

Attachment 02

SCOPE OF WORK

This scope of work describes the Deliverables being sought through this RFP and the scope of what the proposer is expected to offer through a Master Agreement resulting from this RFP. The scope of work is intended to provide the proposer with sufficient basic information to submit a proposal. It is not intended to limit a proposal's content or exclude any relevant or essential data.

I. General Requirements

Proposer shall provide including but not limited to: hardware solutions such as physical monitoring devices, as well as information technology and service solutions including but not limited to: software as a service ("SaaS"), hardware and software installation services, product and information technology training, and monitoring solutions ("Products and Services").

Participating Entity reserves the right to opt-out of proposer provided support services, if those services are already performed or may be performed by Participating Entity during the Master Agreement term. Master Agreement Exhibit C. Service Level Agreement and Maintenance and Support ("Exhibit C") is a required response document that must accompany proposer's Master Agreement review submittal. While Exhibit C. establishes minimum service levels, Participating Entity reserves the right to further specify, require and negotiate any and all service levels deemed necessary by the Participating Entity by way of the Participating Entity's Participating Addendum.

At the discretion of each Participating Entity, the Participating Entity reserves the right to buy, lease and/or rent physical Products and/or devices. Proposer shall offer an in-house, private-label or third-party finance solutions as a result of this pricing model. Please refer to the Exhibit B. Price Schedule ("Exhibit B.") for more information based on the Categories of Need detailed below.

Proposer shall provide all Products and Services that they receive an award for and may subcontract with their distributor network to fulfill Master Agreement obligations. If such an arrangement is reached, then the awarded proposer's sub-proposers shall be required to meet all contractual obligations codified within the resulting Master Agreement.

The Lead State may require virtual and/or in person demonstration(s) of any Products or Services proposed at the sole expense of the proposer.

SCRAM Systems has reviewed the General Requirements, understands, and will comply.

II. Categories of Needs

Proposer shall provide Products and Services in at a minimum of one or more of the following Categories of Need, in accordance with proposer's award:

Category 1: *Radio Frequency Monitoring ("RFM"): Electronic monitoring service is used for home detention. Product User wears a proposer-provided body-attached ankle bracelet transmitter that communicates by radio frequency with a home receiver. The home receiver transmits data to the vendor's monitoring center by landline telephone or by cellular communication. Monitoring center reports curfew violations and equipment status alerts to the designated agency officer or program manager by email, text message, or manual voice message pursuant to established protocols.*

SCRAM House Arrest®

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

The SCRAM House Arrest Bracelet is attached to the Product User's ankle. It is small and lightweight, poses no safety hazards, and is waterproof up to one meter. The bracelet continuously transmits data via a coded RF signal to the SCRAM Base Station, which then reports its status to SCRAM Optix, SCRAM Systems' central software platform. The software compares the incoming information to the Product User's curfew schedule. If a violation is detected, an alert is generated and the Participating Entity is notified according to their pre-defined procedures.

This system's advantages include:

- The first to market RF with Ethernet communication in addition to a landline, Wi-Fi, and cellular connectivity.
- A reliable strap with virtually no false tampers.
- An LCD screen on the base station for Product User communication.
- A one-year field replaceable bracelet battery.

Bracelet

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

Durability. The SCRAM House Arrest Bracelet is shock resistant and waterproof to IP68 military standard. The bracelet case has been



Officers can easily install the bracelet with minimal training.

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

Battery Life. The bracelet uses a lithium CR2, disposable battery with a one-year life in use. No charging by the Product User is required. It will post a low battery message seven (7) days prior to battery failure, allowing sufficient time for the battery to be replaced.

Anti-Tamper Technology. The bracelet is equipped with industry-leading, anti-tamper technology. Multiple sensors monitor strap tampers, temperature, body mass readings, and faceplate removal in order to detect if the bracelet has been removed from the Product User. The bracelet's intelligent self-diagnostic capabilities constantly monitor and report its functionality. Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAM House Arrest system.

Base Station

Flexible Communication. Considering that just over half of U.S. homes have a landline telephone, yet nearly 75% have home Internet service, SCRAM House Arrest is designed to accommodate the needs of today's population. The SCRAM Base Station is optimized to communicate by standard telephone line or the Internet using the Ethernet port, as well as Wi-Fi and cellular connectivity. The bracelet communicates all alerts with the base station when in range, which then sends all available data to the monitoring software.



Location Verification. If monitoring via landline and the base station is disconnected and reconnected to an unauthorized telephone line, the SCRAM Base Station will generate an alert, as well as indicate the number from which the base station is calling. If monitoring wirelessly, an alert will be generated if the base station is moved.

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

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

Memory. The SCRAM Base Station can hold up to a month's worth of data (about 7500 messages). This equates to about 48 tests per day, or 1,440 tests per month. All messages are time-stamped and stored in its non-volatile memory, so that the messages are never lost.

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

If telephone service is lost, the base station will log a "Telephone Loss" message. When telephone service is restored, the base station will log a "Telephone Restore" message and communicate both messages to the monitoring software. All messages will be stored in the unit's non-volatile memory and reported once telephone service is restored. The base station can hold up to a month's worth of data (about 7500 messages) and the transmitter can hold 160 days of events. All messages are date and time stamped.

Monitoring Software

Convenient 24/7 Access. All SCRAM Systems devices are monitored by SCRAM Optix, the web-based software application managed by SCRAM Systems. The software is accessible 24/7 via any web-enabled device. Officers can enroll Product Users, adjust device settings, enter/edit schedules, select notification methods or parameters, manage inventory and quickly assess detailed caseload information at-a-glance via device and status indicators. Authorized Participating Entity personnel can do the following through the web-based software application:

- View information about the Product User, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove Product Users without calling the monitoring center.
- Create, edit, delete, and apply monitoring parameters (such as daily/weekly schedules) for individual Product Users or groups of Product Users.
- Determine which violations/events must trigger notifications and by what means the notifications must be sent to Participating Entity personnel.

- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance to monitoring parameters.
- Customize and tailor reporting that best suits their needs, further helping to reduce officer workload through exception-based reporting.
- Inventory management.

Mobile Adaptive. The easy-to-navigate, mobile adaptive software allows officers in the field to access Product User profiles, priority alerts, driving directions and call Product Users, right from their smartphone or tablet.

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

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

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

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

***Category 2:** Alcohol Monitoring ("AM"): Electronic monitoring is performed through a proposer-provided home breath analysis unit connected by landline or cellular network to the proposer's monitoring center. Product User's identity is confirmed through a voice or imaging recognition system and test results are transmitted to the proposer's monitoring center by landline or cellular communication. Test results and equipment status alerts are sent to the designated agency officer or program manager by email, text message, or manual voice message pursuant to established protocols.*

SCRAM Remote Breath® Pro

SCRAM Remote Breath Pro is a portable wireless breath alcohol monitoring device that provides a GPS location with both taken and missed tests. The device communicates via cellular networks and notifies supervising authorities of any alcohol readings (BrAC), tamper alerts, or equipment malfunctions so they can respond quickly to problem Product Users.



Remote Breath Pro is compact, discreet, and portable.

SCRAM Remote Breath Pro offers the following features and benefits:

- Sleek, lightweight, and compact. The device measures 2.9"x6.5" with a 1.2" depth.
- Facial authentication software decreases officer photo manual matching by up to 95%, allowing officers more time to spend on their caseloads and Product Users.
- Enhanced facial guidance provides visual cues ensuring face is aligned during Product User testing.
- Device-initiated testing—automatically turns on and prompts Product Users for scheduled and on-demand tests.
- Wi-Fi capabilities—so that downloads can be performed when a cellular connection is not available.
- Store & Forward—never lose test results.
- GPS location with both taken and missed tests.



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

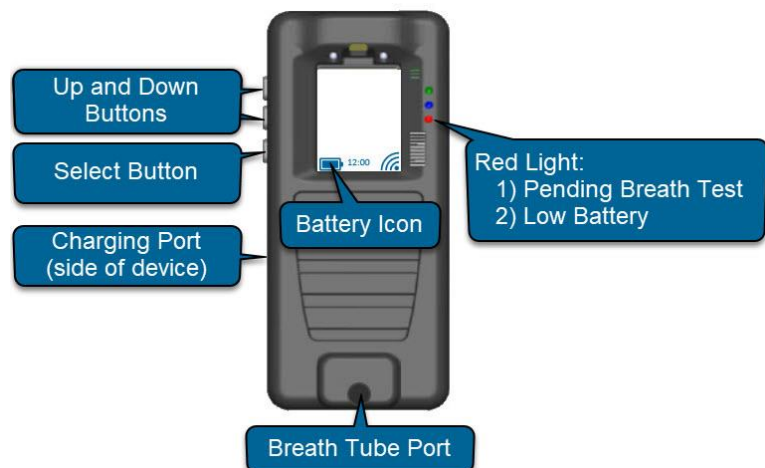


The color LCD screen and simple side buttons make the device user-friendly for Participating Entities and Product Users.

User-Friendly Design. The handheld device is sleek, lightweight, and compact, weighing only 9.95 ounces. The device measures 2.9"x6.5" with a 1.2" depth. The small and durable device comes with a fitted carrying case and adapts to the Product User's everyday life, enabling Product Users to take a test anytime, anywhere.

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

Rugged Design. SCRAM Remote Breath Pro is a rugged device built for corrections and not the general public. It has been subjected to rigorous drop testing and meets



military drop test standards ML-STD810G, which means that it is able to operate after 26 drops on all edges, surfaces, and corners from four feet in height onto a two-inch plywood board over a concrete surface. The device is FCC certified (FCC ID P8M-AMSCGJMW1) and meets industry level ISO certification.

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



Clear visual cues help Product Users take successful tests and reduce unnecessary

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



Practice tests can be performed as needed, with feedback indicating when to start, blow, wait, stop and more. During monitoring, product users get reminders to help them successfully complete compliance with indicators guiding them throughout the process.

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

Client: Johnson, Jason | Monitoring Type: 

Alert Management Console

Passed

BrAC **0.000**

Facial Comparison

☒ AFI Match

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

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

Serial Number RB210FY

Notes

Add a Note...

Comparison Photo

Enrollment Photo

8/19/2022 @ 1:00 PM



Initial Test

BrAC: **0.000**

8/19/2022 @ 4:38 PM



The system automatically scans and confirms each participant's identity with each breath test to largely eliminate manual matching of photos.

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

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

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

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

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

Alert Management Console On Demand Print Version

Missed

Scheduled 8/8/2022 @ 10:30 AM

Received From Device 8/8/2022 @ 10:45 AM

Serial Number RB210E1

Notes

test

Status

☐ In Progress

☒ Resolved

Cancel Save Save & Exit

Comparison Photo

Enrollment Photo

7/25/2022 @ 12:08 PM



Initial Test

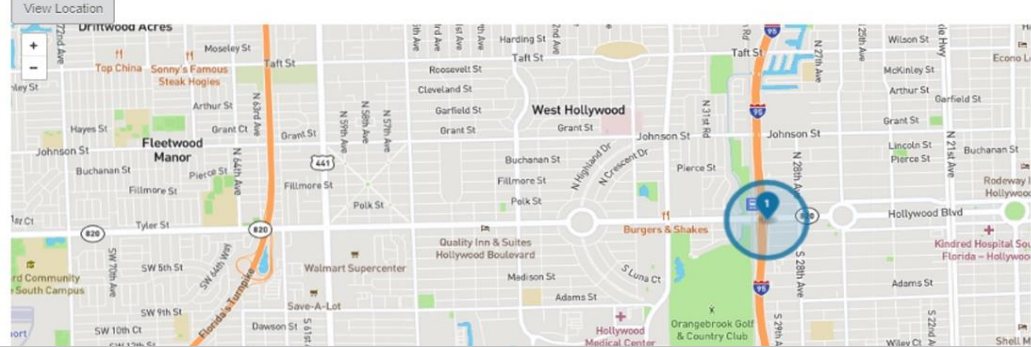
Missed Test

8/8/2022 @ 10:45 AM



Location

View Location



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

Courtesy Reminders. Officers have the option to schedule reminders to be sent via text message to the Product User's cell phone shortly before or at the test time. Text messages can also be sent for "Battery Low" and "Battery Critically Low" alerts to help the Product User avoid a power fail situation and prevent unnecessary alerts to the officer. The automated courtesy reminders can be sent in English or Spanish.

Store & Forward. Competing breath devices rely on cell phone text messages to remind participants to test, but these devices cannot store test results when in an area without cell coverage. As a result, participants using these devices may miss tests simply because they are in an area with poor coverage. In contrast, SCRAM Remote Breath Pro incorporates a "Store & Forward" feature, which ensures a test is never missed. The memory can store up to 48,000 test results when Product Users are out of cell service. The time-stamped results are forwarded as soon as coverage is regained.

Rechargeable Battery. SCRAM Remote Breath Pro is powered by a rechargeable Lithium Ion battery. The device typically lasts 2 days in between charges. The Product User is alerted by light indicators, text message, and/or audible alarm when the battery is low.

Easy to Charge. The device is easily charged using modern and simple charging methods. It has a USB-C charging port and comes with a USB cable and adapter. Product Users can connect the device to the included adapter and plug it into any standard wall outlet or simply charge it with a USB port using the supplied USB cable. A log is created in the software showing a date and time stamped list of every time the device is charged. Officers can see the Product User's specific charging patterns and tell how long a device was plugged in to determine if the Product User is charging the device on a regular basis.

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

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

Monitoring Software

Convenient 24/7 Access. All SCRAM Systems devices are monitored by SCRAM Optix, the web-based software application managed by SCRAM Systems. SCRAM Optix software is accessible 24/7 via any web-enabled device and allows courts and supervising agencies to access and manage their data. In addition, SCRAM Optix provides a wide range of "instant" reports—from a snapshot of a single event to a comprehensive view of a Product User's behavior over time.

Officers can enroll Product Users, adjust device settings, enter/edit schedules, select notification methods or parameters, manage inventory, and quickly assess detailed caseload information at-a-glance via device and status indicators. Authorized Participating Entity personnel can do the following through the web-based software application:

- View information about the Product User, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove Product Users without calling the monitoring center.
- Create, edit, delete, and apply alcohol monitoring testing schedules, as well as send on-demand tests.
- Determine which violations/events must trigger notifications and by what means the notifications must be sent to Participating Entity personnel.
- Set up notification to be sent to Participating Entity personnel.
- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance to monitoring parameters.

- Customize and tailor reporting that best suits their needs, further helping to reduce officer workload through exception-based reporting.
- Inventory management.

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

	Fixed			Random		On-Demand	
	SUN	MON	TUE	WED	THU	FRI	SAT
6am							
7am		Random				Random	
8am				Random			
9am	Fixed	Fixed	Fixed	Fixed	Fixed	Fixed	Fixed
10am							
11am							
12pm	On-Demand				Random		On-Demand
1pm			Random				
2pm							

Unlimited flexible test schedules include fixed, random, and on-demand options. Officers can easily add or edit schedules to accommodate permanent, temporary, last minute, and/or automatic arbitrary testing during an officer-selected time period.

Alert Management. SCRAM Optix allows agency personnel to easily manage Product Users. The Caseload page allows monitoring center staff to view and manage alerts by Product User status. A red "x" icon indicates an unresolved alert; it turns to a green checkmark once the alert is resolved.

Caseload	Workload	Reports	General	Contacts	Agents	Clients	Monitoring
Caseload 6							
All Assigned Clients							
	RB	CAM	HA	Client			Critical Comm
				Allister, Arturo			
				Devries, Darrin			
				Dungy, David			
				Germaine, Gloria			
				Morrison, Madeline Cell: (224) 500-4122			
				Redrick, Reed			

The Remote Breath Results page allows monitoring center staff to sort the Remote Breath results by Alert Type, Product User, Status, and/or Agent.

Active

Snoozed

Transferred

Summary

RB Results

Remote Breath Results

Alert Type

Client

Status

Agent

All Alert Types

Brian Brown

All Statuses

All Agents

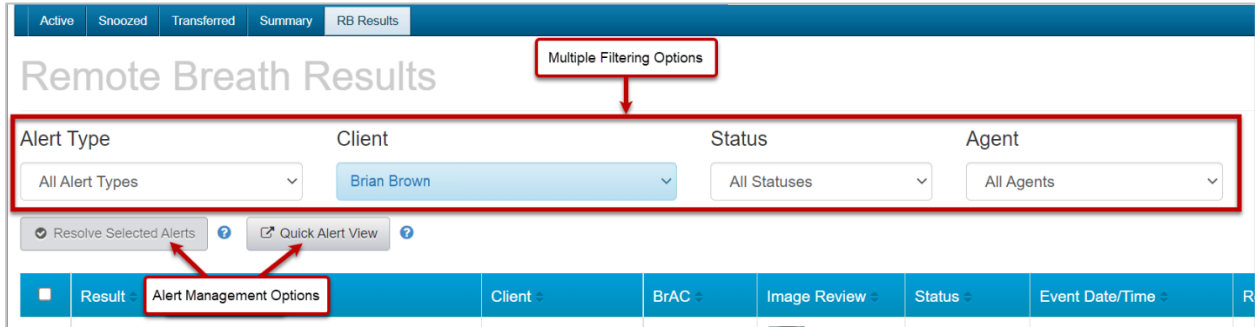
Clear Filters

Resolve Selected Alerts

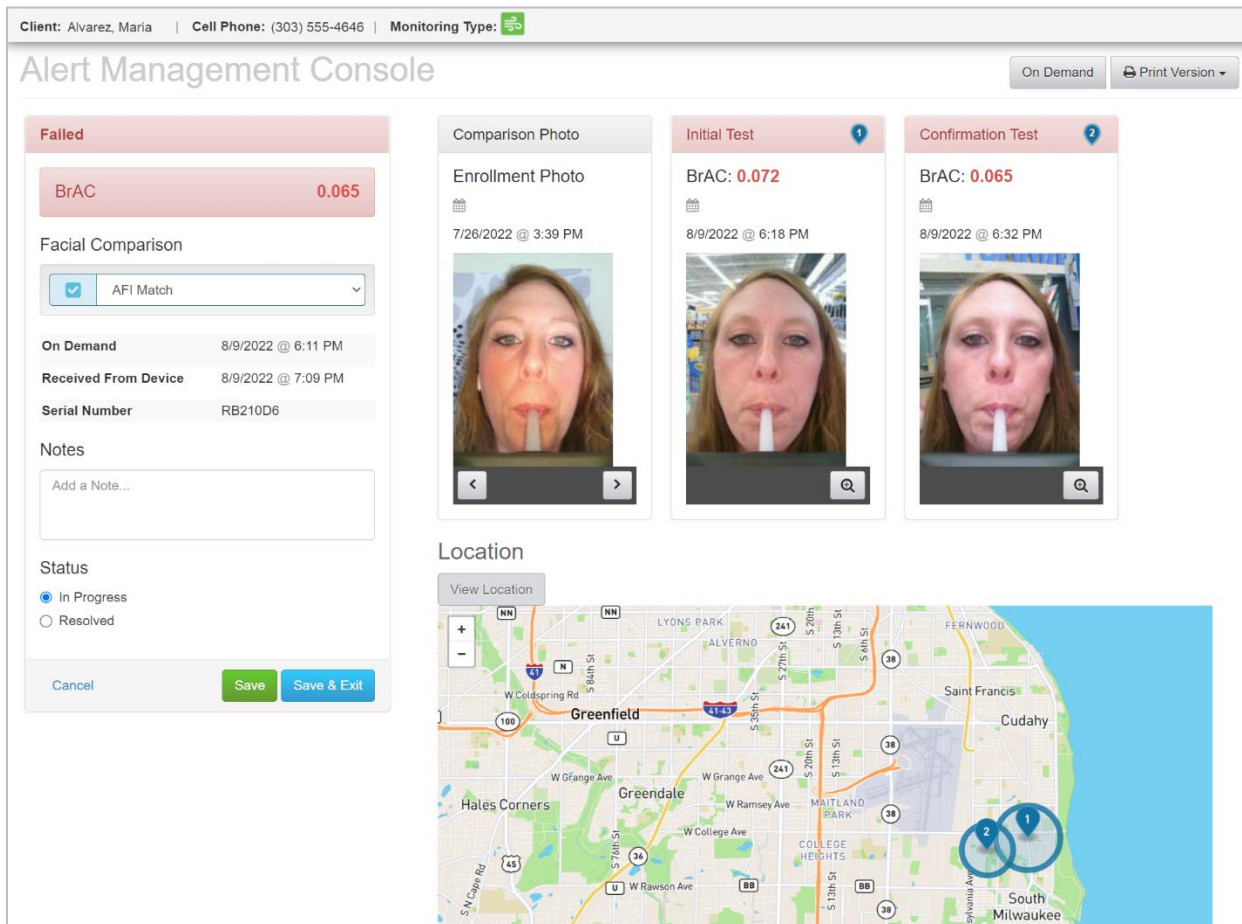
Quick Alert View

	Result	Client	BrAC	Image Review	Status	Event Date/Time	Received
☐	Battery Critically Low	Brian Brown	--		New	6/1/2022 @ 10:26 AM	6/1/2022 @ 10:26 AM
	AFI Pending Review On Demand	Brian Brown	0.000	 	New	5/10/2022 @ 9:12 AM	5/10/2022 @ 9:13 AM
	Failed - Confirmation Test Not Received	Brian Brown	0.028	 	New	4/23/2022 @ 6:08 PM	4/24/2022 @ 9:00 AM
☐	Missed	Brian Brown	--	 	New	4/23/2022 @ 9:45 AM	4/24/2022 @ 9:00 AM

Multiple alerts can be simultaneously resolved. Officers can also use the *Quick Alert* view to get additional alert detail without opening a new page. The pop-up style module allows alerts to be worked one after the other.



By selecting a specific alert, (in this case a "Failed" test), additional detail is displayed. GPS is recorded with each test, even if the Product User misses the scheduled test. Following is an example of what an officer will see when a Product User has failed a test.



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

SCRAM Systems software is mobile adaptive, making it accessible and easy-to-view on any smartphone or tablet. With Product User profile information at their fingertips, when notification is made, officers can access alert details, view Product User information by caseload, see alert totals, manage alerts, or send on-demand breath tests.

AFI Pending Review

BrAC

0.000

Facial Comparison

Please Confirm Face Match:

!

Cannot Determine

Scheduled	5/25/2022 @ 4:53 PM
Received From Device	5/25/2022 @ 4:55 PM
Serial Number	RB2XX77

Notes

Facial recognition detected this was not the same person.
 Officer concurs, this appears to be her cousin. Client attempted to circumvent testing.

Status

In Progress

Comparison Photo

Enrollment Photo

5/5/2022 @ 9:05 AM



< >

Initial Test

BrAC: 0.000

5/25/2022 @ 4:53 PM



🔍

Location

View Location

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

SCRAM CAM® Overview



The SCRAM Continuous Alcohol Monitoring® (SCRAM CAM) device provides 24/7 alcohol monitoring for higher-risk/higher-need alcohol Product Users. It is the most widely used and the only scientifically proven and court-validated device of its kind.

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

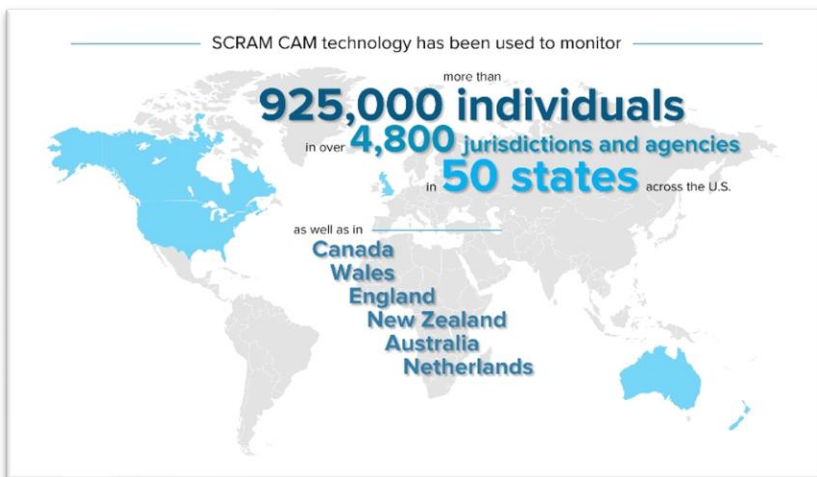
- Encourages compliance because it eliminates testing gaps—meaning that there is no way to miss a test or drink around testing schedules.
- Uses a controlled, quantifiable sample, resulting in true continuous monitoring and the lowest false positive rate possible.
- Never requires a secondary test, such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

As the pioneer of CAM technology, SCRAM Systems launched the original Secure Continuous Remote Alcohol Monitor (SCRAM) system to the criminal justice market in 2003. In 2010, optional, built-in RF house arrest capabilities were added to the bracelet to provide dual functionality.

Known today as SCRAM CAM, it is part of the SCRAM Systems line of electronic monitoring and corrections software solutions. SCRAM CAM has monitored more Product Users worldwide than all other transdermal devices combined.

The patented SCRAM CAM bracelet is attached to the Product User's ankle and worn 24/7. It monitors for alcohol consumption by sampling the insensible (gaseous)

perspiration constantly being emitted from the body. The bracelet transmits data by RF signal to the SCRAM Base Station. When data is received by the base station, it is transmitted to SCRAM Optix by telephone landline, Ethernet, Wi-Fi, or cellular communication.





SCRAM Optix is the web-based application developed and managed by SCRAM Systems where Product User data is collected, analyzed, and maintained in a secure, central location. The software notifies the supervising authority of any alcohol alerts, tamper alerts, or equipment malfunctions so they can respond quickly to problem Product Users. This central information hub not only houses all Product User data but allows courts and supervising agencies to access and manage their data from any web-based browser. In addition, the software provides a wide range of reports and graphs—from a snapshot of a single event to a comprehensive view of a Product User's behavior over time.

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

Bracelet

Continuous Alcohol Monitoring. Because people excrete approximately one percent (1%) of the alcohol they drink through their sweat, if an individual has been drinking it will show up in the level of alcohol vapor present in the insensible perspiration that is constantly produced and emitted by the skin. The SCRAM CAM ankle bracelet continually collects a sample of a Product User's insensible perspiration and automatically tests



the sample every 30 minutes, 24 hours a day. SCRAM CAM provides the industry's only true 24/7 sobriety monitoring, ensuring that authorities know conclusively if a Product User has been drinking or if they are compliant with the conditions of their supervision.

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

Officers receive confirmation of drinking events with scientifically based, peer-reviewed, court-validated analysis.

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

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

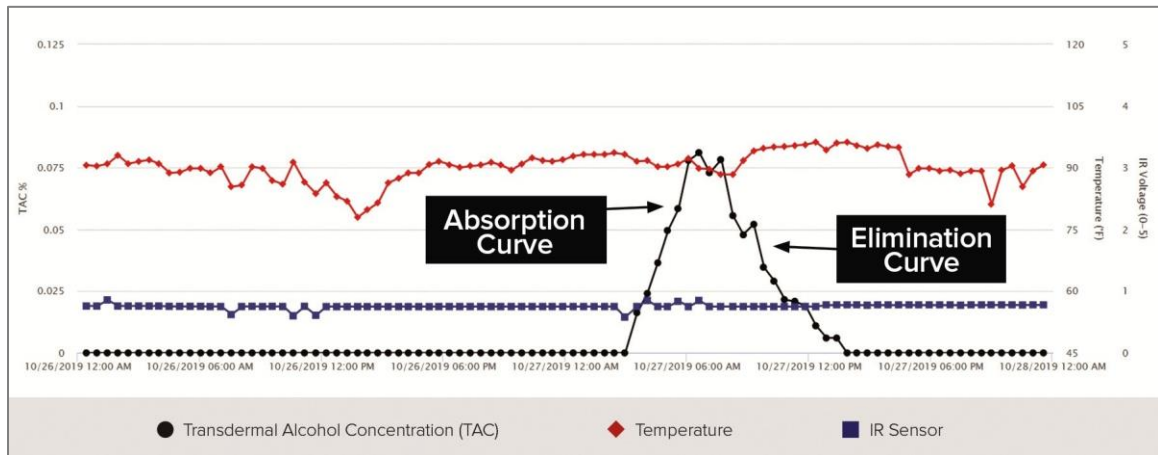
The sample delivery method results in a quantifiable Transdermal Alcohol Concentration (TAC) curve, with specific alcohol absorption and elimination rates. The contaminant isolation method allows SCRAM CAM to measure the level of environmental or ambient alcohol prior to each transdermal alcohol measurement,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

Proven Electrochemical Fuel Cell Technology. The electrochemical fuel cell, which is the heart of the SCRAM CAM bracelet, has been proven through decades of research and experience and is considered the gold standard in alcohol testing applications. This is the same type of fuel cell used in evidential breath testing equipment and interlock devices and it is comprised of extremely sensitive and ethanol-specific alcohol sensors.

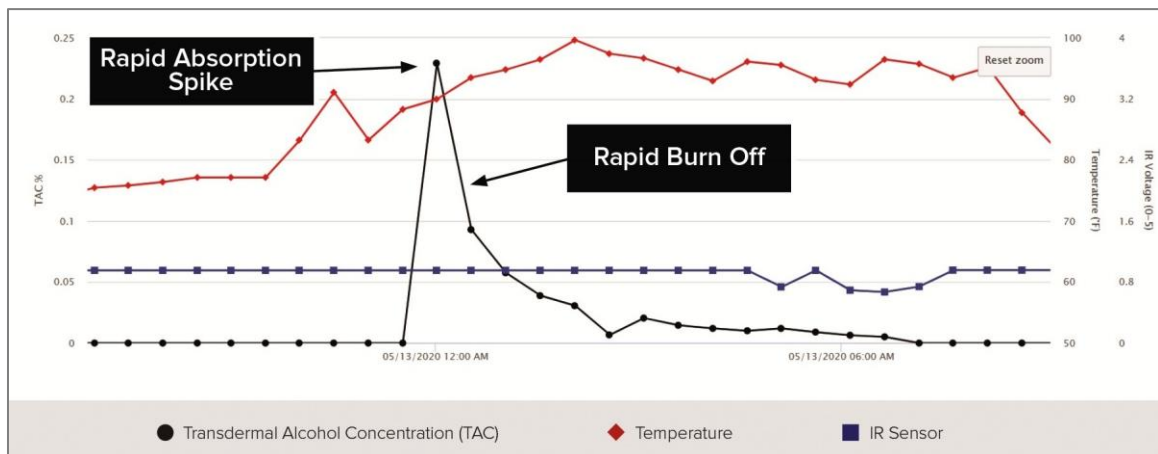
Thorough Data Analysis and Review Process. All data received from the SCRAM CAM bracelet is subjected to a rigorous, scientific alcohol detection analysis. This review process, supervised by SCRAM Systems' specially trained team of analysts, looks at key data (such as alcohol absorption and elimination rates) of the TAC curve. This peer-reviewed, scientifically proven, and court-validated confirmation process ensures that only true alcohol consumption events are confirmed.

- **Confirmed Alcohol Consumption.** SCRAM CAM readings and analysis are based on the well-documented and scientifically proven metabolism rate for consumed alcohol. Data from a drinking event shows a gradual increase in alcohol levels over time, achieves a maximum TAC,

and then slowly burns off to create a well-defined alcohol curve. In the following graph, TAC is represented by the black line. Tamper detections, in the form of an infrared (IR) sensor (represented by the blue line) and temperature reading (represented by the red line) appear on the graph along with the TAC readings.



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



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

Immediate detection of attempts to tamper or circumvent monitoring.

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

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

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

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

Memory. The SCRAM CAM bracelet can store up to 160 days of events in its onboard memory. In addition, the base station has its own memory capacity and can store up to a month's worth of data (about 7500 messages).

Data can also be retrieved using the SCRAM CAM Direct Connect device. This enables the supervising authority to connect the SCRAM CAM bracelet directly to an Internet-enabled computer without the need for the SCRAM Base Station and phone line.



Base Station and RF/Curfew Monitoring

The bracelet can be used as CAM-only or combined with integrated RF house arrest as needed. Officers can easily enable the house arrest feature through in the software at any point during a Product User's monitoring without the need to change equipment.

Flexible Communication. The SCRAM Base Station is optimized to communicate by standard telephone line or the Internet using the Ethernet port, as well as Wi-Fi and cellular connectivity. The bracelet communicates all alerts with the base station when in range, which then sends all available data to the monitoring software.

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

Location Verification. If monitoring via landline and the base station is disconnected and reconnected to an unauthorized telephone line, the SCRAM Base Station will generate an alert, as well as indicate the number from which the base station is calling. If monitoring wirelessly, an alert will be generated if the base station is moved.

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

Memory. The SCRAM Base Station can hold up to a month's worth of data (about 7500 messages). This equates to about 48 tests per day, or 1,440 tests per month. All messages are time-stamped and stored in its non-volatile memory, so that the messages are never lost.

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

If telephone service is lost, the base station will log a "Telephone Loss" message. When telephone service is restored, the base station will log a "Telephone Restore" message and communicate both messages to the monitoring software. The base station can hold up to a month's worth of data (about 7500 messages) and the transmitter can hold 160 days of events. All messages are date and time stamped.

Monitoring Software

Secure 24/7 Access. All SCRAM Systems devices are monitored by SCRAM Optix, the web-based software application managed by SCRAM Systems. SCRAM Optix is accessible 24/7 via any web-enabled device. Officers can enroll Product Users, adjust device settings, enter/edit schedules, select notification methods or parameters, manage inventory, and quickly assess detailed caseload information at-a-glance via device and status indicators. Authorized personnel can do the following through the web-based software application:

- View information about the Product User, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove Product Users without calling the monitoring center.
- Create, edit, delete, and apply monitoring parameters (such as daily/weekly schedules) for Product Users when using RF/House Arrest monitoring.
- Determine which violations/events must trigger notifications and by what means the notifications must be sent to Participating Entity personnel.
- Set up notification to be sent to Participating Entity personnel.
- Customize and tailor reporting that best suits their needs, further helping to reduce officer workload.
- Inventory management.

Mobile Adaptive. SCRAM Systems software is mobile adaptive, making it accessible and easy-to-view on any smartphone or tablet. With Product User profile information at their fingertips, officers can access priority alerts such as confirmed drinking events and tampers, Product User addresses, and call Product Users right from their mobile device.

Alert Notification. Notification methods for all alerts include email, text, and/or a Daily Activity Plan (DAP). The DAP can be automatically delivered up to twice daily. All alerts and monitoring activity are also accessible through the software and are automatically date- and time-stamped.

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

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

Court Admissibility. SCRAM CAM results have been accepted in thousands of probation violation and revocation hearings, as well as hundreds of evidentiary hearings across the U.S. and Australia. SCRAM CAM has been upheld as valid and reliable by Daubert, Frye, and FRE 702 and 703 standards of admissibility in every state where it has been challenged, including state appellate and supreme court-level hearings.

SCRAM Systems originated the science of continuous alcohol monitoring and has successfully developed and defended SCRAM CAM technology for over 20 years.

Court Support Program

SCRAM Systems provides the most comprehensive Court Support Program in the industry. Since 2003, SCRAM Systems has worked with courts and ancillary agencies to provide comprehensive SCRAM CAM testimony, which has included the creation of more than 3,600 formal court reports used to detail the monitoring results of Product Users who denied a SCRAM CAM violation (either alcohol consumption, equipment tampering, or a combination). In most cases, Product Users confronted by the court armed with a comprehensive SCRAM CAM reporting package admitted to the violation prior to the scheduled hearing. SCRAM Systems supports our technology in courts at every level and provides everything from a written report confirming a violation to in-person expert testimony for evidentiary hearings.

Category 3: GPS Satellite Monitoring ("GPSM"): *An electronic monitoring program is provided through a body-attached one-piece device or a multi-device system that provides location tracking and cellular data and voice communication to the proposer's monitoring center. On a scheduled (active, hybrid or passive) basis, tracking data is communicated to the proposer's monitoring center who then communicates violations and equipment status alerts via email, text message, or manual voice message to the Product User and/or the Participating Entity's designated officer or program manager pursuant to established protocols.*

SCRAM GPS® Overview



The SCRAM GPS one-piece device is a slim, lightweight bracelet that attaches to the Product User's ankle and tracks movements 24/7. The device operates with a GPS background, tracking points as frequently as once per minute, and once every 15 seconds if the Product User enters an exclusion zone or if the officer manually activates Pursuit Mode. These location points can be transmitted via 4G LTE on the AT&T (GSM) or Verizon (CDMA) cellular networks per the communication frequency chosen by the Participating Entity.

Key features include:

- Unified platform with mobile-adaptive software
- GPS Analytics to simplify large amounts of data
- On-Demand Pursuit Mode
- Robust tamper technology that virtually eliminates false tampers
- Long lasting battery—45 hours on a full charge



SCRAM GPS is a lightweight, one-piece device that attaches to the Product User's ankle and tracks movements 24/7.

- Break-away charger to minimize device/charger damage
- Unparalleled mapping capabilities
- Secondary location technology
- 30-second, tool-free installation

Tracking Device

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

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

To ensure accuracy and reduce drift points, SCRAM GPS also supports GLONASS (Global Navigation Satellite System) GPS capabilities, allowing location points to be pulled from 56 satellites instead of the standard 32.

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

Tracking Frequency. Location points can be tracked as frequently as once per minute or as great as once per hour. On a 1x10 rate plan, the Participating Entity will get 1,440 points in a 24-hour period (1 point per minute) or 60 points per hour. If the Product User enters an exclusion zone, the device's onboard intelligence automatically transmits a zone alert to the server, which automatically initiates pursuit mode. The device begins tracking at an accelerated rate and captures points every 15 seconds, for 15 minutes, providing immediate increased visibility. It can also be triggered manually at any time (whether in violation or not).



Product User Communication. The device has two-way Product User communication and can be configured to communicate using vibration or audible tone. The audible tone is a 95-decibel speaker, ensuring it is easy for Product Users to hear when they violate their program requirements. The Product User must acknowledge the alert by pressing a button on the device to stop or silence the vibration/tone within 30 seconds. Providing two options to notify the Product User significantly decreases excuses for non-compliance.

Officers can administer the audible tone or the vibration sensor at any time. In addition, the bracelet will automatically vibrate whenever the bracelet reaches a low battery state.

Battery Life. Unlike the battery life statistics for other GPS monitoring devices, our testing is based



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

is charging. Should the device get pulled away from the wall while the charger is still attached, the break-away design prevents damage and wear to the GPS device. With a 12-foot charging cord, Product Users have more room to function and move around while charging.

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

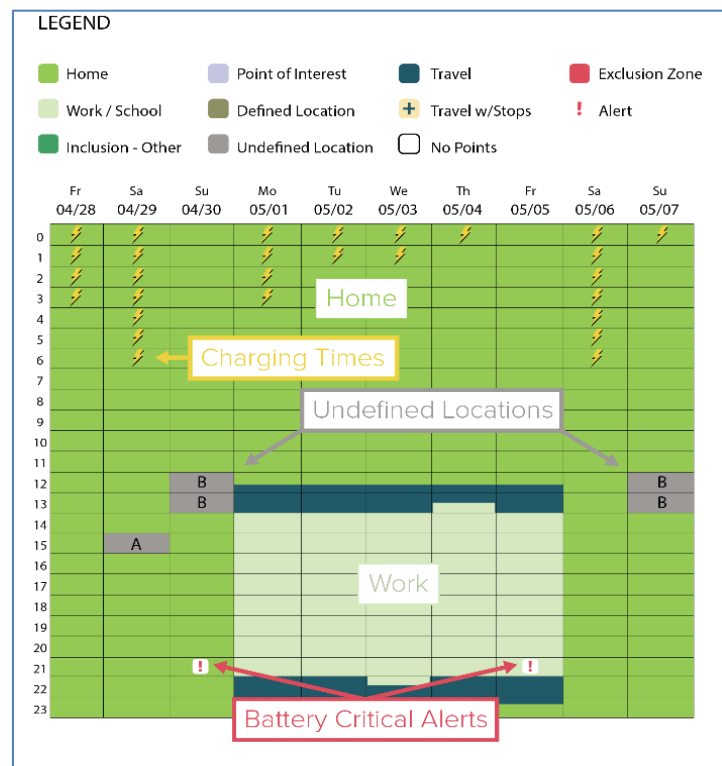
Battery Indicators. The battery is internal and rechargeable, so there is no need for it to be installed or changed. SCRAM GPS has LED lights that indicate when the unit battery is low, charging, or fully charged.

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

on an aggressive active rate plan of 1-minute acquisitions and 10-minute transmission. Even when used in Pursuit Mode, the SCRAM GPS battery will have more than sufficient battery power to consistently monitor and deliver critical GPS data.

Charging Options. SCRAM GPS has multiple ways Product Users can quickly charge, reducing low battery alerts.

The SCRAM GPS device comes equipped with a **break-away charger**. Product Users easily attach the device by sliding on the charger. Small vibrations and LED lights indicate to the Product User that the device



Charging icons depicted as lightning bolts show officers when, where, and for how long an Product User has charged the device. With hour-by-hour detail, officers have immediate access to charging details.

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



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

SCRAM GPS has the most robust tamper technology in the industry, virtually eliminating false tampers.



Design. The SCRAM GPS tracking device measures 8.3 cubic inches (3.37” tall x 2.75” wide x 0.90” deep), making it one of the smallest devices on the market. It is lightweight, weighing only 8.3 ounces (236 grams), and is sealed and waterproof to two meters. The SCRAM GPS device has been tested and complies with military standards MIL-STD-810F Method 516.6 and IP-57 respectively for shock and water ingress and is FCC compliant (FCC ID P8M-GPS-600).

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

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

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

communicates all events and GPS data to the monitoring software, where it is reported according to Participating Entity procedures.

Monitoring Software

Data for all SCRAM Systems' technologies are housed in SCRAM Optix™, the web-based software application by SCRAM Systems. It offers robust caseload and Product User management tools, including both point-by-point and advanced mapping features, customizable notification protocols, and powerful program reporting tools. Every SCRAM Systems technology is integrated into Optix, allowing officers to access information and manage reporting on every SCRAM Product User in your caseload.

For SCRAM GPS, Optix makes it easy for officers to create and manage unlimited inclusions and exclusion zones, engage On Demand Pursuit Mode and Locate Now features, see side-by-side Product User and victim mapping, and the ability to go from point-by-point mapping to advanced, detailed Patterns of Life views of an Product User or a caseload within seconds. The mobile-adaptive design of Optix means officers can quickly access full Product User information, 24/7, from any Internet-enabled device, including smartphones and tablets.

Dashboard

Show All Alerts

Search Clients

Search

Refresh

Client + View Additional Clients	Battery	Tamper	Zones	Communication	Location
Dungy, David					
Schneider, Shane					
Allister, Arturo					

Legend

Battery Status
 Compliant

Fully Charged
 Current Violation

Pending Battery Status
 Auto-Cleared Violation

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

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

- View information about the Product User, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove Product Users without calling the monitoring center.
- Create, edit, delete, and apply monitoring parameters (such as daily/weekly schedules) for individual Product Users or groups of Product Users.
- Create and manage zones.
- Select which violations/events should trigger notifications and customize those preferences per Product User, officer, caseload, or agency.
- Easily set up notification protocols customized by Product User, officer, caseload, or agency.

- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance with monitoring parameters.
- Manage inventory.

Profile Summary (McGee, Mike) 2021CC372234
Last Location: 3805 W Union Ave, Denver, CO 80236 (04/13/2021 03:52 PM)

Profile

Client: McGee, Mike
Client ID: 2021CC372234
Gender: Male
DOB: 09/28/79
Age: 41
Start Service: 12/10/20
End Service: 07/06/22
Risk Level: High

Device Information

Locator: NF6018468
Plan: GPS-Active 1X1 CDA
Beacon:
Variable Leave Time:
Check-in Call Interval:

Contact Info

Home Phone:
Cell Phone: (303) 555-5555
Emergency Contact: Mrs McGee
Contact Phone:

Schedules **Schedules Exceptions**

Schedule	+ Add	Zone Name	+ Add	Type	Location Type	OnBoard
Edit		Home		Inclusion	Home	✓
Edit		Office Location		Inclusion	Work/School	OnServer
		Victim Home Address		Exclusion		✓
		Alcohol Treatment Facility		Neutral		OnServer

Date **Note** **Author**

04/14/2021 10:14 AM Thomas Corwin

Close

Officers can view information about the Product User, including personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.

Mobile-Adaptive. SCRAM Systems software is mobile adaptive, making it easy to view on any smartphone or tablet. With Product User profile information at their fingertips, officers can:

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

Alert Notification. All GPS alert notifications can be customized to meet the preferences of the Participating Entity. Optix immediately sends alerts directly to the server and, if selected, can be simultaneously sent to supervising officers. For each violation or event, the system can be configured to provide notification by email

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

Critical Alert for John Jacobs



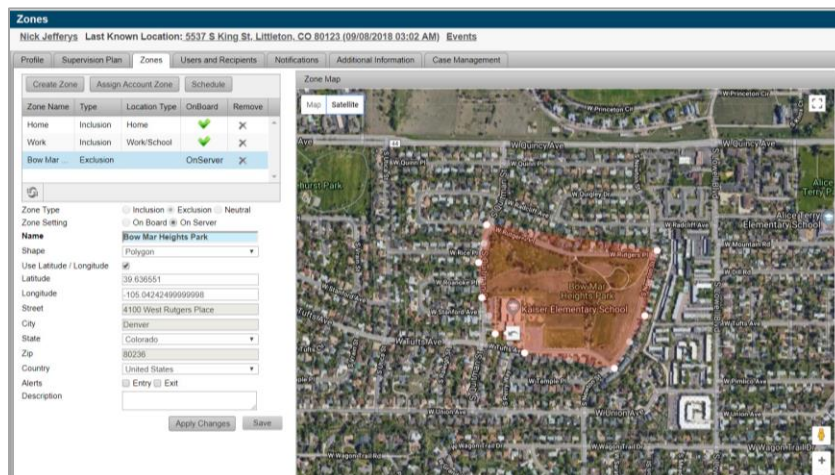
Offender: John Jacobs
Account: Jefferson County
Event: Device Tamper
Time of Event: 05/03/17 02:20PM
Risk Level: High
Home:
Cell: (303) 785-7879
Work:
Location: [1241 West Mineral Avenue, Littleton, CO - USA](#)
Zone Name:
Zone Address:

or text and a daily notification summary outlining the previous day's activity. Additionally, the software generates an alert if the device fails to communicate with the system for a period that exceeds the transmission frequency interval of the Product User's supervision plan and the user-defined buffer period for communication failures. When an alert is generated, notification is made according to the Participating Entity's protocols.

Zones. Users can create an unlimited number of adjustable zones within the software, including circle, square, and polygon zones. There are three types of zones: Inclusion (Product User must be in during certain periods); Exclusion (Product User can never enter); and Neutral (to track entries and exits without assigning schedules). The user can create new zones for each Product User and also assign zones from an account library of zones, which can be assigned to any Product User in the account. This is particularly helpful for standard exclusion zones such as schools, libraries, and shopping malls. Additionally, instead of drawing zones to create new inclusion/exclusion zones, the user can select from prebuilt zones, which are designated by state, county, or public school districts. The user can opt to

receive alerts for zone entries and exits, regardless of schedules.

Exclusion zones are available with a minimum radius of 200 feet and an unlimited maximum radius. While location points can be tracked as frequently as once per minute or as great as once per hour, if the Product User enters an exclusion zone, tracking automatically accelerates to one point captured every 15 seconds for 15 minutes.



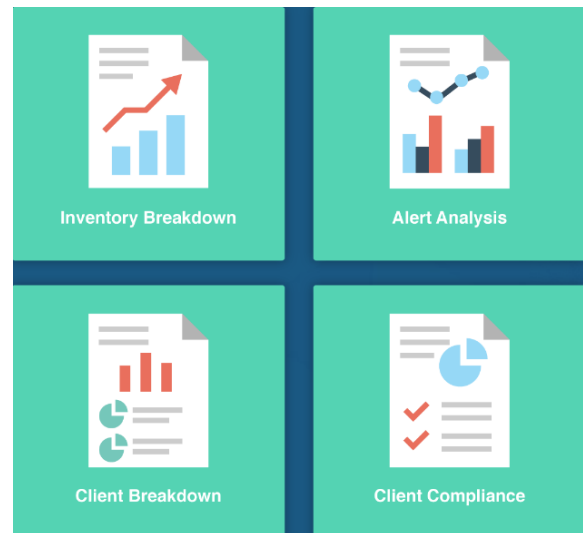
Users can create an unlimited number of zones, including circles, squares, and polygon-shaped zones.

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

Prebuilt Zones. Instead of drawing zones to create new inclusion/exclusion zones, these prebuilt zones are designated by state, county, or public school districts. For instance, a sex offender can be excluded from all school districts in an area and can be confined to remaining in a county and/or a state, without the time-consuming process of drawing individual zones. Once added to an agency, officers can then assign the prebuilt zone to subaccounts as necessary and can be applied to a single Product User, multiple Product Users, or an entire caseload, potentially saving officers hours of work.

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

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



SCRAM GPS Mapping Overview

When SCRAM Systems introduced our GPS solution to community corrections agencies, the focus was not just to introduce another GPS solution that was accurate and provided traditional mapping tools. It was to introduce innovation and advanced mapping and reporting capabilities that would simplify tracking, evaluating, and acting on the thousands of data points generated for each Product User each day, quickly turning that data into powerful, easy-to-interpret, and actionable knowledge in seconds. SCRAM GPS was the first in the industry to provide Stop Pattern Report capabilities, which groups stop points and provides a simplified view of a Product User's daily activities. Soon, the industry followed. Today, Stop Patterns are a common advanced mapping tool for GPS.

With a continuous eye on innovation based on the needs of our customers, SCRAM Systems introduced SCRAM Pattern of Life (POL) Mapping, which integrates the power, breadth, and depth of Google data with our leading Stop Pattern reports. POL automatically identifies those stops and classifies them into common categories to provide the simplest, yet most comprehensive view of a Product User's movements over a specified timeframe. Our SCRAM GPS mapping capabilities include:

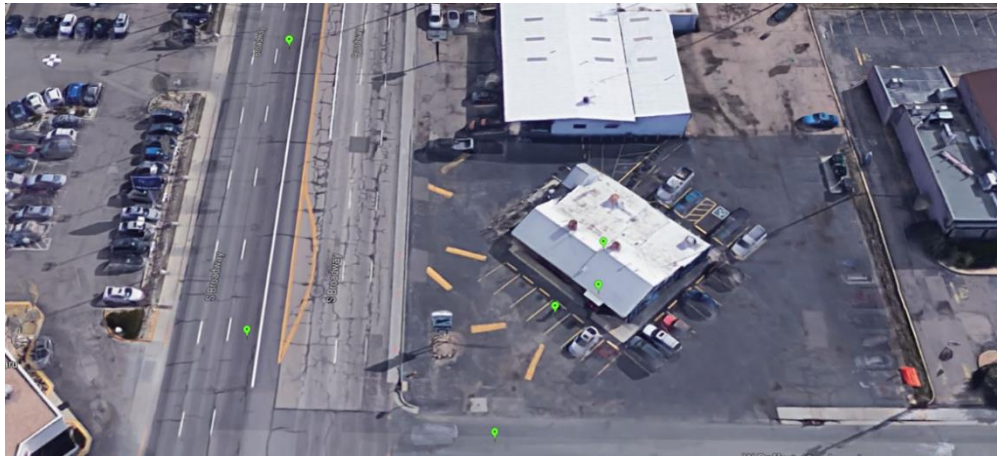
- **SCRAM GPS Mapping Basics**—Point-by-point mapping
- **SCRAM GPS Analytics**—Our advanced mapping features
 - **Stop Pattern Reporting**—Groups points into unidentified stops and travel patterns
 - **Pattern of Life Mapping**—Overlays the power of Google data and turns those stops into meaningful activities
 - **Shared Location Mapping**—Provides multiple views of Product Users who have shared a location, either at the same time or separate times

SCRAM GPS Mapping Basics—Our Point-by-Point Mapping Tools

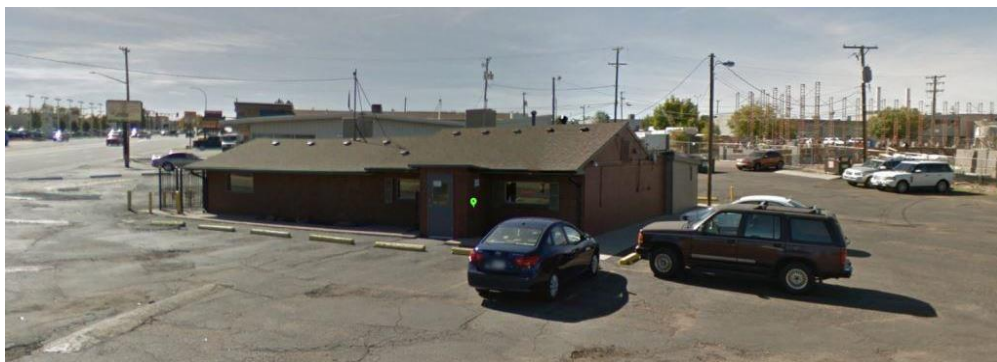
SCRAM GPS combines exceptional accuracy with modern, street-level map views to put participants' movements in context and provide better supervision data. Maps are provided through Google and quarterly updates are automatically included. Five Google map views are available:

- The standard map view
- The standard map view labeled with street and landmark locations (businesses, schools, etc.)
- Earth View (showing an aerial image)
- Earth View with labels
- Street View (a panoramic street-level image)

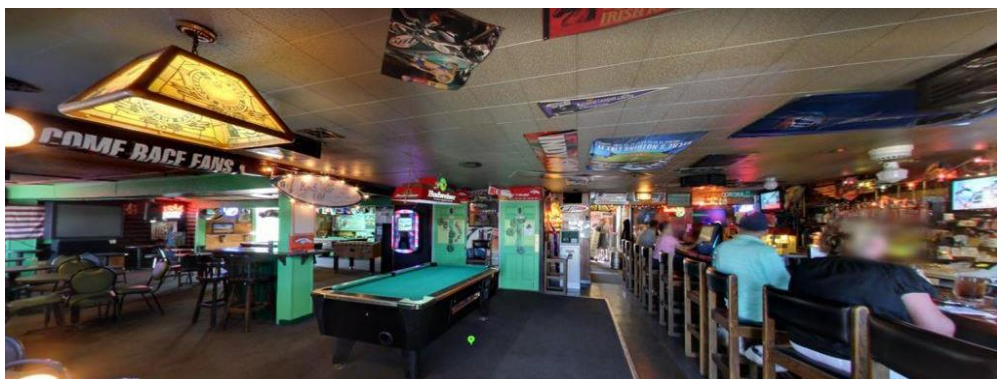
The GPS location point of the participant plots on the map with an icon. By clicking on the point, the officer can see the location date and time, nearest address, latitude/longitude coordinates, the participant's speed, and how the data point was acquired. Following is a progression of mapping views from satellite, street-level, and inside the building.



Satellite Map View



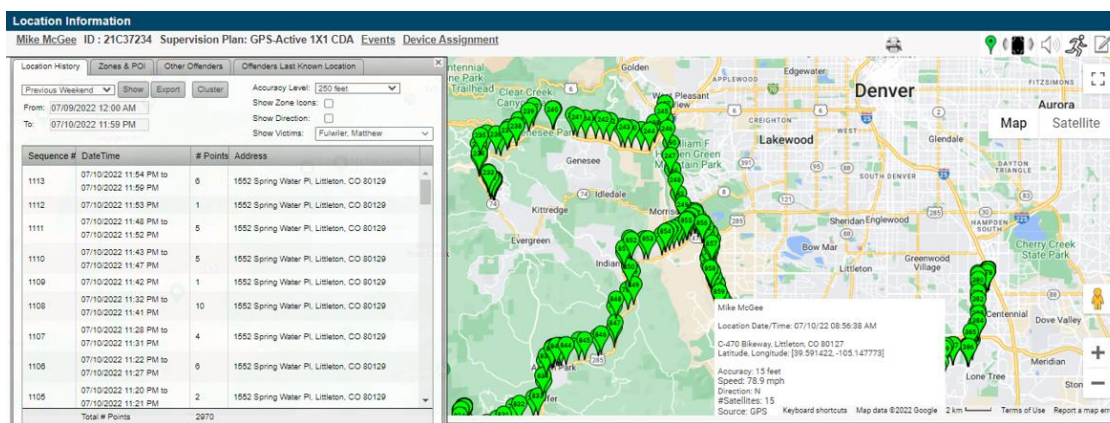
Street Level Map View



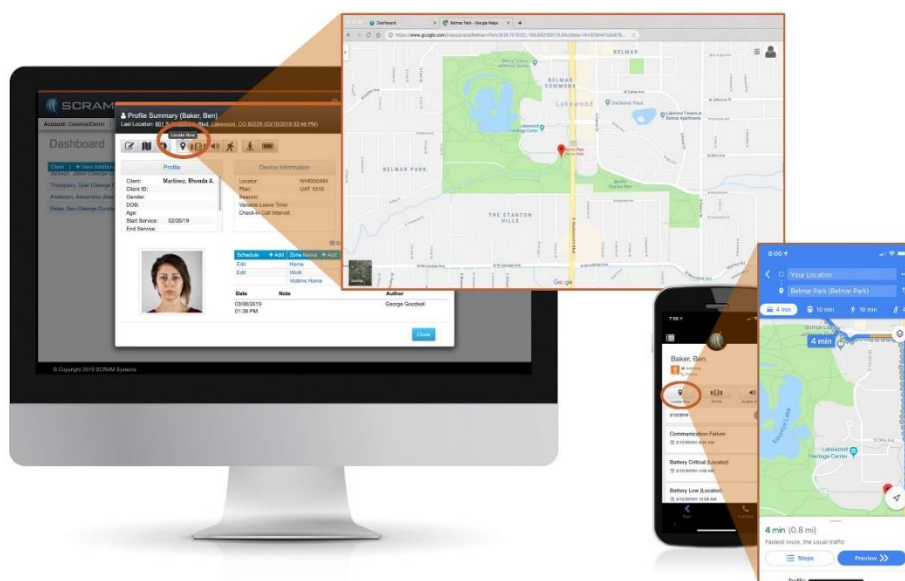
Inside Building

Our SCRAM GPS mapping basics offer a comprehensive menu of point-by-point mapping capabilities, including:

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

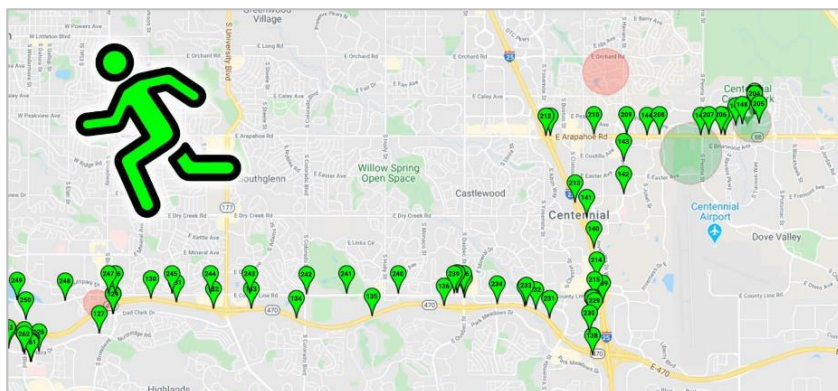


Locate Now. Initiating a Locate Now request prompts immediate contact with the GPS device, commanding it to provide a current location. Regardless of the last or next scheduled callback communication, officers can “ping” the device for immediate location information at any time. As soon as a location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



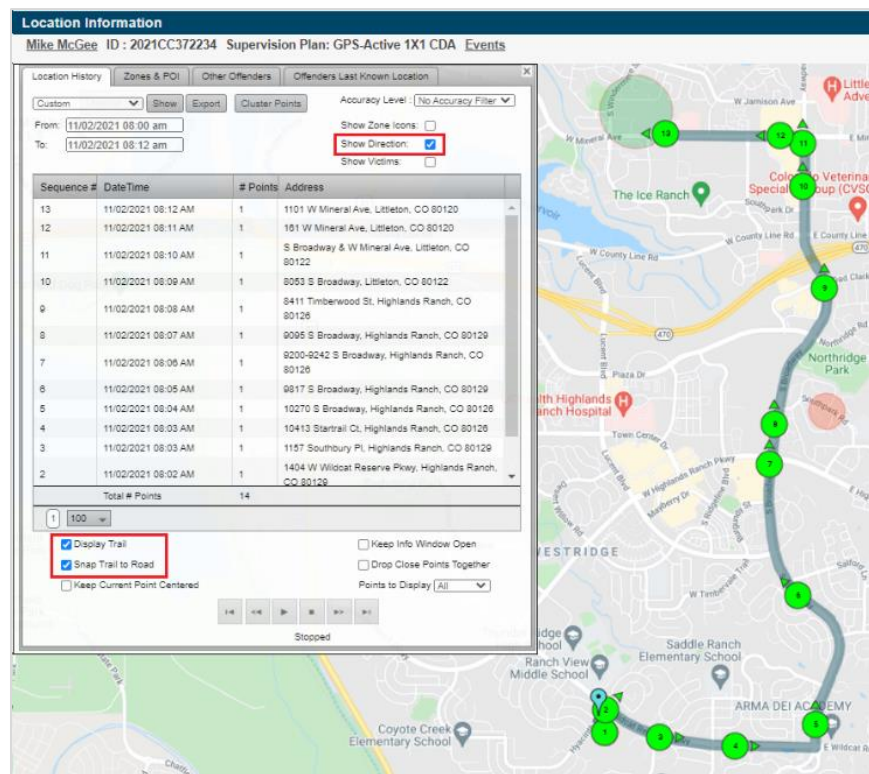
Locate Now allows an officer to “ping” a device through the software. It provides the officer with details of the Product User’s current location, regardless of previous or next callback time, and can be viewed in satellite, aerial, or street view.

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



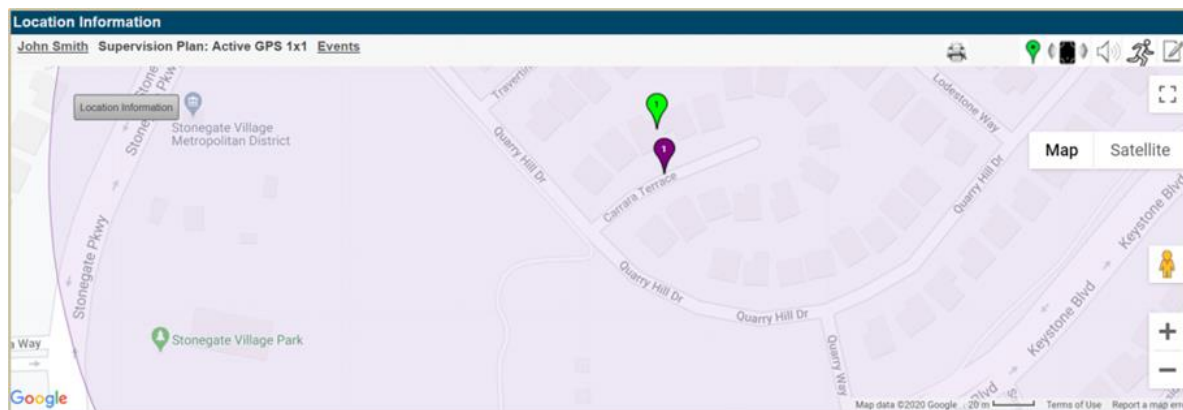
With the click of a button, officers can engage a transmission rate of one location point every 15 seconds to aid in offender apprehension.

Travel Route Playback. The software offers the most advanced technology to retrace travel routes from point-to-point, with the ability to watch the point move from one location to the next. As points are played back, users can choose to keep the points centered so that the most recently dropped point is always in the center of the map. Additionally, there is an option to keep the information window open to display additional information about the most recently dropped point, such as location date/time, address, latitude/longitude, accuracy, speed, direction, and the number of satellites per point. Travel can be observed in standard map or satellite view at three speeds and any zoom level. The user can also pause the playback, as well as skip to the next location.



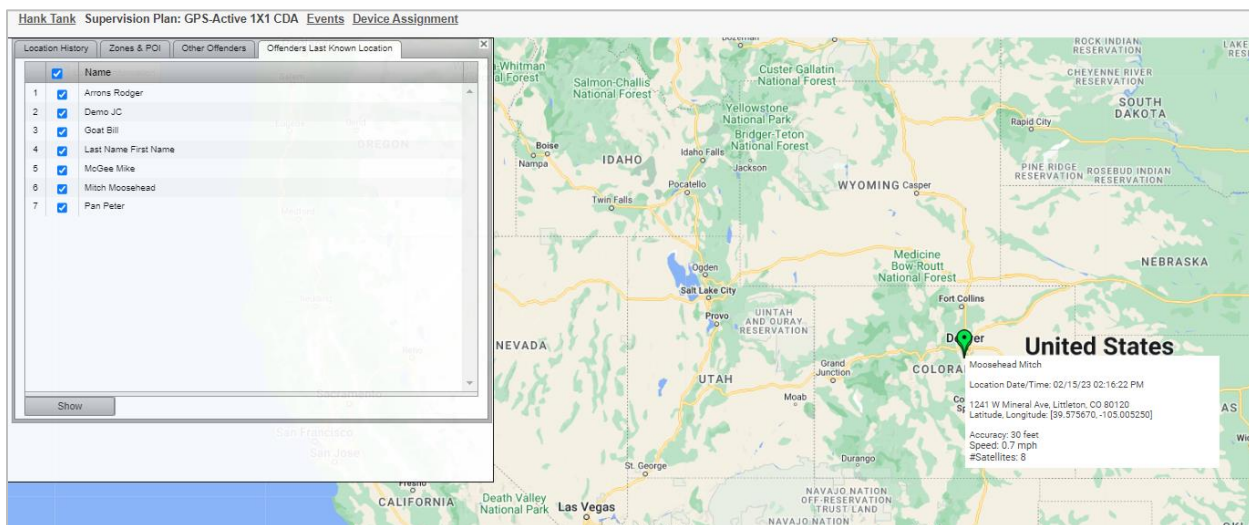
Multiple playback options help to provide clear travel playback detail, showing detailed information for better monitoring.

Side-by-Side Product User and Victim Mapping. When using our optional SCRAM Ally® victim notification mobile app, the GPS Product User's map provides a view of the current distance between the Product User and the victim. The victim's location appears in **purple** while the Product User's location appears in **green**.



Multiple Product Users Side-by-Side View. View up to six Product Users side by side. Select a custom time range for one Product User and then select five other Product Users to map side-by-side. This view allows officers to see all points on the same map for that same time period. While this feature is part of point-by-point mapping, it can be used to get more detailed information from the Shared Location Analytics (discussed later in with our advanced mapping tools).

View Last Known Location. Officers can view the last known location of one Product User or all Product Users in a caseload with the click of a button.



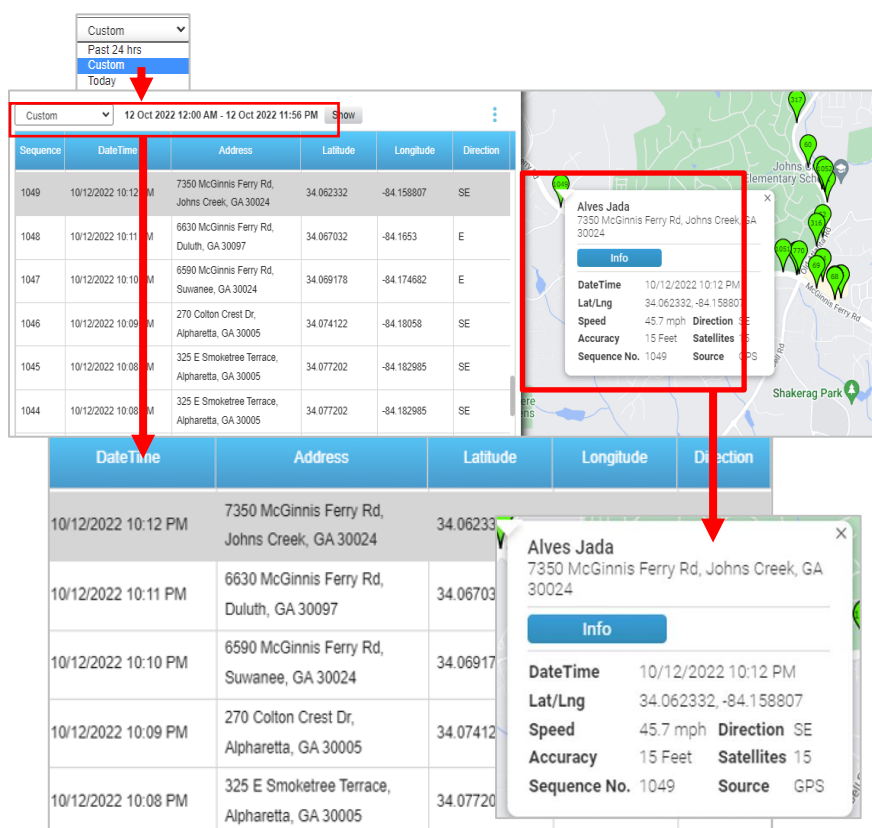
Pattern of Life Mapping

SCRAM's unique Pattern of Life (POL) analytics provide an even deeper level of detail on how and where Product Users spend their time. POL takes our Stop Patterns reporting and layers in the power, breadth, and depth of Google data, automatically identifying stop locations (versus manually

identifying) and grouping those locations into 12 meaningful categories. This eliminates the need to zoom in or use street or satellite views to determine where a Product User has been. POL provides automated, unprecedented location detail, real-time data and information, multiple ways to search and view, and the ability to calendarize Stop behavior. Officers can display routine Product User patterns in seconds—for a single Product User or an entire caseload.

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

Precise Location Point Detail. While our software offers the familiar traditional point-by-point mapping, officers can also pull up to 30 days at a time. When choosing to view details, officers can select a pre-defined time frame from the drop-down menu or create a custom view by inserting unique start/end dates to search. For each location point, the software shows a grid of date/time, address, latitude and longitude, and direction. In addition, the corresponding map shows a cluster of points that define speed, accuracy, number of satellites, and the source of tracking points for each point. The grid and the map can be used interchangeably; when an entry on the grid is selected, the corresponding location point is highlighted on the map automatically, whereas, if a location point is selected, the software automatically defaults to that entry on the grid. By simply clicking from one point to another, using the grid or the map, officers can review large amounts of data quickly. If a location point is an area of interest or needs further evaluation, it can easily be isolated to view individual details, switching back to the previous view with the click of a button. All data can be exported to a spreadsheet and the map.



Custom
Past 24 hrs
Custom
Today

Custom 12 Oct 2022 12:00 AM - 12 Oct 2022 11:56 PM

Sequence	DateTime	Address	Latitude	Longitude	Direction
1049	10/12/2022 10:12 PM	7350 McGinnis Ferry Rd, Johns Creek, GA 30024	34.062332	-84.158807	SE
1048	10/12/2022 10:11 PM	6630 McGinnis Ferry Rd, Duluth, GA 30097	34.067032	-84.1653	E
1047	10/12/2022 10:10 PM	6590 McGinnis Ferry Rd, Suwanee, GA 30024	34.069178	-84.174682	E
1046	10/12/2022 10:09 PM	270 Colton Crest Dr, Alpharetta, GA 30005	34.074122	-84.18058	SE
1045	10/12/2022 10:08 PM	325 E Smoketree Terrace, Alpharetta, GA 30005	34.077202	-84.182985	SE
1044	10/12/2022 10:08 PM	325 E Smoketree Terrace, Alpharetta, GA 30005	34.077202	-84.182985	SE

Alves Jada
7350 McGinnis Ferry Rd, Johns Creek, GA 30024

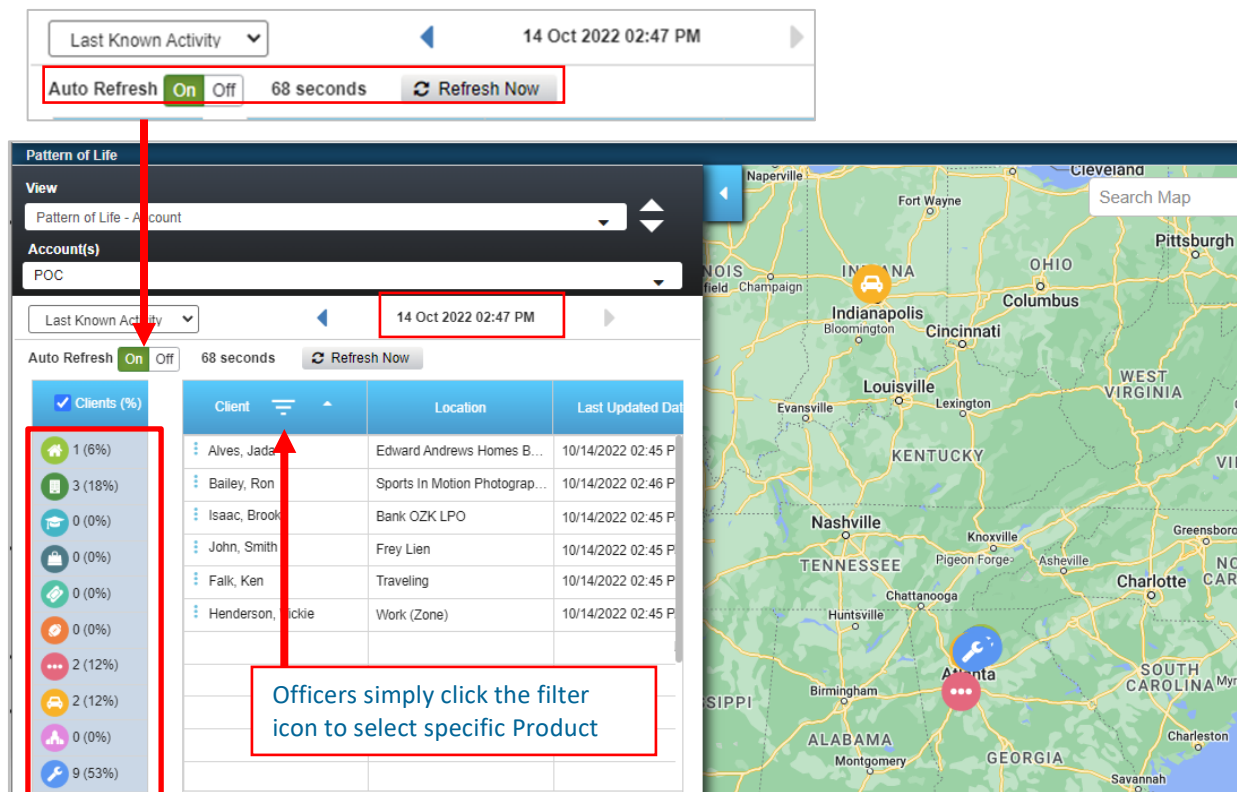
Info

DateTime 10/12/2022 10:12 PM
Lat/Lng 34.062332, -84.158807
Speed 45.7 mph Direction SE
Accuracy 15 Feet Satellites 15
Sequence No. 1049 Source GPS

Officers can drill-down to view location details, including date/time, address, latitude and longitude, and direction for any location point.

Display Routine Product User Patterns. POL mapping identifies and highlights typical travel patterns and provides details of a Product User's individual specific location points, putting Product User travel patterns into context and making it easy to identify deviations from a Product User's normal travel behavior. This also provides vital information that aids in effective crime scene correlation.

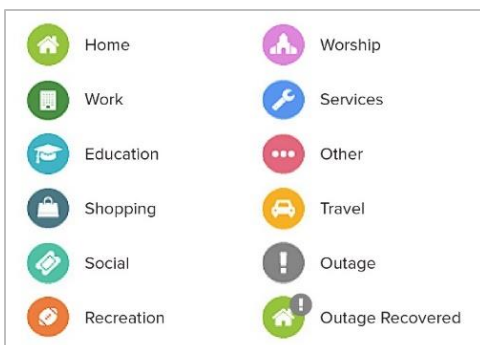
Real-Time Data. POL defaults to a high-level caseload view that displays locations and activities in real-time, showing the last known activity for all Product Users. Quickly isolate and view data by selecting a pre-defined time frame or by designating a selected region or officer caseload. POL will automatically refresh every 90 seconds or can be manually refreshed as desired.



Officers simply click the filter icon to select specific Product

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

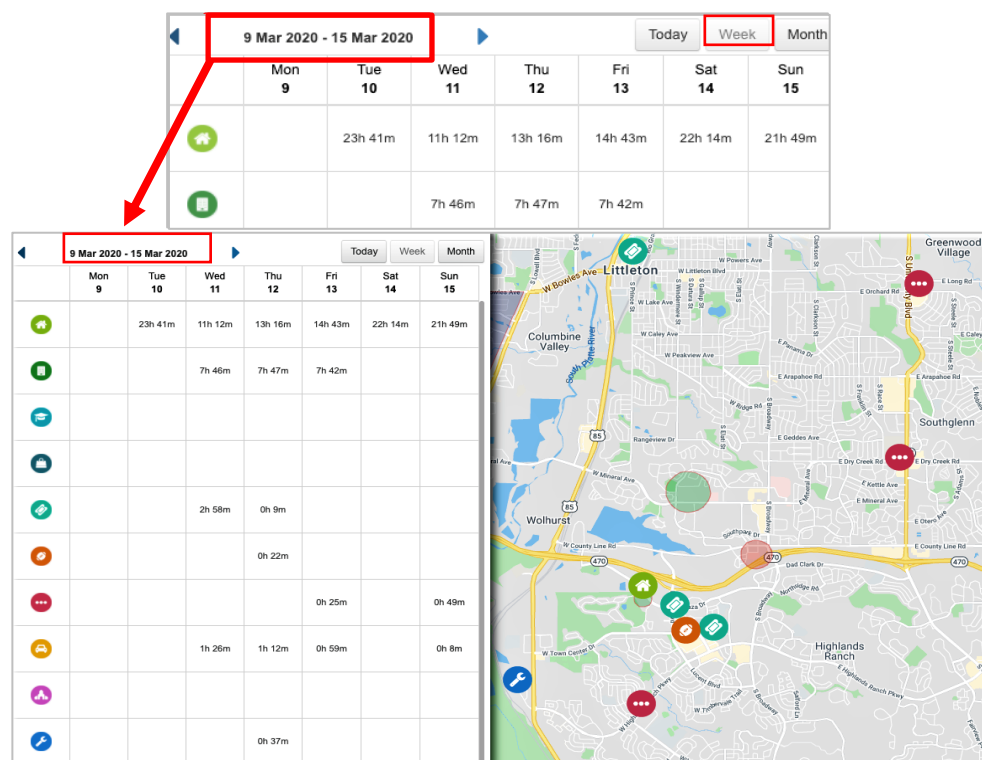
The category distribution grid on the left side can be manipulated to drill down to relevant details. For example, at 2:47 p.m., Home and Work categories are likely approved locations and can be removed from the grid, narrowing down the list of Product Users in potential violation.



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

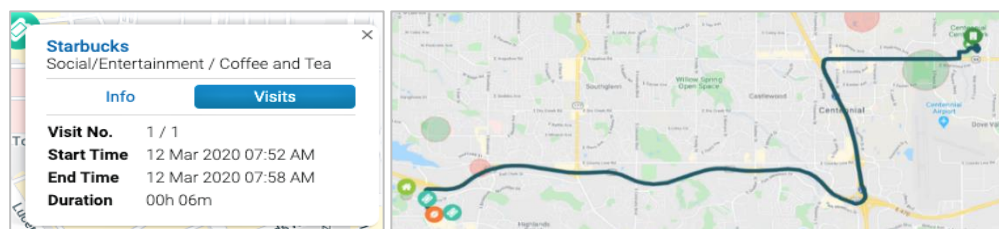
Calendarizes Stop Behavior. Quickly visualize how a Product User spends their time daily, weekly, or monthly and look for any irregular behavior.

- **Weekly and Monthly Patterns.** With simple navigation arrows, officers can separate any unusual activities and investigate details such as arrival/departure time, address, and time spent at each location to gain additional insights into a Product User's typical behavior. In the scenario below, all the data is logged for the entire week. By highlighting just the first category, it's easy to see that the Product User spent most of their time at home during the week, with a few short recreation and social outings on Wednesday and Thursday. Generating the same view for an entire month allows officers to easily assess typical patterns of behavior over longer periods of time.

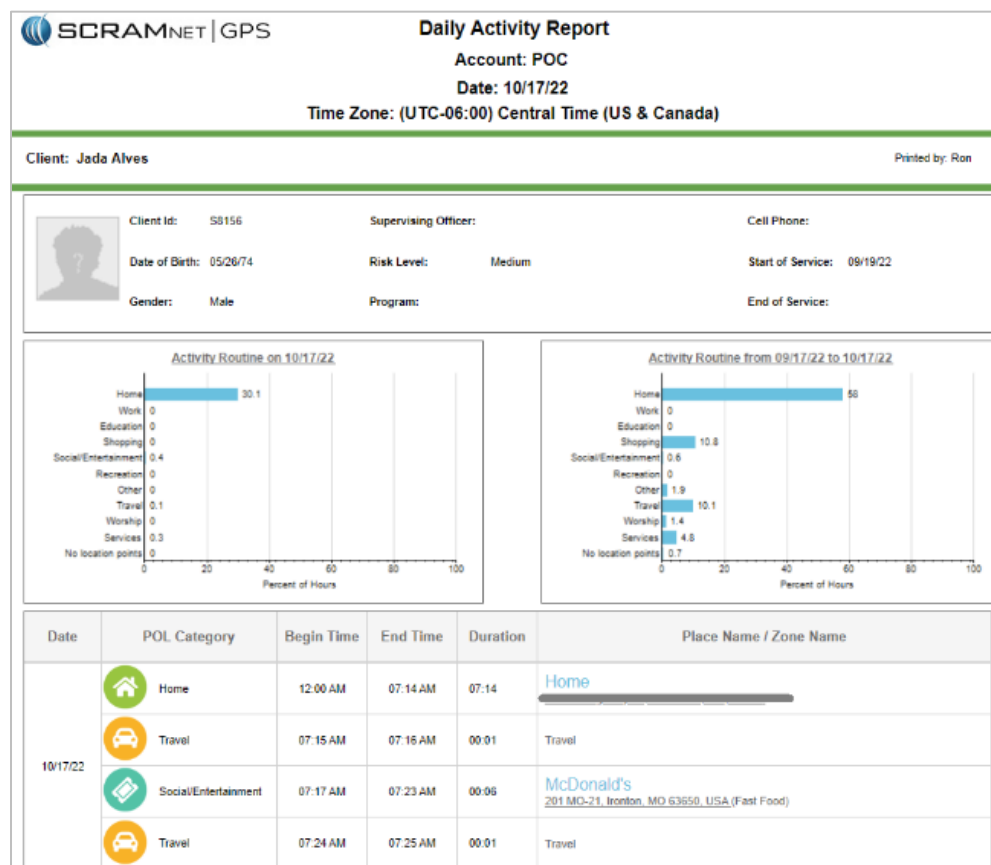
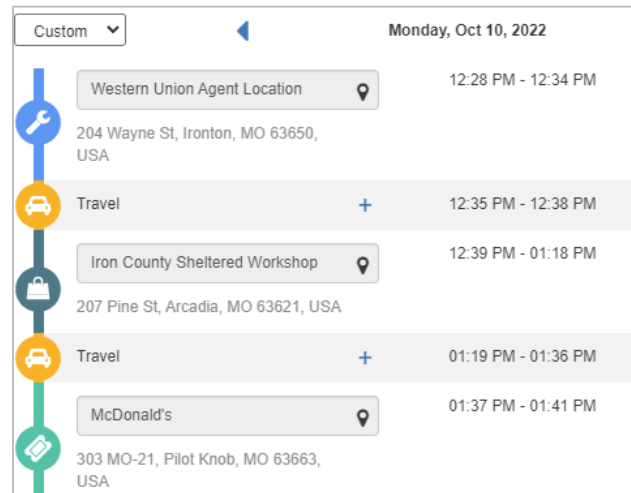


With POL weekly and monthly views, officers can quickly determine where a Product User spends most of their time. To assess patterns of behavior over a longer period, this report can also be generated to capture up to a month's worth of data.

Selecting any icon or location point (such as Starbucks in the following image) provides detailed location information and shows the travel pattern.



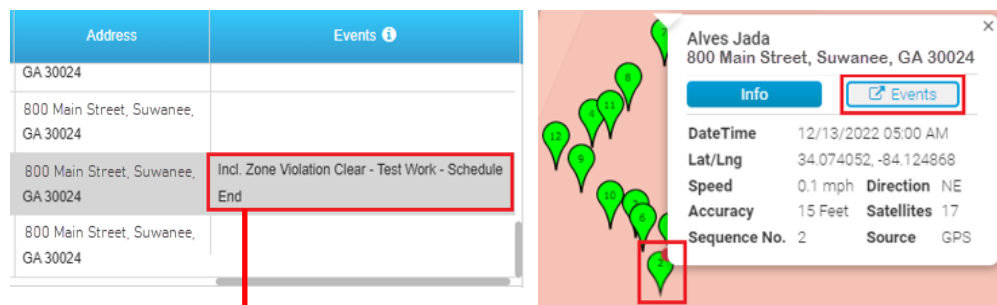
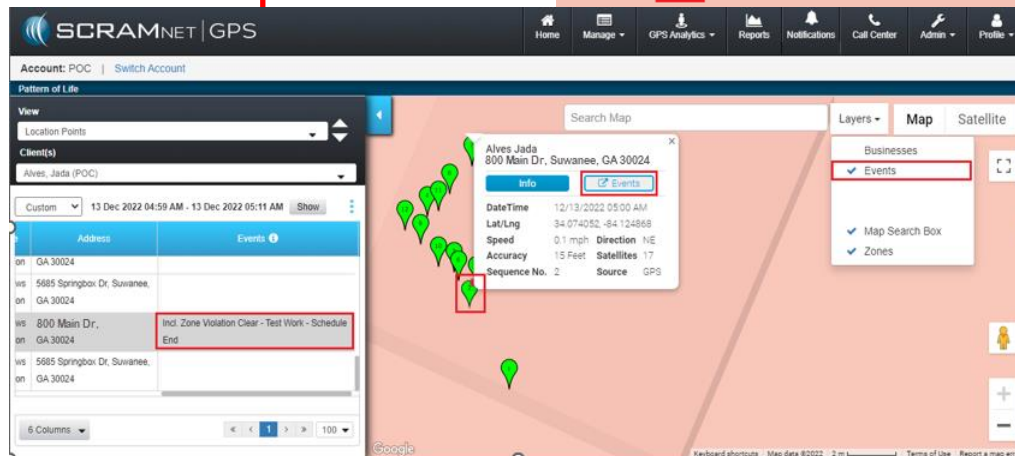
- **Daily Routine Analysis.** This view displays the Product User's daily activities in chronological order. Each activity shows the place name, address, the place name's activity, the start time, end time, and total duration. In just a few minutes, officers can view a Product User's daily patterns.
- The Daily Activity Report allows officers to compare daily routine to monthly routines, establishing a baseline for typical behavior patterns.



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

Multiple View Options. POL offers multiple ways for officers to view Product User and caseload patterns.

- **Account View.** Quickly view every Product User in an account or agency.
- **Event Overlay View.** Further analyze Product User activity with POL mapping with the ability to overlay events on a Product User's map and show related actions taken for that event in a grid. The Participating Entity decides which layers are displayed on the map, selecting options from the GPS Analytics menu that includes businesses, events, map search box, or zones. In the example below, with Events selected:
 - The location point selected has a coinciding event and denotes the location marker with a red badge.
 - The corresponding details of the transactions taken for that event are displayed in the event column of the grid.
 - The Events option window opens the Product User Events Dialog, accessing additional details about the event including notes, notifications, and clear time.

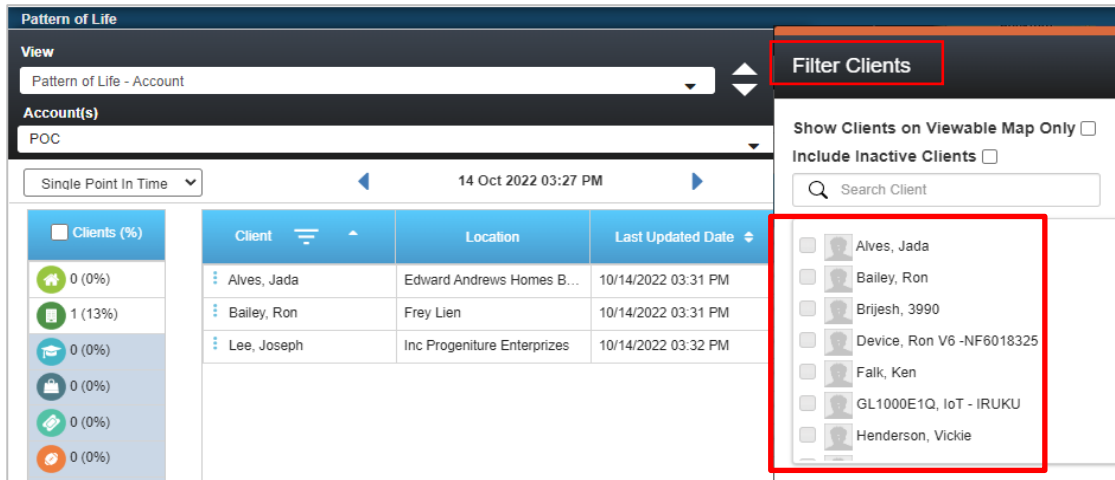



Filter By: Critical Serious Warnings Messages							
Go							
	Severity	Infraction	Description	Event Time	Address	Notes	Notifications
☐	●	Not Indicated	Victim Zone Violation - Pete Slade	02/01/2023 10:03 AM	1040 Northshore Dr, Roswell, GA 30076	+ Add	
☐	●		Victim Zone Buffer Entry - Pete Slade	02/01/2023 09:59 AM	9275 N Lake Dr, Roswell, GA 30076	+ Add	
☐	●		Victim Zone Buffer Exit - Pete Slade	02/01/2023 09:45 AM	1040 Northshore Dr, Roswell, GA 30076	+ Add	

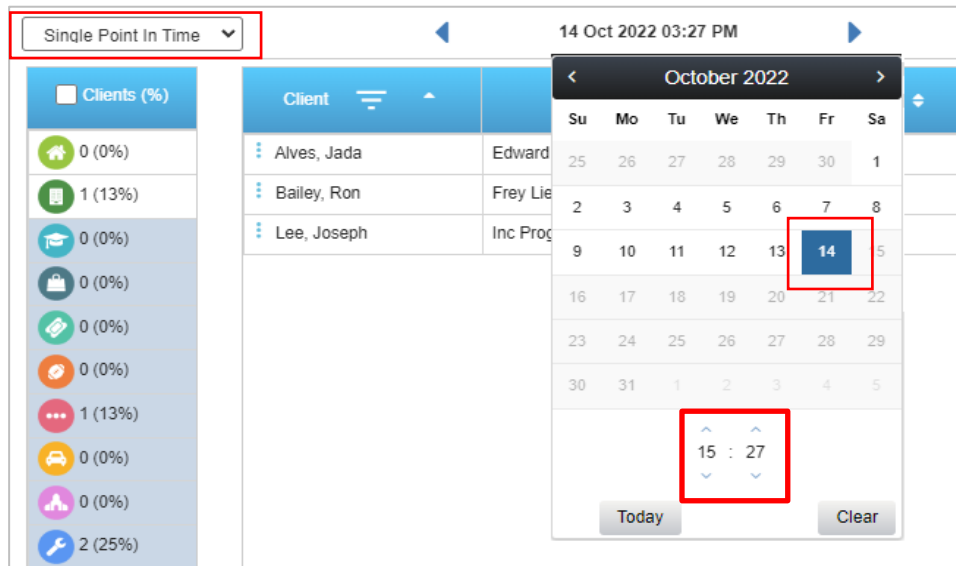
The Product User Events Dialog shows additional details about the event including notes, notifications, and clear time.

Multiple Ways to Search. POL provides multiple ways to search so that within seconds, users can access and analyze multiple views of behavior patterns.

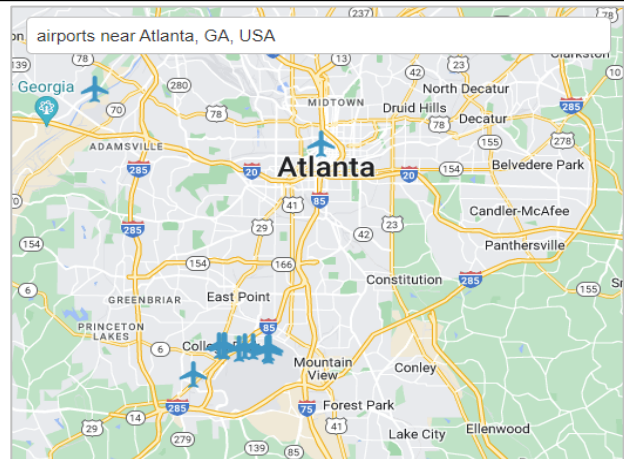
- **Search by Product Username.** Views can be filtered at any level to isolate details. This is critical for crime scene correlation. The Participating Entity can filter by selecting Product User names and easily identify exactly which Product User(s) were at a specific location. Conversely, they can confirm whether a particular Product User (or group of Product Users) was definitively NOT in a particular place at that time.



- **Search by Point in Time.** The ability to isolate historical data by date and time is crucial for situations that involve a known event or a known date and time of a crime's occurrence, but the identity and names of possible Product Users is unknown. By selecting a pre-defined time frame, such as Single Point in Time, the software will show the locations of all Product Users at that specific moment. Simple right and left arrows allow navigation backward and forward in five-minute increments. To broaden the search, the Participating Entity can select to customize the search for all Product Users' locations with a specific start and end date, covering up to a 24-hour period.

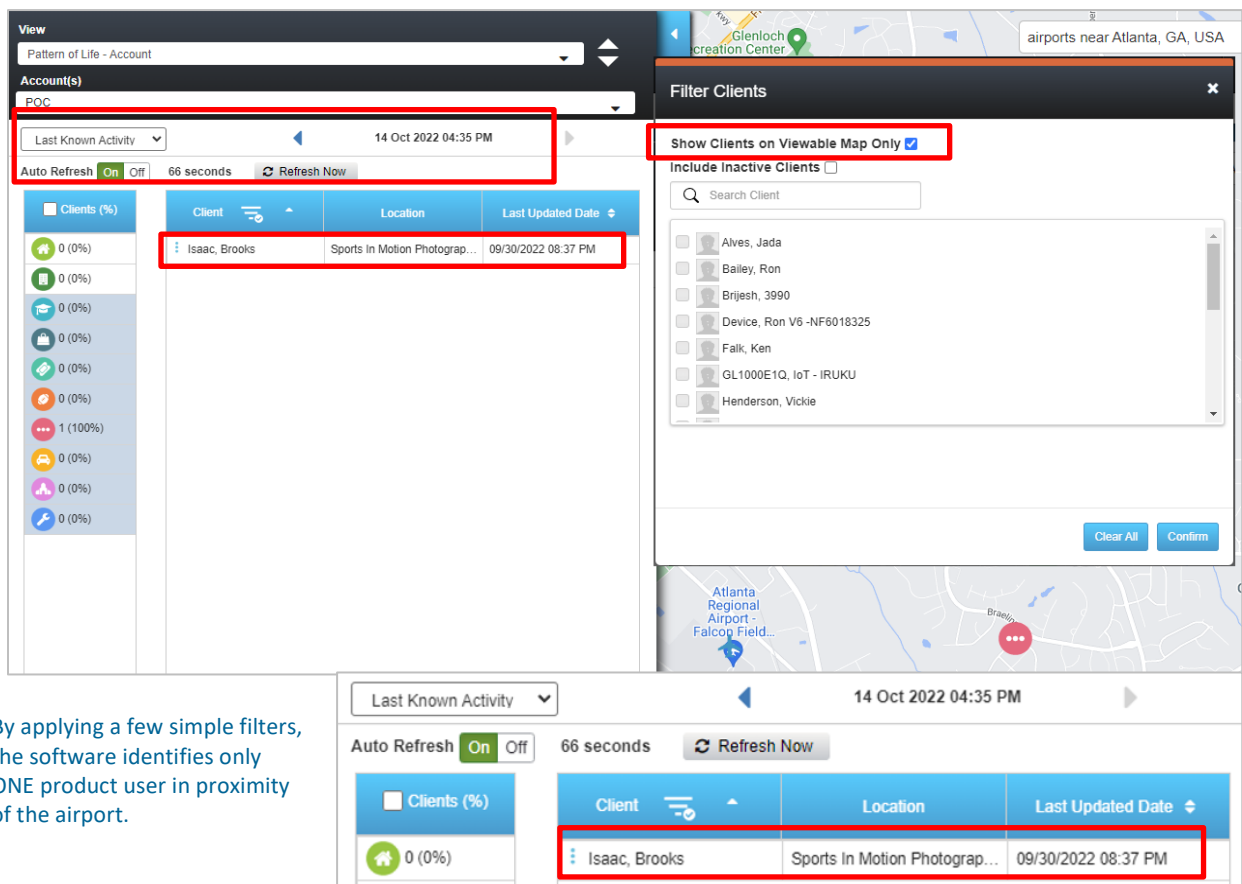


- **Search by Area of Interest.** Equally critical to GPS monitoring, certain situations require the tools to monitor potential areas identified as problem locations. The Participating Entity can monitor all Product User activity in a specific location on the map to perform a proximity search where an incident or crime has occurred. By inserting an address, a partial address, or a list of places, the software will depict icons on the map and help quickly identify locations.



The map shows “airports near Atlanta” and quickly isolates an area of interest to help apprehend potential offenders or possibly prevent crime.

Software filter features isolate details to only show Product Users in the viewable map area. The Product User list automatically updates as the map zoom level and placement are adjusted. Once a Product User has been identified, our drill-down design makes detailed activity readily available for further analysis as needed.



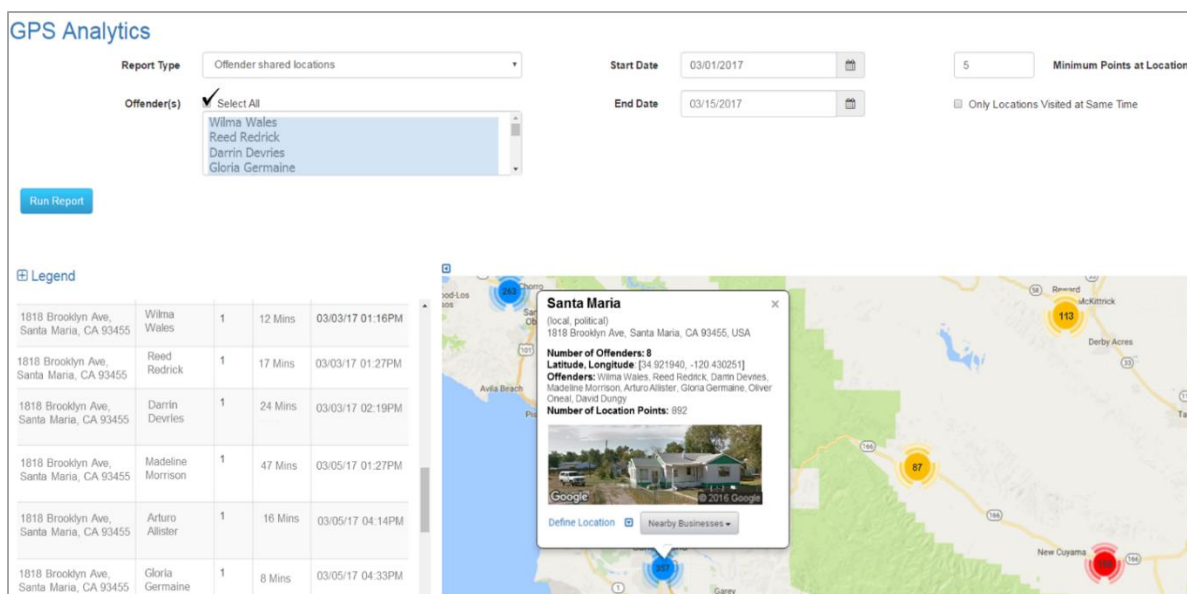
By applying a few simple filters, the software identifies only ONE product user in proximity of the airport.

Shared Locations Report

Certain Product Users may be restricted from associating with each other while on GPS monitoring. The Offender Shared Locations Report can be used to identify when multiple Product Users visit the same location (whether at the same time or not), which may help identify parole violations, crime associates, or locations where criminal activity is taking place. With Google Maps, the officer can zoom down to street level and see a detailed view of the location. This report shows trends previously lost in the overload of data. SCRAM GPS Analytics allows officers to:

- See Product Users who shared a location at the same time.
- See Product Users who shared locations at a separate time.
- Search based on "amount of points at location" and "caseload."

Additionally, travel information can be accessed in the Multiple Product Users Side-by-Side mapping view. This point-by-point mapping view (discussed in our Basic Mapping Features) allows officers to view the travel points in between stops.



Officers can select offenders, the minimum number of points at a location together (in this case five points), and whether they visited these points at the same time or at different times. When resting the cursor over the point, officers can see the number of Product Users, names, the total points together at that location, and the address.

Optional: Category 4. Value-Added Technology and Services:

1. *Alternative yet innovative use cases may be awarded under Category 4. depending on proposer response(s) and proposed information technology solution(s) and service(s). Some areas of interest include smartphone technology, victim notification services, and/or cross-jurisdiction tracking. Alternative solutions are defined as those Products and Services not included in the Categories of Need. This optional response category will be awarded at the Lead State's discretion.*
2. *The Lead State reserves the right to request additional information from the proposer as needed to verify, substantiate, or otherwise approve each alternative solution and/or Product and Service proposed.*

SCRAM Systems has described applicable Category 4 options as directed in the RFP instructions in Response Requirement 1. Technical Proposal, Section 9: Optional Submittal Category 4. Value-Added Technology and Services for each Category of Need.

III. **Master Agreement Objectives**

Proposer shall meet or exceed the following objectives:

- A. *Provide leadership, innovation and expertise required to assist each Participating Entity in implementing Products and Services in accordance with the RFP requirements and those requirements of each Participating Addendum.*

SCRAM Systems understands and complies. Please see our detailed response regarding experience and industry leadership in hardware, software, and customer service in Response Requirement 1. Technical Proposal, Section 1.0, Item 1.0, for each Category of Need.

- B. *Provide certified, accredited and/or otherwise credentialed account management staff required to perform the implementation and subsequent support of all Products and Services awarded as a result of this RFP.*

SCRAM Systems complies. Our Account Services Team, Implementation Team, and our 24/7 Customer Service Team are all trained and are certified on all SCRAM Systems equipment and software.

- C. *Provide the best possible value for state-of-the-art Products and Services. Proposer's Products and Services must maintain community safety and provide consistent, accurate, real-time data, while respecting Product User's civil rights and privacy guaranteed under federal and state law.*

SCRAM Systems complies. Our company provides monitoring equipment and support services to federal, state, and local entities in all 50 states and 7 countries. Our team works closely with each Participating Entity, from the time of contract award throughout the term of the contract, to ensure our policies and processes conform to local regulations and laws. This is reflected in everything from the establishment of notification protocols to the details of Product User and agent notifications as defined by each Participating Entity. This process extends to defining Product User confidentiality protocols.

The SCRAM Systems' suite of alcohol and location monitoring devices, software, and mobile apps provide the foundation that community corrections need to efficiently supervise and manage their diverse caseloads. Our fully integrated solutions help streamline case management and provide flexible options based on risk and need, all while enhancing community safety.

Our model is to drive continuous innovation in our technologies that integrates both quality and cost efficiency into our products. By emphasizing process efficiencies, leadership, and people, SCRAM Systems has consistently pursued a business model that promotes and values excellence. Through this approach, the company has become renowned in the market for the highest quality products, services, and customer satisfaction.

- D. *Maintain properly functioning Products and Services, including but not limited to: physical electronic monitoring hardware devices, including protection against malfunction and tampering, to ensure protection of User(s) and communities.*

SCRAM Systems understands and complies. Our devices all contain technology to identify and/or alert of tampering and malfunction. Our service technicians carefully inspect and test all equipment prior to shipping to ensure proper working order.

To ensure that we continually meet or exceed our customers' requirements, SCRAM Systems has pursued and acquired certification for standards set by the International Organization for Standardization (ISO). This means that our products conform to the world's highest standards for efficiency and effectiveness as set forth by this independent, international organization.

- E. Maximize accuracy of data, to meet the needs of User(s) and reduce the workload of monitoring on Participating Entity staff including but not limited to; probation officers.*

SCRAM Systems complies. Our equipment and software solutions, as well as the evidence-based program models we help our Participating Entities implement, are designed to provide optimal accuracy, security, and accessibility and to simplify daily workflows for all Participating Entity staff.

Our monitoring software provides a wide range of reports and graphs, allowing Participating Entities to customize and tailor reporting that best suits their needs, further helping to reduce officer workload through exception-based reporting.

Our SCRAM TouchPoint app, offered at no cost when used alongside an existing SCRAM caseload, provides time-saving automated on common electronic monitoring tasks, such as charging their device or remind of an upcoming appointment or court date—further helping to enhance supervision and save time on Product User engagement tasks.

- F. Ensure accountability and responsiveness to error or malfunction of Products and Services, including prompt repair or replacement of faulty Products and Services at no additional cost to Participating Entity and/or Product User(s).*

SCRAM Systems complies. Please see detailed information on our product performance, reliability, and repair/replacement processes in Section 2.0.

- G. Support the rehabilitation of individuals in the criminal justice system, by ensuring that Products and Services are minimally obstructive to Product Users' daily lives and do not interfere with the Product User's ability to seek including but not limited to; employment or education.*

SCRAM Systems complies. We strive to make our devices small, lightweight, and discreet to allow individuals to navigate their lives productively. Product Users worldwide, as well as our references, attest to the quality of our technologies and the real-world application for Product Users. SCRAM Systems' Product Users go to school, hold jobs, raise their families, exercise, volunteer, and work to complete the terms and requirements of their supervision—all while integrating our technologies into their lives 24/7.

Our solutions help agencies save time and money as well as decrease recidivism rates—all of this serves to enhance public safety. We also operate as part of the largest service partner network in the industry, with 219 SCRAM-authorized service providers to cover every part of the country.

As an example, SCRAM CAM, our transdermal continuous alcohol device, has monitored almost one million Product Users—99.1% of those monitored days are Sober Days (24-hour periods in which a monitored individual has no confirmed consumption of alcohol or attempt to tamper or circumvent testing to mask the consumption of alcohol). This is made even more impressive when we consider the fact that the company has performed over 4 billion alcohol tests with the SCRAM CAM device alone.

- H. Maintain strict procedures for the proper collection, storage, and use of sensitive personal data, including but not limited to RF, AM, GPSM data and that data of any alternative category 4. Product and/or Service proposed.*

SCRAM Systems fully complies. Please see Section 4.0 of each Technical Proposal for more detailed information on our systems and protocols for ensuring the security of monitoring data and personal information.

- I. Comply with NISP 800-53 and/or a security standard that meets and/or exceeds NIST 800-53.*

SCRAM Systems complies.

- J. Provide proof of compliance with NIST 800-53 and/or a security standard that meets and/or exceeds NIST 800-53.*

SCRAM Systems meets and exceeds these standard security requirements. We leverage best practices and sound security guidance from a wide variety of sources. The best practices that we consider as we continuously evaluate and improve our security programs include the Cloud Security Alliance's Cloud Control Matrix, ISO 27002, NIST SP 800-53, and several others. All certifications and accolades awarded to SCRAM Systems or its Schellman infrastructure providers are publicly available. SCRAM Systems and its products are directly certified according to the SSAE16/ISAE3402 or ISO 27001 standards, but we host our products with Schellman infrastructure providers who maintain SOC 2 Type II, ISO 27001, and many other certifications.

Confirmation can be found at: <https://www.schellman.com/certificate-directory>.

- K. Ensure transparency for Users and Product Users 'about what data is collected and how that data is utilized by the proposer. Proposer must demonstrate how it will use RF, AM, GPSM data and data of any alternative category 4. Product or Service proposed.*

SCRAM Systems understands and complies. For Users and Participating Entities, we provide detailed training on how data is obtained, communicated, stored, and reported. All Product Users review a Participant Agreement and are given training on the technology they're required to be monitored with and the terms and conditions of their monitoring. This agreement underscores how the data is obtained, communicated, stored, and reported to the Participating Entity. Detailed information on how data is obtained and reported is demonstrated in each Response Requirement 1. Technical Proposal document for each Category of Need.

- L. Uphold Participating Entity specific rules, policies, and requirements for the use of Products and Services, including immediate responsiveness to Participate Entity's Product and/or Service orders to install or remove Products and Services.*

SCRAM Systems complies. From contract award, through implementation, through ongoing program evaluations, our team works closely with each Participating Entity each programs' specific rules, policies, and requirements for our technologies, reporting and notification protocols, and the documentation required.

M. Information Technology Solution(s) and Support Services:

Provide information technology software solution(s) including but not limited to SaaS solutions, inclusive of all required maintenance, support and training for Users and Product Users.

SCRAM Systems complies. All SCRAM Systems technology is managed through SCRAM Optix, our SaaS solution that allows users to manage an entire electronic monitoring caseload from a single login. SCRAM Optix is cloud-based, and requires no installation, management, or maintenance of software on the Participating Entities' system. It is mobile-adaptive, making it easy to view on any smartphone or tablet. SCRAM Systems provides in-depth SCRAM Optix software training and support at the time of program implementation and on an ongoing basis as needed by the Participating Entity.

Unless otherwise noted, detailed responses to each applicable remaining Scope of Work specification can be found in the specified section of the Response Requirement 1. Technical Proposal documents for each Category of Need.

IV. Master Agreement Deliverables

A. Product and Service Specifications:

All specifications are covered in Section 3.0 Product Specifications for each Response Requirement 1. Technical Proposal for each Category of Need.

V. Proposer Responsibilities and Tasks

A. Proposer acknowledges that Participating Entity has the right to specify, require, and negotiate any and all proposer specific Products and Services including Licensed Software and/or additional requirements the Participating Entity requires through a Participating Addendum.

SCRAM Systems complies.

B. Product and Service Delivery and Performance Requirements

All specifications are covered in Section 1.0 Qualifications, Experience, General Requirements, and Industry Knowledge for each Response Requirement 1. Technical Proposal for each Category of Need.

C. Staffing and Project Management Requirements

All specifications are covered in Section 1.0 Qualifications, Experience, General Requirements, and Industry Knowledge for each Response Requirement 1. Technical Proposal for each Category of Need.

D. Proposer shall comply with federal, state and local laws and those regulations required by the Participating Entity.

All specifications are covered in Section 1.0 Qualifications, Experience, General Requirements, and Industry Knowledge for each Response Requirement 1. Technical Proposal for each Category of Need.

E. For each awarded Category of Need including Category 4. If awarded, proposer must incorporate any new federal, state, or local regulations into their Products and Services at no additional expense to the Participating Entity.

All specifications are covered in Section 1.0 Qualifications, Experience, General Requirements, and Industry Knowledge for each Response Requirement 1. Technical Proposal for each Category of Need.

VI. Service Levels Agreements:

Participating Entity may negotiate their own Service Level Agreements ("SLAs") per Exhibit C. At a minimum, proposer shall meet the following requirements including but not limited to:

A. Exhibit C. Service Level Agreement and Maintenance and Support

All specifications are covered in Section 4.0 Service Level Agreements and Additional Requirements for Products and Services for each Response Requirement 1. Technical Proposal for each Category of Need.

B. Performance Objectives

All specifications are covered in Section 4.0 Service Level Agreements and Additional Requirements for Products and Services for each Response Requirement 1. Technical Proposal for each Category of Need.

VII. Additional Requirements for Products and Services:

A. Service Continuity for Viable Products and Services Still In Use:

B. Service Requests from Participating Entity and/or Product User:

C. Maintenance, Support and Servicing Agreements For Products and Services:

D. Maintenance, Support and Servicing Technicians, Preventative Maintenance and Repair Parts and Service Logs:

E. Product and Service Delivery Specifications:

F. Monitoring Services and Requirements for Products and Services:

All specifications included in A-F are covered in Section 4.0 Service Level Agreements and Additional Requirements for Products and Services for each Response Requirement 1. Technical Proposal for each Category of Need.