** Is a secure, web-based software that provides agencies with quality case management tools 24/7. A dynamic mobile app, configurable case management tools, predictive analysis, and the ability to integrate crime scene correlation data make TotalAccess the premiere electronic monitoring software in the industry. Whether

you are on a desktop or mobile device, one login grants you instant visibility and management of all BI products—all to place you in control of client monitoring. All client data, notifications, events, and reports are managed within TotalAccess, accessible on any web-enabled device. TotalAccess Mobile enables officers to manage alerts, client activities, and scheduling from smartphones and tablets.



- *Accessibility:* Internet accessible 24/7 • Easy-to-use desktop and mobile app interfaces • Secure login from bi.com • No third-party software or plug-ins required
- *Essential Functionality:* Enroll and inactivate clients securely and easily • Manage client profiles, schedules, and alerts from anywhere • View, enter, and modify data including zones, schedules, and client demographics • Enter violation procedures • Customize violation notifications • Pair alerts
- *Advanced Mapping Capabilities:* TotalAccess provides officers access to Google Maps Platform® in order to build zones, review client movements, and simultaneously view multiple client's points in one place. Google Maps displays road, aerial, and bird's eye views of GPS points in 2D and 3D. The software also utilizes Dun & Bradstreet to keep public places of interest up to date.
- *Comprehensive Reporting:* User-friendly reports are available to review client activity, alert summaries, caseload statistics, inventory status, and more. Reports can be delivered daily, weekly, or monthly to a designated email as a Word, Excel, or PDF document

BI Analytics® Suite: Advanced statistical tool that incorporates client behavior to calculate potential risk • Prioritize highest-risk clients and make informed decisions • Easy-to-view dashboard and reports for instant insight • Identify travel patterns, including absconding.

- **24/7 live Monitoring Operations:** The Participating Entity's personnel will have direct access to BI's live customer support team and advanced technical specialists 24/7/365. BI maintains redundant telecommunications paths and ample call capacity to ensure uninterrupted support at all times.

  BI operates two, wholly owned U.S. based Monitoring Operations Centers. Our primary Monitoring Operations Center is located in Anderson, Indiana, with a secondary location in Aurora, Illinois. These centers serve as the first tier of support for our customers, ensuring responsive and knowledgeable service ensuring the Participating Entity will have round-the-clock support when needed.

  BI employs approximately [redacted] Monitoring Specialists, available at all times to respond to agency officers, administrators, or other authorized personnel. Our Monitoring Specialists are stationed at these facilities 24 hours a day, 7 days a week, 365 days a year. They are highly trained professionals, with most being bilingual in English and Spanish, enabling effective communication with a diverse population. This continuous staffing ensures that agency officers, administrators, and other authorized personnel always have direct access to live support for immediate assistance.

  In addition to general support, the Participating Entity will have access to BI's advanced technical specialists. These professionals receive specialized training on Participating Entity-specific procedures to ensure rapid and accurate resolution of more complex issues.

  Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the Participating Entity will have access to our advanced technical specialists group at BI that will receive specialized training on the Participating Entity procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center. This ensures uninterrupted, real-time assistance for any inquiries or operational needs.

  BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications. This experienced team maintains an average tenure of more than eight years, underscoring their expertise and commitment to service excellence.

  Key features of BI's ability to support the Participating Entity on a continuous basis include:

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

- ***Monitoring Operations Access to Technical Support.*** In the unlikely event Monitoring Operations is unable to immediately answer a question or resolve an issue, access to internal systems, telecommunications, training, monitoring, management, and technical support is also available. Monitoring Operations management and system development staff are continuously on call.

  Our entirely owned and operated, **United States**-based Monitoring Operations Center provides streamlined, knowledgeable support for our continuum of technologies. This single-source approach is simply unavailable from other providers—in particular resellers—and has the potential to streamline agency operations.

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

BI HomeGuard 20|20 offers significant reliability and flexibility to accommodate a variety of client monitoring curfew requirements. Agency staff can customize range settings, leave window configurations, and schedules in accordance with each client's risk level. Additional key features and benefits of BI's proposed RF solution include:

BI Radio Frequency Receiver
The HomeGuard 20|20 receiver functions on the LTE network, providing a strategic advantage to agency: the most current and reliable cellular capabilities.

- **Receiver Location Detection.** The HomeGuard 20|20 receiver will collect a GPS point every minute while in motion and up to 10 minutes after becoming motionless. If GPS is unavailable, the receiver will use Wi-Fi access points to record a location point. This unique capability will alert agency personnel if the client attempts to relocate the device to an alternate location and includes detailed location information, regardless of GPS coverage.
- **Communicating with Clients.** The HomeGuard 20|20 receiver is equipped with a 3.5-inch color touch LCD receiver screen that displays text messages from officers. Authorized users can send the HomeGuard 20|20 receiver text messages for client review through TotalAccess and TotalAccess Mobile. When the monitored client comes within range of the HomeGuard 20|20 receiver, the unit will display the message. This supports confidential client and officer communications, with an auditable record of all messages retained in TotalAccess.
- **Self-Diagnostic Features.** The HomeGuard 20|20 receiver automatically detects equipment and activity events to confirm proper operation. These self-diagnostic features generate messages for critical events, such as low battery, loss of power connection, loss of telephone connection, loss of cellular signal, and tamper events. If any system error occurs or if the equipment encounters abnormal operating conditions, the receiver records and reports this diagnostic information to the central monitoring computer.

- **LTE Cellular Coverage.** To ensure that the agency is sufficiently prepared for the evolution of cellular networks, we developed the HomeGuard 20|20 to operate on the LTE network.
- **Remote Device Upgrades.** The HomeGuard 20|20 receiver remotely receives firmware updates over the air, eliminating the risks associated with having outdated equipment.

BI designed the HomeGuard 20|20 receiver to operate via connection to the standard two prong, 110-volt AC power outlet in client homes. If the receiver loses connection to commercial power, the receiver automatically engages the internal backup battery. The backup battery can continuously power all normal receiver functions, including detecting and reporting information, for at least 48 hours. The receiver is equipped with an internal memory that can store up to 150,000 date and time-stamped messages. Upon power restoration, the receiver backup battery automatically recharges. The transmitter features a two-year battery life.

HomeGuard 200

BI HomeGuard 200 is a continuous Radio Frequency (RF) solution that verifies if monitored individuals remain at home during specified times. The system consists of a receiver placed in a specified location (usually the home) and a transmitter that the client wears on a constant basis. The transmitter continuously emits non-commercial RF signals. The receiver detects the client's presence in—or absence from—the home by detecting the transmitter RF signals. The equipment records the date and time when an event occurs, and the receiver sends all equipment messages to the central monitoring computer. HomeGuard 200 uses a standard landline telephone connection to communicate.

BI's monitoring computer system contains the parameters for each individual, including the client's authorized schedule. The monitoring computer compares HomeGuard receiver messages with the client's court-mandated schedule and generates alerts when violations occur. As a highly flexible system, the agency can customize a variety of monitoring parameters, including receiver range, leave windows, notification preferences, and schedule types.

BI HomeGuard offers significant reliability and flexibility to accommodate a variety of client monitoring curfew requirements. Agency staff can customize HomeGuard range settings, leave window configurations, and schedule in accordance with each client's risk level. Additional key features and benefits of BI's proposed RF solution include the following:

- Replaceable Transmitter Battery. The HomeGuard transmitter battery continuously operates for a minimum of one year without recharging. The transmitter generates a low battery notification five days prior to depletion.
- Receiver backup battery. In the event of power loss, the HomeGuard 200 receiver can operate via backup battery power for 48 continuous hours.
- Field-Replaceable Transmitter Strap. Staff can swiftly install or replace a transmitter using an adjustable, field-replaceable strap. Transmitter straps accommodate a variety of sizes, ensuring a secure fit that does not restrict the client's daily life while providing highly accurate curfew monitoring.
- Dual Antennas. The transmitter and receiver both incorporate dual, internal antennas. These antennas provide 360-degree RF signal emission and detection, which significantly reduces false alerts and increases overall monitoring accuracy.
- Robust Tamper Detection. Highly durable, the transmitter incorporates proximity sensors and strap circuitry to detect participant attempts to remove or damage the device. The receiver incorporates photo optic sensors, location verification, an internal

backup battery, and a non-volatile memory. The combination of these technologies ensures that attempts to tamper or remove the device are promptly reported to the agency.

The HomeGuard 200 transmitter battery continuously operates the device for at least one year—without recharging. While HomeGuard 20|20 transmitter battery continuously operates for a minimum of two years without recharging.

<< BI Incorporated (BI) has thoroughly reviewed Master Agreement Objectives identified in Attachment 02, Scope of Work. Below BI has provided our responses to V. Category 2: Radio Frequency (RF) Monitoring – A. Hardware Requirements.>>

- **All equipment and systems furnished must be standard products of the manufacturer identified, must be in proper working order and clean and free from defects of features affecting appearance, serviceability, or the safety of the client in normal intended use.**

  BI is the Original Equipment Manufacturer (OEM) of all proposed electronic monitoring equipment, which is manufactured in our ISO certified U.S. based manufacturing facility in Boulder, Colorado. BI has been ISO certified since 1995 and was one of the first vendors in the industry to be certified to the updated **ISO 9001:2015** for quality standard, product design, testing, manufacture, sales, service, support, and monitoring. As part of our commitment to continual improvement, BI's quality assurance program includes a routine review process that addresses all areas of BI's business to identify and correct any weaknesses and prevent future errors.

  BI's Manufacturing Facility in Colorado has the ability to produce required device quantities on short notice. From January through September 2025, BI manufactured and serviced more than 70,000 RF, GPS, and alcohol devices. We currently maintain an out-of-box failure rate of 0.05% across all electronic monitoring product lines.

- **Devise must use a body worn bracelet (transmitter) and a one-piece stationary home-based unit (receiver) to monitor the presence/absence of the transmitter within a specified range of the receiver and report changes in status and tampering to the Monitoring Center through standard telephone lines or by cellular telephone service.**

  BI designed the HomeGuard 20|20 and the HomeGuard 200 transmitters to remain securely on the client's ankle 24/7. The device attaches around the ankle with a field-replaceable, adjustable strap that includes electronic circuitry tamper detection. BI manufactures the strap, reinforced for strength, to help prevent stretching after installation. If the client tampers with the HomeGuard strap, physical evidence should be readily apparent upon visual inspection—in addition to receipt of alert notification from TotalAccess.

  From within TotalAccess, users can configure the HomeGuard receiver to detect the transmitter signal at 35, 75, or 150 feet. Authorized personnel can easily perform a range test to verify the selected range setting between the transmitter and the receiver in the client's home. The receiver can support recording an unlimited number of curfews to accommodate the most complex client schedules.

  Changes in status and tampering information is reported to the Monitoring Center via telephone lines with the HomeGuard 200 and via cellular telephone service with the HomeGuard 20|20.

- **Transmitters and receivers must be field replaceable and interchangeable without the need to return them to the Contractor.**

  Transmitters and receivers are field replaceable and interchangeable without the need to return them to BI. Transmitters and receivers are both able to be installed by authorized personnel in less than five minutes. Agency staff can activate the equipment via TotalAccess desktop or TotalAccess Mobile.

  - **Replaceable Transmitter Battery.** The HomeGuard 200 transmitter battery continuously operates for a minimum of one year without recharging. While the HomeGuard 20I20 transmitter battery continuously operates for a minimum of two years without recharging. The transmitter generates a low battery notification five days prior to depletion.
  - **Field-Replaceable Transmitter Strap.** Staff can swiftly install or replace a transmitter using an adjustable, field-replaceable strap. Transmitter straps accommodate a variety of sizes, ensuring a secure fit that does not restrict the client's daily life while providing highly accurate curfew monitoring.

- **Installation process must be simple enough to be performed in the field by fully trained officers in less than five (5) minutes.**

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

  1. Size for proper fit
  2. Attach the transmitter to the client's ankle
  3. Close the tamper-resistant latches

- **The equipment must have a minimum of ~~three (3)~~ two (2) ways to communicate data to the software, such as landline, Ethernet, Wi-Fi, or cellular.**

  HomeGuard 20|20 communicates data via cellular communications while HomeGuard 200 communicates data via landline. The HomeGuard 20|20 also allows detecting location with Wi-Fi Access Points in the absence of GPS.

- **The transmitter must not pose a safety hazard or unduly restrict the activities of the client. Must be lightweight, small and water-resistant.**

  BI designed the HomeGuard transmitter to be worn around the client's ankle and to not interfere with day-to-day activities. The HomeGuard 20|20 transmitter weighs 2.0 ounces and is the smallest ankle-worn unit in our continuum of electronic monitoring products. Designed specifically to monitor individuals in community supervision programs, the HomeGuard 20|20 transmitter does not pose a safety hazard or restrict physical activities of the client.

  The HomeGuard 200 system consists of a transmitter worn around the client's ankle 24/7 and a receiver placed in the center of the client's home. The HomeGuard 200 transmitter does not pose a safety hazard or interfere with daily activities of the client.

  All of BI's proposed equipment is shock resistant, water resistant, and highly durable. During equipment development and design, BI engineers and third-party testing companies perform

rigorous durability testing. Highly Accelerated Life Testing (HALT) exposes BI devices to extremes in environment, shock, and vibration to ensure accurate functionality in the field.

- **The transmitter must be encased in a water-proof case that is corrosion resistant and is hypoallergenic.**

  The HomeGuard 20|20 transmitter is waterproof to 50 feet and shock resistant. The transmitter does not contain any metal, steel, or alloy. As such, the transmitter is also resistant to corrosion, household chemical solvents (with the exception of pine oil as contained in Pine Sol), and detergents. The transmitter is constructed using hypoallergenic materials.

  The HomeGuard 200 is also waterproof and shock resistant. It is constructed of hypoallergenic materials so that it does not pose any hazards to the client.

- **The transmitter must be designed to prevent tracing or duplication of its signal.**

  The HomeGuard system incorporates multiple features to hinder client attempts to simulate or duplicate RF signals. The HomeGuard transmitter incorporates a unique equipment ID, random transmission intervals, and a coding encryption scheme to discourage attempts to trace, interfere with, or duplicate transmitter signals.

  [redacted]

- **The Contractor must provide either multi-length or sizeable transmitter straps with replacements provided at no additional cost to the Agency.**

  BI provides a 13-inch sizable transmitter strap with each HomeGuard 20|20 transmitter. In addition, 19-inch and 25-inch adjustable straps are available to the agency upon request. These are provided at no additional cost to the Agency.

  HomeGuard 200 comes with a field-replaceable transmitter strap. Staff can swiftly install or replace a transmitter using the adjustable strap. Transmitter straps accommodate a variety of sizes, ensuring a secure fit that does not restrict the client's daily life while providing highly accurate curfew monitoring.

- **The transmitter must be easily installed on the client with minimal training and experience. Contractor must specify the tools required and procedures to install the transmitter. The Contractor must supply the tools and equipment necessary to install the transmitters and replace the transmitter straps, at no additional cost.**

  With minimal training and experience, authorized personnel can easily install a HomeGuard 20|20 or a HomeGuard 200 transmitter in less than five minutes. The installation process includes the following steps:

  1. Size for proper fit
  2. Attach the transmitter to the client's ankle
  3. Close the tamper-resistant latches

  BI provides installation kits for all officers. Installation kits include an officer key to turn on the base station, lead cutters, strap scissors, straps, and security clips. The kits are provided at no additional cost.

- **Neither the transmitter, receiver, straps, fasteners nor clips, etc. used to install the transmitter must be available to the general public.**

  The transmitter, receiver, straps, fasteners, and clips are not available to the general public.

- **At least seven (7) days prior to battery failure, the transmitter must send a low battery message to the receiver and to the Monitoring Center.**

  The HomeGuard 20|20 transmitter emits a "Transmitter Low Battery" signal at 10% battery power, which is equivalent to approximately two months prior to battery depletion. The receiver detects this signal and automatically generates an alert to the central monitoring computer. Users can determine when the transmitter battery is completely dead, as the receiver will no longer obtain transmissions.

  The HomeGuard 200 transmitter uses a 3.5-volt lithium battery which has a five-year shelf life when not in use and is designed to power the unit for at least 12 months. When the battery power is low, the transmitter sends a low-battery message to the receiver and the receiver sends a Transmitter Low Battery message to TotalAccess indicating that the battery should be replaced within five days.

- **The transmitter battery must have a minimum of one (1) year active life and a three (3) year shelf life.**

  The HomeGuard 20|20 transmitter has a replaceable battery that will continuously power the device for more than two years. Similarly, the transmitter has a shelf life of at least five years. To assist with inventory management, BI stamps each battery with the manufacture date. BI will supply extra transmitters, as needed, to compensate for any inactive batteries.

  The HomeGuard 200 transmitter uses a 3.5 volt lithium battery which has a five year shelf life when not in use and is designed to power the unit for at least 12 months.

- **The transmitter must feature multiple levels of tamper detection capable of detecting disassembly of the transmitter case and/or cutting or circumventing of the transmitter strap.**

  Secured on the client's ankle by an interlocking latch system, the HomeGuard 20|20 transmitter uses advanced tamper detection technology, including proximity sensors and circuitry within the strap. In the event a tamper alert is generated, the unit will continue to emit a tamper status until corrected by authorized agency staff. The HomeGuard transmitter uses the following sensors to detect tampers:

  - **Proximity Sensors.** Proximity sensors detect if the transmitter is no longer fitted against the client's leg.
  - **Strap Tamper.** Electronic circuitry in the strap detects damage to the transmitter or strap, including attempts to cut the strap or otherwise remove the transmitter.
  - **Case Tamper.** Electronic circuitry detects and reports if the case is damaged or separated from the strap.
  - **No Motion.** Motion sensors within HomeGuard 20|20 alert when the transmitter is motionless for an extended time.
  - **Visual Inspection.** Attempts to stretch or damage the transmitter strap, open the latches, or open the transmitter case will be obvious upon visual inspection.

  Tamper messages are promptly sent to the monitoring computer when the transmitter is in range of the receiver during the time of the interference. When a tamper event occurs and the transmitter

is not in range of the receiver, the receiver sends a date- and time-stamped alert message to the monitoring computer when the transmitter is back in range of the receiver.

The HomeGuard 200 provides three transmitter tamper conditions:

- **Proximity Tamper.** If the transmitter senses the client's leg is not within an acceptable proximity, it sends a Proximity Tamper event. This condition signifies the transmitter was not installed correctly, or the client has attempted to tamper with the unit.
- **Strap Tamper**. If the transmitter senses the strap has been cut or pulled away (or off) of the client's ankle, it sends a Strap Tamper event. This condition signifies the strap was not installed correctly, or the client has attempted to tamper with the strap.
- **Tamper Reset**. After installation, the transmitter should be in its normal Tamper Reset condition. This condition ensures that the strap is installed correctly around the client's ankle, and there is no speculation of transmitter tampering.

- **The transmitter must be capable of storing and/or recording a tamper event that occurs out-of- range of the receiver when the transmitter returns within range of either. The tamper attempt must be communicated along with a time/date stamp.**

  Tamper messages are promptly sent to the monitoring computer when the transmitter is in range of the receiver during the time of the interference. When a tamper event occurs and the transmitter is not in range of the receiver, the receiver sends a date- and time-stamped alert message to the monitoring computer when the transmitter is back in range of the receiver.

- **Base station must be easily attached to client's phone line, Ethernet, Wi-Fi, or cellular connection. If client does not have a landline, list available options to provide wireless reporting. The total cost for RF service via landline and wireless is to be listed in the pricing proposal/cost sheets. Contractor must provide toll-free telephone lines for reporting purposes.**

  The HomeGuard 200 only requires to be plugged into the power and phone line. HomeGuard 20|20 uses a cellular connection and only requires power to communicate. BI provides toll-free telephone lines for reporting purposes. Please see the pricing proposal/cost sheets for total cost for RF service.

- **In the event of power disconnect or commercial outage the receiver must have a minimum of 24 hours internal, auto-recharging back-up battery to support complete continued functionality, including but not limited to detecting and reporting information.**

  If the HomeGuard 20|20 receiver loses connection to commercial power, the receiver automatically engages the internal backup battery. The backup battery can continuously power all normal receiver functions, including detecting and reporting information, for at least 48 hours.

  During a power loss, the receiver sends all system messages to the monitoring computer as normal—as long as the unit has cellular connectivity. The receiver sends a "Receiver Low Battery" message to monitoring computer when there is approximately four hours battery power remaining.

  When HomeGuard receiver reconnects to the power source, the backup battery automatically recharges. The receiver also sends a "Power Restore" message to the monitoring computer.

If the HomeGuard 200 receiver loses power, the backup battery is immediately enabled and can operate the unit for up to 48 hours. If power is lost for more than eight seconds, the receiver sends a "Power Loss" message to TotalAccess. Once the power resumes for more than 16 seconds, the receiver sends a "Power Restore" message.

- **The receiver must record and report a tamper signal if the case is opened.**

  The HomeGuard 200 and HomeGuard 20|20 have internal sensors that detect attempts to tamper with the receiver case. If the case is broken or if the cover is removed, the receiver sends a "Receiver Case Tamper" message to the monitoring computer. In addition, physical evidence of case tamper is typically noticeable upon visual inspection of the receiver.

- **The receiver must continually attempt to dial into the Monitoring Center until it makes contact and downloads data or until power is disconnected or battery depleted.**

  The receiver continually tries to call the toll free 800 number in order to report all device data when it can. The toll-free number reports the data directly to our data center. It will continue to do this until the device entirely dies either from a power outage causing it or someone purposely unplugging it.

<< End of BI's Response to Attachment 02- Scope of Work V. Category V. Category 2: Radio Frequency (RF) Monitoring – A. Hardware Requirements.>>

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

   Designed for maximum flexibility and usability, TotalAccess provides agency personnel with 24/7/365 access to all BI electronic monitoring data. TotalAccess is highly customizable, capable of sending automated notifications in accordance with agency procedures and includes more than 70 predefined reports. Additional advantages and features of TotalAccess include:

   - **Fully Functional Mobile Application.** Available on Apple and Android devices, TotalAccess Mobile places the power of our web-based software in the hands of officers in the field. Optimized for mobile devices and developed by BI engineers based on user feedback, TotalAccess Mobile enables Participating Entity staff to effectively manage alerts, modify schedules and zones, locate nearby clients, and many other features.
   - **Useful Reports.** TotalAccess includes standard reports to help Participating Entity review client activities, alert summaries, and caseload statistics. TotalAccess reports provide critical information on a variety of program metrics—including inventory levels and program trends.
     - TotalAccess reports include compliance information—such as number of tampers generated, Inclusion and Exclusion Zone violations, and terminated clients. With multiple designations available within the software, TotalAccess allows Participating Entity personnel to indicate reasons for client termination from the program—for example, successful, unsuccessful, and administrative discharges.
   - **Alert Notifications.** Automated alert notifications allow Participating Entity staff to respond to critical situations in a timely manner—enhancing public safety and driving client compliance. TotalAccess also prioritizes alerts to direct Participating Entity staff priorities and increase efficiencies. From within the software, Participating Entity personnel can view, process, and

close alerts; view the status and the history of alerts and events; and note trends in client behaviors and compliance.

- **Virtual Security Measures.** Web-based information systems must securely maintain sensitive data. BI does not compromise on data security and protection. TotalAccess incorporates various protocols at the user-level that comply with industry standards—including password expiration, authentication through Okta, maximum login attempts, and forgotten passwords.
- **Electronic Database of Client Information.** TotalAccess is designed to be a secure repository of all client information required to administer an electronic monitoring program. To best support searching and sorting of data fields, TotalAccess incorporates a universal database search feature based on the best practices used by Microsoft and Google. For example, users can enter the client's name, equipment number, or supervising Participating Entity staff in the TotalAccess search engine to locate the desired information quickly.
- **TotalAccess Dashboard.** Participating Entity staff can quickly prioritize their attention by viewing the detailed at-a-glance dashboard that reduces manual navigation of the software. This dashboard will display all the clients monitored using BI technologies, from a single interface.
- **TotalAccess Client Schedule.** Understanding that Participating Entity staff, Monitoring Center operators, and other authorized users require the ability to easily enter and modify client schedules, BI engineers developed TotalAccess to use an easy-to-navigate graphical interface. This mirrors many common calendar applications and allows users to click and drag schedules to quickly enter and modify schedules.
    - From within TotalAccess Mobile, users can create or modify client schedules, and the client will be notified of the update via SmartLINK. Participating Entity staff can require that clients acknowledge the schedule modification. This streamlines client and Participating Entity staff communication, creates an auditable trail of correspondence, and supports client understanding of supervision requirements.
- **Text** Messaging. The base station can receive officer-initiated messages sent from TotalAccess. For example, if you need to remind your client of a meeting or court date, you can send a "Remember your appointment" message. From the Tools menu, select a standard message or enter a custom 150-character message to send immediately or at a future date. You can also require the client to acknowledge receipt of the text message.

All data is communicated and replicated in TotalAccess in real time from field devices. We never delay any communication within our applications. Data cannot be manipulated or manually overridden by any end user within the TotalAccess application. All communication is automated from device to web application; it is never dependent on any manual entry or manipulation ensuring data integrity at all times.

**Reports specifically pull all data real time directly from the database. There is no delay in data not reflecting on reports as generated.*

<< BI Incorporated (BI) has thoroughly reviewed Master Agreement Objectives identified in Attachment 02, Scope of Work. Below BI has provided our responses to V. Category 2: Radio Frequency (RF) Monitoring – B. Software Requirements.>>

- **Web-based platforms must be accessible via desktop, tablet, and mobile devices.**

  TotalAccess has remote capability and is available 24/7/365 from any web-enabled computer, smartphone, or tablet. From this streamlined platform, authorized users can view their caseloads, close alerts, send messages, and view client locations.

- **Secure login with multi-factor authentication.**

  BI's TotalAccess platform supports Multi-Factor Authentication (MFA) to provide customers with enhanced security through multiple layers of authentication.

  Authorized personnel must enter their unique username and password to access the TotalAccess platform. BI uses Okta for this authentication every time an individual accesses the software. The BI-issued login restricts each internal and external user's access to specific data, as appropriate. TotalAccess also requires users to periodically change passwords every 60 days, for an added level of protection. BI's system will automatically deactivate login credentials that have no activity for a period of 45 days.

- **Automated notifications and alerts (via SMS, email, or in-platform) for violations such as zone breaches, tampering, or low battery, or any other alerts as defined by the Participating Entity.**

  Our monitoring system manages the automated notification process by sending alert notifications in accordance with agency-designated procedures. The system can promptly deliver multiple automated alert notifications via email, text message, and/or push notifications to a mobile device. Authorized users can also designate multiple personnel to contact and custom escalation procedures from within TotalAccess.

  Automated alert notifications allow the agency to respond to critical situations in a timely manner—enhancing public safety and driving client compliance. TotalAccess also prioritizes alerts to direct officer priorities and increase efficiencies. From within the software, authorized personnel can view, process, and close alerts; view the current status and the history of alerts and events; and note trends in client behaviors and compliance.

  In addition, TotalAccess Mobile allows officers to quickly respond to alerts while in the field. Officers receive push notifications, allowing users to view alert information within TotalAccess Mobile. Officers can also adjust the client's schedule, enter a comment, close alerts, and view push notification history.

- **Reporting capabilities with customizable fields, exportable in PDF, Excel, and CSV formats.**

  Authorized Participating Entity staff can easily run a wide variety of reports on demand within TotalAccess. Users can export report information into Microsoft Word, Excel, CSV, or PDF formats. Additionally, many of the most heavily used reports in TotalAccess can be scheduled for daily, weekly or monthly delivery via email.

  BI employs a team of in-house software developers and testers who will enhance our ability to meet reporting requirements, manage database functions, and provide customized, ad-hoc reports. BI employs two reporting experts responsible for managing database functions, and providing customized, ad-hoc reports. The TotalAccess reporting module is highly customizable, enabling agency to evaluate the program from a myriad of data perspectives. Although agencies rarely request new reports for development, BI has extensive report development resources to assist with any future required development of reports. As a long-time provider of case management and supervision services, BI has a history of collaborating with customers to satisfy the unique reporting

needs for program operation. For example, BI has assisted Agencies create reports that list all officers and alert resolution time for their entire caseload to compare activity among staff.

TotalAccess includes more than 70 standard reports regarding client activity, violations and alerts, caseload statistics, equipment inventory, and historical data.

- **Integration options with existing case management systems through APIs.**

  BI employs a modular Service-Oriented Architecture (SOA) approach for our proposed software system. From an integration standpoint, TotalAccess incorporates a standard Application Programming Interface (API) design that uses Simple Object Access Protocol (SOAP) web services in an XML format. This allows us to interface TotalAccess software components securely with specific external software systems. By implementing web services with SOAP, TotalAccess communicates in real time with the Participating Entity's system. Our web services solution ensures that Agency personnel can easily use an internet connection to securely access consolidated and accurate data from a single source. This exchange of data via web services can be used to automatically update client information.

- **Audit trail and data retention in compliance with CJIS security requirements.**

  BI self-certifies our CJIS compliance. However, this compliance is based off of the same security framework as our FISMA/Department of Homeland Security Authority to Operate (ATO). In addition, we also hold SOC 2 Type 2 attestation.

- **Role-based access controls for administrators, supervisors, and officers. The system must provide security features, which must prevent unauthorized individuals from accessing any information held by the Contractor. Secure access to the system must be maintained at all times.**

  BI utilizes role-based access controls for administrators, supervisors, and officers. Permissions are based on each user's role in the system. Security of the system is a top concern. Authorized personnel must enter their unique username and password to access the TotalAccess platform. BI uses Okta for this authentication every time an individual accesses the software. The BI-issued login restricts each internal and external user's access to specific data, as appropriate. TotalAccess also requires users to periodically change passwords every 60 days, for an added level of protection. BI's system will automatically deactivate login credentials that have no activity for a period of 45 days.

  To provide agencies with multiple layers of control over who can access and alter data, TotalAccess includes two levels of user permissions that are able to edit data, and one level of permissions for read-only users. Specific user roles include:

  - **The Agency Administrator** level of permissions allows a user to edit the agency profile, as necessary, after initial setup. The Agency Administrator can perform the following tasks:
    - Complete initial setup of agency personnel, enter and manage users, and enter login, personal, and contact information for each staff member.
    - Complete initial setup of agency-level settings, such as Master Inclusion Zones and Group Zones
    - View the agency's equipment inventory and transfer equipment to various departments within the agency, as applicable.

- Set up and manage contact lists.
- Set default settings for alert notifications.
- Transfer clients to specific departments and/or agency staff members.

➢ **The Officer Level user** can perform the following tasks:

- Set up clients.
- Monitor clients.
- Create client-level zones and schedules.
- Configure individual defaults according to the officer's profile.
- Transfer clients to specific departments and/or officers.

➢ **The Officer Read-Only user** can access and view program and client data without altering any information in the system.

- **The system must provide the capability for Participating Entity to download data and reports from the database, through secured internet access.**
  - **Non-compliance with pre-determined curfews**
  - **Client entry and exit at unauthorized times**
  - **Tampering with the transmitter or any of its components**
  - **Tampering with the receiver or any of its components**
  - **Failure of the receiver to report at pre-determined times**
  - **Loss and/or restoration of telecommunications**
  - **Loss and/or restoration of alternating current (AC) power**
  - **Detection of low power or battery malfunctions in the transmitter or receiver**
  - **Movement of the receiver**
  - **Detection of operating malfunctions in the receiver or transmitter**

TotalAccess provides a variety of automatic, standard reports to review client activity, alert summaries, caseload statistics, activity history, and inventory status. These include alerts and reports for all of the bulleted items above. Reports can be printed or exported to a variety of applications including Word, Excel, or PDF documents. In addition, users can schedule report deliveries to designated email and for future dates, supporting report routing that is fully automatic, paperless, and eliminates human intervention. Reports are categorized by client, by staff, by office, and equipment.

Compliance Table for Downloaded Data and Reports		
Alerts and Reports	**Comply**	**Non-Comply**
Non-compliance with predetermined curfews	✓	
Client entry and exit at unauthorized times	✓	
Tampering with the transmitter or any of its components	✓	
Tampering with the receiver or any of its components	✓	

Compliance Table for Downloaded Data and Reports		
Alerts and Reports	**Comply**	**Non-Comply**
Failure of the receiver to report at pre-determined times	✓	
Loss and/or restoration of telecommunications	✓	
Loss and/or restoration of alternating current (AC) power	✓	
Detection of low power or battery malfunctions in the transmitter or receiver	✓	
Movement of the receiver	✓	
Detection of operating malfunctions in the receiver or transmitter	✓	

Most reports take less than a minute to run, and users can save reports to a hard drive or email them with the click of a button. BI's TotalAccess predefined reports are listed in the table below.

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

As previously noted, BI employs a team of in-house software developers and testers who will enhance our ability to meet reporting requirements, manage database functions, and provide customized, ad-hoc reports. BI employs two reporting experts responsible for managing database

functions, and providing customized, ad-hoc reports. The TotalAccess reporting module is highly customizable, enabling agency to evaluate the program from a myriad of data perspectives. Although agencies rarely request new reports for development, BI has extensive report development resources to assist with any future required development of reports.

- **The Contractor must replace the radio-frequency EM system with any future updated and improved version of Contractor's or manufacturer's radio-frequency EM system at the request of the Agency and after successful field testing of the updated system.**

  BI acknowledges this requirement. The equipment provided under this contract reflects the most current design and model available at the time of delivery. Should new versions of the equipment or software be released during the contract term—and successfully pass all required field testing—BI will present the updated versions to the Participating Entity and provide all necessary training at no additional cost.

- **Contractor must have a notification policy for client violations that allows the Agency to establish distinct levels of security on a client-by-client basis. System must be designed with heightened emphasis on accuracy of RF signaling & speed of reporting. (Example: Use of 2-way radio transceivers instead of simple 1-way transmitter/receiver signaling).**

  BI has a notification policy for client violations that allows for establishing distinct levels of security on a client-by-client basis. We have Agency, Officer, and Client-level procedures that can be customized at each level. All our equipment prompts an immediate call if there is an event or tamper. Our device will always report data directly from the receiver to our host upon triggered event. There is no manual intervention to prevent full accuracy of data and no manual ability to override immediate transmission of data.

  All data is communicated and replicated in TotalAccess in real time from field devices. We never delay any communication within our applications. Data cannot be manipulated or manually overridden by any end user within the TotalAccess application. All communication is automated from device to web application; it is never dependent on any manual entry or manipulation ensuring data integrity at all times.

  **Reports specifically pull all data real time directly from the database. There is no delay in data not reflecting on reports as generated.*

- **System must offer a secure means for the agency to simply and rapidly perform a range test to confirm signal coverage between the transmitter and receiver in the client's home.**

  From within TotalAccess, users can configure the HomeGuard 20|20 receiver or the HomeGuard 200 receiver to detect the transmitter signal at 35, 75, or 150 feet. Authorized personnel can easily perform a range test to verify the selected range setting between the transmitter and the receiver in the client's home. The receiver can support recording an unlimited number of curfews to accommodate the most complex client schedules.

- **System must be capable of varying the signal range between transmitter and receiver for each device to best match the risk of each client and the signaling coverage in each client's home.**

  Each HomeGuard transmitter sends a unique, encrypted signal to the HomeGuard receiver which can be set to detect signals up to 150 feet indoors. This programmable signal range feature allows the agency to set an appropriate range appropriate for client residences. In conjunction with the

transmitter, the HomeGuard receiver can be programmed to detect transmitter signals at 35, 75, or maximum 150 feet. The system also has an open field range of up to 300 feet.

- **The receiver must perform internal diagnostics to determine if it is operating properly. These diagnostics must be reported by the receiver to the Monitoring Center computer and displayed in the event history.**

  The HomeGuard system automatically detects equipment and activity events to confirm proper operation. These self-diagnostic features generate messages for critical events, such as low battery, loss of power connection, loss of telephone connection, loss of cellular signal, and tamper events. If any system error occurs or if the equipment encounters abnormal operating conditions, the receiver records and reports this diagnostic information to the central monitoring computer.

  In the event a receiver is not operating properly, the end user would see events acknowledging the issue it is having such as: Data Link Lost Error, Missed Callback, Receiver Case Tamper, Power Loss, Receiver Install Unsuccessful, and we have several "failure" events.

- **A Leave Window count-down timer exists within all RF receivers as a means of preventing false "Leave" events during short term signal loss while the transmitter is still in range. This Leave Window must be adjustable at the Agency's direction on a per unit/client basis. A Reporting Window count-down timer exists within all RF systems as a means of regularly confirming that the receiver is connected to the phone line and capable of reporting events (not disconnected from the phone line and unable to report, such as disconnected by a client before leaving range). This Reporting Window must be adjustable at the Agency's direction on a per unit/client basis.**

  BI understands that the number of alerts generated by electronic monitoring equipment can be overwhelming and sometimes confusing for officers. With this in mind, BI developed a *Leave Window* feature of TotalAccess to alleviate risks associated with potential false alerts. Using TotalAccess, agency personnel can select the desired *Leave Window* for each client. If the HomeGuard transmitter leaves the range of the receiver and returns before the specified *Leave Window* expires, the system does not report the leave event to the monitoring computer. The HomeGuard receiver Leave Window is adjustable in one-minute increments, within two to ten minutes. This feature is adjustable to the Participating Entity's discretion.

  The *Reporting Window* is BI's callback window for RF equipment.

  From within TotalAccess, authorized personnel can select the callback frequency for each receiver, within 14 to 1,440 minutes. The HomeGuard receiver sends "Callback" messages to TotalAccess at randomly scheduled intervals to verify the unit is functioning. If the receiver fails to call within the required timeframe, TotalAccess generates a "Receiver Missed Callback" message. This message may indicate that a receiver tamper has occurred—such as loss of the phone/cellular connection or removal from the client's home.

- **When landline services are being used, the receiver must detect, and report events related to the disconnection and reconnection of the electrical power and telephone line.**

  If the HomeGuard receiver loses landline or cellular connectivity, the non-volatile memory within the receiver will store events until reconnected. If the receiver loses commercial power, the system generates a "Power Loss" message. When the power connection is restored, the system generates a "Power Restore" message. The receiver promptly communicates these messages to the monitoring system, assuming the telephone connection is intact.

The HomeGuard equipment records the date and time when any equipment event occurs—including power loss, phone disconnection, tamper events, and other critical events.

- **When landline services are being used, the receiver must incorporate at least 1000 events non-volatile memory to store events (with date and time of occurrence) at times when the phone line is not available and continually attempt to report them until reporting has been successful.**

  The HomeGuard 200 receiver has a non-volatile memory that can store up to 4,800 messages in the event communication with TotalAccess is interrupted. This is approximately one week of data. The receiver continuously attempts to report the stored information by repeatedly calling TotalAccess until a successful connection is made.

  The HomeGuard 20|20 receiver has an internal, non-volatile memory that can store 150,000 messages. These messages remain saved in the event of power loss and battery depletion. Upon power restoration, the receiver transmits all stored messages to TotalAccess.

  In the unlikely event that a HomeGuard 20|20 receiver is unable to contact TotalAccess for an extended period, and the internal memory becomes completely full, the HomeGuard receiver will generate an “Event Log Overflow” alert. Once the connection is restored, the unit sends all saved messages to TotalAccess.

- **When landline services are being used, the receiver must allow use with any brand or make of telephone line including touch tone, broadband, and DSL and VoIP.**

  The HomeGuard 200 receiver can communicate over any brand or make of landline telephone—including touch-tone phones, broadband, and DSL, and VoIP. There are some minimum requirements for the VoIP and DSL services:

  - VoIP: A minimum of 512K downstream and 256K upstream is required in order for VoIP to have reliable communications
  - DLS - DSL (Digital Subscriber Line) is a technology that provides digital data transmission over your local telephone network. DSL uses two frequencies to transmit data. The higher frequency is used for data, and the low is used by voice communication. Because of the two frequencies a DSL filter is installed on each outlet to remove the higher frequency and enable simultaneous use.

- **The receiver must be able to receive and record any client status change, such as when the client entered or left the residence, as well as the working condition and tamper status of the receiver and the transmitter. The receiver must have the ability to record the actual time of occurrence.**

  The HomeGuard receivers record information submitted by the transmitter such as when the client enters or leaves the residence. The units are constantly monitoring for events to occur and will record the working condition and tamper status of the receiver and transmitter.

  TotalAccess receives and stores the actual date and time of event occurrence reported by field equipment. It also records and stores the date and time the central monitoring computer received the information from the field equipment.

- **The receiver must communicate the client's status to the Monitoring Center Computer immediately in the event of curfew violations (at expiration of leave window) (including the transmitter returning within range) or transmitter tampers.**

  The HomeGuard transmitter sends an RF signal to the receiver base station, which communicates with the central monitoring computer to determine the client's compliance with the authorized schedule. The HomeGuard generates and records the following events when the transmitter moves in and out of range of the receiver:

  - Leave—the transmitter left the receiver range. If the client's pre-authorized schedule does not permit the individual to be away from home at that time, the receiver generates an "Unauthorized Leave" alert notification.
  - Did Not Enter—the transmitter did not enter the receiver range as scheduled.
  - Enter—the transmitter entered the receiver range. If the client's schedule does not permit the individual to be home at that time, the system generates an "Unauthorized Enter" alert.

  Participating Entity officers will receive notification of any tamper alerts in near-real time. BI designed the HomeGuard transmitter straps to be equipped with electronic circuitry, and the unit has proximity sensors to detect attempts to remove the device from the client's ankle. This dual tamper detection ensures that the client cannot remove the transmitter without generating a tamper notification.

- **The receiver must notify the Monitoring Center of any tamper attempts to the receiver itself as well as AC power source problems or disconnects. The software must detect and report communication disruptions resulting in interrupted/delayed reporting. All messages must be time and date stamped with actual time of occurrence.**

  The HomeGuard 20|20 receiver incorporates multiple tamper detection features designed to discourage and detect client attempts to interfere with normal operation. These features include:

  - **Motion Detection.** The HomeGuard 20|20 receiver has advanced and modern motion detection capabilities. Building upon the established reliability of its predecessor, the HomeGuard 206 receiver, the 20|20 receiver motion sensor eliminates potential false alerts, provides highly reliable data, and can be configured to meet the motion detection needs for each client residence. In addition, the HomeGuard 20|20 is equipped with features to prevent unintended violations and reduce the amount of time officers spend responding to false alerts.
  - **Location Detection.** Should the client attempt to move the HomeGuard 20|20 receiver, the unit will automatically begin to collect GPS points to provide agency personnel with detailed information on the noncompliant activity. In the unlikely event that GPS signals are unavailable, the receiver will use Wi-Fi Access Points (APs) to determine the receiver's location.
  - **Callbacks.** The HomeGuard receiver sends "Callback" messages to TotalAccess at randomly scheduled intervals to report operational status. If the receiver fails to call the monitoring computer within the specified timeframe, the system generates a "Receiver Missed Callback" message. This message may indicate that a receiver tamper has occurred—such as loss of the phone/cellular connection.
  - **Case Tamper Detection.** The HomeGuard 20|20 receiver has internal sensors that detect attempts to tamper with the receiver case. If the case is broken or if the cover is removed, the receiver sends a "Receiver Case Tamper" message to the monitoring computer. In addition, physical evidence of case tamper is typically noticeable upon visual inspection of the receiver.

If the receiver loses connection to commercial power, the HomeGuard 20|20 will engage the internal backup battery automatically. The receiver also sends a "Power Loss" message to the central monitoring computer. During a power loss, the receiver sends all system messages to the monitoring computer as normal—as long as the unit has phone/cellular connectivity. The backup battery can continuously power all normal receiver functions for at least 48 hours. The HomeGuard 20|20 sends the low battery message with approximately 4 hours of battery life.

When HomeGuard 20|20 receiver reconnects to the power source, the backup battery automatically recharges. The receiver also sends a "Power Restore" message to the monitoring computer.

TotalAccess receives and stores the actual date and time of event occurrence reported by field equipment. It also records and stores the date and time the central monitoring computer received the information from the field equipment.

The HomeGuard 200 receiver incorporates multiple tamper detection features designed to discourage and detect client attempts to interfere with normal operation. These features include:

- **Callbacks.** The HomeGuard receiver sends "Callback" messages to TotalAccess at randomly scheduled intervals to report operational status. If the receiver fails to call the monitoring computer within the specified timeframe, the system generates a "Receiver Missed Callback" message. This message may indicate that a receiver tamper has occurred—such as loss of the phone/cellular connection or removal from the client's home.
- **Case Tamper Detection.** The HomeGuard receiver has internal sensors that detect attempts to tamper with the receiver case. If the case is broken or if the screws are removed, the receiver sends a "Receiver Case Tamper" message to the monitoring computer. In addition, physical evidence of case tampering is typically noticeable upon visual inspection of the receiver.
- **Progressive Annoyance.** If a landline phone is in use when the HomeGuard 200 receiver attempts to contact the monitoring computer, the receiver interrupts the call with a series of audible tones that progressively become louder and more frequent. This progressive annoyance continues until the phone line becomes available for receiver use.

If the receiver loses connection to commercial power, the HomeGuard 200 will engage the internal backup battery automatically. The receiver also sends a "Power Loss" message to the central monitoring computer. During a power loss, the receiver sends all system messages to the monitoring computer as normal—as long as the unit has phone/cellular connectivity. The backup battery can continuously power all normal receiver functions for at least 48 hours. The receiver sends a "Receiver Low Battery" message to monitoring computer when there is approximately ten minutes of battery power remaining.

When HomeGuard receiver reconnects to the power source, the backup battery automatically recharges. The receiver also sends a "Power Restore" message to the monitoring computer.

TotalAccess receives and stores the actual date and time of event occurrence reported by field equipment. It also records and stores the date and time the central monitoring computer received the information from the field equipment.

<< End of BI's Response to Attachment 02- Scope of Work V. Category 2: Radio Frequency (RF) Monitoring – B. Software Requirements.>>

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

   Each HomeGuard transmitter sends a unique, encrypted signal to the HomeGuard receiver which can be set to detect signals up to 150 feet indoors. This programmable signal range feature allows the agency to set a range appropriate for client residences. In conjunction with the transmitter, the HomeGuard receiver can be programmed to detect transmitter signals at 35, 75, or maximum 150 feet. The system also has an open field range of up to 300 feet.

5. **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.**

   BI TotalAccess allows officers to manage their entire caseload from one single-platform and configure alerts to ensure client compliance and public safety. Depending on the alert type, alert intervals are customizable from 30 seconds to hours. BI will collaborate directly with each agency to configure alert settings according to specific agency protocols.

   Configurable Alert Types in BI TotalAccess

   - **Time and Schedule Constraints**
     - *Curfew Violations:* Officers can create and modify client schedules directly in TotalAccess. Alerts are generated if a client is not at a designated location during the authorized timeframe.
     - Late Arrival/Early Departure: TotalAccess reports when the client deviates from approved work or treatment schedules.
   - **Hardware and Tamper Alerts**
     - *Strap and Case Tampers:* All BI products use photo-optic sensors to detect and immediately report attempts to open the device. The HomeGuard transmitter use fiber-optic straps to detect cutting events that are immediately reported.
     - *Proximity Sensor:* Exclusive to BI, all BI body-worn devices include our patented proximity senor that generates an alert when the device loses contact with the client, detecting removal attempts.
   - **Battery and Communication Status**
     - *Low Battery:* TotalAccess generates an alert when the device's battery drops below a critical threshold, ensuring officers can instruct clients to charge devices before a shutdown occurs.
     - *Battery Charged:* All BI devices report when they have been charged and to what extent.
     - Loss of Signal: Officers receive notifications for "No Motion" or "Cell Signal Lost"

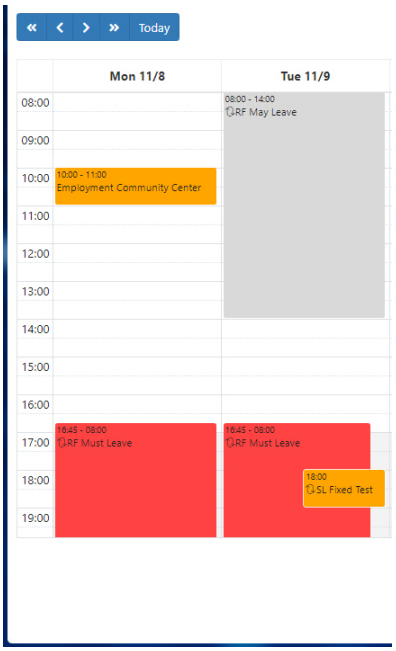
   Curfew Setup

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

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

To create a schedule in TotalAccess, users:

1. From the Dashboard, left-click the client's name, then select "Calendar"
2. Click the "Calendar" tab, then select "Add"
3. Select the type of schedule from the "Type" drop-down menu, modify the name if necessary, select the zone/location/referral if necessary, select the recurrence and enter the dates/times, if applicable select a grace period, and enter comments if necessary
4. For schedules with acknowledgement, click the "Require acknowledgement" check box if you want the client to acknowledge a notification was received
5. From the "Add Reminders" section, click on the "+" icon. Select the number of days/hours/minutes before the schedule start time. You can add up to ten notification reminders for each schedule.
6. Click "Save"



Unlimited Curfews

TotalAccess supports the ability to create unique curfew periods with different curfew schedules for each day of the week, for each client.

***Tamper* Setup.** BI staff work with agency administrators for initial tamper alert setup, including defining alert timeframes and notification protocols.

To reset "Tamper Mode", from the Client menu, click on the "Tools" tab. Click "Send Restore". Click "Refresh" to check the Restore status.

Reducing False Tampers and Ensuring Accurate Alert Notification. Accurately monitoring participant whereabouts is critical to supporting the agency, and the HomeGuard system is equipped with multiple technologies to notify officers of attempts to damage or remove the device.

BI uses multiple technologies to ensure accurate alert notifications and reduce false tampers. Within the HomeGuard transmitter, BI utilizes a fiber optic strap tamper and proximity sensor as the primary mechanisms for determining if the transmitter is attached to the client. Fiber optic is the industry accepted method for determining if the strap has been cut and BI is measuring specific lumens that are shown through the fiber optic to ensure the circuit is closed. As some clients are versed in sliding an ankle bracelet off of their ankle, BI utilizes a proximity sensor to ensure detection if the client attempts this maneuver. Additionally, BI reviews performance data weekly and looks for systemic improvements in improving device functionality.

System Alerts for Violations. Curfew – Schedules are entered into BI TotalAccess by the officer. If the client leaves the home outside of the schedule window, alerts are generated to show an unauthorized leave and enter. If the client leaves during the schedule only events are generated.

Using TotalAccess, agency personnel can select the desired Leave Window for each client. If the HomeGuard transmitter leaves the range of the receiver and returns before the specified Leave Window expires, the system does not report the leave event to the monitoring computer. The HomeGuard receiver Leave Window is adjustable in one-minute increments, within two to ten minutes. This feature is adjustable to the Participating Entity's discretion.

BI uses multiple technologies to ensure accurate alert notifications and reduce false tampers. Within the HomeGuard 20|20 and HomeGuard 200 straps electronic circuitry in the strap detects damage to the transmitter or strap, including attempts to cut the strap or otherwise remove the transmitter. In addition, as some clients are versed in sliding an ankle bracelet off of their ankle, BI utilizes a proximity sensor to ensure detection if the client attempts this maneuver. While the combination of these two sensors is able to detect the vast majority of removal attempts, BI also incorporates features like 'no motion' and 'case tamper' along with relaying information on internal power, cell connectivity and location receipt.

Alert Notification. Understanding the importance of receiving prompt notification and prioritizing certain alerts, TotalAccess has the capability of sending alerts to multiple entities. BI's equipment records the date and time when an equipment event occurs. The equipment communicates this information to TotalAccess from the field, and TotalAccess records the date and time of receipt.

BI's solution allows agency personnel to adjust alert settings and define escalation parameters of alert levels as appropriate. TotalAccess contains the parameters for each individual client. Upon receipt of an event, TotalAccess automatically compares equipment messages with the client's monitoring conditions and automatically generates alert notifications in accordance with pre-established agency procedures. Using TotalAccess, the agency can customize alert notification processes, including:

- Send simultaneous alert notifications to multiple individuals
- Establish customized escalation processes that prompt TotalAccess to automatically deliver a series of staggered notifications to a specified contact list
- Create notification schedules that accommodate an officer's temporary assignments, weekend coverage, and holiday duty
- Notify designated individuals of successful and unsuccessful equipment installation
- Customize violation notifications at the officer and client level
- Determine how specified personnel will be notified—TotalAccess can deliver alert notifications via text, email, digital pager
- Make notes detailing additional violation-related information; these notes are attached to each alert
- Distinguish between high-priority alerts and lower-priority events
- Determine which personnel will receive notifications—TotalAccess can notify multiple persons simultaneously
- Determine how much time should elapse before TotalAccess delivers a notification
- Close and add notes on several alerts at once

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

System Alerts for Violations

Curfew – Schedules are entered into BI TotalAccess by the officer. If the client leaves the home outside of the schedule window, alerts are generated to show an unauthorized leave and enter. If the client leaves during the schedule only events are generated.

Tampers – All tampers prompt an immediate call to report the tampers.

Using TotalAccess, agency personnel can select the desired *Leave Window* for each client. If the HomeGuard transmitter leaves the range of the receiver and returns before the specified *Leave Window* expires, the system does not report the leave event to the monitoring computer. The HomeGuard receiver Leave Window is adjustable in one-minute increments, within two to ten minutes. This feature is adjustable to the Participating Entity's discretion.

BI uses multiple technologies to ensure accurate alert notifications and reduce false tampers. Within the HomeGuard 20|20 and HomeGuard 200 straps electronic circuitry in the strap detects damage to the transmitter or strap, including attempts to cut the strap or otherwise remove the transmitter. In addition, as some clients are versed in sliding an ankle bracelet off of their ankle, BI utilizes a proximity sensor to ensure detection if the client attempts this maneuver. While the combination of these two sensors is able to detect the vast majority of removal attempts, BI also incorporates features like 'no motion' and 'case tamper' along with relaying information on internal power, cell connectivity and location receipt.

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

BI employs a team of in-house software developers and testers who will enhance our ability to meet reporting requirements, manage database functions, and provide customized, ad-hoc reports. BI employs two reporting experts responsible for managing database functions, and providing customized, ad-hoc reports. The TotalAccess reporting module is highly customizable, enabling agency to evaluate the program from a myriad of data perspectives.

TotalAccess includes more than 70 standard reports regarding client activity, violations and alerts, caseload statistics, equipment inventory, and historical data. Users can schedule reports for automated delivery to an email address, as well as export reports from TotalAccess to Word, Excel, CSV, or PDF applications.

BI is fully prepared to describe our monitoring equipment and defend our performance in legal proceedings, if requested. Technicians from BI's engineering department, supervisory personnel from Monitoring Operations, and product management personnel regularly provide testimony.

BI understands that testimony may occur via telephone, video conference or in person, depending on the needs of the agency. BI agrees to provide testimony in the form of a written affidavit, telephone and videoconferencing format, or in person if subpoenaed.

For court requests, all data is date/time stamped and produced via PDF with the end user who generated the report and the parameters used. If the data is being provided in response to a subpoena, BI's legal team would provide all data requested in the proper legal format. (*We have notarized paperwork/reports based on specific data requests to do so.)*

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

a. Hours of operation.

BI operates two Monitoring Operations Centers. Our primary Monitoring Operations Center is located in Anderson, Indiana, with a secondary location in Aurora, Illinois. These centers serve as the first tier of support for our customers, ensuring responsive and knowledgeable service ensuring the Participating Entity will have round-the-clock support when needed.

Our Monitoring Center Operations operated 24 hours a day, 7 days a week, 365 days a year.

BI employs approximately [redacted] Monitoring Specialists, available at all times to respond to agency officers, administrators, or other authorized personnel. Our Monitoring Specialists are stationed at these facilities 24 hours a day, 7 days a week, 365 days a year. They are highly trained professionals, with many being bilingual in English and Spanish, enabling effective communication with a diverse population. This continuous staffing ensures that agency officers, administrators, and other authorized personnel always have direct access to live support for immediate assistance.

In addition to general support, the Participating Entity will have access to BI's advanced technical specialists. These professionals receive specialized training on the Participating Entity-specific procedures to ensure rapid and accurate resolution of more complex issues.

Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the Participating Entity will have access to our advanced technical specialists group at BI that will receive specialized training on the Participating Entity procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment

calls into our data center. This ensures uninterrupted, real-time assistance for any inquiries or operational needs.

BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications. This experienced team maintains an average tenure of more than eight years, underscoring their expertise and commitment to service excellence.

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

Officers can contact BI's Customer Business Services Department to place an equipment order. BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units within 24 hours of placement. BI respectfully requests that Participating Entity personnel place orders before 4:00 PM Eastern Time on Fridays to allow for adequate shipping time. As BI's solution includes a spare equipment allotment, the weekend shipping limitation will have little to no ` on daily operations and equipment inventory. For urgent requests, BI can ship products overnight.

BI will be responsible for tracking shipments of equipment from our manufacturing center to Participating Entity locations throughout the United States. BI uses FedEx to ship/receive equipment to/from the Participating Entity. As a FedEx Freight business customer, BI has access to near real-time tracking information on each shipment with regularly scheduled pick-up and drop-off times. In addition, BI's advanced manufacturing facilities enable BI to produce equipment in the quantities required by the Participating Entity, or in larger quantities if the Participating Entity's program expands.

Participating Entities can also return equipment at BI's expense, and track shipment progress from the Participating Entity location to BI.

Shipping to US Territories may take additional time and overnight shipping may not be available. In addition, BI relies on FedEx for shipping and severe weather events may impact product delivery timeframes.

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

BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units within 24 hours of placement. For Participating Entities that perform their own equipment installations, BI will ensure the Participating Entity has sufficient devices on hand and that new devices are shipped in a timely manner to ensure all court-ordered schedules are met.

As the OEM to the proposed equipment and software we have direct access to supply chain management, allowing us to allocate equipment inventory to meet the required volume ready for transition with the ability to swiftly accommodate increased supply, positioning us as a one-stop-shop for delivering the goods and services tailored to the multi-risk-level population under your supervision while meeting all requirements outlined in this RFP.

Furthermore, BI's Manufacturing Facility, combined with our significant U.S.-based supply chain, decreases production disruptions while improving our ability to consistently source components. BI sources a majority of components from U.S.-based companies that are less impacted by global political events that impact shipping trade routes. BI has complete control and oversight over the development and manufacturing of our products, down to the individual components.

<< BI Incorporated (BI) has thoroughly reviewed Master Agreement Objectives identified in Attachment 02, Scope of Work. Below BI has provided our responses to V. Category 2: Radio Frequency (RF) Monitoring – C. Customer Support and Training>>

- **The Contractor must provide a dedicated account representative.**

  Community corrections programs rely on the experience and technologies of electronic monitoring providers to ensure officers have the tools they need to accurately monitor caseloads on a 24/7/365 basis. Experienced contractors familiar with the complexities of electronic monitoring technology can increase user confidence and public safety.

  To ensure the highest standards of service, we will assign a dedicated account representative exclusively focused on providing dependable monitoring solutions, and outstanding customer support. This dedicated account representative will be committed to meeting all the program requirements, achieving key objectives, and delivering successful outcomes to ensuring full satisfaction.

  BI's proposed staff will leverage their extensive experience to ensure that the Participating Entity's program is established in an expedient and effective manner. All levels of BI's organization will be engaged in the process from contract execution to full implementation. BI is able to devote resources to meet the specific needs of the Participating Entity. BI's national sales team provides Participating Entities throughout the United States and US-Territories with a regionally based point of contact. BI sales personnel will act as the primary point-of-contact to streamline program management including scheduling onsite visits, coordinating training sessions, and service requests. For immediate support, BI's knowledgeable Monitoring Specialists and Customer Service Specialists are available 24/7/365.

- **The Contractor must provide support functions 24/7/365.**

  BI operates two Monitoring Operations Centers. Our primary Monitoring Operations Center is located in Anderson, Indiana, with a secondary location in Aurora, Illinois. These centers serve as the first tier of support for our customers, ensuring responsive and knowledgeable service ensuring the Participating Entity will have round-the-clock support when needed.

  BI employs approximately [redacted] Monitoring Specialists, available at all times to respond to agency officers, administrators, or other authorized personnel. Our Monitoring Specialists are stationed at these facilities 24 hours a day, 7 days a week, 365 days a year. They are highly trained professionals, with most being bilingual in English and Spanish, enabling effective communication with a diverse population. This continuous staffing ensures that agency officers, administrators, and other authorized personnel always have direct access to live support for immediate assistance.

  In addition to general support, the Participating Entity will have access to BI's advanced technical specialists. These professionals receive specialized training on the Participating Entity-specific procedures to ensure rapid and accurate resolution of more complex issues.

Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the Participating Entity will have access to our advanced technical specialists group at BI that will receive specialized training on the Participating Entity procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center. This ensures uninterrupted, real-time assistance for any inquiries or operational needs.

BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications. This experienced team maintains an average tenure of more than eight years, underscoring their expertise and commitment to service excellence.

BI's Monitoring Operations will provide centralized Help Desk Support that includes the following capabilities:

- **Diagnosis of Issues:** Prompt identification and diagnosis of system problems or performance deficiencies, including both technical and application-level issues.
- **Resolution Recommendations:** Development and communication of recommended resolutions, including temporary workarounds, patches, or permanent fixes, as appropriate.
- **Coordination and Collaboration:** Close coordination between BI Inc.'s development resources and the Participating Entity technical staff for testing, validation, and implementation of corrective actions.

We will provide primary telephone-based support 24/7/365 this includes standard business hours, Monday through Friday, from 8:00 a.m. to 5:00 p.m. After-hours support will be provided via email in accordance with the following response standards:

- **Weekdays** (8:00 a.m. – 5:00 p.m.): Email response within four (4) hours
- **Afterhours and official State holidays:** Email response within six (6) hours

All reported or identified defects will be formally documented, assessed, and tracked within BI Inc.'s comprehensive ticket management system. Each ticket will include severity classification, issue description, actions taken, and resolution status. BI Inc. will work collaboratively with the Participating Entity to establish clear escalation procedures and resolution timelines appropriate to issue severity.

- **The Contractor must provide toll free access to customer support/monitoring center.**

  Participating Entity staff will have access to a live customer support representative via a toll-free (800) phone number 24/7/365 providing domestic support. BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications.

- **The Contractor must provide initial start-up training that must include but not be limited to the following:**
  - **The enrollment of clients into the software system.**
  - **The installation, use, de-installation, and cleaning of the equipment.**
  - **The generation and interpretation of data/monitoring reports.**
  - **Accessing/using Contractor's technical support/help menus and monitoring center.**

  BI Incorporated acknowledges and agrees to provide comprehensive initial start-up training as required. The training will be designed to ensure full operational readiness and will include, at a minimum, the following components:

  - Enrollment of clients into the software system, including account setup, activation, and verification procedures.
  - Installation, proper use, de-installation, and cleaning of all required equipment, in accordance with manufacturer specifications and BI Incorporated protocols.
  - Generation, review, and interpretation of data and monitoring reports to support effective supervision and compliance.
  - Accessing and utilizing BI Incorporated's technical support resources, including help menus, troubleshooting tools, and communication with the monitoring center.

  This initial training will be conducted by qualified BI Incorporated personnel and may be delivered through a combination of in-person instruction, virtual sessions, and training materials, as appropriate. Ongoing support and refresher training will be available as needed to ensure continued proficiency.

- **The Contractor must provide materials and brochures on the use of the equipment and system.**

  BI acknowledges this requirement and confirms its commitment to providing Participating Entities with materials and brochures on the use of the equipment and system. Each week, our Training Department conducts live TotalAccess webinar sessions—directly delivering informative content and a personalized learning experience. Since these sessions occur on a regularly scheduled basis, agency personnel can determine which sessions will best suit their ongoing work schedules and participate accordingly.

  During initial training, BI's implementation team will provide a user manual and all training materials for each person undergoing training at no additional cost. Training materials for some BI products are only available in an electronic format via TotalAccess. This format allows BI to update the training materials continually as features in TotalAccess are revised and improved.

- **The Contractor must provide on-going and supplemental training offerings either on-site or via web-based programs at a minimum of once (1) per year after the initial start-up training offerings or on an as needed basis, based on any significant changes to the Contractor provided equipment and/or technology.**

  BI acknowledges this requirement and confirms its commitment to providing Participating Entities with either on-site or via web-based programs at a minimum of once (1) per year after the initial start-up training offerings or on an as needed basis, based on any significant changes to the Contractor provided equipment and/or technology. These training services will be delivered either

onsite or through web-based programs, as needed, and whenever significant updates or enhancements are made to BI's equipment or technology.

<< End of BI's Response to Attachment 02- Scope of Work V. Category V. Category 2: Radio Frequency (RF) Monitoring – C. Customer Support and Training >>

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

BI maintains strict compliance with all applicable local, state, and federal regulations in every jurisdiction where we operate. Our compliance framework is designed to align with statutory requirements, contractual obligations, and industry best practices, and includes ongoing monitoring of regulatory changes to ensure continued adherence. We maintain all required licenses, certifications, and approvals, and our staff are trained regularly on compliance standards, data privacy requirements, and ethical conduct. Internal policies, audits, and quality assurance processes further support our commitment to lawful and responsible operations.

When engaging with new agencies across the United States, BI conducts thorough due diligence and research to ensure alignment with each agency's legal, operational, and policy requirements. This process includes reviewing applicable state and local statutes, administrative codes, and agency-specific guidelines; confirming licensing and reporting obligations; and assessing data security, confidentiality, and information-sharing standards. We also collaborate directly with agency representatives to clarify expectations and incorporate jurisdiction-specific requirements into our operational approach, ensuring a compliant and effective partnership from the outset.

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

As a leading provider in the electronic monitoring industry, BI is staffed by a team of highly experienced professionals who possess deep expertise in the challenges correctional agencies face when supervising justice-involved individuals. Our solutions are designed to support successful community reintegration while maintaining public safety and ensuring compliance.

To date, BI has partnered with more than **765** correctional agencies across the U.S., delivering reliable and effective monitoring solutions. Our long-standing track record reflects our commitment to operational excellence and public safety outcomes.

BI is fully committed to supporting the Participating Entity and its alcohol monitoring program. We will dedicate the necessary time, personnel, and resources to ensure a smooth and efficient implementation. Our approach emphasizes engagement at all organizational levels, from contract execution through full operational deployment.

As a **single-source** provider for electronic monitoring programs, BI offers the Participating Entity a more consistent, secure, and efficient approach to managing its complex monitoring needs.

BI has more than 1,150 employees across all departments that are prepared to support NASPO Participating Entities. BI's legal and contract teams have thoroughly reviewed the NASPO ValuePoint Master Agreement, are familiar with the requirements and ready to coordinate the execution of Participating Addendums with Participating Entities. BI Partnership Development Directors will provide information on the particulars of the NASPO ValuePoint Master Agreement to our nationwide salesforce of more than 25 dedicated account management professionals. We

will implement our established contract execution Standard Operating Procedures to directly execute the agreement with each agency.

Participating Entities can meet with BI personnel to assist with identifying the proper equipment based on their unique program's population and needs. In addition, BI personnel will collaborate with Participating Entity personnel to create an implementation plan suitable for their requirements. During program implementation, BI's experienced Training Specialists will provide training on all products and services in use by the Participating Entity, including information on how to maximize our solutions.

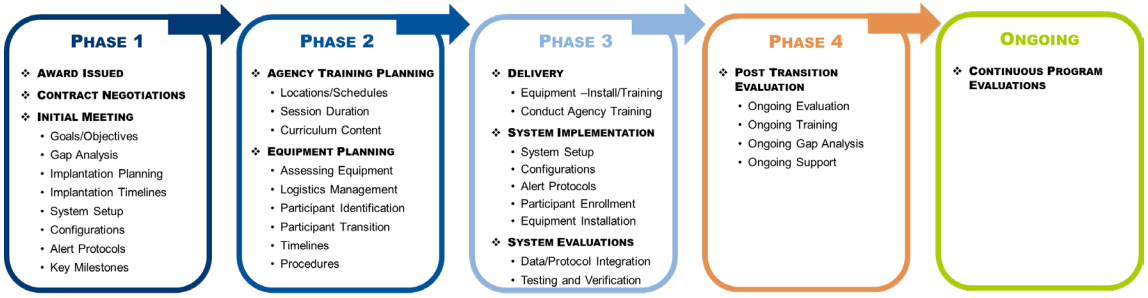
Project Management and Implementation Strategy

BI has a proven history of successfully planning, implementing, and managing customized electronic monitoring programs for some of the largest and most complex government agencies across the United States and Canada.

To support the Participating Entity in adopting BI's alcohol monitoring technologies, we provide a comprehensive implementation plan that outlines clear step-by-step actions and defined timelines. Designed to foster collaboration between the Participating Entity and BI, this plan serves as a roadmap for program success by enhancing public safety, increasing officer efficiency, and ensuring a smooth transition. It also proactively identifies potential risks and incorporates strategies to effectively mitigate them.

Our approach is grounded in proven project management methodologies developed through decades of experience and aligned with global best practices. We actively coordinate all key project components, including account management, supply chain logistics, testing, training, and technical support.

While we understand every implementation plan is unique to each Participating Entity, BI's Transition and Implementation Plan is structured into four key phases:



Implementation Planning

As an awarded NASPO contractor, we will coordinate an initial meeting with key the Participating Entity stakeholders and the BI Executive Management Team. This meeting will serve to formally review and define integration requirements, identify any gaps, and present alternative solutions, timelines, and delivery plans that best support the Participating Entity. We will also collaborate with the Participating Entity to confirm program goals and objectives.

Following this meeting, minimal involvement from the Participating Entity staff will be required. BI will take the lead, in coordination with the Participating Entity Administration, to ensure a smooth, seamless transfer of services from the incumbent contractor.

Implementation Framework

Effective project management is critical to the successful execution of any initiative, ensuring that all elements of a project are meticulously planned, executed, and monitored. Key project management elements include scope definition, resource allocation, timeline management, risk assessment, and stakeholder communication. By clearly defining the project scope, teams can establish clear objectives and deliverables, which serve as a roadmap for the entire project. Resource allocation ensures that the necessary personnel, equipment, and materials are available when needed, while timeline management helps keep the project on track and within deadlines. Risk assessment is essential for identifying potential obstacles and developing strategies to mitigate them, ensuring that the project can adapt to unforeseen challenges. Some of these key elements include the following.

- *Work Breakdown Structure Management.* In order to more effectively manage a transition, the draft integrated project plan which has been developed and is included in this proposal has been broken down into Work Breakdown Structure (WBS) elements. The WBS defines smaller, more manageable tasks or packages related to a defined deliverable. These tasks or packages provide for easier ongoing scope verification and project delivery control.
- *Schedule/Time Management.* Upon contract award, BI will work with the Agency's, in order to establish a mutually agreed baseline from which to manage the overall program schedule. This schedule will be refined with input from all of the project and functional contributors to ensure the most probable estimates. In addition, low, nominal, and high inputs will be reviewed in order to better understand and address latent schedule risk.
- *Personnel Management.* BI personnel will execute the defined requirements of the Agency's contract. The ultimate team will be managed to improve overall competency, as well as deliver enhanced project performance. In order to facilitate improvement, individual team members' performance will be monitored enabling rapid feedback and issue resolution, as well as quicker coordination of changes.
- *Communications Management.* A key element to the success of any project is a solid communications plan. As the primary customer-facing personnel, the Project Manager and Director of National Account will be responsible for its successful implementation both during transition and on an ongoing basis. To this end, it is imperative that BI, as an organization, meet the expectations of responsiveness articulated by the Agency. In order to meet these expectations, primary and secondary BI points of contact will be established to ensure the Participating Entity can reach and receive a response from a qualified BI team member.

  Throughout the transition, contributors will participate in a weekly status call reviewing the project plan, including milestone progress, schedule variances, work loading variances and unforeseen projected risks and mitigation plans. Following the transition, BI will coordinate a monthly contract status meeting, in conjunction with the Participating Entity's Administration. On an external basis, BI will comply with all reporting requirements desired by the Participating Entity, as outlined in the RFP, including having a structure and procedures that ensure responsiveness to any communication request by the Participating Entity
- *Equipment Supply and Maintenance.* BI is the OEM of all proposed electronic monitoring equipment, which is manufactured in BI's ISO 9001:2015-certified manufacturing facility in Boulder, Colorado. BI is ISO 9001:2015-certified for product

design, testing, manufacture, sales, service, support, and monitoring. BI is responsible for all equipment we provide to the Participating Entity, refurbishing equipment in the same ISO facility we manufacture new devices.

As the OEM to the proposed equipment and software we have direct access to supply chain management, allowing us to allocate equipment inventory to meet the required volume ready for transition with the ability to swiftly accommodate increased supply, positioning us as a one-stop-shop for delivering the goods and services tailored to the multi-risk-level population under the Participating Entity's supervision while meeting all requirements outlined in this RFP.

BI'S U.S. BASED MANUFACTURING FACILITY HAS THE ABILITY TO PRODUCE RELIABLE MONITORING EQUIPMENT ENSURING REQUIRED DEVICE QUANTITIES THROUGHOUT THE LIFE OF THE CONTRACT TO ALL PARTICIPATING ENTITIES.

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

As an awarded NASPO contractor, BI will coordinate an initial meeting with key Participating Entity stakeholders and the BI Executive Management Team. This meeting will serve to formally review and define integration requirements, identify any gaps, and present alternative solutions, timelines, and delivery plans that best support the Participating Entity. We will also collaborate with the Participating Entity to confirm program goals and objectives.

Following this meeting, minimal involvement from the Participating Entity staff will be required. BI will take the lead, in coordination with the Participating Entity Administration, to ensure a smooth, seamless transfer of services from the incumbent contractor.

On-board Planning

BI has more than 1,150 employees across all departments that are prepared to support NASPO Participating Entities. BI's legal and contract teams have thoroughly reviewed the NASPO ValuePoint Master Agreement, are familiar with the requirements and ready to coordinate the execution of Participating Addendums with Participating Entities. BI Partnership Development Directors will provide information on the particulars of the NASPO ValuePoint Master Agreement to our nationwide salesforce of more than 25 dedicated account management professionals. We will implement our established contract execution Standard Operating Procedures to directly execute the agreement with each agency.

Participating Entities can meet with BI personnel to assist with identifying the proper equipment based on their unique program's population and needs. In addition, BI personnel will collaborate with Participating Entity personnel to create an implementation plan suitable for their requirements. During program implementation, BI's experienced Training Specialists will provide training on all products and services in use by the Participating Entity, including information on how to maximize our solutions.

BI understands the implementation and transition process carries an element of risk. BI substantially mitigates this risk with an experienced team that designs and manages customized Implementation Plans in accordance with each Participating Entity's unique needs and goals. Our ability to implement BI technologies, future innovations, and

customized enhancements has the potential to significantly impact Participating Entity efficiencies.

Responsibilities

BI is responsible for all aspects of program implementation. However, we will require that the incumbent vendor and Participating Entity be present to collaborate at all planning meetings and other functions related to implementation. Additional responsibilities of the Participating Entity during implementation include:

- Coordinate with BI to set officer training schedules
- Assisting with scheduling Product Users for equipment swap/installation
- Completing contract negotiations and finalization
- Reviewing and approving implementation plans

Understanding of Project Scope

An effective Implementation Plan depends on having information specific to the Participating Entity's monitoring program, and this knowledge drives implementation timelines. BI demonstrates our understanding of program quantities and other specifics in the following table.

BI will dedicate the time and resources needed to ensure that the Participating Entity's program is established in an expedient and effective manner. All levels of BI's organization will be engaged in the process from contract execution to full implementation. As a single source provider, BI does not anticipate utilizing any subcontractors to support the Participating Entity.

Data Migration

BI has the ability to import client data through various methods including a Client Enrollment API. This import requires a minimum amount of client data including Name, Address, Phone Number, Assigned Agency, and Assigned Officer. A typical new customer will provide an Excel style export of this data for BI to ingest into BI TotalAccess. Once the Client Data is imported into BI TotalAccess, the officers will see those clients on the dashboard when they sign in.

Training

BI understands that comprehensive and effective agency training is critical to the success of an electronic monitoring program. To best meet unique the Participating Entity program needs, BI offers a comprehensive continuum of training sessions in a variety of formats, including:

- **Onsite Training.** BI conducts initial onsite training as part of the program implementation process, and we provide subsequent onsite training upon agency request. Conducted at company and/or agency location(s), these sessions provide agency personnel with hands-on instruction and a field-based learning experience.
- **Self-Directed Equipment Training.** We offer this training via the BI Training Department's online Learning Management System. Equipment training courses and corresponding assessments are available to authorized personnel at any time. Users simply complete the quick registration process and enter their unique username and password to access the desired courses.

- **Live Webinars.** Each week, our Training Department conducts live webinar sessions—directly delivering informative content and a personalized learning experience. Since these sessions regularly occur on a scheduled basis, agency personnel can determine which sessions will best suit their ongoing work schedules and then participate accordingly.

During initial training, BI's implementation team will provide user manuals and all training materials for each person undergoing training at no additional cost. Training materials for some BI products are only available in an electronic format via TotalAccess. This format allows BI to update the training materials continually as features in TotalAccess are revised and improved.

BI conducts initial onsite training as part of the program implementation process, and we provide subsequent onsite training upon agency request. Conducted at agency designated locations, these sessions provide agency personnel with hands-on instruction and a field-based learning experience. The BI Training Department develops and delivers comprehensive, contract-specific training sessions for agency personnel. This includes the following: Creating customized training curricula in accordance with unique agency objectives and needs collaborating with agency leadership to schedule, organize, and implement training sessions, including:

- The number of agency personnel and BI staff in need of contract-specific training
- The most appropriate method to measure each attendee's retention of information
- Providing ongoing refresher training via self-guided tutorials, live webinars, and onsite sessions

The BI Training Department continually revises and updates our training curricula and materials in accordance with technology enhancements and customer feedback. BI's approach to training provides agency personnel with the opportunity to become proficient in the use of BI equipment and software. We offer readily available resources to fill any knowledge gaps and improve program efficiencies. Specific topics addressed by BI training are summarized by the following table.

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This level of training can only be offered by an OEM that has a deep level of understanding of the products and services it offers. Our training Department regularly updates training with new information about the ongoing development of our solutions. BI's Training Department develops best practices about implementing and maintaining electronic monitoring programs.

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

Please see the following screenshots:

- TotalAccess Client Profile screen
- TotalAccess Curfew Creation screen
- TotalAccess Dashboard Alerts screen
- TotalAccess Mobile Client Menu screen
- TotalAccess Mobile Push Notification screen

[redacted]

[redacted]

[redacted]

TotalAccess Mobile

BI TotalAccess is completely secure, web-based and accessible from mobile devices. In addition, the complimentary mobile app, BI TotalAccess Mobile, allows officers to perform supervision activities within the optimized mobile app such as messaging participants and managing alerts.

[redacted]

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

The sample Service Level Agreement provided is representative of BI's standard agreement for all RF devices.

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SINGLE-SOURCE. PROVEN. INNOVATIVE.

Detailed Response to Category 3: Alcohol Monitoring

Solicitation No. 99WC-S3474 I NASPO ValuePoint

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.

BI acknowledges that a strong and comprehensive electronic monitoring package is crucial for enabling Participating Entities to meet the diverse and evolving needs of the agency, its stakeholders, and the individuals it serves. We affirm our understanding of these objectives and stand prepared to fully support each Participating Entity in achieving these goals.

Successful community supervision requires more than accurate equipment. It depends on a comprehensive, responsive, and adaptable monitoring ecosystem supported by proven technology, continuous service delivery, 24/7 operational support and initial, ongoing and refresher agency training. BI's proposed solution integrates all these components, providing the Participating Entity with advanced monitoring tools, efficient inventory management, and scalability to respond to evolving needs. Our proposed technologies and services for Category 3: Alcohol Monitoring Services include:

- **BI TAD® – Transdermal Alcohol Monitoring:** The Transdermal Alcohol Detector provides court-validated, continuous alcohol monitoring and radio frequency capabilities in a single device, supporting DUI/DWI courts and community corrections programs managing alcohol-involved participants.
- **BI SL3® – Mobile Breath Alcohol Testing:** The SL3 delivers mobile alcohol testing with photo verification and location monitoring. Its internal battery supports up to five days of operation, and the device securely stores three weeks of time-stamped data during periods of lost connectivity.
  - **Next-Generation Offering - BI SoberTech™:** BI remains steadfast in its commitment to technological innovation, continuously developing solutions that drive efficiency, accountability, and public safety. Steaming from BI SL3, **BI SoberTech™** is an advanced remote alcohol monitoring solution that 13% smaller and promotes accountability and supports sobriety through discreet, location-independent testing. The lightweight device measures Breath Alcohol Content (BrAC) using deep lung samples and securely transmits results, including photos, timestamps, and GPS data in real time via cellular connectivity. The device can also transmit data via **Wi-Fi** as an alternative measure if there is an issue with cellular networks . With multi-layer tamper detection, biometric facial verification, and configurable test schedules, SoberTech ensures accuracy, integrity, and flexibility. Its intuitive touchscreen and built-in alerts further enhance compliance, making it a dependable tool for effective supervision and program integrity.

    [redacted]

- **BI TotalAccess® and TotalAccess Mobile – Web-Based Platform:** All client data, notifications, events, and reports are managed within TotalAccess, accessible on any web-enabled device. TotalAccess Mobile enables officers to manage alerts, client activities, and scheduling from smartphones and tablets.

- **24/7 live Monitoring Operations:** The Participating Entity's personnel will have direct access to BI's live customer support team and advanced technical specialists 24/7/365. BI maintains redundant telecommunications paths and ample call capacity to ensure uninterrupted support at all times.

  BI operates two, wholly owned U.S. based Monitoring Operations Centers. Our primary Monitoring Operations Center is located in Anderson, Indiana, with a secondary location in Aurora, Illinois. These centers serve as the first tier of support for our customers, ensuring responsive and knowledgeable service ensuring the Participating Entity will have round-the-clock support when needed.

  BI employs approximately [redacted] Monitoring Specialists, available at all times to respond to agency officers, administrators, or other authorized personnel. Our Monitoring Specialists are stationed at these facilities 24 hours a day, 7 days a week, 365 days a year. They are highly trained professionals, with most being bilingual in English and Spanish, enabling effective communication with a diverse population. This continuous staffing ensures that agency officers, administrators, and other authorized personnel always have direct access to live support for immediate assistance.

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

Our proposed alcohol monitoring solutions incorporate a range of proven technologies that include both transdermal and remote breath alcohol monitoring. We have provided descriptions below followed by responses to VI. Category 3: Alcohol Monitoring A. CAM or TAC 1. Hardware Requirements in Attachment 02, Scope of Work.

BI TAD Transdermal Alcohol Monitoring Device

BI TAD®, the Transdermal Alcohol Detector, is the industry's first device to conveniently offer agencies, DUI/DWI courts, and treatment providers with continuous alcohol and radio frequency monitoring in a single device. Trusted and court-validated, TAD senses alcohol through the skin, enabling judges and community corrections officers to effectively monitor sobriety and curfews of high-risk, DUI, and alcohol clients.

The TAD solution consists of an ankle-worn transdermal monitor and a receiver located in the client's home or primary location. The TAD continually detects the presence of alcohol through insensible perspiration and communicates all monitoring data to the HomeBase receiver. Connected to cellular network or landline, the HomeBase transmits all monitoring data directly to TotalAccess. Available with RF curfew monitoring capabilities, or as a standalone alcohol monitoring solution, the TAD incorporates the following key features:

- **Industry-Best Alcohol Detection Technology.** Using transdermal technology, TAD detects and reports alcohol

events over a 0.020 Transdermal Alcohol Concentration (TAC) threshold. The TAD samples perspiration every minute and records an average of all samples every five minutes, collecting 288 data points within a 24-hour period. Other transdermal solutions test perspiration once every 30 minutes, providing only 48 data points over the same period.

- **Monitor Curfew Compliance. Officers can create or** customize curfew schedules for clients wearing a TAD device. From TotalAccess, officers can easily modify RF schedules and assign preset schedules to clients on a daily, weekly, or monthly basis. The HomeGuard receiver records each time the TAD device enters and exits and compares this data to the RF schedule. The HomeGuard reports all curfew violations to TotalAccess.

TAD with HomeGuard 20|20 Receiver
The HomeGuard 20|20 is BI's newest receiver which can allow officers to send messages to the client via the LCD display on top of the device.

- **Robust Tamper Detection Technologies.** The TAD transmitter incorporates several tamper detection technologies to provide comprehensive protection against client tamper attempts and help to ensure system integrity. As a highly durable and shock resistant unit, the TAD is equipped with proximity detection, a fiber optic strap, motion sensor, skin contact sensor, water sensor, temperature sensor, and an infrared sensor—to the best of our knowledge, no other solution offers this level of tamper detection.
- **Distinguishing between Ingested and Environmental Alcohol.** TAD uses a statistical algorithm created, tested, and verified by BI to distinguish between a true drinking event and alcohol readings caused by environmental contaminants such as cleaning or beauty products. The algorithm creates a baseline for each individual wearing the device and enhances testing accuracy. BI Monitoring Operations staff will assist with interpreting alcohol charts on a 24/7/365 basis throughout the life of the contract.
- **Court Validated Technology.** When BI first introduced the TAD device to the electronic monitoring industry, we provided expert testimony in several cases regarding the alcohol data collected by TAD. The BI representative interpreted data related to the alleged drinking event and defended the reliability of the TAD device. BI's testimony was accepted by the Court as admissible evidence using the Daubert Standard.
    - Frye and Daubert Tests are the recognized standards for admitting scientific evidence into most courts. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community. The Courts applied the Daubert Standard when qualifying BI's witness as an expert and accepting the evidence provided in a Mason, Ohio Municipal Court.
- **Next-Generation Receiver: HomeGuard 20|20.** The BI TAD cellular alcohol monitor is interoperable with our newest receiver, the HomeGuard 20|20. The HomeGuard receiver is equipped with three axis motion sensor, GPS sampling capabilities, a full-color and highly durable LCD touchscreen, and audio alarm technologies—providing some of the most advanced monitoring capabilities available in the industry.

  The TAD generates a "TAD Battery Level Low" message approximately five days prior to battery depletion. TotalAccess will automatically alert designated agency personnel of the

low battery condition, providing the agency ample time to dispatch an authorized individual to replace the battery. Alternatively, many other electronic monitoring programs require the client to attend an onsite meeting at agency locations to replace the battery.

The TAD transmitter can hold 7,000 events, approximately 7 days of data, and has a 48-hour backup battery. In spite of power loss, TAD can capture and retain important events.

BI SL3 Remote Alcohol Monitoring Device

BI continuously strives to advance our products, providing the most reliable and secure breath alcohol solutions continued by our research and development processes. Our breath alcohol device, the SL3, improves upon the mobility and security of previous solutions.

The BI SL3 allows clients to have their sobriety monitored remotely. The high-resolution internal camera uses infrared technology to capture pictures in low-light or dark spaces, and the SL3 is equipped with GPS capabilities to capture the client's location during the test. Each test report includes a high-resolution client photo, breath alcohol content reading, GPS location, and time and date stamp to ensure accuracy. To support client compliance, the SL3 is equipped with a high-resolution color LCD screen that displays battery status, messages, and test directions.

- **Biometric Facial Comparison.** The BI SL3 device takes a high-resolution photograph of the client during each breath alcohol test, and biometric facial comparison technology spatially analyzes each photograph. The intelligent software algorithm compares each test photo to a template of multiple client photos on file, as opposed to one master photo.

[redacted]

- Should a client not have a cell phone, officers can print hard copies of schedules for the client to reference.
- **Tamper Detection Features.** The SL3 incorporates photo recognition and temperature detection technologies and pressure sensors to monitor the rate and volume of the breath samples during a breath alcohol test
- to ensure the client is submitting legitimate tests. In the event of a tamper attempt, the system will flag the test and notify Participating Entity personnel via email or text message.

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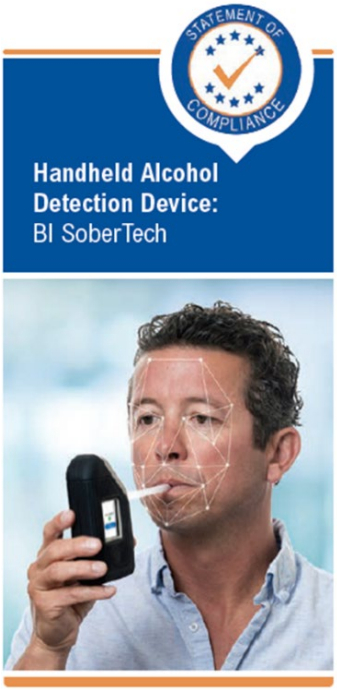
- **Court Admissibility of Test Results Devices.** The results of SL3 tests are court admissible. BI's remote breath alcohol solutions are some of the most widely used devices for court-mandated alcohol monitoring programs throughout the United States. More than 6,500 of BI's alcohol monitoring devices are currently tracking individual sobriety in jurisdictions across the country. Test results from BI have all been validated many times in court. BI will provide experts to testify about the accuracy of the SL3 in court, upon request of Participating Entity administration.
- **Battery Life.** The SL3 has more than a 72-hour battery life. The device LCD screen displays the battery level, alerting the client of how much battery power remains prior to depletion. When the battery level is low, the device screen displays a "Connect to Power" message.

  As a mobile device, BI engineers designed the SL3 to have the longest battery life possible, three days. Due to the extensive battery life, it is less likely that scheduled tests will be interrupted as it charges.

  Clients can charge the SL3 using a USB adaptable power cord, which allows the device to be charged almost anywhere. Since the device does not attach to the client, charging the SL3 does not unduly interfere with approved activities or mobility.

BI SoberTech Remote Alcohol Monitoring Device

SoberTech is our next-generation alcohol breathalyzer that is 13% smaller with WI-FI capabilities offering improved performance, accuracy, and ease of use. SoberTech will be made available to Participating Entities during the contract term with no change in rates or service levels.



BI SoberTech™ enables individuals to submit Breath Alcohol Content (BrAC) tests discreetly from any location. This next-generation portable breathalyzer incorporates powerful technology to drive compliance and accountability.

The device features a large 16 mm fuel cell for highly accurate alcohol detection within .005 and requires calibration only after every **1,500** tests. It can store up to **500** test results and supports firmware updates over the air for continuous performance improvements.

SoberTech enhances user interaction and convenience through its LCD touchscreen display and updated camera assembly, which offers a narrower, clearer facial image for identity verification. The device delivers near real-time BrAC results and captures location data for each test using GNSS, Wi-Fi, or cellular technology. It also incorporates multi-layer tamper

detection, including photo identity confirmation, breath temperature monitoring, and airflow intensity alerts to ensure test integrity.

To support both users and supervising agencies, the device offers audible and vibratory notifications and can receive text messages directly, eliminating the need to rely exclusively on a mobile phone. Additional features include automated retesting, secure cellular data transmission and storage, and court-admissible results. For seamless program management, SoberTech fully integrates with BI TotalAccess®, enabling streamlined monitoring, reporting, and compliance oversight.

SoberTech is lightweight and measures BrAC by collecting deep lung breath samples and transmits breath test results to BI TotalAccess® via a cellular connection. Each test report includes a client photo, BrAC reading, and a location point with time and date stamp to ensure accuracy. In the absence of a cellular signal, SoberTech stores the results and sends them when the device reenters cell range.

- **Multi-Layer Tamper Detection.** SoberTech offers photo identity confirmation, case tamper, and breath temperature and air flow intensity sensors, while the large fuel cell ensures the breathalyzer's accuracy and a longer shelf life. Embedded with a high-resolution camera and advanced camera lens for an improved facial view, SoberTech takes a client photo with each breath test and uses biometric facial comparison technology to confirm client identity. This technology works by comparing the test photo against stored images and adapts to subtle appearance changes with each photo.
- **Configurable Testing Schedules.** Scheduled, random, and on-demand remote breath testing provides near real-time results, making it easy for officers to request and receive test results. Automated notifications and rapid data transmission help ensure that clients remain on notice for sobriety throughout the day. This enhanced monitoring capability helps maintain the integrity of the testing process, delivering greater assurance to officers and the courts. When a client is notified that a test is due, they must test within 45 minutes of receiving the notification, and results are sent to the monitoring computer within 60 seconds of test completion.
- **Enhanced Communication Features.** The device's interactive touchscreen guides users through the testing process, and includes an option to require client acknowledgment, improving the likelihood of compliance. Test notifications are sent directly to the SoberTech device, accompanied by audible and vibratory notifications. Test notifications can also be sent to the client's personal cell phone.
- **Battery Life.** The SoberTech device provides more than a 72-hour battery life. The device LCD screen displays the battery level, alerting the client of how much battery power remains prior to depletion. When the battery level is low, the device screen displays a "Connect to Power" message.

  As a mobile device, BI engineers designed SoberTech to have the longest battery life possible, three days. Due to the extensive battery life, it is less likely that scheduled tests will be interrupted as it charges.

  Clients can charge the device using a USB adaptable power cord, which allows the device to be charged almost anywhere. Since the device does not attach to the client, charging the SoberTech does not unduly interfere with approved activities or mobility.

- [redacted]
- **Court Admissibility of Test Results Devices.** Breath alcohol testing is court admissible, therefore SoberTech results may be introduced in court and used as evidence. BI Incorporated authorized service providers have testified, successfully defended, and validated the reliability and accuracy of BI alcohol detection devices in court hearings. BI offers court testimony services, as required.

<< BI Incorporated (BI) has thoroughly reviewed Master Agreement Objectives identified in Attachment 02, Scope of Work. Below BI has provided our responses to VI. Category 3: Alcohol Monitoring – A. CAM/TAC or RAM 1. Hardware Requirements>>

A. CAM or TAC

1. **Hardware Requirements: Continuous Alcohol Monitoring (CAM) that samples an individual client's Transdermal Alcohol Concentration (TAC) and measures for confirmable alcohol consumption on a 24/7 basis.**

- **Equipment is at a minimum, shock, water, and tamper resistant.**

  BI TAD is waterproof, shock-resistant and functions reliably under normal atmospheric and human environmental conditions. During the development and design of the TAD, internal personnel and third-party companies performed rigorous durability testing. This Highly Accelerated Life Testing (HALT) exposed TAD to extremes in environment, shock, and vibration to ensure accurate functionality under normal atmospheric and human living conditions.

  The TAD transmitter incorporates several tamper detection technologies to provide comprehensive protection against client tamper attempts and help to ensure system integrity. As a highly durable and shock resistant unit, the TAD incorporates the following tamper detection technologies:

  - Proximity detection gauges the unit's proximity to the client's leg
  - A fiber optic strap to detect attempts to compromise or cut the strap
  - A motion sensor to record the amount of time the unit is stationary, which may indicate it has been removed from the ankle
  - A skin contact sensor verifies the Alcohol Detection Module (ADM) remains in contact with the client's leg
  - A water sensor reports if the unit is submerged for more than 20 minutes
  - A temperature sensor detects if the unit temperature drops below 32°F or above 140°F
  - An infrared sensor detects buildup of debris or grime that can interfere with the functioning of the ADM

- **The equipment must monitor ingested alcohol in the human body using court-validated transdermal testing technology and must be able to distinguish between ingested alcohol and environmental exposure to alcohol.**

  BI TAD is a continuous alcohol monitoring device worn around the client's ankle 24/7. TAD uses court-validated transdermal technology to detect alcohol events and uses RF technology for curfew monitoring. TAD has proven its reliability, accuracy, and durability since its release. When BI first introduced the TAD device to the electronic monitoring industry, we provided expert testimony in several cases regarding the alcohol data collected by the unit. Our BI representative provided expert testimony, offered data interpretation for the alleged drinking event, and defended the reliability of the TAD device. BI's testimony was accepted by the Court as admissible evidence using the Daubert Standard.

  Frye and Daubert Tests are the recognized standards for admitting scientific evidence into most courts. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community. The Courts applied the Daubert Standard when qualifying BI's witness as an expert and accepting the evidence provided in a Mason, Ohio Municipal Court.

  TAD uses a statistical algorithm that can distinguish between a true drinking event and readings caused by environmental alcohol found in many products, such as soaps, cleaners, air fresheners, and beauty products. This algorithm enhances testing accuracy by creating a baseline for each individual. Our proprietary TAD algorithm analyzes data independent of individual factors such as gender, height, and weight, and the device reliably distinguishes true alcohol drinking events from false positives. BI TAD does not require agency staff to issue a secondary testing methodology to verify alcohol consumption.

- **The equipment must have a minimum of ~~three (3)~~ two (2) ways to communicate data to the software, such as landline, Ethernet, Wi-Fi, or cellular.**

  BI developed our suite of alcohol monitoring detection technologies to operate reliably in all environments—including communicating compliance and sobriety information to officers in both urban and rural environments. Evolving cellular networks, availability of traditional landline connections, and reliance on client Wi-Fi services continue to drive BI engineers to develop innovative data communication solutions. TAD, paired with the HomeGuard 20|20 receiver, communicates via cellular. When paired with HomeGuard 200, TAD communicates via landline.

- **The equipment must have the ability to determine equipment's proximity to the body of the client being monitored, including detection of obstructions and changes in body temperature.**

  TAD's proximity sensor monitors the distance of the device from the body. Significant changes in proximity may indicate the device is no longer securely attached to the client. TAD's temperature sensor monitors the client's temperature to ensure it is within range of a normal human body. A drop to ambient temperature could indicate that TAD is no longer flush against the human body. The skin resistance sensor detects when the TAD comes in contact with a foreign body such as paper or a sock.

- **The equipment must utilize a commercially available and proven fuel cell technology (e.g. Dräger) that tests a controlled sample of perspiration of the client.**

  The Giner transdermal alcohol sensor is an electrochemical device that measures ethanol vapor as it diffuses through the skin and into a small sampling chamber at the sensor–skin interface. It uses a proton-conducting membrane and fuel-cell–type chemistry to oxidize ethanol vapor to acetic acid, generating an electrical current that is proportional to the local ethanol concentration, which can be logged every few minutes to reconstruct drinking episodes over time; a separate temperature or contact sensor is typically integrated to verify continuous skin contact and reduce artifacts from device removal or poor fit.

  This sensor design has moved beyond laboratory prototypes into commercially deployed transdermal alcohol monitoring systems used in both research and justice or supervision settings, where it enables passive, continuous tracking instead of intermittent breath testing. Compared with traditional breath testing, Giner's transdermal sensor offers high-frequency, unobtrusive sampling but also shows characteristic lag times between blood alcohol concentration and transdermal alcohol concentration, along with sensitivity to environmental and physiological factors that must be accounted for in device calibration and data interpretation.

- **The technology must have single source admissibility, meaning the CAM device does not require agency staff to issue a secondary testing methodology to verify consumption on an alcohol alert.**

  TAD uses a proprietary algorithm that provides a baseline measurement for each client wearing the device, enhancing testing accuracy and providing single source admissibility for court and revocation hearings.

- **~~Device must have demonstrated a history of outside research or published studies by an entity other than the manufacturer itself, highlighting the validity of the product or establishing general acceptance in the scientific community. (References for outside research studies published on the proposed solution must be provided upon request).~~ Device must have demonstrated a history, highlighting the validity of the product or establishing general acceptance in the electronic monitoring community.**

  Court Validated Technology. When BI first introduced the TAD device to the electronic monitoring industry in 2009, we provided expert testimony in several cases regarding the alcohol data collected by TAD. The BI representative interpreted data related to the alleged drinking event and defended the reliability of the TAD device. BI's testimony was accepted by the Court as admissible evidence using the Daubert Standard.

  - Frye and Daubert Tests are the recognized standards for admitting scientific evidence into most courts. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community. The Courts applied the Daubert Standard when qualifying BI's witness as an expert and accepting the evidence provided in a Mason, Ohio Municipal Court.

- **Optional: The CAM device should have the ability to perform optional RF (Radio Frequency) home curfew monitoring in addition to continuous alcohol monitoring when needed.**

To the best of our knowledge, TAD was the first device in the industry to offer continuous alcohol monitoring and curfew monitoring in a single device. As a result, the agency can monitor sobriety and curfew compliance with one easy to use, reliable solution.

As an optional solution, when paired with our HomeGuard radio frequency monitoring systems, the ankle-worn TAD continuously emits RF signals that are detected by the receiver. The HomeGuard detects the client's presence or absence from the home by these signals. Whenever a client enters or leaves the home, BI's solution relays this monitoring data to TotalAccess via landline or cellular connectivity. TotalAccess contains the parameters for each individual case, including the client's schedule, and the software compares HomeGuard events to the schedule. Our solution will automatically notify designated agency personnel of all noncompliant activities. Range settings are configurable with settings of 35, 75, or 150 feet.

<< End of BI's Response to Attachment 02- Scope of Work VI. Category 3: Alcohol Monitoring – A. CAM or TAC 1. Hardware Requirements >>

B. Remote Alcohol Monitoring (RAM)

We have provided descriptions below followed by responses to VI. Category 3: Alcohol Monitoring B. Remote Alcohol Monitoring (RAM) 1. Hardware Requirements in Attachment 02, Scope of Work.

- **Device must be capable of performing a deep-lung breath specimen, fixed, random, and on-demand tests, or be programmable to perform a combination of these test types. Device must be a Handheld Device Capable of Testing in all locations.**

  To capture a deep lung breath sample, the BI SL3 and BI SoberTech require a strong and steady air stream lasting four seconds. If an appropriate deep lung sample is not achieved, the BI SL3 and SoberTech will require additional attempts until the sample is successful. The devices report all testing results and send an alert to agency staff if the device registers 0.01 or above. Agency staff can require additional testing until a BrAC reading drops below the 0.01 level. Users can configure the system to generate an alert at higher BrAC levels from within TotalAccess.

  From within TotalAccess, users can configure each client's device for scheduled, random, and/or on-demand breath alcohol testing. Agency personnel can schedule SL3 and SoberTech tests to occur at any hour, seven days a week. Using TotalAccess, authorized personnel can easily add or edit client-testing schedules as detailed below. ***The SL3 and SoberTech are handheld devices capable of testing in all locations.***

[redacted]

[redacted]

- **Device must be capable of storing test results in the RAM's memory.**

  BI SL3. The SL3 is equipped with a dynamic, internal memory storage system that will store all BrAC test result information in the unlikely event the unit is unable to communicate with TotalAccess. The SL3 memory will store approximately 70 tests, and upon cellular connectivity, the device will communicate all stored data to TotalAccess.

  BI SoberTech. SoberTech stores up to 500 tests.

- **Device must use facial confirmation software or similar verification method to confirm participant's identity.**

  BI SL3. The BI SL3 device takes a high-resolution photograph of the client during each breath alcohol test, and biometric facial comparison technology spatially analyzes each photograph. The intelligent software algorithm compares each test photo to a template of multiple client photos on file, as opposed to one master photo.

  BI SoberTech. Embedded with a high-resolution camera and advanced camera lens for an improved facial view, SoberTech takes a client photo with each breath test and uses biometric facial comparison technology to confirm client identity. This technology works by comparing the test photo against stored images and adapts to subtle appearance changes with each photo.

- ~~**Device must combine continuous GPS tracking with remote breath alcohol testing.**~~ **Device must collect the GPS location during the remote breath alcohol testing.**

  BI SL3. The BI SL3 is a mobile breath alcohol testing device that uses GPS to determine the location of the client while performing the breath alcohol test. All client identification, location, and alcohol test data is communicated in near real-time to agency staff. The BI SL3 offers scheduled, randomized, and on-demand testing capabilities.

  BI SoberTech. A location point is captured with each test via GNSS, Wi-Fi, or cellular location point technology.

- **Device must use Wi-Fi technology as an alternative when cellular communication is unavailable at the wearer's residence and as a reliable location source when GPS is unavailable or impaired.**

  BI SL3. SL3 uses GPS and AFLT (Advanced Forward Link Trilateration) as its primary and secondary location technologies.

  BI SoberTech. SoberTech uses Wi-Fi triangulation for secondary location services as a reliable location source when GPS is unavailable or impaired, as well as Wi-Fi for transmission of test data in the absence of cellular connectivity.

- **Device must be lightweight, discreet, and easy to use, providing test notifications through push technology or SMS.**

  BI SL3. The BI SL3 device is a small, portable, discreet device that was designed with ease of use in mind. It allows for testing at any time from any location.

  From within TotalAccess, authorized users can configure the SL3 to send the following automated text messages to the client's phone:

  - Reminder—sent at the time of the test
  - Second Reminder—halfway through the specified test window, if the client has not yet submitted to the alcohol test
  - Final Reminder—at the end of the specified test window, if the client still has not submitted to the alcohol test
  - Retest Notification—sent at time of retest
  - Connectivity Notification—the SL3 regained cellular coverage and successfully submitted stored test results
  - Missed Test Notification—the client missed an alcohol test(s) and must complete a test

  After the client completes an alcohol test, the SL3 will report the results to TotalAccess via cellular connection within approximately one minute. TotalAccess will promptly notify one or more designated personnel of positive test results via automated email or text message. This allows officers to rapidly respond to positive test results and initiate client contact/intervention as needed.

  BI SoberTech. BI's SoberTech device is 13% smaller than the SL3 device. Its small size makes it easy for clients to discreetly test from any location at any time. SoberTech can be configured to send automated notifications directly to the device as well as to the client's phone as listed above for the SL3. Test results are provided to TotalAccess via cellular connection withing approximately one minute so that any follow-up steps can be completed as needed.

- **Device must provide a numeric result that represents the participant's breath alcohol. concentration (BrAC) and accurately corresponds to the participant's blood alcohol concentration (BAC).**

  The SL3 and SoberTech collect a deep lung sample from an individual and use a conversion calculation to determine the amount of alcohol in the body by the

concentration of alcohol in the breath. The SL3 and SoberTech provide Breath Alcohol Content (BrAC) readings with results that are accurate to within +/- .005 of the individual's BrAC. This level of accuracy is consistent up to a BrAC level of 0.100.

The SL3 and SoberTech measure breath alcohol tests with a high degree of accuracy. When a person consumes alcohol, it is absorbed into the blood stream. The exchange of alcohol from the circulating blood into the person's lungs occurs during the breathing process.

- **Device must transmit equipment status data, including, but not limited to, calibration status, equipment and battery condition, power and telephone line connects and disconnects, and tamper status. All data reported shall be time-stamped.**

  Both the SL3 and the SoberTech devices automatically send updates about their condition, including calibration status, overall equipment functionality, battery level, charging and power status, and any detected tamper events. Because the devices communicate via a cellular network, they do not rely on or report telephone line connections or disconnections. All transmitted data is date- and time-stamped to ensure each event and status update can be accurately tracked.

- **Device must have a rechargeable battery.**

  BI SL3. As a mobile device, the SL3 is powered by an internal, rechargeable battery and therefore does not rely on being constantly connected to a power source. The SL3 can continuously operate on battery power for up to 72 hours.

  SoberTech. SoberTech has a lithium-ion rechargeable battery and provides up to 72 hours of battery life.

<< End of BI's Response to Attachment 02- Scope of Work VI. Category 3: Alcohol Monitoring – B. Remote Alcohol Monitoring (RAM) 1. Hardware Requirements >>

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

BI's TotalAccess platform provides the Participating Entity with secure, web-based access to near real-time tracking data for all clients. This user-friendly, **single-platform** centralizes all program functions for BI's full continuum of monitoring solutions within one integrated system, eliminating the need to coordinate multiple vendors or technologies. This approach enhances consistency, security, and efficiency while simplifying operations and ensuring efficient communication.

Authorized users can access TotalAccess remotely through authorized usernames and passwords. Once logged in, users can view system screens, print reports, enroll clients, and update information without the need for additional software or system changes.

TotalAccess is available as a mobile application on Apple and Android devices, TotalAccess Mobile places the power of our web-based software in the hands of officers in the field. Optimized for mobile devices and developed by BI engineers based on user feedback,

TotalAccess Mobile enables officers to effectively manage alerts, modify schedules and zones, locate nearby client, and many other features. This unified monitoring platform streamlines supervision activities by enabling users to manage both GPS and alcohol caseloads efficiently from a single interface, eliminating the need to coordinate multiple vendors or technologies.

Through TotalAccess and TotalAccess Mobile, authorized users can access all program information—including notifications, events, and reports, from any web-enabled device, at any time. This integrated platform streamlines supervision activities by allowing officers to manage alerts, track client activity, and configure schedules and zones for both GPS, RF and alcohol monitoring. By consolidating services within a single system, TotalAccess **eliminates** the need to coordinate multiple vendors or technologies, enhancing operational efficiency and program effectiveness.

<< BI Incorporated (BI) has thoroughly reviewed Master Agreement Objectives identified in Attachment 02, Scope of Work. Below BI has provided our responses to VI. Category 3: Alcohol Monitoring – A. CAM /TAC or RAM 2. Software Requirements>>

1. **Software Requirements: The systems must collect, transfer, and store historical client information (alcohol consumption and tamper information) 24x7 days per year in an encrypted manner and retrievable upon request.**

   BI products collect, transfer, and store historical client information 24/7/365 in an encrypted manner. Authorized personnel can retrieve this data by logging in to TotalAccess at any time.

   To ensure internet communications remain secure for both TotalAccess and TotalAccess Mobile, BI uses digital certificates and the Transport Layer Security (TLS) protocol. This offers the most convenient and reliable means to ensure authenticated, encrypted communication between client monitoring devices and servers.

   - **Web-based platforms accessible via desktop, tablet, and mobile devices.**

     TotalAccess is a secure, web-based software application that requires no installation or modification to the Participating Entity's computers. The platform is accessible via commonly used web browsers, including Google Chrome, Microsoft Edge, and other current versions of standard browsers, from any internet-connected desktop, laptop, smartphone, or tablet (compatible with both Android and Apple devices). Designed with an intuitive, user-friendly interface, TotalAccess enables Agency staff to efficiently manage and oversee monitoring activities.

     TotalAccess and TotalAccess Mobile allow authorized users to make service additions, deletions, and changes to client, program, and equipment data at any time, through a web-enabled PC, laptop, smartphone, or tablet. When a user updates or adds information, the database is updated in real-time.

     Furthermore, TotalAccess is available as a mobile application on Apple and Android devices, TotalAccess Mobile places the power of our web-based software in the hands of officers in the field. Optimized for mobile devices and developed by BI engineers based on user feedback, TotalAccess Mobile enables officers to effectively manage alerts, modify schedules and zones, locate nearby client, and many other features. This unified monitoring platform streamlines supervision activities by enabling users

to manage alcohol caseloads efficiently from a single interface, eliminating the need to coordinate multiple vendors or technologies.

Key features of TotalAccess Mobile include:

- Verifying Officer Safety. TotalAccess Mobile users can scan a BI monitoring device while in the field, documenting the officer's location and the date and time of the interaction.
- Communicating with Clients. Officers can video conference with clients using SmartLINK, and all communications are stored indefinitely in TotalAccess.
- Inventory Variance. TotalAccess Mobile has a new inventory management feature to quickly reconcile inventory variances.
- Equipment Inspection. Agency personnel can manage all equipment alerts, add, edit, or delete equipment, and assign serial numbers remotely.
- Push Notifications. Officers can be notified of violations by receiving a push notification from TotalAccess Mobile, providing prompt and accurate information on noncompliance while agency personnel are in the field.
- Monitoring Clients. This feature allows users to add, edit, and delete caseload information; edit all client schedules; and send audio messages to clients on-demand.
- Secure Access. The agency can authenticate access to devices/users to prevent unauthorized individuals from logging into the system. BI can also remotely deactivate a device, and track login/log-out activity through the application.

- **Secure login with multi-factor authentication.**

  BI does not compromise on data security and password protection. Our software platforms, TotalAccess include various levels of security that comply with National Institute of Standards and Technology (NIST) security standards, including data encryption, protocols for password expiration, maximum login attempts, and forgotten passwords.

  The TotalAccess platform integrates securely and seamlessly with the Purchasing Entity's case management system and supports Multi-Factor Authentication (MFA) to provide customers with enhanced security through multiple layers of authentication

  In addition, TotalAccess supports Single Sign-on (SSO) authentication to streamline and secure access. Through SSO integration users can log in using their organizational credentials, eliminating the need two separate username and passwords for TotalAccess.

  SSO Enhances security by leveraging centralized identity management, enforcing consistent authentication policies such as multi factor authentication where applicable and reducing the risk associated with password fatigue and credential reuse. It also improves user experience by providing seamless access across authorized systems after a single authentication event. Access to TotalAccess via SSO is granted based

on predefined role based permissions and is subject to the organization's access control and security policies.

Authorized passwords must meet at least this:

1. Minimum recommended password length for different degrees of complexity: Complexity Minimum password length upper, lower-case letters 10 characters alphanumeric characters 9 characters alphanumeric characters and special characters 8 characters.
2. The number of failed attempts will be limited to five (5). In other words, should a password be entered incorrectly six (6) times in a row, the User will need to contact the System Administrator to regain access to the network.
3. A User's previous passwords will not be available for reuse.
4. The newly created password cannot be changed more than once within a 24-hour period.
5. If locked out, the only way to resolve the issue is by contacting the System Administrator.

- **Automated notifications and alerts (via SMS, email, or in-platform) for violations such as zone breaches, tampering, missed tests, or low battery. Including but not limited to:**
    - **high atmosphere alcohol**
    - **alcohol detected report,**
    - **dual alerts (both high atmosphere and alcohol detected),**
    - **below-temperature conditions,**
    - **and prolonged high atmosphere readings**

Our monitoring system manages the automated notification process by sending alert notifications in accordance with agency-designated procedures. These include notifications and alerts for violations such as zone breaches, tampering, missed alerts, and low battery alerts. The system can promptly deliver multiple automated alert notifications via email, text message, and/or push notifications to a mobile device. Authorized users can also designate multiple personnel to contact and custom escalation procedures from within TotalAccess.

Automated alert notifications allow the agency to respond to critical situations in a timely manner—enhancing public safety and driving client compliance. TotalAccess also prioritizes alerts to direct officer priorities and increase efficiencies. From within the software, authorized personnel can view, process, and close alerts; view the current status and the history of alerts and events; and note trends in client behaviors and compliance.

In addition, TotalAccess Mobile allows officers to quickly respond to alerts while in the field. Officers receive push notifications, allowing users to view alert information within TotalAccess Mobile. Officers can also adjust the client's schedule, enter a comment, close alerts, and view push notification history.

TAD – Environmental Alcohol Versus Ingested Alcohol. Using an Alcohol Detection Module (ADM) that rests firmly against the client's bare leg, the TAD monitors and measures alcohol ingestion by detecting the insensible perspiration that passes through the client's skin. The ADM uses membrane electrode technology to

calculate Transdermal Alcohol Concentration (TAC) readings, and our system uses a statistical algorithm to distinguish between environmental and ingested alcohol.

If the TAD is exposed to environmental alcohol, such as an atmospheric alcohol event, the alcohol reading drastically rises and decreases, which is visually demonstrated as a dramatic spike on the activity graph displayed within TotalAccess. It is physically impossible for a human's alcohol consumption to produce such a result. When an individual ingests alcohol, the transdermal alcohol content steadily increases and decreases.

[redacted]

As seen by the figure above, the graph on the left shows an environmental alcohol event, while the graph on the right shows a drinking event. The steady rise and slow decline of the TAC line in the right-hand chart indicates that the individual's body is metabolizing the alcohol. The erratic fluctuations of the left-hand chart denote that alcohol is being introduced from an external source.

The system produces alerts that show if there is a high concentration of alcohol detected by the device that would indicate environmental alcohol. These include:

- Alcohol Sensor Saturation- The ADM (Alcohol Detection Module) is fully saturated. Contact BI Monitoring Operations to verify the sensor functionality.
- TAD Alcohol Event- The TAD device has detected the presence of alcohol through the ADM.
- TAD Alcohol Threshold Exceeded- The TAD device has reached the configured TAD Reporting Threshold.

- TAD Temperature Low- The TAD device temperature has dropped below freezing (32° F).

SL3 and SoberTech remote breath devices are equipped with multiple tamper detection sensors to report noncompliant activities to agency personnel in near real time. Noncompliant events are listed below.

[redacted]

The SL3 and SoberTech devices have more than a 72-hour battery life. The device's LCD screen displays the battery level, alerting the client to how much battery power remains prior to depletion. When the battery level is low, the device screen displays a "Connect to Power" message.

- **Reporting capabilities with customizable fields, exportable in PDF, Excel, and CSV formats.**

  TotalAccess includes more than 70 standard reports regarding client activity, violations and alerts, caseload statistics, equipment inventory, and historical data. TotalAccess provides custom reports to enable agency and BI staff to effectively manage diverse and growing client populations. Users can schedule reports for automated delivery to an email address, as well as export reports from TotalAccess to Word, Excel, CSV, or PDF applications.

- **Integration options with existing case management systems through APIs.**

  BI employs a modular Service-Oriented Architecture (SOA) approach for our proposed software system. From an integration standpoint, TotalAccess incorporates a standard Application Programming Interface (API) design that uses Simple Object Access Protocol (SOAP) web services in an XML format. This allows us to interface TotalAccess software components securely with specific external software systems. By implementing web services with SOAP, TotalAccess communicates in real time with the Participating Entity's system. Our web services solution ensures that agency personnel can easily use an internet connection to securely access consolidated and accurate data from a single source. This exchange of data via web services can be used to automatically update client information.

  BI developed our solution on .NET and SQL Server platforms, which are industry-proven Microsoft technologies. All of BI's website applications run on the current

version of Microsoft's IIS (Internet Information Services), which supports all mainstream web browsers and web services.

Our web services solution ensures that agency personnel can easily use an internet connection to securely access consolidated and accurate data from a single source. This exchange of data via web services can be used to add or change client information as well as exchange information on equipment installation/de-installation.

- **Audit trail and data retention in compliance with CJIS security requirements.**

  BI TotalAccess is built on the FBI's Criminal Justice Information Services (CJIS) standards. BI's central monitoring computer system stores all data with a historical transaction record, which includes all changes made to data, when the user modified the information, and the user who made the change. To track this information, TotalAccess includes an Audit Trail Report that allows authorized users to view activity. The agency will have a record of the past history of a participant profile, device assignment, procedure, and service level. BI tracks all data with date and timestamps, including the following:

  - All additions, changes, or deletions to system data
  - All activity that causes any additions, changes, or deletions
  - The user who made the changes
    - When users log in to TotalAccess, their IP address is collected

  BI follows industry best practices in archiving and retrieving data. For instance, the TotalAccess database is replicated in near real-time to database clusters in our primary and secondary data centers. BI archives data based on contract requirements as well as security framework standards.

  BI uses Amazon Web Services (AWS) servers that are located in geographically diverse areas of the United States. BI TotalAccess leverages the robust security and system redundancies of AWS hosting. AWS's layered security model addresses key areas of concern: The Environmental Layer mitigates risks through careful site selection and sustainable operations. The Perimeter Layer provides physical security with measures like guards, fencing, and intrusion detection. The Infrastructure Layer ensures reliability with redundant power, HVAC, and fire suppression systems. Critically, the Data Layer is protected through strict access controls, separation of privilege, and advanced threat detection.

  AWS automated data backups are comprised of snapshot backups and transaction log backups. Snapshot backups are taken for the entire storage volume of the database instance during BI's specified backup window. Transaction log backups are taken for the point-in-time recovery-eligible databases on a regular interval period. Relational Database Service (RDS) Custom saves the automated backups of BI's database instance according to BI's specifications with AWS.

  RDS data backups occur every 5 to 10 minutes (incremental), with a full backup occurring daily. All backup data is retained for 30 days, and BI archives of data are stored for 7 years.

In addition, TotalAccess uses a Tiered Backup Storage methodology, which allows BI to easily scale storage capacity. Full system backups are staggered throughout the week. In addition, BI runs monthly, quarterly, and semi-annual backups.

- **Role-based access controls for administrators, supervisors, and officers. The system must provide security features, which must prevent unauthorized individuals from accessing any information held by the Contractor. Secure access to the system must be always maintained.**

  BI utilizes role-based access controls for administrators, supervisors, and officers. Permissions are based on each user's role in the system. Security of the system is a top concern. Authorized personnel must enter their unique username and password to access the TotalAccess platform. BI uses Okta for this authentication every time an individual accesses the software. The BI-issued login restricts each internal and external user's access to specific data, as appropriate. TotalAccess also requires users to periodically change passwords every 60 days, for an added level of protection. BI's system will automatically deactivate login credentials that have no activity for a period of 45 days.

  To provide agencies with multiple layers of control over who can access and alter data, TotalAccess includes two levels of user permissions that are able to edit data, and one level of permissions for read-only users. Specific user roles include:

  - **The Agency Administrator** level of permissions allows a user to edit the agency profile, as necessary, after initial setup. The Agency Administrator can perform the following tasks:
    - Complete initial setup of agency personnel, enter and manage users, and enter login, personal, and contact information for each staff member.
    - Complete initial setup of agency-level settings, such as Master Inclusion Zones and Group Zones
    - View the agency's equipment inventory and transfer equipment to various departments within the agency, as applicable.
    - Set up and manage contact lists.
    - Set default settings for alert notifications.
    - Transfer clients to specific departments and/or agency staff members.
  - **The Officer Level user** offers different levels of officer access based on established user roles. Most common level allows officers to perform the following tasks:
    - Set up clients.
    - Monitor clients.
    - Create client-level zones and schedules.
    - Configure individual defaults according to the officer's profile.
    - Transfer clients to specific departments and/or officers.
  - **The Officer Read-Only user** can access and view program and client data without altering any information in the system.

- **The system must provide the capability for Participating Entity to download data and reports from the database, through secure internet access.**

  As previously noted, TotalAccess is a secure web-based application. Participating Entity personnel can easily use an internet connection to securely access consolidated and accurate data and reports from a single source.

  TotalAccess provides a variety of automatic, standard reports to review client activity, alert summaries, caseload statistics, activity history, and inventory status. Reports can be printed or exported to a variety of applications including Word, Excel, or PDF documents. In addition, users can schedule report deliveries to designated email and future dates, supporting report routing that is fully automatic, paperless, and eliminates human intervention. Reports are categorized by client, by staff, by office, and equipment.

  Most reports take less than a minute to run, and users can save reports to a hard drive or email them with the click of a button. BI's TotalAccess predefined reports are listed in the table below.

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

- **The bracelet must be capable of storing at least 30 days of time stamped client data regarding alcohol consumption and tamper information with the ability to download data via standard telephone line, Ethernet, or wirelessly, and also have ability for agency staff to directly download bracelet data to agency computers such as a direct USB data transfer, or other methodology, where land line and cellular coverage is not available or is not the preferred communication method by agency personnel.**

  The bracelet system can store more than 30 days of alcohol consumption and tamper data. The TAD bracelet itself stores up to 11 days of data when it cannot connect to the paired home base. The home base stores up to 150 days of data, which allows the overall TAD bracelet

system to retain more than 30 days of alcohol consumption and tamper information, provided the client returns home at least once per week to download the data.

- **Contractor must provide a centralized and controlled data center and support staff that monitors client information received via the internet and provides analysis of and notifications to agency staff of alcohol readings, tamper alerts, communication failures, equipment issues, maintenance needs and/or malfunctions. The monitoring center must be available on a 24/7 basis, 7 days per week,365 days per year.**

  BI has two fully operational Monitoring Operations facilities that are staffed by approximately [redacted] BI employees. BI Monitoring Operations is a complete, secure, and advanced technical support center and customer support hub that BI wholly owns and operates. Monitoring Specialists are onsite 24/7/365 to assist agency personnel with troubleshooting, managing alerts, training, and special requests. Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. BI Monitoring Operations provides the following key advantages:

  - **24/7/365 Support.** Electronic monitoring programs operate on a continuous basis. The Participating Entity needs constant access to hardware, software, and service support to supervise clients effectively. Since BI is a single source provider, agency personnel can contact BI's Monitoring Operations 24/7/365 for prompt assistance on any BI technology and software—streamlining support services by providing the agency with a single point of contact. BI Monitoring Specialists ensure that agency personnel have the information needed to handle program tasks effectively.
  - **Single Source Monitoring Services.** Our entirely owned and operated, United States-based Monitoring Operations Center provides streamlined, knowledgeable support for our continuum of technologies. This single-source approach is simply unavailable from other providers and has the potential to streamline Participating Entity operations. Other vendors rely on subcontracted monitoring services to support operations, which can introduce the risks associated with third-party support solutions.
  - **Qualified Operations Staff.** Proper staff training is an essential part of increasing program effectiveness. BI Monitoring Operations staff must understand how all BI technologies work to assist agency personnel with program inquiries effectively. For example, Monitoring Specialists that are highly familiar with equipment can readily help agency personnel interpret alerts—such as a tamper event that occurs frequently because the device is not installed properly against the client's leg.
  - **Monitoring Specialists must successfully complete a comprehensive seven (7) week training and certification program for the full continuum of BI products.** The BI Training Department delivers the detailed new hire training program and provides required ongoing training sessions. In addition, staff must obtain annual re-certification.
  - Monitoring Quality Department regularly performs call and alert critiques to confirm Monitoring Specialists follow established procedures and provide high quality customer service.
  - **Secure Facilities and Data.** BI Monitoring Operations is equipped with alarms, secure-access entryways, and the highest-quality network protections and redundancies to

maintain and protect data. Access to BI's Monitoring Operations Center is controlled with a limited number of building entrances, which are all secured with swipe cards. BI personnel escort visitors at all times while onsite at the facility. BI maintains internal security with electronic door controls, which are accessible only through security swipe cards. The outside lighting on the perimeter of the building illuminates both the building and its adjacent parking lots. The facility is continuously monitored by a closed-circuit TV system, and cameras are strategically placed throughout the facility, both inside and outside.

- **Firewalls and Network Security.** BI uses a multi-tiered solution for Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks. BI prevents and mitigates the threat of attacks by monitoring and identifying all incoming traffic. Firewalls provide network DDoS remediation at the physical and data line levels of the Open System Interconnection (OSI) model. Load balancers provide DDoS remediation at the network, transport and application levels.

- **The system must include inventory tracking and management features.**

  BI will provide all required equipment and services necessary to implement and maintain Participating Entity program, including backups, allowable spares, and accessories at no additional cost to the agency. Our solution includes an inventory application, within TotalAccess, that provides an accurate report of all equipment and accessories assigned to the agency. TotalAccess identifies items not in use as "shelf stock" or a term acceptable to the agency. Similarly, authorized uses can view and transfer equipment between agencies within the Participating Entity. The TotalAccess inventory database identifies:

  - Equipment/accessory name and type
  - Serial number (when applicable)
  - Client name (if assigned)
  - Total number of equipment items on inventory

  In addition, TotalAccess Mobile includes inventory management features that streamlines operations. For example, users can view information for the last client assigned to a device and tap a button to email the inventory information for further review.

- **The Contractor must archive and retain archived data for a period of five (5) years from the date the client is enrolled in the system.**

  BI will maintain all client, equipment, and monitoring information permanently in TotalAccess. BI will maintain historical data within AWS, multi-region backups.

  Authorized Participating Entity personnel can view all programmatic information, including all notifications and events, at any time from any web-enabled device through TotalAccess of by calling BI Monitoring Operations.

  BI has established data retention systems, policies and procedures that will meet your standards. Key components of our approach to maintaining and storing records include:

  - All client data is maintained/available for at least 5 years online
  - Older Event/Alert/ data greater than 120 days is "archived" weekly out of primary database but still available online

  - Database backups of the "archived" data is taken prior to deletion from primary database and currently maintained indefinitely

- Automated full database cluster snapshot backups are completed 1 per day and maintained for 7 days
- Automated transactional log backups are completed every 5 minutes
- Full individual database backups are completed once per week
- [redacted]
- There are 3 replicated database instances in different geographical locations

- **Contactor's system must provide date and time stamped readings once every 30 minutes or less of Transdermal Alcohol Concentration, body temperature and attempts to obstruct readings of the device.**

  Securely attached to the client's ankle, the TAD solution delivers comprehensive and high-resolution alcohol monitoring data to supervising agencies. The device samples insensible perspiration every minute and records the average of those samples every five minutes. This results in 288 data points per 24-hour period, offering a detailed and continuous view of the client's alcohol levels.

  In contrast, other transdermal solutions typically test perspiration just once every 30 minutes, generating only 48 data points in the same timeframe. This difference in sampling frequency provides TAD with a significant advantage in accuracy, responsiveness, and data granularity, helping agencies make better-informed decisions.

  Agency personnel receive comprehensive data for each alcohol detection event reported by the TAD device. Officers can review the TAC absorption and elimination levels with corresponding dates and times, temperate, and skin resistance level, also referred to as the infrared (IR) voltage level.

  When an alcohol event is reported, the officer can view the TAD Activity Graph from TotalAccess. This report meets the evidentiary standard to confirm a drinking event. A specifically designed host algorithm filters out environmental alcohol spikes.

  The TAD has multiple tamper-resistant features to support reliability and accuracy, and the device will automatically transmit tamper events to agency personnel. TAD incorporates several tamper detection technologies, including proximity detection to gauge unit proximity to the client's leg; a motion sensor to record the amount of time the unit is stationary, which may indicate it has been removed from the ankle; a skin contact sensor to ensure the client is not blocking the alcohol reading; and a fiber optic strap to detect attempts to compromise or cut the strap.

  The TAD monitors client's temperature to ensure it is within range of a normal human body. A drop to ambient temperature could indicate that TAD is no longer flush against the human body.

- **A daily summary or action plan must be provided daily, which reports the status of any clients in violation of the program or in need of technical maintenance.**

  TotalAccess provides a variety of automatic, standard reports including a daily summary, client activity, alert summaries, caseload statistics, activity history, and inventory status. Reports can

be printed or exported to a variety of applications including Word, Excel, or PDF documents. In addition, users can schedule report deliveries to designated email and future dates, supporting report routing that is fully automatic, paperless, and eliminates human intervention. Reports are categorized by client, by staff, by office, and equipment. This includes the TAD AMD Calibration Report. Authorized users can schedule this report to be automatically delivered to defined agency personnel on a reoccurring basis.

Most reports take less than a minute to run, and users can save reports to a hard drive or email them with the click of a button.

- **The system must provide easy-to-read non-compliance reports that include detailed information outlining any presence of alcohol displayed graphically and numerically to indicate approximate time of ingestion and the Transdermal Alcohol Concentration (TAC) present in the system over the time of the event.**

  The TAD Activity Graph shows a graph of alcohol scores over time. Agency personnel receive comprehensive data for each alcohol detection event reported by the TAD device. Officers can review the TAC absorption and elimination levels with corresponding dates and times, temperate, and skin resistance level, also referred to as the infrared (IR) voltage level.

  When an alcohol event is reported, the officer can view the TAD Activity Graph from TotalAccess. This report meets the evidentiary standard to confirm a drinking event. A

[redacted]

- **Summary management reports regarding individual clients, dates of system use, agency-wide equipment inventory status, and billing details provided upon request in an easy-to-read format.**

  Summary management reports as described are included in the TotalAccess standard reporting function. Please see our response two bullets above for a list of standard reports.

<< End of BI's Response to Attachment 02- Scope of Work VI. Category 3: Alcohol Monitoring – A. CAM/TAC or RAM 2. Software Requirements >>

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.**

   BI TotalAccess allows officers to manage their entire caseload from one single-platform and configure alerts to ensure client compliance and public safety. Depending on the alert type, alert intervals are customizable from 30 seconds to hours. BI will collaborate directly with each agency to configure alert settings according to specific agency protocols.

   Configurable Alert Types in BI TotalAccess

   - **Time and Schedule Constraints**
     - *Curfew Violations:* Officers can create and modify client schedules directly in TotalAccess. Alerts are generated if a client schedule/random test during the authorized timeframe.
     - Late Arrival/Early Departure: TotalAccess reports when the client deviates from approved work or treatment schedules.
   - **Hardware and Tamper Alerts**
     - *Strap and Case Tampers:* All BI products use photo-optic sensors to detect and immediately report attempts to open the device. TAD use fiber-optic straps to detect cutting events that are immediately reported.
     - *Proximity Sensor:* Exclusive to BI, all BI body-worn devices include our patented proximity senor that generates an alert when the device loses contact with the client, detecting removal attempts.
   - **Battery Status**
     - *Low Battery:* TotalAccess generates an alert when the device's battery drops below a critical threshold, ensuring officers can instruct clients to charge devices before a shutdown occurs.
     - *Battery Charged:* All BI devices report when they have been charged and to what extent.

   Tamper Setup. BI staff work with agency administrators for initial tamper alert setup, including defining alert timeframes and notification protocols.

To reset "Tamper Mode", from the Client menu, click on the "Tools" tab. Click "Send Restore". Click "Refresh" to check the Restore status.

Reducing False Tampers and Ensuring Accurate Alert Notification. Accurately monitoring participant whereabouts is critical to supporting the agency, and the is equipped with multiple technologies to notify officers of attempts to damage or remove the device.

BI uses multiple technologies to ensure accurate alert notifications and reduce false tampers. Within the TAD device, BI utilizes a fiber optic strap tamper and proximity sensor as the primary mechanisms for determining if the transmitter is attached to the client. Fiber optic is the industry accepted method for determining if the strap has been cut and BI is measuring specific lumens that are shown through the fiber optic to ensure the circuit is closed. As some clients are versed in sliding an ankle bracelet off of their ankle, BI utilizes a proximity sensor to ensure detection if the client attempts this maneuver. Additionally, BI reviews performance data weekly and looks for systemic improvements in improving device functionality.

Alert Notification. Understanding the importance of receiving prompt notification and prioritizing certain alerts, TotalAccess has the capability of sending alerts to multiple entities. BI's equipment records the date and time when an equipment event occurs. The equipment communicates this information to TotalAccess from the field, and TotalAccess records the date and time of receipt.

BI's solution allows agency personnel to adjust alert settings and define escalation parameters of alert levels as appropriate. TotalAccess contains the parameters for each individual client. Upon receipt of an event, TotalAccess automatically compares equipment messages with the client's monitoring conditions and automatically generates alert notifications in accordance with pre-established agency procedures. Using TotalAccess, the agency can customize alert notification processes, including:

- Send simultaneous alert notifications to multiple individuals
- Establish customized escalation processes that prompt TotalAccess to automatically deliver a series of staggered notifications to a specified contact list
- Create notification schedules that accommodate an officer's temporary assignments, weekend coverage, and holiday duty
- Notify designated individuals of successful and unsuccessful equipment installation
- Customize violation notifications at the officer and client level
- Determine how specified personnel will be notified—TotalAccess can deliver alert notifications via text, email, digital pager
- Make notes detailing additional violation-related information; these notes are attached to each alert
- Distinguish between high-priority alerts and lower-priority events
- Determine which personnel will receive notifications—TotalAccess can notify multiple persons simultaneously
- Determine how much time should elapse before TotalAccess delivers a notification
- Close and add notes on several alerts at once

[redacted]

[redacted]

The TAD generates a “TAD Battery Level Low” message approximately five days prior to battery depletion. TotalAccess will automatically alert designated agency personnel of the low battery condition, providing the agency ample time to dispatch an authorized individual to replace the battery. Alternatively, many other electronic monitoring programs require the client to attend an onsite meeting at agency locations to replace the battery.

Positive Result. TAD detects and reports alcohol events with more than a 0.020 Transdermal Alcohol Concentration (TAC) threshold.

The TAD Activity Graph shows a graph of alcohol scores over time. Agency personnel receive comprehensive data for each alcohol detection event reported by the TAD device. Officers can review the TAC absorption and elimination levels with corresponding dates and times, temperate, and skin resistance level, also referred to as the infrared (IR) voltage level.

When an alcohol event is reported, the officer can view the TAD Activity Graph from TotalAccess. This report meets the evidentiary standard to confirm a drinking event. A specifically designed host algorithm filters out environmental alcohol spikes.

SL3 and SoberTech Tamper Detection Features

The SL3 and SoberTech incorporate the following tamper detection features to detect and report client attempts to compromise normal device operation:

- Infrared Digital Camera takes a high-resolution photo during each alcohol test to help confirm the client's identity.
- Biometric Facial Comparison technology analyzes the photo from the alcohol test and compares it to an adaptive collection of approved photos of the client.
- Temperature Monitoring of environmental air and the submitted breath sample detects if an alternate, non-human air source is used during the alcohol test.
- Pressure Sensors monitor the rate and volume of breath samples to detect if the back vent on the device is blocked or if an insufficient breath sample is provided.

The SL3 and SoberTech report all breath alcohol tests to the central monitoring computer in near real-time. If a client misses a test, or submits a positive test, TotalAccess processes the alert to notify the supervising officer to respond appropriately to the client. This combination of tamper resistance and security features provides a highly reliable and secure solution.

SoberTech also has a case tamper to detect if a client tries to pry the device open at all.

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

BI employs a team of in-house software developers and testers who will enhance our ability to meet reporting requirements, manage database functions, and provide customized, ad-hoc reports. BI employs two reporting experts responsible for managing database functions, and providing customized, ad-hoc reports. The TotalAccess reporting module is highly customizable, enabling agency to evaluate the program from a myriad of data perspectives.

TotalAccess includes more than 70 standard reports regarding client activity, violations and alerts, caseload statistics, equipment inventory, and historical data. Users can schedule reports for automated delivery to an email address, as well as export reports from TotalAccess to Word, Excel, CSV, or PDF applications.

BI is fully prepared to describe our monitoring equipment and defend our performance in legal proceedings, if requested. Technicians from BI's engineering department, supervisory personnel from Monitoring Operations, and product management personnel regularly provide testimony.

BI understands that testimony may occur via telephone, video conference or in person, depending on the needs of the agency. BI agrees to provide testimony in the form of a written affidavit, telephone and videoconferencing format, or in person if subpoenaed.

For court requests, all data is date/time stamped and produced via PDF with the end user who generated the report and the parameters used. If the data is being provided in response to a subpoena, BI's legal team would provide all data requested in the proper legal format. (We have notarized paperwork/reports based on specific data requests to do so.)

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

a. Hours of operation.

BI operates two Monitoring Operations Centers. Our primary Monitoring Operations Center is located in Anderson, Indiana, with a secondary location in Aurora, Illinois. These centers serve as the first tier of support for our customers, ensuring responsive and knowledgeable service ensuring the Participating Entity will have round-the-clock support when needed.

Our Monitoring Center Operations operated 24 hours a day, 7 days a week, 365 days a year.

BI employs approximately [redacted] Monitoring Specialists, available at all times to respond to agency officers, administrators, or other authorized personnel. Our Monitoring Specialists are stationed at these facilities 24 hours a day, 7 days a week, 365 days a year. They are highly trained professionals, with many being bilingual in English and Spanish, enabling effective communication with a diverse population. This continuous staffing ensures that agency officers, administrators, and other authorized personnel always have direct access to live support for immediate assistance.

In addition to general support, the Participating Entity will have access to BI's advanced technical specialists. These professionals receive specialized training on the Participating Entity-specific procedures to ensure rapid and accurate resolution of more complex issues.

Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the Participating Entity will have access to our advanced technical specialists group at BI that will receive specialized training on the Participating Entity procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center. This ensures uninterrupted, real-time assistance for any inquiries or operational needs.

BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications. This experienced team maintains an average

tenure of more than eight years, underscoring their expertise and commitment to service excellence.

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

Officers can contact BI's Customer Business Services Department to place an equipment order. BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units within 24 hours of placement. BI respectfully requests that Participating Entity personnel place orders before 4:00 PM Eastern Time on Fridays to allow for adequate shipping time. As BI's solution includes a spare equipment allotment, the weekend shipping limitation will have little to no ` on daily operations and equipment inventory. For urgent requests, BI can ship products overnight.

BI will be responsible for tracking shipments of equipment from our manufacturing center to Participating Entity locations throughout the United States. BI uses FedEx to ship/receive equipment to/from the Participating Entity. As a FedEx Freight business customer, BI has access to near real-time tracking information on each shipment with regularly scheduled pick-up and drop-off times. In addition, BI's advanced manufacturing facilities enable BI to produce equipment in the quantities required by the Participating Entity, or in larger quantities if the Participating Entity's program expands.

Participating Entities can also return equipment at BI's expense, and track shipment progress from the Participating Entity location to BI.

Shipping to US Territories may take additional time and overnight shipping may not be available. In addition, BI relies on FedEx for shipping and severe weather events may impact product delivery timeframes.

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

BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units within 24 hours of placement. For Participating Entities that perform their own equipment installations, BI will ensure the Participating Entity has sufficient devices on hand and that new devices are shipped in a timely manner to ensure all court-ordered schedules are met.

As the OEM to the proposed equipment and software we have direct access to supply chain management, allowing us to allocate equipment inventory to meet the required volume ready for transition with the ability to swiftly accommodate increased supply, positioning us as a one-stop-shop for delivering the goods and services tailored to the multi-risk-level population under your supervision while meeting all requirements outlined in this RFP.

Furthermore, BI's Manufacturing Facility, combined with our significant U.S.-based supply chain, decreases production disruptions while improving our ability to consistently source components. BI sources a majority of components from U.S.-based companies that are less impacted by global political events that impact shipping trade routes. BI has complete control and oversight over the development and manufacturing of our products, down to the individual components.

<< BI Incorporated (BI) has thoroughly reviewed Master Agreement Objectives identified in Attachment 02, Scope of Work. Below BI has provided our responses to VI. Category 3: Alcohol Monitoring – A. CAM/TAC or RAM 3. Customer Support and Training >>

- **The Contractor must provide a dedicated account representative.**

  Community corrections programs rely on the experience and technologies of electronic monitoring providers to ensure officers have the tools they need to accurately monitor caseloads on a 24/7/365 basis. Experienced contractors familiar with the complexities of electronic monitoring technology can increase user confidence and public safety.

  To ensure the highest standards of service, we will assign a dedicated account representative exclusively focused on providing dependable monitoring solutions, and outstanding customer support. This dedicated account representative will be committed to meeting all the program requirements, achieving key objectives, and delivering successful outcomes to ensuring full satisfaction.

  BI's proposed staff will leverage their extensive experience to ensure that the Participating Entity's program is established in an expedient and effective manner. All levels of BI's organization will be engaged in the process from contract execution to full implementation. BI is able to devote resources to meet the specific needs of the Participating Entity. BI's national sales team provides Participating Entities throughout the United States (including Hawaii and Alaska). As well as through reseller partnerships, BI has successfully provided services to U.S. territories such as Puerto Rico, the U.S. Virgin Islands, Guam, and Mariana Islands, and throughout Canada and Mexico, with a regionally based point of contact. BI sales personnel will act as the primary point-of-contact to streamline program management including scheduling onsite visits, coordinating training sessions, and service requests. For immediate support, BI's knowledgeable Monitoring Specialists and Customer Service Specialists are available 24/7/365.

- **The Contractor must provide support functions 24/7/365.**

  BI operates two Monitoring Operations Centers. Our primary Monitoring Operations Center is located in Anderson, Indiana, with a secondary location in Aurora, Illinois. These centers serve as the first tier of support for our customers, ensuring responsive and knowledgeable service ensuring the Participating Entity will have round-the-clock support when needed.

  BI employs approximately [redacted] Monitoring Specialists, available at all times to respond to agency officers, administrators, or other authorized personnel. Our Monitoring Specialists are stationed at these facilities 24 hours a day, 7 days a week, 365 days a year. They are highly trained professionals, with most being bilingual in English and Spanish, enabling effective communication with a diverse population. This continuous staffing ensures that agency officers, administrators, and other authorized personnel always have direct access to live support for immediate assistance.

  In addition to general support, the Participating Entity will have access to BI's advanced technical specialists. These professionals receive specialized training on the Participating Entity-specific procedures to ensure rapid and accurate resolution of more complex issues.

Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the Participating Entity will have access to our advanced technical specialists group at BI that will receive specialized training on the Participating Entity procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center. This ensures uninterrupted, real-time assistance for any inquiries or operational needs.

BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications. This experienced team maintains an average tenure of more than eight years, underscoring their expertise and commitment to service excellence.

BI's Monitoring Operations will provide centralized Help Desk Support that includes the following capabilities:

- **Diagnosis of Issues:** Prompt identification and diagnosis of system problems or performance deficiencies, including both technical and application-level issues.
- **Resolution Recommendations:** Development and communication of recommended resolutions, including temporary workarounds, patches, or permanent fixes, as appropriate.
- **Coordination and Collaboration:** Close coordination between BI Inc.'s development resources and the Participating Entity technical staff for testing, validation, and implementation of corrective actions.

We will provide primary telephone-based support 24/7/365 this includes standard business hours, Monday through Friday, from 8:00 a.m. to 5:00 p.m. After-hours support will be provided via email in accordance with the following response standards:

- **Weekdays** (8:00 a.m. – 5:00 p.m.): Email response within four (4) hours
- **Afterhours and official State holidays:** Email response within six (6) hours

All reported or identified defects will be formally documented, assessed, and tracked within BI Inc.'s comprehensive ticket management system. Each ticket will include severity classification, issue description, actions taken, and resolution status. BI Inc. will work collaboratively with the Participating Entity to establish clear escalation procedures and resolution timelines appropriate to issue severity.

- **The Contractor must provide toll free access to customer support/monitoring center.**

  Participating Entity staff will have access to a live customer support representative via a toll-free (800) phone number 24/7/365 providing domestic support. BI's Monitoring Operations staff are dedicated to promptly addressing any questions or concerns from officers, serving as a vital component of our comprehensive customer support model. Monitoring Specialists are physically staffed on-site 24/7/365, providing live assistance for equipment troubleshooting, client status inquiries, software support, reporting, and timely alert notifications.

- **The Contractor must provide initial start-up training that must include but not be limited to the following:**
    - **The enrollment of clients into the software system.**
    - **The installation, use, de-installation, and cleaning of the equipment.**
    - **The generation and interpretation of data/monitoring reports.**
    - **Accessing/using Contractor's technical support/help menus and monitoring center.**

  During the transition, BI and the Participating Entities will establish training sites, set curriculum, schedules, ensure adequate space and materials, arrange for the prior delivery of equipment so that officers receive hands on training, and ensure the proper number of staff are assigned to the training session. This is a collaborative planning session between BI and the Participating Entities and includes customization of the agency's training plan, schedule, and logistical arrangements.

  BI Incorporated acknowledges and agrees to provide comprehensive initial start-up training as required. The training will be designed to ensure full operational readiness and will include, at a minimum, the following components:

  - Enrollment of clients into the software system, including account setup, activation, and verification procedures.
  - Installation, proper use, de-installation, and cleaning of all required equipment, in accordance with manufacturer specifications and BI Incorporated protocols.
  - Generation, review, and interpretation of data and monitoring reports to support effective supervision and compliance.
  - Accessing and utilizing BI Incorporated's technical support resources, including help menus, troubleshooting tools, and communication with the monitoring center.

  This initial training will be conducted by qualified BI Incorporated personnel and may be delivered through a combination of in-person instruction, virtual sessions, and training materials, as appropriate. Ongoing support and refresher training will be available as needed to ensure continued proficiency.

- **The Contractor must provide materials and brochures on the use of the equipment and system.**

  During initial training, BI's implementation team will provide a user manual and all training materials for each person undergoing training at no additional cost. Training materials for some BI products are only available in an electronic format via TotalAccess. This format allows BI to update the training materials continually as features in TotalAccess are revised and improved.

- **The Contractor must provide on-going and supplemental training offerings either on-site or via web-based programs at a minimum of once (1) per year after the initial start-up training offerings or on an as needed basis, based on any significant changes to the Contractor provided equipment and/or technology.**

  As previously noted, BI provides options for officers and supervisors to receive ongoing training through supplemental onsite and web-based sessions as needed. This type of training can be utilized for new employees, basic sessions, advanced topics, and refresher training as appropriate and directed by Participating Entity. The training is ongoing throughout the life of the contract.

  Each week, our Training Department conducts live TotalAccess webinar sessions—directly delivering informative content and a personalized learning experience. Since these sessions occur on a regularly scheduled basis, agency personnel can determine which sessions will best suit their ongoing work schedules and participate accordingly.

<< End of BI's Response to Attachment 02- Scope of Work VI. Category 3: Alcohol Monitoring. 3. Customer Support and Training.>>

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

BI maintains strict compliance with all applicable local, state, and federal regulations in every jurisdiction where we operate. Our compliance framework is designed to align with statutory requirements, contractual obligations, and industry best practices, and includes ongoing monitoring of regulatory changes to ensure continued adherence. We maintain all required licenses, certifications, and approvals, and our staff are trained regularly on compliance standards, data privacy requirements, and ethical conduct. Internal policies, audits, and quality assurance processes further support our commitment to lawful and responsible operations.

When engaging with new agencies across the United States, BI conducts thorough due diligence and research to ensure alignment with each agency's legal, operational, and policy requirements. This process includes reviewing applicable state and local statutes, administrative codes, and agency-specific guidelines; confirming licensing and reporting obligations; and assessing data security, confidentiality, and information-sharing standards. We also collaborate directly with agency representatives to clarify expectations and incorporate jurisdiction-specific requirements into our operational approach, ensuring a compliant and effective partnership from the outset.

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

As a leading provider in the electronic monitoring industry, BI is staffed by a team of highly experienced professionals who possess deep expertise in the challenges correctional agencies face when supervising justice-involved individuals. Our solutions are designed to support successful community reintegration while maintaining public safety and ensuring compliance.

To date, BI has partnered with more than **765** correctional agencies across the U.S., delivering reliable and effective monitoring solutions. Our long-standing track record reflects our commitment to operational excellence and public safety outcomes.

BI is fully committed to supporting the Participating Entity and its alcohol monitoring program. We will dedicate the necessary time, personnel, and resources to ensure a smooth and efficient

implementation. Our approach emphasizes engagement at all organizational levels, from contract execution through full operational deployment.

As a **single-source** provider for GPS, Radio Frequency, and alcohol monitoring programs, BI offers the Participating Entity a more consistent, secure, and efficient approach to managing its complex monitoring needs.

BI has more than 1,150 employees across all departments that are prepared to support NASPO Participating Entities. BI's legal and contract teams have thoroughly reviewed the NASPO ValuePoint Master Agreement, are familiar with the requirements and ready to coordinate the execution of Participating Addendums with Participating Entities. BI Partnership Development Directors will provide information on the particulars of the NASPO ValuePoint Master Agreement to our nationwide salesforce of more than 25 dedicated account management professionals. We will implement our established contract execution Standard Operating Procedures to directly execute the agreement with each agency.

Participating Entities can meet with BI personnel to assist with identifying the proper equipment based on their unique program's population and needs. In addition, BI personnel will collaborate with Participating Entity personnel to create an implementation plan suitable for their requirements. During program implementation, BI's experienced Training Specialists will provide training on all products and services in use by the Participating Entity, including information on how to maximize our full continuum of solutions.

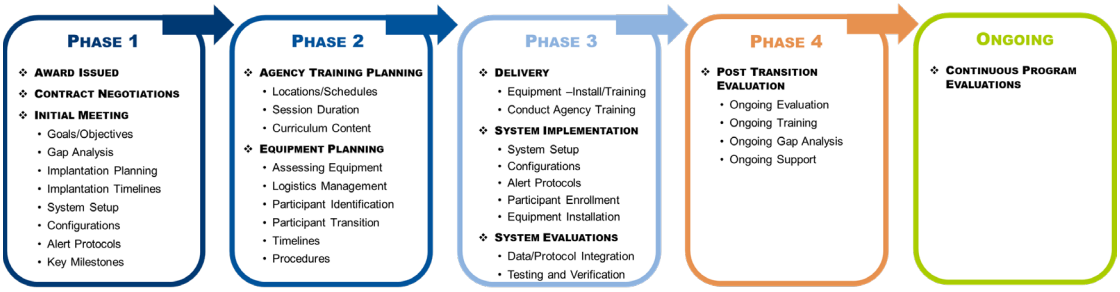
Project Management and Implementation Strategy

BI has a proven history of successfully planning, implementing, and managing customized electronic monitoring programs for some of the largest and most complex government agencies across the United States, U.S. Territories, and Canada.

To support the Participating Entity in adopting BI's alcohol monitoring technologies, we provide a comprehensive implementation plan that outlines clear step-by-step actions and defined timelines. Designed to foster collaboration between the Participating Entity and BI, this plan serves as a roadmap for program success by enhancing public safety, increasing officer efficiency, and ensuring a smooth transition. It also proactively identifies potential risks and incorporates strategies to effectively mitigate them.

Our approach is grounded in proven project management methodologies developed through decades of experience and aligned with global best practices. We actively coordinate all key project components, including account management, supply chain logistics, testing, training, and technical support.

While we understand every implementation plan is unique to each Participating Entity, BI's Transition and Implementation Plan is structured into four key phases:



Implementation Planning

As an awarded NASPO contractor, we will coordinate an initial meeting with key the Participating Entity stakeholders and the BI Executive Management Team. This meeting will serve to formally review and define integration requirements, identify any gaps, and present alternative solutions, timelines, and delivery plans that best support the Participating Entity. We will also collaborate with the Participating Entity to confirm program goals and objectives.

Following this meeting, minimal involvement from the Participating Entity staff will be required. BI will take the lead, in coordination with the Participating Entity Administration, to ensure a smooth, seamless transfer of services from the incumbent contractor.

Implementation Framework

Effective project management is critical to the successful execution of any initiative, ensuring that all elements of a project are meticulously planned, executed, and monitored. Key project management elements include scope definition, resource allocation, timeline management, risk assessment, and stakeholder communication. By clearly defining the project scope, teams can establish clear objectives and deliverables, which serve as a roadmap for the entire project. Resource allocation ensures that the necessary personnel, equipment, and materials are available when needed, while timeline management helps keep the project on track and within deadlines. Risk assessment is essential for identifying potential obstacles and developing strategies to mitigate them, ensuring that the project can adapt to unforeseen challenges. Some of these key elements include the following.

- *Work Breakdown Structure Management.* In order to more effectively manage a transition, the draft integrated project plan which has been developed and is included in this proposal has been broken down into Work Breakdown Structure (WBS) elements. The WBS defines smaller, more manageable tasks or packages related to a defined deliverable. These tasks or packages provide for easier ongoing scope verification and project delivery control.
- *Schedule/Time Management.* Upon contract award, BI will work with the agency, in order to establish a mutually agreed baseline from which to manage the overall program schedule. This schedule will be refined with input from all of the project and functional contributors to ensure the most probable estimates. In addition, low, nominal, and high inputs will be reviewed in order to better understand and address latent schedule risk.
- *Personnel Management.* BI personnel will execute the defined requirements of the Agency's contract. The designated team assigned to the Participating Entity will be managed to improve overall competency, as well as deliver enhanced project performance. In order to facilitate improvement, individual team members' performance will be monitored enabling rapid feedback and issue resolution, as well as quicker coordination of changes.
- *Communications Management.* A key element to the success of any project is a solid communications plan. As the primary customer-facing personnel, the Project Manager and Director of National Account Support will be responsible for its successful implementation both during transition and on an ongoing basis. To this end, it is imperative that BI, as an organization, meet the expectations of responsiveness articulated by the Agency. In order to meet these expectations, primary and secondary BI points of contact will be established

to ensure the Participating Entity can reach and receive a response from a qualified BI team member.

Throughout the transition, contributors will participate in a weekly status call reviewing the project plan, including milestone progress, schedule variances, work loading variances and unforeseen projected risks and mitigation plans. Following the transition, BI will coordinate a monthly contract status meeting, in conjunction with the Participating Entity's Administration. On an external basis, BI will comply with all reporting requirements desired by the Participating Entity, as outlined in the RFP, including having a structure and procedures that ensure responsiveness to any communication request by the Participating Entity

- *Equipment Supply and Maintenance.* BI is the OEM of all proposed electronic monitoring equipment, which is manufactured in BI's ISO 9001:2015-certified manufacturing facility in Boulder, Colorado. BI is ISO 9001:2015-certified for product design, testing, manufacture, sales, service, support, and monitoring. BI is responsible for all equipment we provide to the Participating Entity, refurbishing equipment in the same ISO facility we manufacture new devices.

  As the OEM to the proposed equipment and software we have direct access to supply chain management, allowing us to allocate equipment inventory to meet the required volume ready for transition with the ability to swiftly accommodate increased supply, positioning us as a one-stop-shop for delivering the goods and services tailored to the multi-risk-level population under the Participating Entity's supervision while meeting all requirements outlined in this RFP.

BI'S U.S. BASED MANUFACTURING FACILITY HAS THE ABILITY TO PRODUCE RELIABLE MONITORING EQUIPMENT ENSURING REQUIRED DEVICE QUANTITIES THROUGHOUT THE LIFE OF THE CONTRACT TO ALL PARTICIPATING ENTITIES.

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

As an awarded NASPO contractor, BI will coordinate an initial meeting with key Participating Entity stakeholders and the BI Executive Management Team. This meeting will serve to formally review and define integration requirements, identify any gaps, and present alternative solutions, timelines, and delivery plans that best support the Participating Entity. We will also collaborate with the Participating Entity to confirm program goals and objectives.

Following this meeting, minimal involvement from the Participating Entity staff will be required. BI will take the lead, in coordination with the Participating Entity Administration, to ensure a smooth, seamless transfer of services from the incumbent contractor.

On-board Planning

BI has more than **1,150** employees across all departments that are prepared to support NASPO Participating Entities. BI's legal and contract teams have thoroughly reviewed the NASPO ValuePoint Master Agreement, are familiar with the requirements and ready to coordinate the execution of Participating Addendums with Participating Entities. BI Partnership Development Directors will provide information on the particulars of the NASPO ValuePoint Master Agreement to our nationwide salesforce of more than 25

dedicated account management professionals. We will implement our established contract execution Standard Operating Procedures to directly execute the agreement with each agency.

Participating Entities can meet with BI personnel to assist with identifying the proper equipment based on their unique program's population and needs. In addition, BI personnel will collaborate with Participating Entity personnel to create an implementation plan suitable for their requirements. During program implementation, BI's experienced Training Specialists will provide training on all products and services in use by the Participating Entity, including information on how to maximize our solutions.

BI understands the implementation and transition process carries an element of risk. BI substantially mitigates this risk with an experienced team that designs and manages customized Implementation Plans in accordance with each Participating Entity's unique needs and goals. Our ability to implement BI technologies, future innovations, and customized enhancements has the potential to significantly impact Participating Entity efficiencies.

Responsibilities

BI is responsible for all aspects of program implementation. However, we will require that the incumbent vendor and Participating Entity be present to collaborate at all planning meetings and other functions related to implementation. Additional responsibilities of the Participating Entity during implementation include:

- Coordinate with BI to set officer training schedules
- Assisting with scheduling Product Users for equipment swap/installation
- Completing contract negotiations and finalization
- Reviewing and approving implementation plans

Understanding of Project Scope

An effective Implementation Plan depends on having information specific to the Participating Entity's monitoring program, and this knowledge drives implementation timelines. BI demonstrates our understanding of program quantities and other specifics in the following table.

BI will dedicate the time and resources needed to ensure that the Participating Entity's program is established in an expedient and effective manner. All levels of BI's organization will be engaged in the process from contract execution to full implementation. As a single source provider, BI does not anticipate utilizing any subcontractors to support the Participating Entity.

Data Migration

BI has the ability to import client data through various methods including a Client Enrollment API. This import requires a minimum amount of client data including Name, Address, Phone Number, Assigned Agency, and Assigned Officer. A typical new customer will provide an Excel style export of this data for BI to ingest into BI TotalAccess. Once the Client Data is imported into BI TotalAccess, the officers will see those clients on the dashboard when they sign in.

Training

BI understands that comprehensive and effective agency training is critical to the success of an electronic monitoring program. To best meet unique the Participating Entity program needs, BI offers a comprehensive continuum of training sessions in a variety of formats, including:

- **Onsite Training.** BI conducts initial onsite training as part of the program implementation process, and we provide subsequent onsite training upon agency request. Conducted at company and/or agency location(s), these sessions provide agency personnel with hands-on instruction and a field-based learning experience.
- **Self-Directed Equipment Training.** We offer this training via the BI Training Department's online Learning Management System. Equipment training courses and corresponding assessments are available to authorized personnel at any time. Users simply complete the quick registration process and enter their unique username and password to access the desired courses.
- **Live Webinars.** Each week, our Training Department conducts live webinar sessions—directly delivering informative content and a personalized learning experience. Since these sessions regularly occur on a scheduled basis, agency personnel can determine which sessions will best suit their ongoing work schedules and then participate accordingly.

During initial training, BI's implementation team will provide user manuals and all training materials for each person undergoing training at no additional cost. Training materials for some BI products are only available in an electronic format via TotalAccess. This format allows BI to update the training materials continually as features in TotalAccess are revised and improved.

BI conducts initial onsite training as part of the program implementation process, and we provide subsequent onsite training upon agency request. Conducted at agency designated locations, these sessions provide agency personnel with hands-on instruction and a field-based learning experience. The BI Training Department develops and delivers comprehensive, contract-specific training sessions for agency personnel. This includes the following: Creating customized training curricula in accordance with unique agency objectives and needs collaborating with agency leadership to schedule, organize, and implement training sessions, including:

- The number of agency personnel and BI staff in need of contract-specific training
- The most appropriate method to measure each attendee's retention of information
- Providing ongoing refresher training via self-guided tutorials, live webinars, and onsite sessions

The BI Training Department continually revises and updates our training curricula and materials in accordance with technology enhancements and customer feedback. BI's approach to training provides agency personnel with the opportunity to become proficient in the use of BI equipment and software. We offer readily available resources to fill any knowledge gaps and improve program efficiencies. Specific topics addressed by BI training are summarized by the following table.

[redacted]

[redacted]

[redacted]

This level of training can only be offered by an OEM that has a deep level of understanding of the products and services it offers. Our training Department regularly updates training with new information about the ongoing development of our solutions. BI's Training Department develops best practices about implementing and maintaining electronic monitoring programs.

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

Please see the following screenshots:

- TotalAccess Client Profile screen
- TotalAccess Curfew Creation screen
- TotalAccess Dashboard Alerts screen
- TotalAccess Mobile Client Menu screen
- TotalAccess Mobile Push Notification screen

[redacted]

[redacted]

[redacted]

TotalAccess Mobile

BI TotalAccess is completely secure, web-based and accessible from mobile devices. In addition, the complimentary mobile app, BI TotalAccess Mobile, allows officers to perform supervision activities within the optimized mobile app such as messaging participants and managing alerts.

[redacted]

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

The sample Service Level Agreement provided is representative of BI's standard agreement for all Alcohol devices.

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SINGLE-SOURCE. PROVEN. INNOVATIVE.

Detailed Response to Category 4: Value Added Services

Solicitation No. 99WC-S3474 I NASPO ValuePoint

I. Category 4: Value Added Services

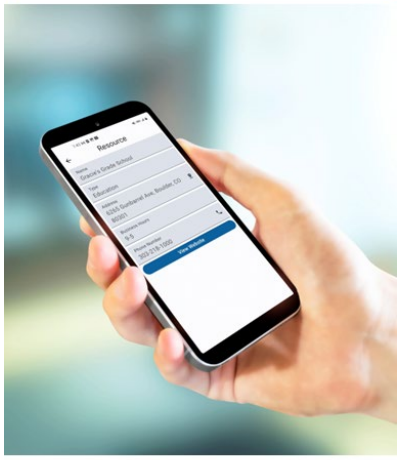
Offerors may propose value added services related to Client Electronic Monitoring. The Lead State and NASPO reserve the right not to allow additional services proposed by the Contractor in the Master Agreement.

When considering a single-source provider for electronic monitoring services, particularly within community supervision contexts, several distinct advantages emerge. A single-source model streamlines operation by offering unified technology platforms, ensuring seamless integration between devices and software. This approach enhances data accuracy, reduces administrative burden, and simplifies training for agency staff. Additionally, it promotes accountability through centralized support and maintenance, resulting in more efficient issue resolution and consistent service delivery. Ultimately, partnering with a **single-source** provider strengthens program effectiveness while aligning with fiscal responsibility and public safety objectives. In essence, a single-source provider for electronic monitoring services offers a more cohesive, secure, and efficient approach to managing complex monitoring programs.

In addition to our advanced GPS, RF and Alcohol monitoring devices, we are pleased to offer the additional value added program-enhancing technologies designed to improve compliance, reduce recidivism, and align with the Participating Entity's strategic initiatives.

BI SmartLINK® (Add-On Services)

BI offers a feature-rich smartphone application, SmartLINK. Available for Apple and Android devices, the application can be downloaded on the client's phone or tablet to provide a suite of monitoring tools, such as reviewing supervision documents, accessing monitoring schedules and appointments, and in-application text messaging features. SmartLINK can be used as a standalone solution or as an add-on to GPS,RF and alcohol monitoring.



BI SmartLINK is an innovative client engagement and supervision platform designed to enhance communication between supervising officers and program participants. Accessible as a secure mobile application, SmartLINK allows clients to check in, receive reminders, submit required information, and participate in scheduled video calls. The platform reports, verifies, and promotes accountability while supporting compliance through user-friendly tools accessible from a smartphone or tablet.

As a value-added component of our solution, BI will provide every Participating Entity client wearing a BI device access to SmartLINK app's Connect features.

BI SmartLINK Connect features are designed to support communications, scheduling, and other officer/client interactions. BI SmartLINK can be used with BI electronic monitoring devices or as a stand-alone solution. We are

confident that this monitoring tool can greatly alleviate officer workload, increase client compliance, and overall increase operational efficiencies.

When used in conjunction with other electronic monitoring devices, the SmartLINK mobile application offers a modern solution that supports client communications and mitigates many of the risks associated with community supervision programs. The application is well-suited for any population where use of traditional electronic monitoring equipment may or may not be necessary, as it provides a non-intrusive solution. The Participating Entity can also use any combination of the SmartLINK stand-alone modules to augment electronic monitoring and to support utilization of community-based resources.

The SmartLINK modules offered in BI's solution, provided to every client wearing a BI monitoring device, or as a standalone solution include:

1. My Information
2. Calendar
3. My Documents
4. Media Capture
5. Resources
6. Messaging

ENHANCED GPS TRACKING AND SMARTPHONE INTEROPERABILITY. BI'S SOLUTION INCLUDES VALUABLE FEATURES WITHIN THE SMARTLINK MOBILE APPLICATION THAT HAVE THE POTENTIAL TO INCREASE OVERALL PROGRAM EFFECTIVENESS AND MINIMIZE OFFICER WORKLOAD, INCLUDING TWO-WAY, ACTIVE COMMUNICATION CAPABILITIES. FOR EXAMPLE, OFFICERS CAN OPEN UP A DIRECT LINE OF COMMUNICATION WITH THE CLIENT DURING A VIOLATION.

1. My Info Module. My Info Module provides clients with a detailed view of their submitted information to the agency. From this module, clients can view their personal information, such as address, contact info, transportation, employment, personal contacts, and assigned community referrals. In addition, clients can submit change requests for their personal information as well. Agency personnel will see an event through TotalAccess and TotalAccess Mobile that states the client has requested a change to their information.

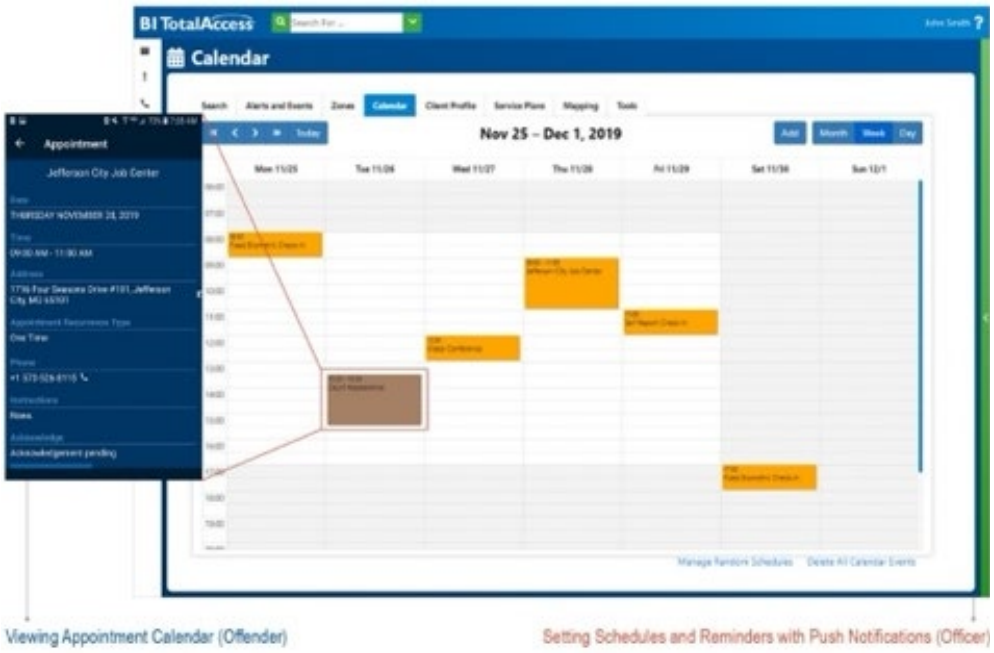
Officers can easily approve or deny requests from clients in TotalAccess and TotalAccess Mobile. When officers accept change requests, the info is immediately updated within TotalAccess - increasing accuracy of client data and efficiency of staff when completing administrative tasks for case management purposes. If change requests are denied by officers, clients are immediately notified via SmartLINK and can use any of the SmartLINK communication tools to follow up accordingly with agency staff.

2. Calendar Module. Calendar Module displays the client's scheduled appointments and services—such as court dates, case manager meetings, and curfew reminders—and provides the client with automated, agency-designated reminders. The ability to remind clients of upcoming appointments and services helps support compliance with supervision conditions. Use cases and features of this module include:

- From within TotalAccess, agency personnel enter the client's scheduled appointments and services into the system and designate when the SmartLINK mobile application will provide automated reminder notifications to the client.
- The officer may require clients to acknowledge SmartLINK reminders. This promotes compliance and ultimately supports public safety.

- Using the SmartLINK application on their phone, the client taps on an individual Calendar entry to review details such as the time of the appointment and the address and phone number of the provider.
- Clients can also submit a schedule change to their officers through the Calendar module. Once a schedule is approved or denied, the client receives a push notification of the result. Changes are automatically updated in TotalAccess if approved, reducing the need to manually add schedules for clients or submit email, paper schedules, or report in person to drop off a change request.

The Calendar Module can also be combined with the Calendar Check-In Module, which allows agency personnel to combine the application check-in process with a mandated client activity—such as counseling or community service. Officers have the option of requiring clients to acknowledge and confirm calendar items when added to the individual's schedule.



Reminding Clients of Supervision Activities

(Screenshot confidential/proprietary information) Agency personnel can enter events—such as court appearances, probation meetings, or treatment appointments—in the calendar module. Officers can enter and view these events through TotalAccess and TotalAccess Mobile.

3. My Documents Module. Designed to support client understanding of supervision terms, the SmartLINK mobile application contains a "My Documents" module that contains digital files of supervision rules, agreements, terms, conditions, or contracts. This module can accommodate any other officer-defined documents that support the client's understanding of release conditions.

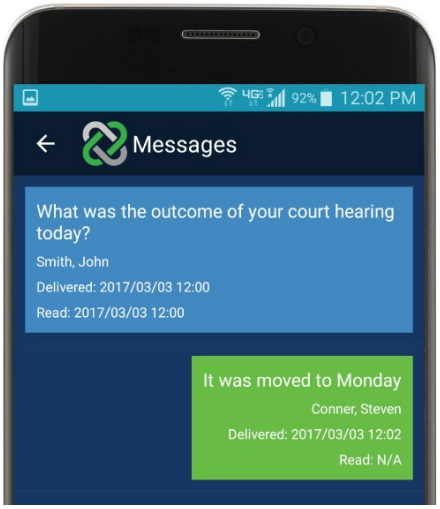
4. Media Capture Module. Media Capture Module allows clients to capture documents—such as education, employment, or court documentation—as high-resolution photographs and then submit

this information directly to Department personnel. All submitted documents and photographs are automatically stored in TotalAccess Media Management. More than 40 document types or photos can be managed through BI's central monitoring computer software system; the following table provides a sampling of document types.

SmartLINK Media Capture Module			
Category	**Type**		
Attendance Verification	AA/NA Meetings	Treatment groups	Places of employment
	Job searches	Religious services	Approved travel
Documentation	Work schedules	Bank statements	Business cards
	Furlough verification	Paystubs	Medical paperwork

This module is also the ideal solution when supervising personnel require that clients capture photos of paystubs, attendance records at court-mandated counseling, court documentation, etc. TotalAccess securely stores all this information for review and reference by agency staff. Officers can print or digitally save any captured media.

5. Resources Module. The Resources Module contains a searchable directory of agency-identified service providers within the local community. The module categorizes the resources to help clients easily find services. When the clients tap on a resource from their smartphone, SmartLINK provides details such as the provider's hours of operation, address, and telephone number. Using phone mapping and call features, the SmartLINK mobile application allows the client to view a map with "turn-by-turn" directions to the provider location and telephone the identified point of contact from within the application. Community resources can also be assigned by agency staff from within TotalAccess - including for specific clients' needs.



BI SmartLINK Messaging

Unlike traditional text messages, clients cannot delete messages within SmartLINK.

6. Messaging Module. Messaging Module allows agency personnel and clients to securely communicate via text-message-like conversations. All conversations are available for review in TotalAccess. Officers may use mass messaging to notify any number of clients at one time. The agency may communicate with clients from TotalAccess Mobile or web-based TotalAccess. Multiple officers and authorized personnel can send messages to each client, and each message indicates which user sent the message.

Use cases and features of this module include:

- The client sends a SmartLINK message, and the system records the message in TotalAccess or TotalAccess Mobile for agency review. This mitigates the potential nuisance of an abundance of client messages being sent directly to an officer's mobile device.
- From within TotalAccess or TotalAccess Mobile, agency personnel review the historical record of sent and received messages. All messages are timestamped and display delivery/read receipts. This information can be used as documentation of client behavior during the monitoring period or be presented as evidence in court, if needed.

To help increase effective communication between officers and supervised clients, SmartLINK has the ability to be displayed and auto-translate messages in 16 languages. Supported languages include:

- English
- Chinese Simplified
- *Somali*
- *Punjabi*
- *Turkish*
- *Bengali*
- Spanish
- French
- Arabic (RTL)
- Hind
- Romanian
- Portuguese
- Haitian Creole
- Russian
- Vietnamese
- Urdu (RTL)

Optional SmartLINK Modules

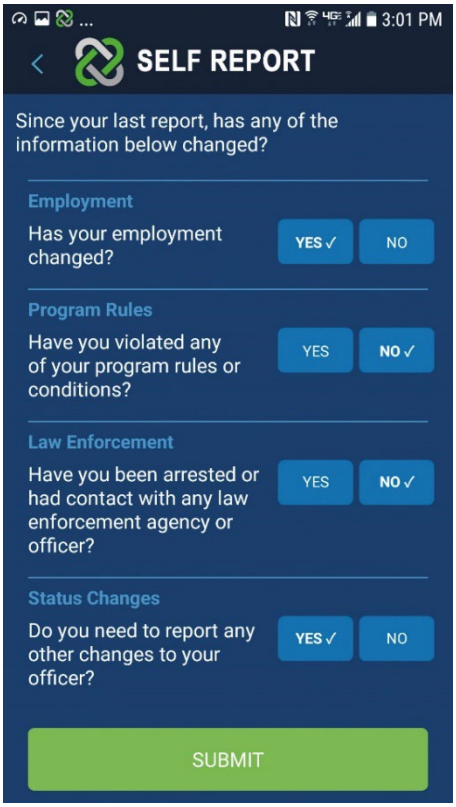
In addition to the six modules that BI will provide to every agency-monitored client wearing assigned a BI devices, our solution includes the following optional modules:

- Biometric Check-In
- Self-Report

- Video Conferencing

7. Biometric Check-In Module—Optional. The SmartLINK Check-In feature provides clients with the ability to periodically check-in. During a check-in, the SmartLINK mobile application accurately captures the individual's location and a photo to biometrically identify the client. The check-in tool is highly flexible, allowing officers to accommodate various client schedules, including fixed and random schedule options. Specific use cases and features of this module include:

- Agency personnel create customized schedules that best suit varying client populations. For example, schedules that are specific to approved work activities, counseling, or other agency-mandated activities.
- Agency personnel instruct the client to check-in for a specific situation. For example, an officer might instruct the client to check-in upon arrival at their place of employment.
- If agency personnel believe the client may be partaking in noncompliant or illegal activities, the officer can initiate an on-demand check-in request from within TotalAccess or TotalAccess Mobile.
- Clients have the ability to check-in at will and on their own accord if they so choose—check-ins do not always need to be initiated by the officer.



BI SmartLINK Self-Report

The Self-Report module also allows authorized users to request an unscheduled check-in that collects location information and can also be used without biometric identity verification as a tool for officers to ask the client questions to verify their identity.

In addition, the SmartLINK mobile application is equipped with a Calendar Check-In Module that allows agency personnel to combine the check-in process with a mandated client activity—such as counseling or community service. This is accomplished via appointment location with verification. For example, the agency can use the Calendar Check-In Module to confirm a client has completed certain activities as required.

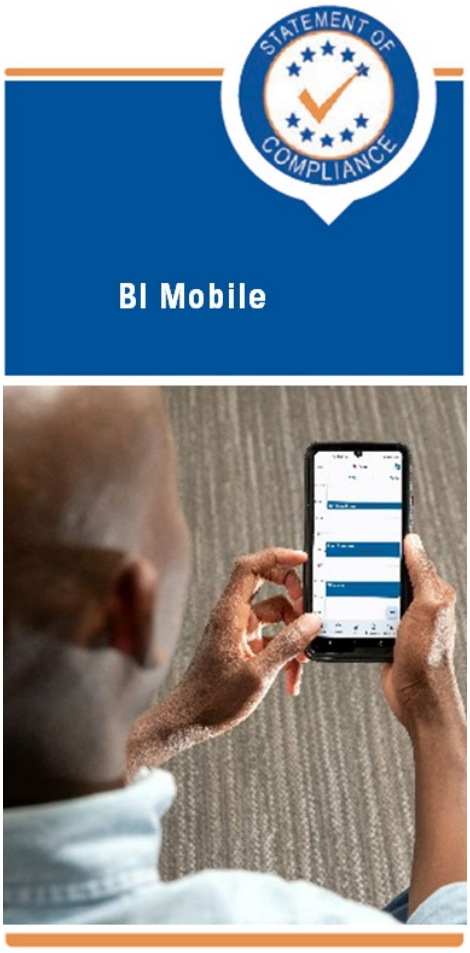
8. Self-Report Module—*Optional.* The Self-Report Module allows the client to inform agency personnel quickly of significant life changes—such as change of address, employment, program violations, arrests, and contact with law enforcement. BI also provides agencies the option of creating their own customized questions at the customer, agency, caseload, or client levels. If the agency mandates the client to submit biometric check-ins, SmartLINK requires that the client complete the application check-in process after self-report information is submitted from the individual's mobile device.

9. Video Conferencing Module—*Optional.* This module allows the agency to communicate with clients using secure two-way video. Conferences can be recorded for future playback or downloaded to share for other agency purposes. BI finds that our public sector partners leverage this tool for:

- Complementing/reducing field contacts
- Conducting remote supervisions/visits
- Addressing client noncompliance
- Following up on alerts
- Troubleshooting equipment
- Supporting medication accountability

BI Mobile® (Add-On Services)

Developed for community corrections programs, BI Mobile alleviates challenges agencies and clients may face related to access to a phone. BI Mobile uses state-of-the-art Mobile Device Management (MDM) software to provide top level security and protect against hacks and virus attacks.



Restrictive Form of Supervision Technology. Pre-installed with BI SmartLINK®, this solution enables scheduling, text messaging, biometric check-in with liveness detection, document management, community resources, and other features which agencies can use in lieu of body-worn monitors or to complement a BI GPS, alcohol, or RF device.

Ability To Control Device Activity. BI Mobile limits client access to traditional smartphone functionality such as the ability to browse the internet, manipulate phone settings, make unauthorized phone calls, and download apps, while allowing users to message and communicate with authorized agency personnel through SmartLINK.

Eliminates The Risk of GPS Spoofing. The MDM software prohibits users from downloading apps that enable clients to potentially tamper with or "spoof" GPS location collection or installing GPS programs manually.

Simplified Zone Configuration. Through BI TotalAccess®, officers have the ability to build and assign inclusion and exclusion zones, conduct on-demand or scheduled location detection, and configure callback features.

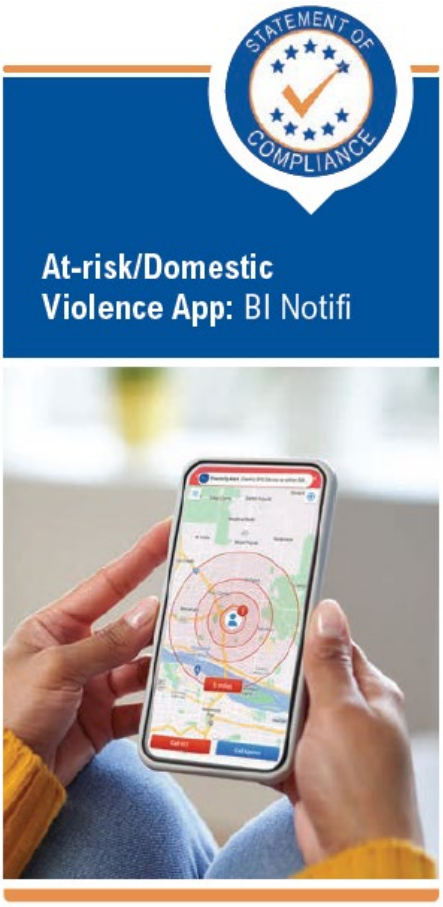
Monitoring Support. Unlike other providers that are solely focused on smartphone applications, BI Incorporated has customer and technical support available 24/7. BI Monitoring Operations staff provide live support on topics such as equipment troubleshooting, client status checks, software assistance, reports, and alert notifications.

Key Features Include:

- LCD screen size of 6.5"

- Up to 100 hours battery life on a single charge
- Approximately 200 hours of standby battery life
- LTE network connectivity
- Bluetooth and Wi-Fi capable
- Build and assign inclusion and exclusion zones
- Hassle-free set-up and client interaction
- Enhanced communication with secure two-way video and two-way VOIP calling including the ability to limit outbound 10-digit numbers

BI Notifi® (Add-On Services)



BI Notifi® offers agencies a solution for at-risk individuals seeking enhanced personal safety. The mobile app measures the distance between the app user and a GPS-supervised client.

Configurable Proximity Zones. The app displays a proximity zone map with multiple ranges and shows whether the supervised client wearing a BI LOC8® XT GPS-device is getting closer or further away from the app user. The proximity zone can be set up to five miles.

Real-Time Notifications. If the GPS-supervised client enters the court-ordered proximity zone, a notification is sent to the app user alerting them when the client enters and exits a proximity zone. Alerts are also generated for officer follow-up.

Additionally, users can receive notifications tied to specific locations, such as a residence or workplace, even when they are not physically present. This informs them if a GPS-supervised client enters and exits a designated exclusion zone.

One-Touch Emergency Calling. The notifications enable the app user the ability to take precaution by calling 911 or the agency. Both numbers are pre-programmed into the app and calls can be made with the push of a button.

Convenient Setup. Officers manage the proximity zones, alert frequency, and Pursuit Mode activation in BI TotalAccess®. TotalAccess utilizes Google Maps Platform® for officers to easily set zones, track client movements, identify issues requiring immediate attention, and access a client's GPS points and location history in 2D and 3D views.

KEY FEATURES

- Easy-to-use app that is downloaded on a user's smartphone
- 24/7 tracking of the proximity of a GPS-supervised client to BI Notifi app user
- Android and iOS compatible
- Programmable proximity zones with a max five-mile radius
- All GPS-supervised client data points are stored in TotalAccess

- Users and officers receive real-time notifications when GPS-supervised client enters and exits proximity and exclusion zones
- One-touch emergency calling
- Officers can set up a Pursuit Mode trigger in TotalAccess
- Pairs with LOC8 XT

BI Agency Assist–Enhanced Monitoring Services (Add-On Services)

As probation officer caseloads increase and electronic monitoring programs expand, many officers operating community corrections programs find themselves spending more time handling administrative tasks rather than supervising and rehabilitating clients. According to time studies published in the Probation Journal1, officers spend up to 72% of their time on administrative tasks. These tasks, the majority of which are mandated by court orders, leave little time for officers to facilitate rehabilitation or monitor client compliance.

With these challenges in mind, BI developed Agency Assist, a suite of service support solutions to alleviate administrative, technical, and data management workloads. BI Agency Assist can relieve officers of up to 50% of their time spent on time-intensive administrative tasks. Through our 24/7/365 bilingual monitoring center based in Aurora, Illinois, BI offers a solution designed to meet the needs of agencies that require services beyond alert notification and technical support. BI Agency Assist can support the Participating Entity by offering the following services:

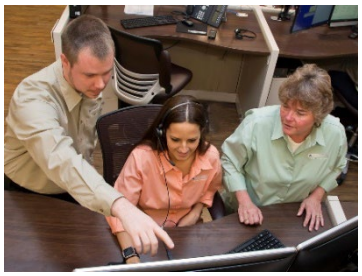
1. **Contact Documentation:** Officers dictate case contacts to Monitoring Specialists
2. **Scheduling Services:** Clients request or officers report schedule changes to Monitoring Specialists
3. **Enhanced Monitoring Service:** Monitoring Specialists proactively contact clients to attempt to resolve alerts, or to investigate alerts, prior to notifying officers
4. **Automated Self Reporting:** Clients call into an automated phone line to proactively report changes in status
5. **Client Docs:** Stores all documents, photos, and files related to client supervision

These time-saving services reduce the number of routine and administrative tasks to allow officers to spend more time focused on high-risk alerts and client interactions.

[1] Matthew DeMichele and Brian Payne, "Taking officer time seriously: A study of the daily activities of probation officers," *Probation Journal* 65, (Dec. 2017): 39-60, https://doi.org/10.1177/0264550517748358

1. Contact Documentation Services

A key component to effectively monitoring clients in the field is through regular communication with officers, supervising work and school activities, and verifying any changes in the monitored individual's circumstances. This often results in officers spending much of their time in the field, returning to the office, and performing laborious data entry—which introduces the risk of incomplete or inaccurate case notes. To alleviate this burden, BI Agency Assist offers *Contact Documentation Services* that enable officers to dictate information to Monitoring Specialists.



Documenting Client Contacts

Officers can dictate key events directly to BI Monitoring Specialists using the Participating Entity's established codes to quickly relay notes.

Case Documentation Services uses a feature in TotalAccess that displays mandatory fields to guide Monitoring Specialists in capturing critical data points. Monitoring Specialists data entry screens will change based on the type of information the officer dictates.

For example, if an officer calls BI Agency Assist to report a drug test, the software will automatically prompt the Monitoring Specialist to ask the following questions:

- Was the drug test performed randomly, due to reasonable suspicion, or routinely?
- What type of drug test was performed?
- What were the results of the drug test?

BI Monitoring Specialists will be available on a 24/7 basis to receive dictated case notes from officers in the field. Agency personnel can retrieve client history files by calling BI Monitoring Operations or by logging in to TotalAccess.

2. Scheduling Services

BI Agency Assist *Scheduling Services* provides proactive client interactions that reinforce compliance. Monitoring Specialists answer client calls where individuals request, verify, or change monitoring schedules. Similarly, Monitoring Specialists will place outbound calls to verify schedule requests and obtain documents regarding a client's allowed movement.

BI will collaborate with Participating Entity to determine the type of schedule changes Monitoring Specialists are allowed to process. Examples of circumstances in which other agencies allow BI to modify an individual's schedule include:

- Job search activities
- Work, with up to 90 minutes travel time
- Counseling, with up to 90 minutes travel time
- School, with up to 90 minutes travel time
- Emergency Room (ER) medical situations, with up to 90 minutes travel time
- Movement authorized by request from officers

3. Enhanced Monitoring Services

Alert management is a common challenge for agencies monitoring individuals released to the community—regardless of if the individual is on electronic monitoring equipment or checking-in through SmartLINK or similar technologies. With these challenges in mind, BI Monitoring Specialists

will attempt to proactively resolve alerts, troubleshoot equipment issues, notify assigned agency personnel of confirmed violations, and modify client schedules.

BI will collaborate with the Participating Entity to determine which alerts require proactive resolution, the processes to follow for each type of alert, and the officer to notify if the violation remains open. An example of the type of custom alert resolution process used by BI Agency Assist includes:

1. Monitoring Specialists will ensure that the violation status is accurate by viewing client information in software.
2. If the violation is still active, the Monitoring Specialist will attempt to locate the client by calling the host site, work, school, or aftercare locations.
    a. BI will attempt to resolve the violation by performing the steps outlined above two times.
3. Should the Monitoring Specialist have contact with the client, BI staff will attempt to troubleshoot the issue with the client.
4. The Monitoring Specialist will follow Participating Entity-designated alert notification procedures, including emailing, calling, or escalating the alert to an officer.

4. Automated Self Reporting Services

With expanding caseloads and limited resources, many agencies struggle with actively monitoring lower level, first time, or low risk clients. Alternatively, some agencies require additional monitoring check-ins beyond traditional monitoring technologies.

As a highly flexible and customizable solution, BI Agency Assist offers an Interactive Voice Response (IVR) system. The IVR system can be used for any client population to support Participating Entity-defined monitoring conditions. IVR supports routine client check-ins on a Participating Entity-defined frequency. BI's automated check-in system consists of the following activities:

Automated Check-In Solution

BI's customized, IVR system allows for voice check-ins in both English and Spanish and interfaces with live Monitoring Specialists for real-time entry of exceptions.

1. The client calls the IVR system.
2. The IVR verifies the caller's identity by collecting a PIN, unique agency-defined identifier, date of birth, or other information.
3. The IVR asks the caller a series of agency-defined questions, such as change of address, employment updates, or contact with law enforcement.
4. Information collected by the IVR is automatically captured by BI's software without any interaction from a Monitoring Specialist.
5. The IVR will automatically escalate the call to a live Monitoring Specialist if there are any exceptions to the questions.

5. Client Docs

Client files have long been stored in paper records. However, paper can be costly and, if used excessively, wasteful. Client Docs is not simply electronic file cabinet; but provides officers with

the ability to manage access, share, track, and edit information stored in a client's case file.

Officers or Monitoring Specialists can upload important documents to a client's case file within TotalAccess through the Client Docs features. Alternatively, clients and officers can email relevant documents to BI Monitoring Operations, and our knowledgeable Specialists will upload the documents on the individual's behalf. Examples of the types of documents contained within Client Docs include:

- School Report Cards
- Doctor's Notes
- Paycheck stubs
- Permission Slips
- Driver's License
- Proof of residence
- School ID card
- Images of home
- Community service log sheet
- Counseling notes
- Drug test results

Installer Services (Add-On Services)

As part of our commitment to delivering exceptional service, we offer more than just the industry's most advanced and reliable electronic monitoring equipment. Our team also provides complete field support services, including equipment installation, removal, and ongoing maintenance to ensure uninterrupted program operations.

BI Installation Technicians: Field Expertise and Operational Support

Our BI Installation Technicians serve as a vital extension of agency operations, delivering professional, on-site services that enhance program efficiency and reduce the burden on agency personnel. Their core responsibilities include:

- **Installation**: Properly installing monitoring equipment on clients to ensure accurate function and compliance.
- **Inventory Management**: Maintaining a well-organized and sufficient local inventory of equipment and supplies.
- **Field Troubleshooting**: Providing responsive troubleshooting and issue resolution in the field.
- **Equipment Removal**: Safely and efficiently removing equipment from clients as needed.

Value-Added Services to Support Agency Operations

By integrating our field services into your program, BI Installation Technicians will help streamline agency resources and reduce officer workload through:

- Ensuring all equipment is properly installed, operational, and fully charged at the time of deployment.
- Maintaining an adequate stock of necessary supplies such as straps, batteries, and installation/removal tools to support rapid response to changing program needs.
- Promptly addressing repair requests; when repairs are not feasible, equipment is replaced immediately with a fully functional unit.

BI

SINGLE-SOURCE. PROVEN. INNOVATIVE.

Detailed Response to Customer Satisfaction

Solicitation No. 99WC-S3474 I NASPO ValuePoint

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

D. Customer Satisfaction.

7. Provide evidence of your customers' satisfaction with your product or services.

a. Client retention rate during the past 3 years

[redacted]

b. Customer surveys/references

BI gathers feedback via an annual customer survey. From these surveys, the general responses highlight the following:

I. Customer service is consistently praised especially BI's monitoring center and staff embedded with customers

II. Physical technology devices are generally easy to use, install and navigate. BI's software, TotalAccess, is user-friendly and convenient

III. Equipment is noted for its reliability

IV. BI trainers make themselves available to customers and the training is highly valued

V. BI has a full range of technologies and continuously works to improve them

VI. BI fulfills orders quickly and makes returning equipment easy.

Specific quotes from the 2025 survey:

- **"***When I call the BI TotalAccess helpline they are ALWAYS very polite, professional, and helpful. Your phone CSR's are great!"*
- *"BI products are easy to install, customer services is prompt, and product ordering/return is excellent."*
- *"The products that we do use are superior to competitors. Additionally, the sales and support team are remarkable."*
- *"Customer service is wonderful. In the 15 years of calling the customer service line, I have only had one bad experience. The webinars are very helpful & the trainers are very knowledgeable."*

c. Vendor performance ratings

The United States Government Accountability Office performed a routine review of electronic monitoring program administered by the Administrative Office of the U.S. Courts (AOUSC). While this report was primarily aimed at the policies of the government agency, several statements from the AOUSC pertain to BI Incorporated.

I. As part of its study, GAO administered a survey to all pretrial services office Chiefs. Nearly all the respondents (74 out of 75) indicated that the national location monitoring call center implemented by the AO either "somewhat or significantly" reduces work performed by probation and pretrial services officer during non-

traditional hours. The call center was established by the AO in 2020 following an internal data analysis of key alerts ,event investigations, and telephone recordings during a polit study and regular engagement with the probation and pretrial services staff who supervise these cases.

II. The Judiciary has developed extensive policies and procedures to direct the proper management and oversight of the location monitoring program. The GAO survey ask pretrial service office Chiefs about the training officers receive from the AP and its vendor, and nearly all the respondents (77 out of 78) indicated that the training is either "sufficient or moderately sufficient to understand location monitoring policies."

8. Provide a brief history of your company.

Incorporated on September 28, 1978, in Boulder, Colorado, BI Incorporated (BI) is a wholly owned subsidiary of The GEO Group, Inc. (GEO)—providing BI with unmatched financial strength and operational soundness in electronic monitoring and case management.

BI has more than **45** years of experience providing Electronic Monitoring equipment and monitoring services to the criminal justice marketplace for individuals under community supervision, parole, probation, pretrial defendants, and undocumented persons involved in the U.S. immigration court process.

As a leader in innovation within the electronic monitoring industry and the first company to design and manufacture technology specifically for tracking individuals involved in the justice system, we have set the standard for electronic monitoring solutions. Over time, we have grown to become the nation's largest provider in this field. Our technology and services have supported hundreds of agencies across the United States, including parole and probation departments, correctional facilities, and community supervision programs.

BI provides a full continuum of monitoring technologies and services for juveniles, parolees, probationers, pretrial defendants, and undocumented persons involved in the U.S. immigration court process. BI's fully owned and operated, United States–based Monitoring Operations Center delivers streamlined, expert support for our full range of technologies on a 24/7/365 basis. In addition, BI supports numerous agencies that manage their own command centers. To augment these agency-operated centers, our U.S.–based live Monitoring Operations Center is available around the clock to provide knowledgeable backup support whenever needed.

Furthermore, BI currently supports more than 286,400 supervised individuals under contracts with federal, state, district, county, and local agencies throughout the country. Our 47 years of experience demonstrates our capacity to successfully partner with agencies of all sizes with varying monitoring needs.

BI has a long history of innovation that helps us stay ahead of technological trends and meet the evolving supervision needs of the community supervision programs. BI has built a strong reputation on delivering innovative solutions that reliably monitor thousands of individuals, reduce recidivism rates, and support the missions of corrections agencies across the nation.

Over the years, BI has continued to conduct research while developing partnerships with other technology providers and government correctional institutions. All of technologies offered by our company are designed and manufactured by BI. Today, BI offers a full suite of advanced technologies, a highly capable full-service Monitoring Operations facility, and expert services that monitor clients in the community. The BI team of professionals strive to be the leading

provider of integrated service and technology solutions to support the missions of our public sector partners.

Innovative Technology Offerings

BI brings more than four decades of experience supporting community supervision programs for small, medium and large programs. As a long-standing industry leader, BI was the first company to design and manufacture technology specifically for tracking justice-involved individuals. Today, we are one of the nation's largest providers of one-piece GPS electronic monitoring services, supporting over **765** agencies across all **50** states (including Alaska) and Canada and currently monitoring more than **286,400** individuals daily. Our continued commitment to innovation—through product enhancements, software development, and emerging technology integration—ensures that the Participating Entity receives reliable, secure, and modernized solutions throughout the full contract term, including early access to BI's next-generation of GPS products.

As an industry leader, BI was the first company to design and manufacture technology specifically for tracking justice-involved individuals, setting the standard for electronic monitoring solutions. Today, we are one of the nation's largest providers of these services, supporting more than 765 correctional agencies at the federal, state, and county levels nationwide.

BI remains steadfast in its commitment to technological innovation, continuously developing solutions that drive efficiency, accountability, and public safety. Our investments span across product development, agile software methodologies, emerging technologies, continuous improvement initiatives, and service enhancements. At the forefront of this effort is BI Innovation Labs, which explores, and tests new technology concepts tailored to the electronic monitoring industry.

With a team of experienced product and software engineers, BI develops new products and enhances existing ones. These efforts are informed by officer feedback, operational performance data, and innovation research to ensure the delivery of secure, efficient, and practical solutions.

[redacted]

Business Accolades

BI has earned our customers' business over four decades of consistent delivery of reliable devices. BI has received multiple awards and recognition for our accomplishments over the years, which include:

BI received a Computer World Smithsonian Award in 1989, the inaugural year of the award. The award was established to "recognize heroes of technological innovation." An early prototype of BI's first curfew monitoring device is on display at the Smithsonian Institute in Washington D.C.

BI is recognized as an ISO 9001:2015 certified corporation. ISO 9001 is a series of standards, developed and published by the International Organization for Standardization (ISO), that define, establish, and maintain an effective quality assurance system for manufacturing and service industries. BI first earned ISO 9001 certification in 1995 and has been re-certified every three years.

Our ISAP division, which operates the largest electronic monitoring program in the country for the Department of Homeland Security, receives recognition every year for contract compliance. BI and our Contractor Performance Assessment Rating (CPAR) scores usually reflect a rating of "Excellent".

BI has been awarded more than 20 patents in the electronic monitoring industry.

Financial Stability/Resources

BI Incorporated is a financially stable and well-established organization with the resources necessary to successfully perform and sustain long-term government contracts. As a wholly

owned subsidiary of The GEO Group, Inc. (NYSE: GEO), BI benefits from the financial strength and global infrastructure of a publicly traded, diversified corrections and community reentry services provider.

GEO's financial performance and BI's continued profitability underscore our ability to invest in innovative technologies, recruit and retain skilled personnel, and maintain the operational capacity required to support complex electronic monitoring programs. As of the most recent fiscal year, The GEO Group reported $2.43 billion annual revenue and maintains a strong credit rating and liquidity position, ensuring our financial commitments are met without disruption. To further demonstrate our financial capability, we will provide audited financial statements as supporting documentation, upon request.

Organizational Capabilities

BI brings more than four decades of experience supporting community supervision programs of comparable size, scope, and complexity. As a long-standing industry leader, BI was the first company to design and manufacture technology specifically for tracking justice-involved individuals. Today, we are one of the nation's largest providers of electronic monitoring services, supporting over 765 agencies across the United States (including Hawaii and Alaska) as well as Canada. We are currently monitoring more than 286,400individuals daily on our equipment. Our continued commitment to innovation—through product enhancements, software development, and emerging technology integration—ensures that our customers receive reliable, secure, and modernized solutions throughout their full contract term, including early access to BI's next-generation GPS and alcohol monitoring devices.

BI has a proven track record of fulfilling multi-year contracts for federal, state, and local agencies, consistently delivering services on time and within budget. Our stable financial standing reduces performance risk and ensures uninterrupted service throughout the life of the contract.

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

[redacted]

10. 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.

BI Incorporated brings over 45 years of experience supporting individuals under community supervision, including those on parole or probation. From the outset, BI has been a leader in delivering electronic monitoring services specifically designed for the criminal justice system, partnering with hundreds of agencies across the United States (including Hawaii and Alaska). Through reseller partnerships, BI has successfully provided services to U.S. territories such as Puerto Rico, the U.S. Virgin Islands, Guam, Mariana Islands, and throughout Canada and Mexico. This long-standing commitment has enabled us to develop a deep understanding of the unique challenges faced by parole and probation departments, correctional facilities, and community supervision programs. Over the decades, we have continuously evolved our technologies—from traditional GPS tracking to advanced smartphone-based monitoring solutions—while refining our practices to meet the changing needs of the agencies we serve.

As a **single-source provider**, BI brings experience and proven success to the management of Electronic Monitoring Services. Currently, we support over **765** agencies at the federal, state and county levels across the United States, with similar-to-same scope of work and requirements, demonstrating our capacity to meet diverse jurisdictional needs with tailored solutions. Our established national presence, combined with deep operational expertise, enables us to deliver a highly customized and scalable program to meet the specific requirements of each Participating Entity. In addition, our innovative technologies are supported by robust 24/7 assistance ensuring continuous, dependable, and effective service delivery.

In addition, as the OEM of all products offered in this proposal, BI has acted as the prime contractor for numerous agencies—including more than 30 state-level accounts—throughout the nation. Since the start of 2025, BI has been selected as the successful vendor to support two newly acquired State-level accounts in Texas and Massachusetts and successfully transitioned thousands of clients to BI devices.

To demonstrate our project experience, we have provided a list of some current customers as evidence below and on the following pages.

***NOTE:** We are legally bound to protect our customers' privacy; therefore, the information contained in the following list of project experiences with current clients is the proprietary and confidential information of BI. This information is provided exclusively for the purpose of evaluation and review by authorized personnel and shall not be copied, reproduced, distributed, or disclosed, either in whole or in part, without the express written consent of BI Incorporated.

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

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

BI employs a modular Service-Oriented Architecture (SOA) approach for our proposed software system. From an integration standpoint, TotalAccess incorporates a standard Application Programming Interface (API) design that uses Simple Object Access Protocol (SOAP) web services in an XML format. This allows us to interface TotalAccess software components securely with specific external software systems. By implementing web services with SOAP, TotalAccess communicates in real time with the State's Client Management system. Our web services solution ensures that Agency personnel can easily use an internet connection to securely access consolidated and accurate data from a single source. This exchange of data via web services can be used to automatically update client information.

TotalAccess supports data integration with agency systems to eliminate duplicate data entry. BI currently uses our web services approach to integrate with government systems—including the Probation and Pretrial Services Automated Case Tracking System (PACTS) in use by the Administrative Office of the US Courts (AOUSC). Several statewide corrections agencies integrate with TotalAccess, including Illinois DOC, North Carolina DPS, and Colorado DOC.

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.

[redacted]

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?

BI is the Original Equipment Manufacturer (OEM) of all proposed electronic monitoring equipment, which is manufactured in our ISO certified U.S. based manufacturing facility in Boulder, Colorado. Since our inception, BI has been committed to maintaining the highest quality standards to provide best-value solutions to our agency partners. BI has been ISO certified since 1995 and was one of the first vendors in the industry to be certified to the updated **ISO 9001:2015** for quality standard, product design, testing, manufacture, sales, service, support, and monitoring. As part of our commitment to continual improvement, BI's quality assurance program includes a routine review process that addresses all areas of BI's business to identify and correct any weaknesses and prevent future errors.

BI is recognized as a leading provider of integrated service and technology solutions, supporting the critical missions of our public-sector partners. Innovation is a cornerstone of our organization, and we continuously transform ideas into effective, forward-thinking solutions that exceed the expectations of the agencies we serve. Key aspects of our equipment maintenance and support capabilities include:

- **ISO-Certified Manufacturing:** BI Manufacturing is ISO certified and adheres to strict quality protocols, ensuring that all equipment meets the highest standards in product reliability.
- **Inventory Management Support:** BI Account Support staff and Customer Business Services assist agency personnel with inventory management, including replenishing spare equipment levels as needed.
    - In the unlikely event of a unit malfunction, agency personnel can quickly install a replacement unit from their local inventory of spare equipment, avoiding delays from waiting on a manufacturer-supplied replacement.
    - If necessary, BI will service or replace defective units, working closely with the agency to ensure seamless operations and no disruption to program activities.
- **Engineering Support:** BI Engineers are responsible for the design, development, and ongoing support of our product suite, including addressing and resolving technical issues as they arise. Being the OEM allows us to rapidly innovate and customize equipment based on customer needs or industry changes. This ability allows us to deliver tailored solutions and stay ahead of technological advancements, offering customers the most up-to-date products.
- **24/7/365 Technical Support:** BI Monitoring Operations provides round-the-clock technical support, with a tier-based escalation process to swiftly resolve technical inquiries.

  BI Monitoring Operations can be contacted at any time via toll-free business telephone, email, and fax.
- **Orders/Shipments:** Officers can contact BI's Customer Business Services Department to place an equipment order. BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units from our Boulder location within 24 hours of placement. BI respectfully requests that Participating Entity personnel

place orders before 4:00 PM Eastern Time on Fridays to allow for adequate shipping time. As BI's solution includes a spare equipment allotment, the weekend shipping limitation will have little to no effect on daily operations and equipment inventory. For urgent requests, BI can ship products overnight.

Furthermore, BI's Manufacturing Facility, combined with our significant U.S.-based supply chain, decreases production disruptions while improving our ability to consistently source components. BI sources a majority of components from U.S.-based companies that are less impacted by global political events that impact shipping trade routes. BI has complete control and oversight over the development and manufacturing of our products, down to the individual components.

As an organization committed to delivering the industry's most innovative solutions, BI is dedicated to providing the Participating Entity with the most current and up-to-date equipment available. Our team of experienced professionals ensures that all equipment supplied meets or exceeds the highest industry standards.

BI's Manufacturing Facility in Colorado has the ability to produce required device quantities on short notice. From January through September 2025, BI manufactured and serviced more than 70,000 RF, GPS, and alcohol devices. We currently maintain an out-of-box failure rate of 0.05% across all electronic monitoring product lines.

BI's Manufacturing Facility, combined with our significant U.S.-based supply chain, decreases production disruptions while improving our ability to consistently source components. BI sources a majority of components from U.S.-based companies that are less impacted by global political events that impact shipping trade routes. BI has complete control and oversight over the development and manufacturing of our products—down to the individual components.

H. Quality Assurance and Hardware Returns.

7. What are your quality assurance measures and how are they handled in your organization?

BI Manufacturing is ISO certified and adheres to strict quality protocols, ensuring that all equipment meets the highest standards in product reliability. Our Quality Control Program requires detailed inspections at every step in the manufacturing process. In addition, we inspect all incoming materials and components, as well as a final inspection prior to shipping products. The manufacturing process begins at the supplier. BI's raw material inventory system records data on suppliers, quality, on time delivery, and quantity. The purchasing department rates suppliers to ensure quality performance downstream.

As the Original Equipment Manufacturer (OEM) of all proposed hardware and software solutions, BI will continue to ensure our products are produced in accordance with our strict specifications.

As the OEM we take responsibility for all repairs and maintenance of our equipment. To ensure that all refurbished equipment performs in the same manner as new equipment, BI employs ISO-certified quality control process throughout our in-house equipment testing and manufacturing approach. BI's quality control process includes:

1. **Evaluation of Incoming Materials.** We isolate and test all incoming materials for quality and consistency prior to placement into circulation in our manufacturing facility.

2. **Isolation of Faulty Components.** All faulty components identified during the evaluation of incoming materials are immediately isolated in a locked storage space. By testing and isolating components, BI prevents the use of faulty materials in the manufacturing process.
3. **In-Line Testing.** At every step of the manufacturing process, BI technicians test equipment functionality and performance. Continuous inline testing allows BI to identify and correct faults in the production processes.
4. **Final Inspection.** BI technicians perform a final inspection and test before shipment to customers. This final test ensures officers will always receive operable equipment.
5. **Third-Party Audits.** BI receives regular third party audits and is ISO 9001:2015-certified for product design, testing, manufacture, sales, service, support, and monitoring. Other vendors typically do not meet this level of certification.

Participating Entity personnel can contact BI's Customer Business Services Department to place an equipment order. BI staff will enter the order information into our internal shipping and manufacturing database, and we will ship units within 24 hours of placement. BI respectfully requests that Participating Entity personnel place orders before 4:00 PM Eastern Time on Fridays to allow for adequate shipping time. As BI's solution includes spare equipment allotment, the weekend shipping limitation will have little to no effect on daily operations and equipment inventory.

BI will be responsible for tracking shipments of equipment from our manufacturing center to Participating Entity locations throughout the United States. BI uses FedEx to ship/receive equipment to/from the Participating Entity. As a FedEx Freight business customer, BI has access to near real-time tracking information on each shipment with regularly scheduled pick-up and drop-off times. In addition, BI's advanced manufacturing facilities enable BI to produce equipment in the quantities required by the Participating Entity, or in larger quantities if the Participating Entity's program expands.

As an Original Equipment Manufacturer, BI has the capability to produce, hold, and ship equipment as required. Our ability to manufacture and supply equipment during emergency circumstances allows BI to continue the shipment of units as needed overnight.

Note: Shipping to some US Territories may take additional time and overnight shipping may not be available. In addition, BI relies on FedEx for shipping and severe weather events may impact product delivery timeframes.

8. Describe your return policy for hardware.

As the OEM we provide the Participating Entity full warranty coverage on our equipment that includes regular/routine maintenance, standard repairs, and replacement due to malfunction throughout the contract term, including renewal options.

Participating Entity personnel simply complete and submit the Return Materials Authorization (RMA) Form that details the reason the device is being returned, date and time of the incident, deadline for a completed analysis if required by revocation or court proceeding, and other details about the suspected failure.

BI coordinates shipping the unit and all associated components back to our manufacturing facility, at no cost to the Participating Entity.

As part of our inventory practices, BI does not wait to receive returned equipment before shipping the replacement items. Participating Entity personnel will always have access to equipment records to ensure proper and proactive inventory management. BI staff and Participating Entity personnel can monitor inventory levels from within TotalAccess—which includes the ability to generate several pre-defined reports that provide up-to-date inventory information.

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

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

BI has extensive and successful experience working with contracting cooperatives to deliver efficient, compliant, and cost-effective solutions for government agencies in the corrections sector. We are proud of our efforts to consistently achieve mutually beneficial goals and services with our cooperative contacting partners and participating public agencies. Our record has an unmatched, demonstrated level of success with growing contracting cooperatives by comparison to any of the known leading vendors in our industry. In the last decade alone, BI's annual sales volume through cooperatives has reached a scale that nearly surpasses the total combined volume of other electronic monitoring vendors currently listed with NASPO. We completely understand the cooperative model and actively leverage these agreements to streamline the customer acquisition processes, reduce administrative burden, and accelerate service delivery. Our team is well-versed in pricing structures, and compliance standards ensuring consistent alignment with cooperative guidelines and customer expectations. Through these partnerships, BI has successfully supported government agencies in achieving best value outcome while maintaining transparency, accountability, and high-performance standards.

8. 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.

[redacted]

While there are no restrictions specific to pricing and using multi-cooperative contracts, we have pricing commitments related to the services offered. These include a commitment to not-to-exceed pricing for products and services. Pricing is to be the lowest available to public agencies nationwide for all those listed in similar size, scope, tier and equivalent service levels. BI is proud to have on-going, mutually successful contractual agreements with multiple cooperative contracting partners and the participating public agencies.

***NOTE:** This information is proprietary and confidential information to BI and is provided exclusively for the purpose of evaluation and review by authorized personnel and shall not be copied, reproduced, distributed, or disclosed, either in whole or in part, without the express written consent of BI Incorporated.

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

BI will work collaboratively with the NASPO ValuePoint team throughout the next term of the Master Agreement to implement, grow, and service the national program. Utilizing our demonstrated success with similar agreements, this will be accomplished through regular

formal and informal meetings with stakeholders. Through our sales and communications teams, we will drive traffic to the NASPO ValuePoint website through web-based advertising and in-person promotion at industry conferences, directly soliciting the agreement, and continually reporting on promotion metrics and successes. This will enable BI to expand the NASPO ValuePoint brand in the electronic monitoring marketplace beyond its current utilization nationally.

Upon contract award, BI will implement our go-to-market strategy that includes:

- Designate a BI Sales employee as the point of contact for customer leads generated from various marketing channels
- Create NASPO-specific marketing materials and ensure our nationwide sales team distribute to customers
- Create NASPO-specific positioning to educate potential customers of the advantages of the NASPO ValuePoint cooperative purchasing agreement
- Create a dedicated web page on our website, www.bi.com, detailing the advantages to using the NASPO ValuePoint cooperative purchasing agreement

To market our NASPO ValuePoint Master Agreement and encourage participation, BI will initially focus on proactive engagement with State procurement officials and those who have expressed interest in utilization.

10. 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.

The dedicated webpage for the NASPO Master Agreement on BI's website will include:

- Branded landing page to support the NASPO ValuePoint *Master Agreement*
- Description of NASPO and the benefits to cooperative contracting through NASPO
- List of available solutions from BI and product fact sheets
- NASPO ValuePoint Master Agreement Terms and Conditions and other Contract Documentation
- Contact information for contract support

11. 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.

BI's entire organization will support the administration of the NASPO ValuePoint cooperative agreement. The BI Partnership Development Team ensures that each participating agency receives comprehensive training, onsite support, inventory assistance, and ongoing program improvements in accordance with contract requirements and each agency's unique needs and goals. BI's skillful and accomplished managers and support staff will benefit the agency by mitigating transition risks and offering program familiarity.

Upon award, BI will develop and implement a formal sales force training strategy. This strategy will mirror our current training practices for nationwide cooperative purchase agreements, which

have proven to be effective in expanding their use. The foundation of our process to train the BI sales team is ensuring accurate education on the terms, conditions, pricing approach, and promotion strategies.

BI's initial training strategy to introduce our team to the NASPO ValuePoint Master Agreement will be held over video conference and will include the entire Partnership Development Department, including Partnership Development Directors, Account Executives, and Account Managers.

In addition to initial training, BI will conduct ongoing sessions to ensure our entire organization remains prepared to successfully promote the NASPO ValuePoint Master Agreement as the cooperative purchasing vehicle evolves. Example of ongoing training activities include:

1. Discussing ongoing unsolicited proposals initiatives for BI and competitor agencies under various contracts.
2. Reviewing NASPO ValuePoint-specific training materials as visual and content assets are developed
3. Conducting monthly Partnership Development Director meetings to discuss NASPO ValuePoint promotion, challenges, objectives, and evolving needs
4. Holding calls with the entire BI Partnership Development department for NASPO ValuePoint *Master Agreement* strategy reviews
5. Developing, providing, and updating internal materials that outline *Master Agreement* pricing and sales strategies
6. Conducting regular meetings with BI Marketing and Partnership Development leadership teams to outline sales and promotional strategies

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

BI will implement our go-to-market strategy after contract award which includes proactive engagement with State procurement officials and other interested agencies to facilitate the execution of Participating Addendums.

Additionally, BI will leverage our nationwide sales team to target city and county-level agencies. BI's NASPO ValuePoint-specific marketing materials will highlight the advantages, including the cost savings achieved through reduced procurement timelines.

BI will manage the national program through repeated business meetings that provide details on trends in the industry, business updates, procurement updates, ongoing marketing campaigns and progress, messaging needs, and sales priorities. To supplement these meetings, BI Marketing and Sales teams hold additional informal meetings to discuss topics as they arise. BI Marketing and Sales personnel are available to meet NASPO ValuePoint representatives as needed.

13. 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?)

BI recognizes that individual Participating Entities may have their own unique program and legal requirements and affirms our ability to negotiate flexibly to incorporate agency-specific terms and conditions, such as customized alert notification protocols. To set up new agencies to procure off the Master Agreement, BI will enact the following contract administration process:

1. The assigned Partnership Development Director will contact the agency
    a. After contract award, BI will create a contract template that includes NASPO ValuePoint *Master Agreement* terms, conditions, and pricing—this will provide ease of use and expedite the contract process
2. The BI Partnership Development Director will initiate our internal processes with the BI contracts department and senior management.
3. The BI contract team sends the draft contract to the agency
4. The agency has the opportunity to adjust language to support agency-specific contracting requirements
5. The agency signs the contract, a BI authorized individual signs the contract, and the contract is executed
6. After contract execution, the agency can immediately place orders for BI's continuum of services and technologies

BI's Sales team consists of regional sales executives that act as the point of contact for agencies in their territory. These staff are responsible for understanding the unique needs of agencies within their territory, while also providing local support, and ultimately facilitating the execution of Participating Addendums. In addition, BI's Contract and Legal departments have established contracting procedures that ensure timely contract execution. This allows BI to simultaneously negotiate multiple Participating Addendums.

14. Describe your ability to provide products and services immediately upon execution of a Master Agreement and Participating Addenda.

As the largest provider of electronic monitoring products and services in the United States, BI is well positioned to immediately fulfill the product needs of our government partners. BI is the Original Equipment Manufacturer (OEM) of all proposed products offered, manufacturing our entire continuum of solutions at our facility in Boulder, Colorado.

Our in-house manufacturing facility employs nearly 100 manufacturing employees who can produce high volumes of units in a short time while maintaining a significant spare inventory level for all products. Throughout 2025, BI shipped approximately 220,000 devices nationally. With our manufacturing facilities based in the United States, we do not rely on third parties or subcontracts to fulfill the monitoring needs of the agencies we serve.

The BI Partnership Development team ensures that each program receives comprehensive training, onsite support, inventory assistance, and ongoing program improvements in accordance with contract requirements and each agency's unique needs and goals. BI's skillful and accomplished managers and support staff will benefit the agency by mitigating transition risks and offering program familiarity.

BI's Manufacturing Facility in Colorado has the ability to produce required device quantities on short notice. From January through September 2025, BI manufactured and serviced more than 70,000 RF, GPS, and alcohol devices. We currently maintain an out-of-box failure rate of 0.05% across all electronic monitoring product lines.

15. 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.

BI will not be using dealers, partners, or resellers to fulfill this contract.

BI's business operations unit will ensure comprehensive and accurate reporting for NASPO. We use standardized reporting templates to eliminate the risk of inconsistent data entry and ensure that data is captured uniformly. As we are already familiar with similar reporting requirements for other contracting cooperatives, we're confident in our ability to deliver sales information as required.