



Response Requirement 01 Technical Proposal Response Document

Proposer must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly in the box provided for each question or prompt.** This worksheet, including any attachments, should be submitted in Microsoft Word format or Adobe PDF format.

Failure to complete this worksheet may result in proposer's proposal being rejected by the Multistate Sourcing Team as non-responsive. In the "Response" column for each item #, proposer must include information to demonstrate how their products, services, and solution(s) meets the requirements and specifications; **Proposer may not simply state compliance.**

While supplementary marketing materials are neither requested nor desired, proposer should provide all information necessary to demonstrate proposer's ability to meet the requirements of this RFP and the RFP's Scope of Work. Proposer may reference attachments in the "Response" column to provide supplementary response information but should keep the amount of additional material directly relevant to the specific item # requirement posed. Additional reference attachments must state the correlating item # that the reference attachment addresses or may be rejected by the Multistate Sourcing Team as non-responsive.

I. Selection of Category(ies) of Needs

Proposer is required to submit an RFP response for, at a minimum, one (1) Category of Need but may respond to multiple or all Categories of Need defined below. **Proposer must clearly indicate what category(ies) they are responding to on each section header below.**

- ☒ **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.
- ☐ **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.
- ☐ **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.

Proposer is responsible for ensuring complete responses are provided for all required and relevant questions and prompts for each category selected.

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The Multistate Sourcing Team reserves the right to request additional information as needed to verify, substantiate, or otherwise approve each alternative solution and/or system which may require virtual and/or in person demonstration(s).

II. Optional Response Requirement for Category 4. Value-Added Technology and Services:

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.

Proposer shall submit response to Section 9. Category 4. Value-Added Technology and Services.

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.

III. Submittal Response Requirement:

Proposer must submit the Response Requirement 1 form indicated below for each Category of Need proposed. Do not combine Categories of Need. For example, if proposer responds to two Categories of Need this form is to be submitted twice, once for each Category of Need proposed. Forms that include multiple or combined Categories of Need may be deemed by the Multistate Sourcing Team as non-responsive.

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.

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Proposer Name: Alcohol Monitoring Systems, Inc. /dba SCRAM Systems

Category of Need: Category 1: Radio Frequency Monitoring (RFM)

Section 1.0 Qualifications, Experience, General Requirements, and Industry Knowledge

Item	Requirement	Response
1.0	Describe proposer's qualifications and experience to provide the proposed Products and Services as an awarded Master Agreement Contractor for this Category of Need. Proposer shall describe qualifications and experience inclusive of specific public sector experience including project client, project scope, project budget, and timeframe over which the products and services were provided and/or performed. In particular, proposer shall highlight project experience working with states and/or other public entities including local governments over the past five years.	Established in 1997 and incorporated in 2002, SCRAM Systems has been providing offender management hardware and software solutions for the criminal justice industry since 2003. Our solutions have been implemented in all 50 states in the US, as well as Canada, England, Wales, Australia, New Zealand, Netherlands, and Papua New Guinea. Today, SCRAM Systems employs approximately 800 people and serves over 130,000 customers worldwide. The company has three corporate sites: Littleton, Colorado; Raleigh/Durham, North Carolina; and Cincinnati, Ohio, as well as multiple sales field locations throughout the United States and internationally. SCRAM Systems generates more than \$8 million in annual revenue through GSA and other cooperative purchasing initiatives, illustrating the breadth and depth of our relationships to government entities of varying types. For Participating Entities who require additional services, we have a network of 219 SCRAM Systems authorized service providers in all 50 states who provide comprehensive support services for all SCRAM Systems technologies and programs. Project Experience AMS/SCRAM Systems was selected in 2013 as an awarded Master Agreement Contractor and is an incumbent in the Transdermal Alcohol Monitoring category for the current NASPO contract. Specific Public Sector Experience Client: Arapahoe County Sheriff's Office, Colorado Scope: The Arapahoe County Sheriff's Office has partnered with SCRAM Systems since May 2018. They have used SCRAM GPS, SCRAM Continuous Alcohol Monitoring, SCRAM Remote Breath, and SCRAM House Arrest since the beginning of our partnership. They currently have over 100 SCRAM devices. SCRAM Systems provides monitoring devices, 24/7/365 technical support, hardware/software maintenance, and training as requested by the county. Budget: \$220,000 annually Timeframe: May 2018 to May 2023 Client: Colorado Judicial Department Scope: SCRAM System provides a both a full-service and equipment only/direct model across the State of Colorado. We have multiple service providers who install, maintain, and

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		remove equipment. The program currently uses over 270 SCRAM devices, including SCRAM House Arrest, SCRAM CAM, and SCRAM GPS. Budget: estimated at \$500,000 annually Contract: July 2018 to June 2023
2.0	Proposer is expected to serve as a one-stop shop to meet all the requirements for this Category of Need and those requirements of this RFP. If proposer is unable to provide the full value chain of Products and Service the proposer may subcontract or partner with other entities to provide a specific Product or Service, or part of a Product or Service not 100% provided by the proposer. Describe how proposer will serve as a one-stop shop to provide proposed Products and Service for this Category of Need.	SCRAM Systems Service Partners SCRAM Systems is a leading manufacturer of location technologies for the criminal justice system. In addition to our direct relationships with agencies worldwide providing equipment, training, and varying service level agreements for monitoring and support, we also maintain the largest, most comprehensive channel of private, authorized service partners in the U.S. From our inception, we identified the importance of this channel of SCRAM authorized service partners to courts and agencies, ensuring a seamless, localized, and customized menu of services in support of our SCRAM System technologies. Our ability to provide both direct-to-agency equipment and support, as well as this channel of full-service providers, ideally positions us to meet the varying needs of the entities participating in this Master Agreement. Our Radio Frequency Monitoring (RFM) services include our Customer Service Department with our 24/7 monitoring center, ensuring continuous support that's customizable based on the needs of each Participating Entity, including the option for live agent outbound alert notifications to both agents and clients. Please see Attachment A for the menu of Monitoring Center Service Level offerings. Our SCRAM Systems service provider channel allows us to work seamlessly to deliver products and services to our customers in any jurisdiction and with any level of services required. Our SCRAM Systems team works closely with our Service Partner teams from the beginning of an agency's evaluation, through contracting, training, program implementation, and ongoing evaluations and support as needed to ensure optimal SCRAM program performance in support of our customers. All of our service partners are fully trained and certified by SCRAM Systems. Our partner channel is an extension of our own customer service and client support team.

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3.0	For this Category of Need, identify all subcontractor(s) by legal business name, including a contact name, email address, phone number and website. This list must include all subcontractors that proposer will utilize to implement, service and/or Perform the proposed Product and Service offerings.	SCRAM Systems does not subcontract any of our services. Our model is built on our channel of nearly 220 SCRAM Systems authorized service providers, who work seamlessly with our organization on every facet of program implementation and ongoing program management. The services they provide are customized based on the needs of each agency customer.
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4.0	Commercial Due Diligence: For this Category of Need, provide an analysis including but not limited to; social, political, and regulatory understanding of the electronic monitoring industry and the applicable laws, and regulations pertaining specifically to proposed Products and Services.	At SCRAM Systems, our purpose is to change lives, reunite families, and make our communities safer through advanced technology and world-class service. We have been re-engineering community corrections operations since our inception by providing an integrated approach to supporting our customers—offering solutions specific to court and agency needs throughout all phases of client management. From our world-renowned alcohol monitoring products to our groundbreaking evidence-based practice implementation software, each of our products is backed by the strong reputation and quality that comes with the SCRAM Systems brand. Heading into the future, SCRAM Systems will continue our legacy of responsiveness and innovation. The impact of criminal justice reform will be significant. Several trends—including bail reform, sentencing reform, and the high cost of incarceration—will result in fewer people being sent to prison and more being released from prison. This will greatly increase the number of clients needing pretrial, probation, and parole services. As a company, we are committed to continuing our tradition of re-engineering operations to streamline processes, enhance productivity, and improve client outcomes through constant innovation and investment to research and design. SCRAM Systems has always been—and always will be—committed to building solutions that make a difference. Our products conform to electrical and communication device safety standards that exist across all industries. For device reliability, we use the National Institute of Justice (NIJ) standard as a baseline for testing and standards to govern compliance. The NIJ is the research, development and evaluation agency of the U.S. Department of Justice. Their published set of National Standards for Offender Tracking is used by the criminal justice community to define performance requirements and the methods used to test performance. Additionally, SCRAM Systems understands and employs the following key industry standards in the electronic monitoring equipment industry. All should be considered for any company providing alcohol or location monitoring equipment and services: ISO Certification. SCRAM Systems is ISO certified. ISO (the International Organization for Standardization), an independent nongovernmental organization, is the world's largest developer of voluntary international standards. SCRAM Systems has completed the following ISO certifications: • ISO 9001:2015. This certification emphasizes product quality, service quality, a customer focus, and continual improvement. Processes are in place to prevent products which do not satisfy requirements from being released. SCRAM Systems monitors, measures, and analyzes data relating to product quality, service quality, and customer satisfaction in order to verify that all requirements have been met. SCRAM Systems uses data gathered to identify opportunities for improvement. • ISO 27001:2013. The use of this category of standards helps
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		SCRAM Systems manage sensitive company information so that it remains secure. It includes people, processes, and IT systems by applying a risk management process. The ISO 27001 is published under the joint ISO/IEC 27000 family of standards (The International Electrotechnical Commission (IEC) is the world's leading organization for publication of international standards dealing with electrical, electronic and related technologies). This is a globally recognized framework of policies and procedures that include legal, physical, and technical controls that create an organizations information risk management process. The ISO 27001 security standard formally specifies an Information Security Management Systems (ISMS) for the management of risk by the corporate management. SCRAM Systems has received certification annually for the past four years, showing our commitment to having effective security controls. • ISO 14001:2015. This certification emphasizes that SCRAM Systems has established, implemented, and is maintaining processes to continual improvement in energy efficiency, becoming carbon neutral, and driving down waste. SCRAM Systems supports activities at various stages from design to development to manufacturing in order to reduce harmful impact on the environment. FCC Compliance. The Federal Communications Commission (FCC) is the key authority in the U.S. that oversees communications law, regulation, and innovation in the technology sector. All SCRAM Systems products are FCC-certified. Standards for Monitoring Center Security. SCRAM Systems meets and exceeds all industry standards for data privacy as well as 24/7 monitoring center security. From redundant data centers to the physical security of our facilities, we meet all industry standards. The monitoring facility is secured so that access is restricted to authorized individuals. Visitors must press a buzzer to contact the receptionist, who can see the individual on the door camera and the building camera before admitting the individual into the main lobby. Visitors must sign a log and are then issued a visitor badge that must be displayed at all times. They must be escorted at all times while visiting the facility. All visitors must sign out and surrender their visitor's badge when they leave. Internal security is maintained through the use of electronic door controls, accessed through security proximity cards, which access schedules of when employees are allowed to be in the building. The building is under camera surveillance at all times. Outside lighting on the perimeter of the building illuminates both the building and the parking lots adjacent to the building. The parking lot perimeter is also monitored by a closed-circuit infrared/low light TV system. Cameras are strategically placed in the lobbies and in the elevators, and all transmissions are both monitored and recorded twenty-four hours a day. Understanding of Applicable Laws. At the pretrial level, federal courts have the authority to issue release or detention of individuals charged with an offense and pending trial pursuant to
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	18 U.S.C. § 3141, 3142. When an individual is released, he or she may be released on personal recognizance, upon execution of a bond, or on conditions(s) set forth in 18 U.S.C. § 3142 (a) & (c). Judicial officers must consider several factors in determining eligibility for release, including whether the person poses a threat to the community and whether the person is a flight risk. Electronic monitoring for pretrial release is authorized under 18 U.S.C. § 3142(c)(1)(B), which places various restrictions on travel and curfew of offenders. Most states, counties and cities have similar statutes and ordinances in effect that mirror these federal statutes. Electronic monitoring is also widely used during the post-conviction phase of criminal proceedings. Under 18 U.S.C. § 3561(a), "A defendant who has been found guilty of an offense may be sentenced to a term of probation unless (1) the offense is a Class A or B felony and the defendant is an individual; (2) the offense is an offense for which probation has been expressly precluded; or (3) the defendant is sentenced to a term of imprisonment at the same time for the same or a different offense that is not a petty offense." A sentence including probation includes mandatory conditions and may also include discretionary conditions. Placement on electronic monitoring is one example of a discretionary condition of probation. As with pretrial release, most counties and cities have similar statutes in effect permitting the use of electronic monitoring at the post- conviction phase. Similarly, a term of supervised release after imprisonment may be required by statute or may be imposed at the discretion of the court. An offender whose sentence includes supervised release after a term of imprisonment is released by the Parole Board to the supervision of a probation officer. The probation officer will supervise the offender in accordance with the conditions set by the sentencing court. These conditions frequently include electronic monitoring as a method of supervising offenders. There are also programs in place that allow for the release of nonviolent offenders and elderly offenders at the discretion of the court. The Elderly and Family Reunification for Certain Nonviolent Offenders Pilot Program (see 34 U.S.C. § 60541(g)(1)(B)) also authorizes the Attorney General to release some or all eligible elderly offenders and eligible terminally ill offenders from BOP facilities to home detention, upon written request from either the Parole Board or an eligible elderly offender or terminally ill offender.
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5.0	Legal Due Diligence: For this Category of Need, provide an analysis including but not limited to; legal issues within the electronic monitoring industry and/or litigation pertaining to proposed Products and Services.	Because electronic monitoring bracelets (“devices”) are so widely used throughout the criminal justice system, these devices face frequent challenges in courtroom settings by their wearers. Despite these frequent challenges, courts throughout the United States and abroad continue to routinely hold that SCRAM Systems technology meets and exceeds established evidentiary standards. With regard to litigation, all electronic monitoring companies are periodically faced with lawsuits; however, most are dismissed or withdrawn as devices are found to operate as they should. Of the six resolved cases that were filed against SCRAM Systems over the last five years, the courts found in each case that SCRAM Systems’ device functioned as it should, and the cases were either dismissed or withdrawn. One was settled out of court. Electronic monitoring continues to be a successful and reliable alternative to incarceration for thousands of Americans each year. Electronic monitoring provides courts and monitoring authorities with an array of tools to monitor offenders without incarceration. This frees up overcrowded jails for the most dangerous criminals and gives many offenders an opportunity to continue to work and contribute to society in a meaningful way. In fact, multiple studies have shown that electronic monitoring not only reduces costs, but also reduces recidivism, likely due to the fact that offenders are able to remain in their own homes with continuing support systems while they are being monitored.
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6.0	Products and Services: For this Category of Need, describe proposer's expertise and qualifications in sourcing, delivering, implementing/ installing, servicing, maintaining, removing and disposing of proposed Products and Services, as applicable.	SCRAM House Arrest® Today, SCRAM Systems directly services more than 4,800 agencies of varying scope, size, and requirements. Through our corporate account management teams and our extensive service partner channel, we successfully source and deliver our products; provide full program implementation, maintenance, and service; and with our extensive channel of service partners, provide a wide range of services directly to Product Users to include installations and removals. Sourcing. Please see page 25 for detailed information on our product sourcing. Delivering, Servicing, Maintaining. SCRAM Systems will maintain, repair, and replace all equipment on the timeline agreed upon with the Participating Entity. SCRAM Systems is responsible for all equipment costs associated with maintenance, including shipping, and we will provide Participating Entities with a sufficient supply of consumables and accessories. Implementing, Installing, Removing. Should a Participating Entity contract for direct-to-product-user services, our network of SCRAM Systems service partners will provide the point-of-service support, including installations and removals, required of any program. Every staff member for every partner receives comprehensive training and certification on all SCRAM Systems' products—just like our own customer service and support teams. In addition, our service partners work directly with their agency and court customers to understand each Participating Entity's unique needs, laws, policies, and administrative practices, ensuring optimal and seamless integration into local EM programming. Equipment Disposal. We instruct customers that if they feel a piece of SCRAM Systems equipment poses a health hazard and they do not want to clean or reuse the device, they are to dispose of the device in a sealed plastic bag. We also instruct them to refer to individual state and/or local guidelines for specific electronic equipment disposal instructions. The serial number of the device is sent to our customer service team and the equipment is removed and/or decremented from the customer's inventory.
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7.0	Information Technology Solutions For this Category of Need, describe proposer's expertise and qualifications in sourcing, delivering, implementing/installing, servicing, maintaining, and removing proposed information technology solutions including but not limited to any proposed Licensed Software.	SCRAM Optix is our web-based software that integrates with all SCRAM Systems monitoring technologies and helps Participating Entities manage their entire EM caseload from a single login. The server portion of the system is a hosted application. SCRAM Systems provides all the hardware and software infrastructure and the support staff required to maintain and enhance the application. The servers are hosted at redundant data centers and accessed over the Internet. Our software design as a hosted application greatly reduces the costs and difficulties of traditional Product User-server software. It uses economies of scale to provide a cost-effective, high-performance, and highly available solution. There is no software to license or installation/servicing/maintenance on the Participating Entity's IT network. SCRAM Systems constantly monitors software performance and availability. Regular patching is performed and our applications are patched and upgraded on an as-needed basis. No customer involvement is required for patching and upgrades and all such maintenance is performed during off business hours. If the upgrade will impact system availability, a notification is sent to customers at least 48 hours in advance.
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8.0	Demonstrated Public Sector Experience and Performance. Proposer must have been in business for a minimum of five (5) years providing this proposed Category of Need and must demonstrate specific public sector experience as defined by having been legally contracted to perform work for a governmental client including but not limited to; a local and/or county, state or federal entity in the last five (5) years. Describe how proposer will meet this requirement.	SCRAM Systems exceeds these requirements. SCRAM House Arrest. In 2010, we added RF/House Arrest functionality to our flagship SCRAM Continuous Alcohol Monitoring anklet, introducing a dual-function monitoring tool that allows Users to layer additional supervision into a Product User's program without requirement two bracelets or an in-person appointment. In 2013, we introduced a standalone RF/House Arrest bracelet to the market in order to meet the demand for a lower level, location-based monitoring tool. For a decade, we have delivered SCRAM House Arrest to programs nationwide. This flexible home curfew system includes reliable tamper technology and is designed to transmit data through traditional landline, cellular, Ethernet, or Wi-Fi. SCRAM Systems has legally contracted with nearly 400 pretrial, probation, parole, sheriff's programs, specialty courts, and health and human services/child customer programs. Our customers are city, county, state, and federal programs in the U.S., as well as programs throughout seven countries.
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9.0	Product and Service Delivery and Performance Requirement: For this Category of Need, proposer must provide delivery and service continuity of all Products and Services proposed and awarded under the Master Agreement to all fifty states, as well as the District of Columbia and U.S. territories. In addition, proposer's "brick and mortar" locations inclusive of all data centers must be based in the United States. Describe how proposer will meet this requirement.	SCRAM Systems meets these requirements. Headquartered in Littleton, Colorado, SCRAM Systems manufactures and markets the line of alcohol and location offender monitoring technologies, marketing to correctional agencies throughout the world. SCRAM Systems employs approximately 800 people and serves over 130,000 customers worldwide. The company has three corporate sites in Littleton, Colorado; Raleigh/Durham, North Carolina; and Cincinnati, Ohio, as well as multiple sales field locations throughout the United States and internationally. Our Littleton, Colorado, location is home to our corporate headquarters, manufacturing facilities, and our 24/7 Customer Service and Monitoring Center. In addition to our corporate locations, our channel nearly 220 SCRAM Systems authorized service partners are located throughout all 50 states and 7 countries, ensuring optimal geographic coverage to meet the customized needs of all Participating Entities using the Master Agreement. Redundant Data Centers. SCRAM Systems has five separately managed, run, and serviced data centers located in Highlands Ranch, Colorado; Centennial, Colorado; Phoenix, Arizona; Chicago, Illinois; and San Francisco, California. The data centers share the application and data workload and are configured to handle the full workload in the case of an outage or a maintenance window. Our systems are able to reroute workload to available work pools of servers automatically without loss of data. Each data center contains multiple database servers running in high-availability mode, any one of which can support the full workload of our environment. Data is mirrored between the data centers allowing for fully redundant data storage. Each data center is also backed up daily to three unique sites. The database backup is tested each week by completing a full backup restore to an independent server to ensure that all critical backups are verified to have full data integrity. We also time each restore so that we understand our RTO (Recovery Time Objective) each week. All centers are based on different networks, power grids, central offices, and service providers. Each center has redundancy for all areas including cooling, electrical, power generation, and telecommunications. The applications in the data centers intelligently intercept requests from the nearest geographic proximity and can respond by rerouting to the nearest data center.
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10.0	Staffing and Project Management Requirements: Proposer must appoint Key Contractor Personnel, at no additional cost for the term of the Master Agreement. Key Contractor Personnel shall be the primary point-of-contact for all account-based customer service needs of the Participating Entity including but not limited to the scheduling of onsite visits, coordination of User training, Product User training, service request(s) and issue resolution. Proposer shall provide an adequate level of staffing required to fully and consistently provide all Products and Services and accommodate fluctuations in Participating Entity need. Proposer shall ensure that all proposer staff are fully trained, qualified, and licensed in order to comply with any Participating Entity specific requirements including background check policies. Proposer staff shall adhere to background checks at no additional expense to the Participating Entity. Describe how proposer will meet these requirements.	SCRAM Systems exceeds this specification. For every Participating Entity, SCRAM Systems identifies a team of Key Personnel who will provide all levels of support needed at no additional cost. Some members of this team, including the account lead, will be identified based on the geographic location of the Participating Entity to ensure maximum accessibility for meetings and trainings. Every team member at every level is fully trained and certified on every SCRAM Systems technology. Day-to-day key personnel for every Program Entity will include: • Account Manager—SCRAM Systems has 16 account managers located strategically throughout the country to serve as the day-to-day contact for scheduling any onsite visits, coordinating training, managing issue resolution, and program development. The account manager will schedule regular review meetings and provide robust program reports so the Participating Entity can evaluate compliance with Key Performance Indicators (KPIs). • Program Manager—For larger accounts needing onsite day-to-day support, SCRAM Systems provides an onsite program manager to assist with daily administrative management, court testimony, training, troubleshooting, and program development. We currently have five program managers hired specifically for key accounts. We will hire additional program managers for NASPO Participating Entities as needed that can be onsite to support every product. • Regional Sales Manager—Each contract will have a dedicated regional sales manager to provide operational, technical, and any other support as needed. Our nine regional sales managers are located throughout every major region of the country to provide additional contract management support, program development, and issue resolution. • Implementation Team—Our SCRAM Systems Implementation Team is specially trained to work with new Participating Entities to transition from other technologies and seamlessly establish their SCRAM Systems monitoring program. This team provides comprehensive training, assists with swap overs and installations, identifies and customizes program reporting and event notification protocols, and provides ongoing follow up after program launch to ensure success. • 24/7 Customer Support —With a combined 340 years of experience, SCRAM Systems is an industry leader when it comes to customer service. Every team member attends several weeks of intensive training that includes a combination of on-line SCRAM Systems University webinars, classroom training, and hands-on/supervised training on all SCRAM Systems software and products. Certification is required for all products for every
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		customer service team member. We have 24/7 service with live personnel ready to assist with real-time responses to questions and prompt follow up when needed. This support could range from a technical issue after-hours to support and contact with Product Users. SCRAM Systems offers multiple, customizable service levels that allow each Participating Entity to identify and contract for exactly the level of support they need for their program. See Attachment A for more details on our 24/7 Monitoring Center Service Level offerings. SCRAM Systems, as well as our channel of private service partners, conducts extensive background checks on all personnel to meet the requirements of each Participating Entity. See page 28 for details on SCRAM Systems' background check policies. • The SCRAM Systems Service Partner Channel—One of the benefits of being a SCRAM Systems customer is the power of our service partner channel. For Participating Entities utilizing the services of a SCRAM Systems service provider, this additional layer of local support ensures the availability of trained and certified services in nearly every county in the U.S. Our channel has a significant geographic spread and provides services to programs in urban, suburban, and rural areas nationwide. In addition to brick-and-mortar locations, many also offer Mobile Support Teams that can travel to a Product User or Participating Entity's location, even in remote areas.
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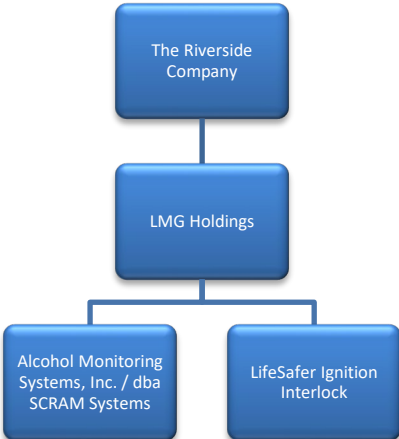


11.0	Compliance with Federal, State and Local Laws and Participating Entity Regulations: Proposer shall comply with federal, state and local laws and those regulations required by the Participating Entity. If awarded under this Category of Need, proposer must incorporate any new federal, state, or local regulations into their Products and Services at no additional expense to the Participating Entity. Describe how proposer will meet these requirements.	SCRAM Systems meets this requirement. 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.
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12.0	Describe proposer's organization, including any parent companies, subsidiaries, affiliates, and other related entities. Include an organization chart showing each of the above referenced entities. Is proposer's company publicly traded or is it privately held? Also, describe the ownership structure of Proposer's organization, including any significant or controlling equity holders.	Established in 1997, SCRAM Systems, has been providing offender management hardware and software solutions for the criminal justice industry since 2003. Our solutions have been implemented in all 50 states in the US, as well as Canada, England, Wales, Australia, New Zealand, Netherlands, and Papua New Guinea. SCRAM Systems is a private company. In 2021 it merged with LMG Holdings which is in the ignition interlock industry with well-known brands such as LifeSafer. The combined companies are owned by The Riverside Company. SCRAM Systems' financial management includes CPAs and experienced accounting staff with the subject matter experience to support the company—and ultimately its customers—with accurate and complete billing and financial information. Unlike many companies of comparable size, SCRAM Systems has implemented a complete ERP system (JD Edwards) and CRM system (Salesforce). SCRAM Systems is audited annually by a PCAOB-certified public accounting firm. The company prepares annual budgets which are monitored and reported monthly. Budgeting and forecasting are accomplished with software from Planful. The Riverside Company is a global investment firm focused on being one of the leading private capital options for investors, business owners and employees at the smaller end of the middle market by seeking to fuel transformative growth and create lasting value. Since its founding in 1988, Riverside has made more than 870 investments and has over \$13 billion of assets under management.  <pre> graph TD A[The Riverside Company] --> B[LMG Holdings] B --> C[Alcohol Monitoring Systems, Inc. / dba SCRAM Systems] B --> D[LifeSafer Ignition Interlock] </pre>
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13.0	Scenario: An incumbent contractor on the current Washington NAPSO ValuePoint Master Agreement for electronic monitoring in a given Participating Entity is no longer on the 22PSX0021 Master Agreement and the Participating Entity executes a Participating Addendum with your company as an awarded Contractor. Describe how as an awarded Contractor proposer will work with the incumbent contractor and the Participating Entity to ensure a transition that is in the best interest of the Participating Entity. Attach a transition plan which documents that proposer would implement to ensure key milestones, user acceptance testing and staffing strategies and successfully provided to the Participating Entity undergoing this hypothetical transition.	SCRAM Systems Implementation Plan Transferring from one vendor's equipment to another can be both complex and time-consuming. However, the Lead State can be assured that with SCRAM Systems' experience and dedication, an equipment transition for each Participating Entity would be thorough, smooth, and with little disruption to the program. The SCRAM Systems team has decades of experience transitioning and implementing large-scale, multi-product programs. Our goals are to maximize efficiencies and minimize and eliminate any issues for the Participating Entities as well as Product Users. SCRAM Systems has a specially trained Implementation Team that manages the transition and implementation of new SCRAM Systems programs. This team has years of experience with programs of varying sizes and multiple products. We work with each new Participating Entity to customize an Implementation Plan based on the unique requirements of each program and team. Pre-Implementation/Transition Planning. Upon intent to award, SCRAM Systems will work with the Participating Entity to pre-define program details that will ensure a customized implementation and training experience for their personnel. Preparing in advance of the implementation deadline ensures an efficient, easy, and seamless transition of the existing program. Seamless Transition. With our detailed Pre-Implementation planning, our team will be able to execute a timely transition that will minimize work and inconvenience for the Participating Entity as well as Product Users/clients. Early and Ongoing Dynamic Training. SCRAM Systems will provide dynamic, flexible, comprehensive training prior to Implementation, during the transition, and on a regular, ongoing basis post-transition to ensure maximum efficiencies for Users and the Participating Entities. For our detailed Implementation/Transition Plan see Attachment B.
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14.0	Transition Planning: The current NASPO ValuePoint Electronic Monitoring contract is set to expire 05/30/2023 and Master Agreement awards for 22PSX0021 are intended to be made in early May 2023. Describe how proposer will allocate the appropriate resources including account management, legal and administrative staff to effectively and efficiently execute Participating Addendums with Participating Entities. What do Participating Entities need to know to efficiently and effectively identify, implement and maximize utilization of proposed Products and Services under this Category of Need?	Upon intent to award, SCRAM Systems will activate our detailed Implementation/Transition plan, working with the Participating Entity to pre-define program details that will ensure a customized implementation and training experience. Preparing in advance of the implementation deadline ensures an efficient, easy, and seamless transition of the existing program. In order to allocate appropriate resources at all levels, SCRAM Systems has a list of pre-implementation activities to help ensure an efficient, easy, and seamless transition of the existing program. Participating Entities should be prepared to discuss the following items that will be addressed prior to implementation: • Deadline to complete transition: Determine final Go Live date • Estimated program size: Determine equipment, supply, personnel and ensure inventory is ready • The product being transitioned: Determine the training plan based on product/s being used • Determine user training requirements to fit scheduling needs • Estimated Manager/ Supervisor/Administration personnel: Determine advanced training needs for manager/supervisory training • Estimated offices/locations where training is needed: Determine equipment, supply, personnel • User management: Setting up trainees in SCRAM Optix • Client data entry: Setting up Product Users in SCRAM Optix • Alert management/notifications: Setting up alert notifications per agency requirements • Reporting: Determine reporting protocols of program. Set up custom dashboards as required • Support/service needs: Determine standard hours of support • After hours support: Determine if/when/who for afterhours/weekend support • Unique program needs: Determine if any unique or special services are required
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15.0	For this Category of Need, what factors contribute to the reliability and Uptime of proposer's Products and Services? Are there specific geographic areas of the United States where proposed Products and Services do not work or do not perform with 100% availability?	Reliability and Uptime In order to avoid downtime, SCRAM Systems is 100% redundant. Because of this redundancy, monitoring is not affected and there is no customer impact. On rare occasions, data posting to the software might be delayed. Should this happen, an email is sent to all customers impacted, followed by formal notification of the cause, impact, and contingency plan for corrective action. Further follow-up is made once the issue is resolved in order to determine total customer impact. Risk Mitigation. SCRAM Systems has invested significantly in a formal Business Continuity Plan with our supporting infrastructure in the areas of data backup and recovery in order to prevent business interruptions and minimize the impact if an interruption does occur. This plan includes data protection, risk assessment information, infrastructure security, and backup and recovery processes, as well as performance monitoring practices. It ensures the protection of critical assets and customer data. Our approach to risk mitigation includes the following: • SCRAM Systems is ISO-certified with a risk management framework that is reviewed by external auditors. Within the ISO processes are business continuance plans and exercises of the plan with corrective actions. We have both simulations and actual failovers to exercise our plans. The plans are reviewed on a quarterly basis. • If a system upgrade or maintenance will impact system availability, a notification is sent to customers at least 48 hours in advance. • SCRAM Systems uses industry monitoring tools that monitor our network, application, database, and systems 24/7 with alarms and alerting. Both internal and external hosted monitors ensure that an outage will immediately be recognized and alerted for a quick resolution. • The entire database perimeter is protected and monitored by high availability firewalls and intrusion detection and prevention systems. We also use AI (Artificial Intelligence) behavior monitoring, which are learning systems that look for matches or abnormal behavior outside of established learned patterns, both for individual and system behavior. • SCRAM Systems has redundant, identical systems available in three remote data centers for failover if any issues are seen at the primary data center. Our centrally hosted and managed off-site data centers provide sufficient resources to manage and maintain SCRAM Systems' software information and infrastructure. This necessary redundancy, used in conjunction with off-site vaulting services, ensures that customer data is well protected. SCRAM Systems provides high quality, secure backups and operational efficiency.
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	• SCRAM Optix is designed with multiple layers of authentication. The roles-based security model allows authorized users to administer the rights assigned to individuals. • SCRAM Optix was designed to support redundant hardware and systems. Performance and reliability are evaluated quarterly. At this time weaknesses within the system are evaluated and any needed modifications are made to ensure that SCRAM Optix remains a highly available system. Our software platform is continuously monitored to ensure that it remains available. If there are interruptions of service, SCRAM Systems operations personnel are immediately notified. Geographic Reliability This spec is not applicable to Radio Frequency Monitoring.
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Proposer Name: Alcohol Monitoring Systems, Inc. /dba SCRAM Systems

Category of Need: Category 1: Radio Frequency Monitoring (RFM)

Section 2.0 Data Use, Supply Chains, and Information Technology

1.0	Scenario: I am a Product User who must wear and/or use the proposed Products and Services. Proposer Response to: For this Category of Need, and for each proposed Product and/or Service proposed under this Category of Need, explain how my data is: 1. Extracted by the proposed Products and Services. 2. Stored by the proposer, proposer's subsidiaries, affiliates and/or other entities and those of any subcontractor(s). 3. Utilized by the proposer, proposer's subsidiaries, affiliates and/or other entities and those of any subcontractor(s). 4. Protected by the proposer, proposer's subsidiaries, affiliates and/or other entities and those of any subcontractor(s).	Data Extraction and Utilization SCRAM Optix is our secure, web-based software application where all data for every technology is reported and stored. The SCRAM House Arrest bracelet continuously transmits data via a coded RF signal to the SCRAM Base Station, which then reports its status to SCRAM Optix, our central software platform. 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. 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. Whether the agent is with the Participating Entity or one of our SCRAM Systems channel partners, SCRAM Optix is utilized to access all data, reports, and information on Product Users. Agents, both with the Participating Entity and with our channel partners, 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 clients or groups of Product Users. • Create and manage curfew schedules. • 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. Alert Notification. All House Arrest alert notifications can be customized to meet the preferences of the Participating Entity. 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
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	means of managing curfew schedules for each offender on a case-by-case basis as determined by the supervising officer(s). It enables supervising officers to easily modify any offender's schedule and curfew information via flexible edit, copy, and delete features. It also allows officers to view past schedules, as well as historical change records. When an alert is generated, notification is made according to the protocols requested by the Participating Entity. Program Reporting. SCRAM Optix also offers 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. Data Protection SCRAM Systems uses industry monitoring tools that monitor network, application, database, and systems 24/7 with alarms and alerting. Network Security. All systems are monitored by firewalls and intrusion detection systems. Confidentiality. SCRAM Systems has strict policies in the call center to ensure that all Product User data records are retained, stored, and disseminated within industry confidentiality guidelines. All employees are bound by confidentiality agreements. SCRAM Systems does not release information to any parties who are not directly involved in the Product User's supervision without formal legal releases or subpoenas on file. This includes telephonic and written requests. All SCRAM Systems employees undergo background checks prior to being hired. Proper documentation will be provided upon request and as allowed by law. Data Encryption. All information is encrypted using password protection that meets guidelines from the National Institute of Standard and Technology (NIST). SCRAM Systems web servers use SSL certificates to ensure that all session data is encrypted and all host communications information is confidential. The entire perimeter is protected and monitored by high-availability firewalls and intrusion-detection/intrusion-prevention systems. All database data is covered by a blanket encryption software from Datrium, which is FIPS-approved AES-XTS-256 with 512-bit keys. User Access Authentication and Authorization. All users must have a username and password to access the system. The application is constructed in a manner to ensure that Users do not have access to any systems operations areas and are restricted to their portal view of the data. Our phone system works in conjunction with Salesforce, which provides a caller ID match within the database. In addition, when contacting customer service, all callers must provide a Personal Identification Number (PIN) in order to continue to
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	the telephone help menu. These security measures help to ensure that calls coming into SCRAM Systems are from authorized SCRAM Systems customers. Assessment of Security Threats. SCRAM Systems performs a quarterly review of security by using industry standard tools (Tenable Enterprise, LANSweeper) and annual auditor scans for internal and external reviews, which assess and document security threats and vulnerabilities. In addition, an annual independent audit is performed to examine overall security measures. These reports are highly confidential and will be made available in a confidential manner upon request. Accessibility. SCRAM Optix is constructed in a manner that ensures no customer, whether a Participating Entity or one of our channel service partners, has access to any systems operations areas and is restricted to their own portal view of Product Users and data.
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2.0	Is artificial intelligence employed by proposer for any Products and Services under this Category of Need? If yes, please explain.	Artificial Intelligence (AI) is used in risk mitigation for our internal IT systems for security purposes and not for the operational technologies of our products. SCRAM Systems does not use AI for any of the SCRAM electronic monitoring products, including SCRAM House Arrest. We use static algorithms. As part of our risk mitigation protocols, the entire database perimeter is protected and monitored by high availability firewalls and intrusion detection and prevention systems. We utilize AI behavior monitoring, which are learning systems that look for matches or abnormal behavior outside of established learned patterns, both for individual and system behavior.
3.0	For Products and Services proposed under this Category of Need, what country(ies) are Products and/or Services or components of Products and Services sourced from? Describe the reliability of proposer's Product and Service supply chain(s).	Supply Chain Sourcing. Our products are assembled to finish goods in our internal electronic monitoring production facility at our headquarters in Littleton, Colorado. The majority of all printed circuit board assembly (PCBA) are assembled with contract manufacturers within the United States. Sub-assembly and component level sourcing: • Plastics: Taiwan, China • PCB (printed circuit board): South Korea, China • Fuel Cell: Germany, United States • Breath Sample System: Japan, Germany, China • Electronic components: 70% China, 30% Malaysia • Power supply: China • Cable assembly: China Supply Chain Reliability. Like many other companies, SCRAM Systems has felt the impact of material shortages and other supply chain shortcomings. We have put in place a risk mitigation plan for critical components that are single-sourced and have been evaluating alternative sources for any future issues that may arise. SCRAM Systems evaluates suppliers for potential issues, including performing risk analyses to the suppliers' political, geological, and business concerns. This process has provided SCRAM Systems with the ability to filter out any suppliers that cannot meet our requirements due to high-risk concerns. Our Supply Chain team continuously works with our suppliers and contract manufacturers to forecast requirements to meet our customers' demands. The team meets on a regular basis to communicate product changes, part shortages, or end of life components that may impact delivery. We have long relationships with our key suppliers spanning multiple years, with our most critical suppliers going back a decade.

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4.0	What are the greatest risk(s) to proposer's Product and Service supply chain(s)? How will proposer meet an increase in demand for Products and Services under this Category of Need?	Supply Chain Risks. SCRAM Systems has experienced significant growth over the last several years, which has challenged the bandwidth of our resources and supply chains. To that end, the SCRAM Systems Implementation, Customer Service, Manufacturing, and Account Services teams have added 60+ agencies to our customer list over the last three years. That equates to 15,735 new, active devices. Every sector of our organization is prepared to provide a seamless transition and impeccable customer training and service. Our references will speak to the quality of our equipment, our software solutions, our teams, and our programming. We had historical build quantities and deliveries during the pandemic and all our customer commitments have been met while also accomplishing product revamps in the field for communication over the same time. Mitigation of Supply Chain Risks. Forecasting, one of the key input sources, provides us with advanced information on availability of products and components to be sourced. A forecast meeting is held weekly between Sales and Manufacturing Teams to understand what is in the pipeline for each product. This information is then disseminated to our supply chain team and posted on our MRP (Material Requirements Planning) system to ensure components are available for build. Raw material components that are high-risk due to long lead times or low availability in the market are analyzed weekly. This ensures proactive decisions for advanced purchases to increase our safety stock and lower the chances of any production downtime.
5.0	Describe the primary cost drivers for the proposed Products and Services under this Category of Need.	Primary Cost Drivers for SCRAM House Arrest will vary by Participating Entity and can include the following variables: • Quantities of scale • 24/7 Monitoring Center Service Level Agreement (Standard, Premier, or Premier Plus) • The average rate of Lost and Damaged equipment • Use of additional Product User services through one of our preferred service partners • Increases in part costs • Increases in shipping costs

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6.0	Describe the proposed methodology to protect the security and confidentiality of Product User and User data and information proprietary to Participating Entities or subject to special statutory protection, including but not limited to; Product User personal information, personal identifiable information and health information. 1. Describe proposer's experience, qualifications and capabilities in protecting highly sensitive and confidential information. 2. Is the proposer a business associate as it relates to HIPAA?	SCRAM Systems leverages best practices and sound security guidance from a wide variety of sources. The best practices that we consider as we continuously improve our security programs include the Cloud Security Alliance's Cloud Control Matrix, ISO 27002, NIST SP 800-53, and several others. In addition, Our platform uses GovCloud, which is CJIS-compliant, meeting the compliance standards of the Criminal Justice Information Services Division of the FBI. 1. <i>Describe proposer's experience, qualifications and capabilities in protecting highly sensitive and confidential information.</i> We uses industry monitoring tools that monitor network, application, database, and systems 24/7 with alarms and alerting. Network Security. All systems are monitored by firewalls and intrusion detection systems. Confidentiality. SCRAM Systems has strict policies in the call center to ensure that all offender and victim data records are retained, stored, and disseminated within industry confidentiality guidelines. All employees are bound by confidentiality agreements. SCRAM Systems does not release information to any parties who are not directly involved in the offender's supervision without formal legal releases or subpoenas on file. This includes telephonic and written requests. All SCRAM Systems employees, as well as employees with our service partner channel, undergo background checks prior to being hired. Proper documentation will be provided upon request and as allowed by law. Data Encryption. All information is encrypted using password protection that meets guidelines from the National Institute of Standards and Technology (NIST). SCRAM Systems web servers use SSL certificates to ensure that all session data is encrypted and all host communications information is confidential. The entire perimeter is protected and monitored by high-availability firewalls and intrusion-detection/intrusion-prevention systems. All database data is covered by a blanket encryption software from Datrium which is FIPS-approved AES-XTS-256 with 512-bit keys. User Access Authentication and Authorization. All users must have a username and password to access the system. The application is constructed in a manner to ensure that Users do not have access to any systems operations areas and are restricted to their portal view of the data. Our phone system works in conjunction with Salesforce, which provides a caller ID match within the database. In addition, when contacting customer service, all callers must provide a Personal Identification Number (PIN) in order to continue to the telephone help menu. These security measures help to ensure that calls coming into SCRAM Systems are from authorized SCRAM Systems customers.
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		2. <i>Is the proposer a business associate as it relates to HIPAA?</i> There is no PHI (Protected Health Information) or HIPAA data that is collected. SCRAM is a data processor and does not own the data; the data is owned by Participating Entities. SCRAM Systems protects and secures this data with encryption and other technical controls and does not share it with third parties. We maintain our ISO 27001 certified Information Security Management System and are on track to have ISO 27701 privacy certification in 2023.
7.0	For proposer staff that work remotely and/or telework, describe how proposer safeguards Product User data and User data and other data deemed necessary to be protected by the Participating Entity.	All staff, including remote team members, are required to use and follow the same IT and data security protocols as staff working in brick and mortar locations. Remote users are required to use a Virtual Private Network (VPN) to connect to any hosted/cloud company resources. Further, every company laptop comes with a full suite of safety and security features and software, so all remote users are equally protected. Remote team members are also required to participate in all companywide IT security training, follow log in protocols with regular password updates, and are required to keep all digital and paper files secure and properly stored at all times (i.e., laptops cannot be left in vehicles).
8.0	Describe current security screening practices for proposer's employees, and any ongoing security screening that may take place during the Master Agreement term. Include a description of any security clearances or certifications that proposer requires of its employees.	AMS Employment Background Screening To ensure that individuals who join SCRAM Systems are qualified and have a potential to be productive and successful, and to further ensure that SCRAM Systems maintains a safe and productive work environment that is free of any form of violence, harassment or misconduct, it is the policy of this company to perform pre-employment background screening and credential verification on all applicants who are offered and accept an offer of employment. All offers of employment are conditional upon our receipt of a pre-employment background screening investigation that is acceptable to SCRAM Systems at our sole discretion. Any applicant who refuses to sign a release form will not be eligible for employment. Human Resources Representatives are responsible for implementing and enforcing this policy. All pre-employment background screenings are conducted by a third-party to ensure privacy. Screenings are conducted in strict conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal anti-discrimination and privacy laws. All reports are kept strictly confidential and are only viewed by individuals in SCRAM Systems who have direct responsibility in the hiring process. All screening reports are maintained separately from the employee's personnel file. Under the Fair Credit Reporting Act (FCRA), all background

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		screenings are done only after a person has received a disclosure and has signed a release. In addition, applicants/employees have certain legal rights to discover and to dispute or explain any information prepared by the third-party background screening agency. If SCRAM Systems intends to deny employment, wholly or partly, because of information obtained in a pre-employment check conducted by the company's consumer reporting agency, the applicant will first be provided with a copy of the background report, a statement of rights, the name, address and phone number of the consumer reporting agency to contact about the results of the check or to dispute its accuracy. Information to be verified during pre-employment screening includes, but is not necessarily limited to: • Social security number • Previous addresses • Criminal County Search (7-year address history) • Criminal Federal Search (7-year address history) • Multi-State Instant Criminal Check • Nationwide Sex Offender Registry Check • Education Verification • Employment Verification (Past 7 years) • Additional checks such as a driving record or credit report may be required of applicants for particular job categories, if appropriate and job-related. • Some positions may require skill-based assessments that are job-specific. Applicants may be asked to provide references from their former employers that can be used to verify accomplishments. Background checks may also include verification of information provided on the completed application for employment, the applicant's resume, or on other forms used in the hiring process. SCRAM Systems also reserves the right to conduct a background screening any time after applicants have been employed to determine eligibility for promotion, reassignment or retention in the same manner as described above.
9.0	Is proposer SOC 2 compliant? If yes, please explain how and provide proof.	Yes. SCRAM Systems complies. All certifications and accolades awarded to SCRAM or its Schellman infrastructure providers are publicly available. SCRAM 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

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10.0	Has proposer or a subcontractor which proposer will utilize under this Master Agreement been subject to a data Breach in the last 12 months? If yes, please describe the breach incident(s).	No, SCRAM Systems has not been subject to a data breach in the last 12 months.
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11.0	Does proposer have cyber insurance? If so, please provide proof including a copy of proposer's certificate of insurance and the declaration page. This information will be kept confidential.	SCRAM Systems complies. Please see Attachment C for a copy of our evidence of insurance.
12.0	How will proposer ensure a Participating Entity can audit the reliability and uptime of proposed Products and Services under this Category of Need?	Product Performance and Reliability SCRAM Systems uses Power BI to access comprehensive reports on product and network reliability and uptime. The SCRAM Systems team will provide reports as requested or on a regular basis per the schedule requested by the Participating Entity. The best indication of SCRAM Systems product performance and reliability is Return Merchandise Authorization (RMA) data, which logs repairs and/or maintenance of SCRAM Systems' equipment that is not fully functioning. If our customers experience faulty equipment, SCRAM Systems replaces the equipment with a functional unit, after our customer service team attempts to resolve the equipment issue and/or determine the cause of the problem, whether the issue is due to maintenance, defect, or malfunction. This process includes requesting an RMA for the device to be returned to SCRAM Systems for further testing and, in turn, a functional device is shipped to the customer, at no cost to the customer. SCRAM Systems conducts investigations on returned faulty equipment for verification of failure. Products that fail unexpectedly or early in the life cycle are flagged for full failure analysis investigation to determine the root cause. If trends are discovered, these are viewed and discussed by engineers and technicians in routine key performance indicator (KPI) discussions. Once reviewed, actions are assigned to eliminate known issues. SCRAM Systems engineers then further evaluate these issues and design product and software changes to improve performance and longevity of product life. These changes are thoroughly tested and go through an engineering change control process and released to product manufacturing to be added to future product builds. The failure trends are tracked in the future to verify product life cycle improvement.
13.0	What reporting will proposer provide to a Participating Entity to document compliance with Exhibit C. requirements for Uptime and System Availability?	SCRAM Systems has powerful reporting capabilities through Power BI, to include comprehensive reports on product and network reliability and uptime. The SCRAM Systems team will provide reports as requested or on a regular basis per the schedule requested by the Participating Entity.

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14.0	For this Category of Need, provide is detailed delivery and shipping plan that can be offered to any Participating Entity. Describe how proposer will fill orders and ship Products and, specify timeframes, and include logistical capabilities that allow proposer to meet urgent requests. Ensure proposer notes any circumstances in Participating Entity location and/or Product User location that may result in delays and/or prolonged timeframes for Product delivery and/or Service issues.	Order Fulfillment. Orders are placed through SCRAM Systems' secure SCRAM Optix software. From the help menu, customers are one click away from an on-line order form that transmits directly to our dedicated order/entry email address at orders@scramsystems.com. Through our standard RMA procedures, SCRAM Systems will pay for all RMA return shipping costs related to repairs and/or maintenance of equipment that is not fully functioning through no fault of the Participating Entity. Customers can contact our Customer Service team via phone or email (Support@Scramsystems.com) or reach out via their account manager to report an issue with their equipment. We provide standard 3-day shipping on new and replacement orders. Overnight shipping can be done based on the terms of the contract. We will maintain, repair, and replace all equipment on the timeline agreed upon with the Participating Entity. SCRAM Systems is responsible for all equipment costs associated with maintenance, including shipping, and we will provide Participating Entities with a sufficient supply of consumables and accessories. Potential Impacts on Delivery. Any substantial changes in order requirements will take a couple of months to realign the MRP and supply chain systems to the new requirements and make sure other customer commitments can also continue to be met. Location-Based Delays. Typically, there are no issues with shipping delays other than the occasional impact on our couriers due to weather or holidays.
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Proposer Name: Alcohol Monitoring Systems, Inc. /dba SCRAM Systems

Category of Need: Category 1: Radio Frequency Monitoring (RFM)

Section 3.0 Product Specifications

1.0	Product Specifications: Proposer shall only propose new equipment that has been properly registered and certified under the Federal Communication Commission ("FCC") rules and regulations, as applicable. All equipment must be new, clean, damage free, and in operative order. Remanufactured or refurbished devices are not permitted under the resulting Master Agreement. Furthermore, the proposer shall identify all anticipated products, technologies, services scheduled for discontinuation and/or scheduled end-of-life that are anticipated during the initial term of the Master Agreement. Proposer shall ensure all Products and Services proposed incorporate best-in class functionality related to charging capabilities, connectivity flexibility (not just Wi-Fi), tampering resistance, Product User fit and feel, and water resistance. Proposer shall provide Product and Service upgrades as they become available at no additional charge to the Purchasing Entity. Per including but not limited to; the standards	SCRAM House Arrest complies will all product specifications. FCC Compliance. Both the SCRAM House Arrest device and the SCRAM Base Station are FCC-compliant. Equipment Condition. SCRAM Systems ensures that all equipment used will be the current version and will be new or perform "like new." All equipment is thoroughly tested prior to shipping and is under warranty. All equipment will be continuously upgraded through the life of the contract, with the Participating Entity receiving the latest version at no additional cost. There are no scheduled service discontinuation and/or scheduled end-of-life anticipated under the terms of the Master Agreement. Battery Life. The bracelet uses a lithium CR2, disposable battery with a one-year life in use. No charging by the offender is required. It will post a low battery message seven (7) days prior to battery failure, allowing sufficient time for the battery to be replaced. Fit and Feel. 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. 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 client. The bracelet's intelligent self-diagnostic capabilities constantly monitor and report its functionality. Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAM House Arrest system. 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. For more information on the technical features and function for SCRAM House Arrest please see Attachment D. Additional Specs:
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set by the Federal Department of Justice on electronic surveillance and/or monitoring, all Products and Services proposed under this RFP shall meet the following requirements: 1. Operate in active, passive and hybrid modes. 2. Be capable of being worn on the Product User's ankle. 3. Be lightweight and small. 4. Be sealed and water resistant. 5. Be hypoallergenic and must not pose a safety risk or hazard to the Product User wearing the unit or to Participating Entity personnel. 6. Be easily attached to and removed from the Product User by Participating Entity personnel in less than ten (10) minutes. 7. Be durable and shock-proof. 8. Connect to the proposer's server(s) through a cellular network. 9. Be configurable to utilize multiple cellular towers within the Participating Entity for optimum Product User location tracking. 10. Recognize wi-fi availability and roaming on cellular networks other than that of the primary cellular service provider. 11. Be supplied with a rechargeable battery that operates on standard 110-volt household current and can maintain a charge for a minimum of 16 hours. 12. Be supplied with the functionality for Participating Entity personnel to communicate with the Product User through the Product and/or Service which may include but may not be limited to; by voice, text, tone, vibration, light emitting diode, liquid crystal display.) 13. Be supplied with a backup location system in the event a GPS signal is not present. 14. Accurately restrict a Product User to the geofenced area(s) established by the Participating Entity which may include but not be limited to a range of 35 to 150 linear feet of the Product User's home and/or residence and be able to report the location of a Product User outside any structure and/or building. 15. Accurately track time on an internal clock that is automatically set with periodic time checking to verify accuracy. 16. Collect and store GPS location points at a	1. <i>Operate in active, passive and hybrid modes.</i> Not applicable. 2. <i>Be capable of being worn on the Product User's ankle.</i> SCRAM House Arrest complies. 3. <i>Be lightweight and small.</i> SCRAM House Arrest complies. The tracking device measures 5.9 cubic inches (2.8" tall x 2.8" wide x 0.75" deep), making it one of the smallest devices on the market. It is lightweight, weighing only 5.1 ounces (145 grams). 4. <i>Be sealed and water resistant.</i> SCRAM House Arrest complies. The Bracelet is shock resistant and waterproof to IP68 military standard. The bracelet case has been verified to be submersion tolerant to one meter. 5. <i>Be hypoallergenic and must not pose a safety risk or hazard to the Product User wearing the unit or to Participating Entity personnel.</i> SCRAM House Arrest complies. 6. <i>Be easily attached to and removed from the Product User by Participating Entity personnel in less than ten (10) minutes.</i> SCRAM House Arrest complies. The 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. The range between the base station and the bracelet can be set to "Minimum," "Average," or "Maximum" to account for the size of the client's home or other authorized location. These settings are approximately 35, 75, and 150 feet respectively. The SCRAM Base Station includes an LED indicator and an audible alarm that can be enabled to alert the client when they are out of range. A range test can be performed during installation or at any time, so that the client understands the parameters within the home. The officer has full control over performing the test and does not need to contact the monitoring center. 7. <i>Be durable and shock-proof.</i> SCRAM House Arrest complies. The SCRAM House Arrest Bracelet is shock resistant and waterproof to IP68 military standard. The bracelet case has been verified to be submersion tolerant to one meter. Shock
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	frequency not less than once every minute. Describe how proposer will meet these requirements.	specifications refer to drop testing that has been conducted on the bracelet, specifically MIL-STD 810F, using 26 drops on each face, edge, and corner from 48 inches onto a 1.5-inch-thick plywood placed over a concrete floor. The transmitter case functions under normal atmospheric and human environment conditions. The system meets all applicable FCC regulations and is ISO-certified. 8. <i>Connect to the proposer's server(s) through a cellular network.</i> 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. 9. <i>Be configurable to utilize multiple cellular towers within the Participating Entity for optimum Product User location tracking.</i> Not applicable as this is not a location tracking device. However, the SCRAM House Arrest base station has multiple communication options, including landline, Wi-Fi, Ethernet, and the AT&T cellular network. 10. <i>Recognize wi-fi availability and roaming on cellular networks other than that of the primary cellular service provider.</i> The SCRAM House Arrest Wireless Base Station is able to use Wi-Fi to connect. 11. <i>Be supplied with a rechargeable battery that operates on standard 110-volt household current and can maintain a charge for a minimum of 16 hours.</i> 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. 12. <i>Be supplied with the functionality for Participating Entity personnel to communicate with the Product User through the Product and/or Service which may include but may not be limited to; by voice, text, tone, vibration, light emitting diode, liquid crystal display.)</i> When used in conjunction with our product user/client-facing SCRAM TouchPoint mobile app, Participating Entities have an additional layer of client engagement that includes secure and stored messaging, configurable mobile phone check-ins, automated reminders, and document management. SCRAM TouchPoint streamlines the most common interactions
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		with clients, improving client compliance. For more information on SCRAM TouchPoint please see Attachment E. <i>13. Be supplied with a backup location system in the event a GPS signal is not present.</i> Not applicable. <i>14. Accurately restrict a Product User to the geofenced area(s) established by the Participating Entity which may include but not be limited to a range of 35 to 150 linear feet of the Product User's home and/or residence and be able to report the location of a Product User outside any structure and/or building.</i> SCRAM House Arrest complies. Range. The range between the base station and the bracelet can be set to "Minimum," "Average," or "Maximum" to account for the size of the client's home or other authorized location. These settings are approximately 35, 75, and 150 feet respectively. The SCRAM Base Station includes an LED indicator and an audible alarm that can be enabled to alert the 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. <i>15. Accurately track time on an internal clock that is automatically set with periodic time checking to verify accuracy.</i> SCRAM House Arrest complies. It utilizes an internal clock that will automatically transmit the time of all the events and location points back to the server. Every event is date- and time-stamped. <i>16. Collect and store GPS location points at a frequency not less than once every minute.</i> Not applicable.
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Proposer Name: Alcohol Monitoring Systems, Inc. /dba SCRAM Systems

Category of Need: Category 1: Radio Frequency Monitoring (RFM)

Section 4.0 Service Level Agreements and Additional Requirements for Products and Services

1.0	For this Category of Need: Service Level 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 B. Performance Objectives Performance objectives will inform collection of data, reporting of outcome metrics, and monitoring of trends in performance. The performance metrics below are distinct from service level agreements, which are described in the scope of work. Final metrics to track proposer performance, along with the methods by which key data will be collected and reviewed, will be agreed upon through Participating Addendum between Participating Entity and awarded Contractor. Metrics may include measures to track activities conducted, efficiency, service quality, outcomes, and equity. Metrics may be reviewed by Participating Entity, or by third- party entities in partnership with Participating Entity, to monitor and audit performance, safety, and adherence to data security protocols. Participating Entity may address additional metrics in their respective Participating Addendum. Significant metrics to be collected by the awarded Contractor, reviewed by the Participating Entity, and used to evaluate the awarded proposer's performance may include:	<i>A. Exhibit C. Service Level Agreement and Maintenance and Support</i> SCRAM Systems will meet the Service Level Agreement and Maintenance and Support objectives outlined in A. Exhibit C Service Level Agreement and Maintenance Support. <i>B. Performance Objectives</i> SCRAM Systems, through our centralized SCRAM Optix software and Microsoft's Power Business Intelligence (Power BI), offers Participating Entities robust reporting options, including customizable program reports on client and program compliance to in-depth reporting on metrics important to each Participating Entity to the performance of our SCRAM Systems hardware and software. SCRAM Optix Program Reports SCRAM Optix monitoring program reports offer unprecedented options to acquire, store, analyze, evaluate, and convert raw data into valuable information—such as compliance rates and average monitoring periods, as well as behavioral trends based on age, gender, severity of offense, and duration of monitoring. Unique data visualization provides quantitative and qualitative views along with powerful reporting that delivers instant access to program performance. Flexible templates deliver visual KPIs for commonly accessed program performance metrics such as: compliance by officer, alert analysis, and breakdown by device, Product User, and courts. This unparalleled insight into a Participating Entity's program is easily accessed and intuitively queried so program efficacy can always be measured. Alert Analysis Report. This report provides a graphical breakdown of alerts that can be displayed by device monitoring type for the previous month, quarter, or year. This analytical resource provides customers an efficient, time-saving tool by which to compare percentage of clients with violations as opposed to violations generated overall. Alert information is broken down by day of the week and each month of the year to help analyze client trends. Client Breakdown Report. This provides a graphical breakdown of clients by offense type, client type, and referring court. In this report, data is displayed for
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	1. Number of Product and/or Service malfunctions per day, week, and month, along with descriptions of the nature and cause of malfunctions and associated plans to avoid future errors. 2. Speed of proposer's resolution of malfunctions, errors, or other Product and Service maintenance requests. 3. Frequency of regular servicing and upkeep maintenance for devices, and adherence to any maintenance plan created by Participating Entities and proposer. 4. Adherence to court-ordered schedules for installation and removal of Products and Services. 5. Compliance with reporting deadlines and timelines agreed upon by Participating Entity and proposer. 6. Results of Participating Entity specific government evaluation forms documenting proposer performance. 7. Participating Entity satisfaction with training materials and presentations. 8. Participating Entity satisfaction with 24/7 help desk services at monitoring centers Describe how proposer will meet these requirements.	completed clients monitored by offense or offender type, or specific court, during the time period specified. Each monitoring type displays the total clients monitored, average monitoring days, compliance percentage, and average days to the first violation over the last month, quarter, or year. Client Compliance Report. Caseload management is simplified when data is straightforward and easily reviewed. This report shows daily compliance percentage per equipment type, providing number of clients monitored, amount of violations by type, and average number of monitoring days. The report can be displayed by week, month, or year. Officers can accurately assess program needs and compare individual program statistics to the national average, by product types, providing customers a simple and effective means to easily analyze program strengths and weaknesses. Inventory Breakdown Report. This report provides a graphical breakdown of total equipment inventory by status, utilization percentage by month, and returned units (RMAs) broken down by type and month for a 12-month period. Officers can select any date and quickly view data by type, to assist in reconciling inventory records and establishing program trends for utilization and RMAs. SCRAM Optix Analytics Powered by Microsoft® PowerBI®, SCRAM Optix also has a variety of dynamic, interactive analytic reports enabling users to visualize program activity, statistics, trends, and identify areas for improvement across all SCRAM technologies. Participating Entities can filter by a number of program criteria to determine program performance across all caseloads, allowing quick access to analyze, and present key performance metrics and make informed decisions. Inventory. These reports enable users to review the total utilization and inventory status for a program's equipment, including current inventory, inventory detail, current RMA, inventory trends over time, and device specifics. This resource helps our providers make decisions about how best to distribute devices across program locations and provides insight into how much of the device inventory is truly being used over time to promote inventory efficiency. Monitoring and Compliance. Designed to help optimize a monitoring program by providing detailed data on the types of clients being monitored, the referring authorities, the types of alerts generated, and client compliance success. This can be used to help evaluate business operation efficiency and identify areas for growth or improvement. Report examples are included in Attachment F.
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		Metrics to Analyze SCRAM Systems Program Performance <i>Number of Product and/or Service malfunctions per day, week, and month, along with descriptions of the nature and cause of malfunctions and associated plans to avoid future errors.</i> <i>Speed of proposer's resolution of malfunctions, errors, or other Product and Service maintenance requests.</i> <i>Frequency of regular servicing and upkeep maintenance for devices, and adherence to any maintenance plan created by Participating Entities and proposer.</i> SCRAM Systems complies with Items 1-3. SCRAM Optix and Power BI can provide comprehensive reports on product reliability and performance, as well as servicing and maintenance. <i>Adherence to court-ordered schedules for installation and removal of Products and Services.</i> SCRAM Systems complies. Our channel of SCRAM Systems service partners will provide services such as installations and removals direct to clients. Court-ordered schedules for installation and maintenance will always be followed, and our service partners, using data from Optix, will provide reporting to align court orders and installation/removal schedules. <i>Compliance with reporting deadlines and timelines agreed upon by Participating Entity and proposer.</i> SCRAM Systems complies. Reporting schedules and protocols are completely customizable by agent, department, or agency. Whether it's the SCRAM Systems account team or one of our service partners, we will comply with all reporting needs and requirements of the Participating Entity. Comprehensive reporting can also be customized by client, agent, department, or program and made available on the dashboard through Optix, for access to real-time data reports 24/7. <i>Results of Participating Entity specific government evaluation forms documenting proposer performance.</i> <i>Participating Entity satisfaction with training materials and presentations.</i> <i>Participating Entity satisfaction with 24/7 help desk services at monitoring centers.</i> SCRAM Systems complies with Items 6-8. Whether it's the SCRAM Systems account team for our direct-to-agency accounts, or our local service provider, our teams hold regular evaluations, on the scheduled preferred by the Participating Entity, to assess and evaluate performance and define opportunities for change and improvement. These evaluations can include surveys and evaluations by the Participating Entity as well as SCRAM's Power BI reporting.
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2.0	Service Requests from Participating Entity and/or Product User: 1. Proposer shall respond to Product and Service request(s) from the User and Product User per the Participating Entity's Participating Addendum. 2. Product User damage as defined as Product User misuse, neglect or abuse of an installed Product and/or Service will not be covered by proposer, and proposer may bill the Purchasing Entity and/or Product User, at a fee schedule negotiated per the Participating Entity's Participating Addendum. Maintenance, Support and Servicing Agreements For Products and Services: 1. Participating Entity may negotiate and incorporate into its Participating Addendum, Product maintenance, support and/or servicing agreements for any Products and/or Services purchased outright, leased and/or rented by the Participating Entity. 2. Unless otherwise determined by the Participating Entity, pricing shall be based on a flat rate monthly fee which at a minimum includes but is not limited to; proposer time and materials, and preventative maintenance. The term of such an agreement cannot exceed the useful life of the Product(s) and/or Services rendered as determined by either the Product and/or Service manufacturer and/or the Participating Entity.	Service Requests from Participating Entity and/or Product User 1. <i>Proposer shall respond to Product and Service request(s) from the User and Product User per the Participating Entity's Participating Addendum.</i> 2. <i>Product User damage as defined as Product User misuse, neglect or abuse of an installed Product and/or Service will not be covered by proposer, and proposer may bill the Purchasing Entity and/or Product User, at a fee schedule negotiated per the Participating Entity's Participating Addendum.</i> SCRAM Systems understands and will comply with Items 1 and 2. Whether through the SCRAM Systems account team or one of our service partners, we will define the type, level, and mechanism for support for both staff with the Participating Entity and users as part of the contracting process. Maintenance, Support and Servicing Agreements For Products and Services: 1. <i>Participating Entity may negotiate and incorporate into its Participating Addendum, Product maintenance, support and/or servicing agreements for any Products and/or Services purchased outright, leased and/or rented by the Participating Entity.</i> 2. <i>Unless otherwise determined by the Participating Entity, pricing shall be based on a flat rate monthly fee which at a minimum includes but is not limited to; proposer time and materials, and preventative maintenance. The terms of such an agreement cannot exceed the useful life of the Product(s) and/or Services rendered as determined by either the Product and/or Service manufacturer and/or the Participating Entity.</i> SCRAM Systems understands and will comply. We will maintain, repair, and replace all equipment on the timeline agreed upon with the Participating Entity. SCRAM Systems is responsible for all equipment costs associated with maintenance, including shipping, and we will provide Participating Entities with a sufficient supply of consumables and accessories. SCRAM Systems complies. Our pricing proposal includes equipment maintenance, a monthly allotment of consumables, 20% shelf stock, 5% lost/stolen/damaged allowance, shipping and delivery, 24/7 support, training, account management and support, implementation, court support, and transition costs. All rented/leased equipment is under warranty for the life of the contract.
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Maintenance, Support and Servicing Technicians, Preventative Maintenance and Repair Parts and Service Logs: 1. Proposer shall provide an adequate quantity of maintenance, support and servicing technicians ("Service Technicians") to accommodate the diverse needs and fluctuation in volume of service requests within each respective Participating Entity. 2. Service Technicians shall be trained by the Original Equipment Manufacturer ("OEM") and obtain and retain for the Term of the Participating Addendum, licensed and/or certified per the manufacturer. 3. Preventative Maintenance & Repair Parts, if applicable: Proposer shall: i. Perform all preventative maintenance services at the Product manufacturer's directed intervals, or as specified by a Participating Addendum. ii. Guarantee the availability of repair parts for a minimum of five (5) years after the Participating Entity's acceptance of any Product(s).all equip rented during life of contract (warranty). For purchasing determined by contract. iii. Ensure all Product components, spare parts, and ancillary equipment that is supplied under the Master Agreement, must conform to manufacturer specifications including for use interfacing with proposed information technology solution(s). iv. Be responsible for ensuring that any repair parts are operable and installed in accordance with manufacturer specifications. v. Ensure repair parts are new.	1. <i>Proposer shall provide an adequate quantity of maintenance, support and servicing technicians ("Service Technicians") to accommodate the diverse needs and fluctuation in volume of service requests within each respective Participating Entity.</i> SCRAM Systems will comply. We employ a complete, fully trained team of technicians who work from our manufacturing facilities at our headquarters location in Denver, Colorado. In addition, if a Participating Entity is utilizing the services of a local SCRAM Systems service partner, those teams are required to be fully trained and certified. They will perform basic maintenance support and repair functions and work with SCRAM Systems on all facets of the equipment maintenance process. 2. <i>Service Technicians shall be trained by the Original Equipment Manufacturer ("OEM") and obtain and retain for the Term of the Participating Addendum, licensed and/or certified per the manufacturer.</i> SCRAM Systems understands and will comply. Both our headquarters-based manufacturing teams and the staff employed by our local providers are required to be trained and certified on all SCRAM Systems equipment. 3. Preventative Maintenance & Repair Parts, if applicable: Proposer shall: i. <i>Perform all preventative maintenance services at the Product manufacturer's directed intervals, or as specified by a Participating Addendum.</i> ii. <i>Guarantee the availability of repair parts for a minimum of five (5) years after the Participating Entity's acceptance of any Product(s).all equip rented during life of contract (warranty). For purchasing determined by contract.</i> iii. <i>Ensure all Product components, spare parts, and ancillary equipment that is supplied under the Master Agreement, must conform to manufacturer specifications including for use interfacing with proposed information technology solution(s).</i> iv. <i>Be responsible for ensuring that any repair parts are operable and installed in accordance with manufacturer specifications.</i> v. <i>Ensure repair parts are new.</i> SCRAM Systems understands and will comply with all requirements in Items 1-3.v. We will maintain, repair, and replace all equipment on the timeline agreed upon
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4. Service Logs: Proposer shall: - Maintain a digital service log that describes any preventative maintenance and/or repair services performed by Service Technicians and track any additional information as warranted by the Participating Entity. - Provide digital service log(s) and/or requested information from the Participating Entity within three (3) calendar days of written request. Product and Service Delivery Specifications: - Proposer may be required to provide a shipping quote prior to order placement from a Participating Entity. - Proposer must ship Product(s) within three (3) calendar days from the date of Participating Entity request, and all shipments must be Freight on Board ("FOB") Destination, unless otherwise specified by the Participating Entity. - Proposer must also be able to ship Product(s) overnight in emergency cases as deemed necessary by the Participating Entity and pursuant to the timeframes specified in the Participating Entity's Participating Addendum. Monitoring Services and Requirements for Products and Services: - Proposer shall maintain secure central monitoring center(s) with an uninterruptible power supply, within the United States. Proposer's monitoring center(s) shall be equipped with redundant internet and telephone connectivity, as well as all other equipment required for performance of all monitoring activities required pursuant to the proposed and awarded Products and Services under the Master Agreement. - In order to monitor Product User activity including activities in violation as defined by each respective Participating Entity's Participating Addendum, monitoring Service(s) must be staffed and operate continuously, twenty four (24) hours per day,	with the Participating Entity. SCRAM Systems is responsible for all equipment costs associated with maintenance, including shipping, and we will provide Participating Entities with a sufficient supply of consumables and accessories. 4. Service Logs: <i>Proposer shall:</i> <i>Maintain a digital service log that describes any preventative maintenance and/or repair services performed by Service Technicians and track any additional information as warranted by the Participating Entity.</i> <i>Provide digital service log(s) and/or requested information from the Participating Entity within three (3) calendar days of written request.</i> SCRAM Systems understands and will comply. Comprehensive service and inventory is available through our powerful SCRAM Optix reporting modules. Product and Service Delivery Specifications: <i>Proposer may be required to provide a shipping quote prior to order placement from a Participating Entity.</i> <i>Proposer must ship Product(s) within three (3) calendar days from the date of Participating Entity request, and all shipments must be Freight on Board ("FOB") Destination, unless otherwise specified by the Participating Entity.</i> <i>Proposer must also be able to ship Product(s) overnight in emergency cases as deemed necessary by the Participating Entity and pursuant to the timeframes specified in the Participating Entity's Participating Addendum.</i> Through our standard Return Merchandise Authorization (RMA) procedures, SCRAM Systems will pay for all RMA return shipping costs related to repairs and/or maintenance of equipment that is not fully functioning through no fault of the Participating Entity. We provide standard 3-day shipping on new and replacement orders. All shipments are Freight on Board (FOB) Designation. Overnight shipping can be done based on the terms of the contract. Monitoring Services and Requirements for Products and Services: <i>Proposer shall maintain secure central monitoring center(s) with an uninterruptible power supply, within the United States. Proposer's monitoring center(s) shall be equipped with redundant internet and telephone connectivity, as well as all other equipment required for performance of all monitoring activities required pursuant to the</i>
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	seven (7) days per week, and three hundred sixty five (365) days per year ("24/7/365"). 3. At a minimum, proposer shall perform data backup on a daily basis to prevent data loss due to power failure 4. Proposer shall provide monitoring Service(s) and indicate proposed availability, scheduling, system uptimes, downtimes, and performance metrics and any other information pursuant to the Exhibit C. redline submittal. 5. Proposer's monitoring staff shall be OEM trained staff and include staff that can effectively and efficiently deliver technical assistance to the Users and Participating entity staff and when applicable, to the Product User. i. Proposer's monitoring center operations staff must be fully trained in all proposed Products and Services including software platforms, and fulfill the requirements codified in each Participating Addendum with respect to monitoring Services. 6. Proposer shall allow unlimited access to and an unlimited number of service requests by the Participating Entity regarding Product User inquiries and/or service requests. 7. Proposer shall maintain and retain Product User data including but not limited to: term of home/residential detention, curfew, schedule modification, Product assignment and configuration, violations, Product status, and any other data sets required by the Participating Entity. 8. Proposer shall provide customizable methods and parameters of violation notification to the Users and shall accommodate changes and customization at the Participating Entity's request. At a minimum, methods for notification of hall include immediate and next calendar day notifications via secure email, phone voice message, and cellular text message.	<i>proposed and awarded Products and Services under the Master Agreement.</i> SCRAM Systems complies. Redundant Data Centers. SCRAM Systems has five separately managed, run, and serviced data centers located in Highlands Ranch, Colorado; Centennial, Colorado; Phoenix, Arizona; Chicago, Illinois; and San Francisco, California. The data centers share the application and data workload and are configured to handle the full workload in the case of an outage or a maintenance window. Our systems are able to reroute workload to available work pools of servers automatically without loss of data. Each data center contains multiple database servers running in high-availability mode, any one of which can support the full workload of our environment. Data is mirrored between the data centers allowing for fully redundant data storage. Each data center is also backed up daily to three unique sites. The database backup is tested each week by completing a full backup restore to an independent server to ensure that all critical backups are verified to have full data integrity. We also time each restore so that we understand our RTO (Recovery Time Objective) each week. All centers are based on different networks, power grids, central offices, and service providers. Each center has redundancy for all areas including cooling, electrical, power generation, and telecommunications. The applications in the data centers intelligently intercept requests from the nearest geographic proximity and can respond by rerouting to the nearest data center. <i>18. In order to monitor Product User activity including activities in violation as defined by each respective Participating Entity's Participating Addendum, monitoring Service(s) must be staffed and operate continuously, twenty four (24) hours per day seven (7) days per week, and three hundred sixty five (365) days per year ("24/7/365").</i> SCRAM Systems complies. 24/7 Monitoring Center & Customer Support. Our standard support model includes access to our Customer Service department and 24/7 Monitoring Center, both staffed with equipment, and program support specialists and data analysts. Skilled staff are available to answer questions about client activities, equipment, alerts, and notification. Support is accessible via phone, email, or web. All conversations are documented, and calls are recorded. Our customer service and monitoring center headquarters is located in Littleton, Colorado, with multiple redundant servicing locations and staff located across the country. This ensures seamless monitoring
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	in the event of a natural or physical disaster. Our monitoring center is wholly owned by SCRAM Systems and our personnel are devoted solely to monitoring offenders on SCRAM Systems alcohol and location monitoring technologies 24/7/365. 19. <i>At a minimum, proposer shall perform data backup on a daily basis to prevent data loss due to power failure</i> SCRAM Systems complies. Data backup schedule/type and redundant systems. To ensure availability of all data, SCRAM Systems replicates all data daily to on-line storage arrays at two separate geographic locations. The database is tested daily to ensure system backup can be used on recovery of any system. In addition, SCRAM Systems completes a data “snapshot” every four hours to maintain backups. Transaction logs for all activity ensure that a data restore will be complete and that each transaction is available. A full mirror of the database is maintained, which is approximately 20 seconds behind the production data base with full replication and data journaling in a near real time mode. Power sources/backups and redundant systems in place. If commercial AC power is lost, uninterruptible power supplies (UPS) instantly deliver backup power to all servers and buildings for up to 30 minutes. For the monitoring center areas, a diesel-powered generator comes on-line within 6 seconds. The generator delivers power to the entire building for up to one week, with N+1 generators and priority diesel fuel deliveries scheduled on a weekly basis. 20. <i>Proposer shall provide monitoring Service(s) and indicate proposed availability, scheduling, system uptimes, downtimes, and performance metrics and any other information pursuant to the Exhibit C. redline submittal.</i> SCRAM Systems complies. SCRAM Systems has automated processes in place to be notified any time there is an outage, whether planned or unplanned. Should SCRAM Systems experience unplanned server down time, our servers have redundant backups so monitoring is typically not affected except for the rare occasion when data might be delayed posting in software. In this instance, notification is made directly to the customer contact personnel and a follow up email is sent. SCRAM Systems is ISO certified and is continuously seeking to make any needed improvements through corrective and/or preventive action. SCRAM Systems understands the importance of continuity in monitoring and is committed to providing
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	Product User Monitoring and Activity Reports: 1. Proposer shall provide digital activity reports for all Products and Services deployed by the Participating Entity. Participating Addendums will specify exact activity report content but at a minimum include, but not be limited to, the following: a. Product User missed calls and/or notifications b. Product User non-compliance with pre-determined Product User curfews c. Product User location d. Malfunctions of Product User equipment e. Product User tampering with the Product transmitter or receivers and any other components f. Detection of Product's low power or battery i. Inclusion, exclusion and zone violations upon occurrence. ii. Proposer reports shall be accessible from any web-enabled computer, and proposer shall provide login credentials for Users. Printing, and downloading of activity reports both scheduled and on-demand, should be in a standard format (Word, Excel, PDF) unless otherwise specified by the Participating Entity. iii. Proposer's proposed monitoring information technology solution must have the ability for the referring Users to enroll, terminate, modify, generate reports, add notes and otherwise perform Product User case activities by fax, email, and/or telephone. Monitoring Service Requirements: i. If Proposer is authorized by a Participating Entity to invoicing a Product User directly, proposer must establish in writing with the Participating Entity the fee schedule including but not limited to any late fees. Proposer must comply with any Participating Entity's directive and timeline for installing or removing Products and Services. ii. Upon written request of the Users and/or Product User, proposer must disclose	timely communication and support for all software releases to ensure seamless monitoring, as well as abiding by all applicable standards and procedures. To provide the best service to our agencies, software upgrades may be scheduled as necessary. Before any update is promoted to the application, SCRAM Systems enacts Automated Testing, Unit Testing, and Customer Service User Acceptance Testing. If the upgrade requires any system downtime, these upgrades are pushed during the least busy hours to ensure that minimal disruption, if any, is felt to our customers. 21. <i>Proposer's monitoring staff shall be OEM trained staff and include staff that can effective and efficiently deliver technical assistance to the Users and Participating entity staff and when applicable, to the Product User.</i> i. <i>Proposer's monitoring center operations staff must be fully trained in all proposed Products and Services including software platforms, and fulfill the requirements codified in each Participating Addendum with respect to monitoring services.</i> SCRAM Systems complies. Customer Service Experience. With a combined experience of over 340 years, SCRAM Systems is proud to boast customer service leadership and expertise in every facet of all SCRAM Systems' products and services. Every customer support team member attends several weeks of intensive training that includes a combination of on-line SCRAM University webinars, classroom training, and hands-on application of all SCRAM Systems websites and products. This intense training includes software navigation, product functionality, administrative and client tasks, alert management and troubleshooting. In addition, each new member is exposed to shadow training with an experienced team member taking live customer calls, working in the monitoring center, and utilizing all supporting administrative software. Certification is required for all products, including hardware and software, as well as concentrated application of supporting software and/or processes that enable the monitoring center personnel to provide comprehensive, skilled, 24/7 support. Once initial training is completed, each analyst completes certification and moves on to a more intense 9–12 months of data analysis training focused on criteria, data interpretation, caseload management, customer relation building, and peer review certification. Over 70% of the monitoring center team have been in our Customer Service department from 3
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	information pertaining to how Product User data is collected and utilized by the proposer and/or any subcontractor. 11. Training Requirements for Users and Product Users: i. Proposer shall provide a web-based, on- site, and/or on-line training option(s) for both Participating Entity authorized Users and Product Users for Category of Need awarded. Proposer training materials must be available both in a digital format and upon request, paper format, unless otherwise specified by a Participating Entity. ii. Proposer Product and Services training shall be tailored for Participating Entity authorized Users and Product Users and include but not be limited to: a. Operation of the Product and/or Service including any software. b. Installation, deactivation, removal and operation of Products and Services. c. Product and Service return processes. d. Other as specified by the Participating Entity. iii. Proposer shall provide the training within ten (10) calendar days of Participating Entity's request unless otherwise specified in the Participating Addendum. iv. Upon request of the Participating Entity, proposer shall provide Participating Entity employee(s) virtual training for any new Product and Service features, at no additional charge to the Participating Entity. v. Proposer may offer additional training beyond the requirements outlined above, for a flat rate fee including per Exhibit B. Price Schedule. This fee may be negotiated by the Participating Entity and memorialized within a Participating Addendum. vi. Proposer shall provide digital user-manuals for each Product proposed under each proposer awarded Category of Need, and provide unlimited access to on-line resources, if available, at no charge to the Participating Entity. iii. At a minimum, Proposer shall provide a toll-free phone number for any technical support issue and/or service request required by a Participating Entity. Contractor shall respond to any support and/or service request within two (2) hours of Participating Entity's initial request for assistance. Participating Entity reserves the right to enact more comprehensive response times	to 18 years. To enhance the scope of expert services necessary to run a proficient program, the SCRAM Systems customer service team is augmented with uniquely trained personnel that offer years of experience and specialized skillsets on specific technologies. Service Levels. SCRAM Systems offers options in Monitoring Center Service Levels, including Standard, Premier, and Premier Plus. The requirement to work directly with Product Users can be accommodated with varying service options during the contract process. In addition, when a Participating Entity is utilizing one of our SCRAM Systems service partners, the service partner team will work directly with the Product User, including 24/7/365 support as needed. <i>22. Proposer shall allow unlimited access to and an unlimited number of service requests by the Participating Entity regarding Product User inquiries and/or service requests.</i> SCRAM Systems will comply. <i>23. Proposer shall maintain and retain Product User data including but not limited to: term of home/residential detention, curfew, schedule modification, Product assignment and configuration, violations, Product status, and any other data sets required by the Participating Entity</i> SCRAM Systems understands and complies. All data is archived indefinitely for the length of the contract. SCRAM Systems can provide the Participating Entity with a copy of all data via physical media or an electronic copy. SCRAM Systems can also remove all data at the Participating Entity's discretion. SCRAM Systems will work with each Participating Entity to determine how Product User data should be handled should the contract end. <i>24. Proposer shall provide customizable methods and parameters of violation notification to the Users and shall accommodate changes and customization at the Participating Entity's request. At a minimum, methods for notification of Users and Product Users shall include immediate and next calendar day notifications via secure email, phone voice message, and cellular text message.</i> SCRAM Systems complies. All notification protocols are completely customizable by client, by caseload, by department, or for an entire Participating Entity. Alerts are immediately sent directly to the server and can be simultaneously sent to supervising agents. For each violation or event, the system can be configured to provide notification by email or text as well as a daily notification summary outlining the previous day's activity. When an alert is generated, notification is
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	per their Participating Addendum. Describe how proposer will meet these requirements	made according to the Participating Entity's protocols. Product User Monitoring and Activity Reports: i. <i>Proposer shall provide digital activity reports for all Products and Services deployed by the Participating Entity. Participating Addendums will specify exact activity report content but at a minimum include, but not be limited to, the following:</i> a. <i>Product User missed calls and/or notifications</i> b. <i>Product User non-compliance with pre-determined Product User curfews</i> c. <i>Product User location</i> d. <i>Malfunctions of Product User equipment</i> e. <i>Product User tampering with the Product transmitter or receivers and any other components</i> f. <i>Detection of Product's low power of battery</i> g. <i>Inclusion, exclusion and zone violations upon occurrence.</i> SCRAM Systems meets and exceeds Product User Monitoring and Activity Report specifications in i.a-i. The monitoring software provides a wide range of reports and graphs, such as a snapshot of a single non-compliance event or a comprehensive view of a client's behavior over time. It allows supervising authorities to customize and tailor reporting that best suits their needs, further helping to reduce officer workload through exception-based reporting. Standard reports are available at multiple levels including Operations, Management, Inventory, and Billing and can be generated as applicable by customer, agency, court, judge, officer, or specific client. Reports can be viewed on-line, printed, saved, and emailed or downloaded as PDFs, Excel files, or Word documents. ii. <i>Proposer reports shall be accessible from any web-enabled computer, and proposer shall provide login credentials for Users. Printing, and downloading of activity reports both scheduled and on-demand, should be in a standard format (Word, Excel, PDF) unless otherwise specified by the Participating Entity.</i> iii. <i>Proposer's proposed monitoring information technology solution must have the ability for the referring Users to enroll, terminate, modify, generate reports, add notes and otherwise perform Product User case activities by fax, email, and/or telephone.</i> SCRAM Systems complies with items ii and iii. SCRAM Optix creates an integrated, dynamic user
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	experience that allows agents to manage their entire electronic monitoring caseload with a single login. Through this secure platform, agents can enroll clients, manage alerts, adjust device settings, enter and edit schedules, select notification methods or parameters, manage inventory, access full caseload details, and configure a variety of reports. Optix has a mobile-adaptive design that allows the Participating Entity to access the full functionality of Optix from any Internet-enabled device, including tablets and smartphones, 24/7/365. Monitoring Service Requirements: <i>i. If Proposer is authorized by a Participating Entity to invoicing a Product User directly, proposer must establish in writing with the Participating Entity the fee schedule including but not limited to any late fees. Proposer must comply with any Participating Entity's directive and timeline for installing or removing Products and Services.</i> SCRAM Systems complies. When direct Product User services are required, such as installations, removals, and management of a Product User-pay program, one of our SCRAM Systems service partners will provide those services. A detailed Enrollment processes includes training on the equipment and the requirements of their supervision program, as well as establishment of a form of payment with all related terms and conditions. Participants will verbally review a Participant Agreement with their agent, and they must sign and agree to the terms prior to equipment installation. SCRAM Systems partners always provide these services on the timeline required by the Participating Entity. <i>ii. Upon written request of the Users and/or Product User, proposer must disclose information pertaining to how Product User data is collected and utilized by the proposer and/or any subcontractor.</i> SCRAM Systems complies. Participant Agreements are specific to the type of equipment and monitoring program and provide detailed information about how the data is collected and reported. 11. Training Requirements for Users and Product Users: <i>i. Proposer shall provide a web-based, on- site, and/or on-line training option(s) for both Participating Entity authorized Users and Product Users for Category of Need awarded. Proposer training materials must be available both in a digital format and upon request, paper format, unless otherwise specified by a Participating Entity.</i> <i>ii. Proposer Product and Services training shall be tailored for Participating Entity authorized Users and Product Users and include but not be limited to:</i> <i>a. Operation of the Product and/or Service including</i>
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		any software. b. <i>Installation, deactivation, removal and operation of Products and Services.</i> c. <i>Product and Service return processes.</i> d. <i>Other as specified by the Participating Entity.</i> iii. <i>Proposer shall provide the training within ten (10) calendar days of Participating Entity's request unless otherwise specified in the Participating Addendum.</i> iv. <i>Upon request of the Participating Entity, proposer shall provide Participating Entity employee(s) virtual training for any new Product and Service features, at no additional charge to the Participating Entity.</i> v. <i>Proposer may offer additional training beyond the requirements outlined above, for a flat rate fee including per Exhibit B. Price Schedule. This fee may be negotiated by the Participating Entity and memorialized within a Participating Addendum.</i> vi. <i>Proposer shall provide digital user-manuals for each Product proposed under each proposer awarded Category of Need, and provide unlimited access to on-line resources, if available, at no charge to the Participating Entity.</i> SCRAM Systems training program complies with all requirements listed above in 11 and i-vi. At no extra cost, SCRAM Systems will provide onsite, hands-on training for anyone who will manage equipment or clients. The training covers website set-up procedures, client and inventory management, and all functional aspects of the hardware/equipment tasks. SCRAM House Arrest training topics include: • House Arrest Basics: How House Arrest works • Getting Started: Log on to monitoring website, site navigation, initial setup, switch views, website map features • Product User Setup: Select rate plan, enroll offender, create offender zones, create zone schedules, set notification parameters, install SCRAM House Arrest device • Product User Monitoring Using Monitoring Website: Determine offender's last known location, determine offender's current location, view offender's location history, replace device, add officer to notification list • Product User Monitoring Using Mobile: Entry screen, offender data, offender curfew options • Inventory Management: Move SCRAM House Arrest devices from one person to another, return equipment • House Arrest Alert Management: Notification of alerts, process alerts using monitoring software
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	• SCRAM House Arrest Reports In addition to training provided at the time of program implementation, all of our training options are available to our Participating Entities at any time. Our dynamic training options include: Live Training. If the Participating Entity desires live training for new hires or refresher content for current staff, SCRAM Systems or one of our channel partners can accommodate this requirement, providing training either in person or via webinar as needed. On-line/On-Demand Training. In addition to in-person or live webinar training opportunities with the SCRAM Systems team, all existing training programs are available on-line in multiple formats, which allows newly hired staff to train when hired as well as on-demand refresher training on specific topics or overall equipment management as needed. Staff can choose from a robust library of training tools and curriculum topics, including: • Microlearning videos that provide focused information on a specific topic • On-demand training through SCRAM Systems University • On-demand webinars • Getting Started Guides, Quick Sheets, and a SCRAM Systems Operations Guide, which are all available right through SCRAM Optix. When services are provided direct to Product Users through our service partner channel, Product Users undergo training during their enrollment process that covers all facets of their equipment operations and their requirements. All materials are provided in writing, as well. <i>iii. At a minimum, Proposer shall provide a toll-free phone number for any technical support issue and/or service request required by a Participating Entity. Contractor shall respond to any support and/or service request within two (2) hours of Participating Entity's initial request for assistance. Participating Entity reserves the right to enact more comprehensive response times per their Participating Addendum.</i> SCRAM Systems complies. Our monitoring center staff are available 24/7/365. We offer multiple service levels that Participating Entities can choose from in order to contract for the level of support required for the program. All response times and protocols can be customized to meet the needs of each Participating Entity.
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Proposer Name: Alcohol Monitoring Systems, Inc. /dba SCRAM Systems

Category of Need: Category 1: Radio Frequency Monitoring (RFM)

Section 5.0 Best Value

1.0	Explain and substantiate with data how Participating Entities are receiving best value for the proposed Products and Services under this Category of Need?	Our SCRAM TouchPoint is a Product User-facing mobile application (app) that enables officers to effectively manage pretrial, probation, and parole clients. SCRAM TouchPoint streamlines the most common interactions with clients, saving officers significant time per client per month—helping them to focus on tasks and alerts that matter most. These time/cost saving features include: • Automated notices on common EM tasks, such as reminders to charge their device. • Secure text messaging with read receipts and text-to-all mass messaging • Automated notifications for upcoming appointments to help decrease no-shows and reduce technical violations.
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Proposer Name: Alcohol Monitoring Systems, Inc. /dba SCRAM Systems

Category of Need: Category 1: Radio Frequency Monitoring (RFM)

Section 6.0 Quality Control & Assurance Protocols and Customer Service Delivery

1.0	Quality Control/Assurance Plan: Provide a quality control/quality assurance plan that will be used for including but not limited to; the sourcing, inspection, delivery, implementation/installation maintenance, servicing, removal and disposal of proposed Products and Services under this Category of Need.	Monitoring and Management of Quality Our manufacturing facilities are located and managed at our Headquarters location in Littleton, Colorado. SCRAM Systems products are assembled and tested by our internal processes to ensure compliance before shipping to our customers. Made-to-specification components supplied by our contract manufacturers and suppliers include plastics, printed circuit boards, cables, and batteries and are inspected to ensure components received meet our acceptance criteria before transferring to inventory for manufacturing build. Each product family has its own set of assembly instructions and testing requirements. All finished products are uniquely serialized for traceability and the build/test process is captured in the device history records. Our Customer Service Team will issue a Return Merchandise Authorization (RMA) for devices needing to be returned to our manufacturing facility due to observed or unexpected product performance. Once the device is received at SCRAM Systems, the product is inspected and repaired as needed. • Managing Issues. SCRAM Systems has an email notification process in which customers are provided information related to product changes, system-related problems, or any other noteworthy items. • Future Needs. Our head of operations works closely with the executive team and customer service to coordinate future needs to ensure no disruption to service. • Data Quality and Accessibility. Quality assurance and accessibility processes include the following: ○ We have an established escalation process and policy to ensure timely resolution. ○ We record all calls and perform audits and give feedback to our staff to ensure quality levels are maintained. ○ We audit the work of data analysts every quarter to ensure consistency and quality. ○ Data is never deleted from the system, unless by specified procedures and legislation. ○ All calls have a case created in our customer relationship management software (Salesforce) to document the inquiry.
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2.0	Customer Service Policy(ies): Provide proposer's customer service policy including those of any subcontractors that proposer will utilize under this Category of Need.	SCRAM Systems is known for our unparalleled customer service, which continues to be a competitive differentiator. We have 24/7 service with live personnel ready to assist with real-time responses to questions and prompt follow up when needed. Our customers range from government agencies to courts to our channel partners. Most of our staff has an educational background or years of experience in the criminal justice system and also in managing electronic monitoring programs which provides a solid base of knowledge and understanding in supporting our customers. We strive to build collaborative, personalized relationships with our customers and tailor our services to their needs. Salesforce (SF) Service Cloud is used to track every interaction with the Participating Entity regardless of how the inquiry comes in (email or phone). Cases/Tickets are created within SF to track each Participating Entity interaction. Salesforce allows SCRAM Systems to track a variety of metrics, such as contact volume by customer, reason for the inquiry, court testimony requests, and method of contact. In addition, SF provides useful managerial metrics to ensure cases are entered, staff case volumes are consistent, and customers are receiving timely responses and/or resolution. Salesforce provides the ability, through customized reports, to validate the service level provided on a customer basis. The Five9 phone system is used for validating the calls coming into the Monitoring Center. Five9 also provides the ability to record all inbound and outbound calls and archive the record of the phone call. Both SF and Five9 software systems provide the ability to report on the volume and level of responsiveness and service that our Customer Service team is providing to their customers. SCRAM Systems Customer Service currently consists of 51 individuals to assist with incoming inquiries and outbound phone calls. This includes 18 Data Analysts and 14 Analytic Support Representatives to handle over 5,400 general inquiries per week. These inquiries are in addition to the monitoring center ticket volume mentioned above. Inquiries can range from equipment troubleshooting, to equipment needs, to general inquiries about the operations of the software or equipment. These inquiries can be received via phone, chat, or email and are tracked via Salesforce. If a customer service representative cannot resolve an issue immediately, we have a process in place to log, track, and follow-up on all concerns. Service Partner Quality Control & Assurance Our SCRAM Systems service partners each have Quality Control & Assurance protocols that ensure they are conducting regular audits on a wide variety of their
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		operational responsibilities, including ensuring they are meeting all requirements of each Participating Entity for which they provide services. From auditing case files to ensuring every member of their teams are fully trained and certified, these comprehensive QA programs ensure optimal operational efficiencies.
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Proposer Name: Alcohol Monitoring Systems, Inc. /dba SCRAM Systems

Category of Need: Category 1: Radio Frequency Monitoring (RFM)

Section 7.0 Produce and Service User Training

1.0	For Participating Entities: Describe proposer's training strategy inclusive of materials, delivery methodologies and scheduling relative to the proposed Products and Services under this Category of Need and differentiate between training for Product Users and Users (Participating Entity staff).	SCRAM Systems has trained thousands of corrections' personnel. We provide onsite, hands-on, customized training for anyone who manages equipment or clients—all at no cost. Upon contract execution, SCRAM Systems will meet with key personnel to establish a plan of action that outlines the training logistics, a timeline, and unique program needs. All SCRAM Systems training follows a standard pattern that covers SCRAM Systems' product basics but is customized based on product types selected and customer needs. Prior to training, we will meet with the Participating Entity to discuss training needs and initiate account setup on our end so that training is customized with the Participating Entity's data, procedures, and protocols. Curriculum General Overview. Certain elements of training apply to all products regardless of monitoring type. The general product curriculum includes: • Enrolling a client • Assigning equipment • Selecting monitoring rate plan • Selecting notification methods • Setting notification parameters • Understanding software dashboard features • Managing alerts • Installing device • Anti-tamper features • Battery replacement • Strap replacement • Inventory maintenance and management • Using mobile access • Understanding reports Product-Specific Curriculum. In addition to the general curriculum applicable to all products, SCRAM Systems will dedicate resources to focus on each specific product to be used by the Participating Entity. We work with each customer to customize the curriculum and emphasize how that product can be best used within the protocols of their unique program. Multiple, Dynamic Training Options SCRAM Systems offers live training, in person or via webinar, expert field services support, and dynamic on-line
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	training resources available 24/7. Interactive Training. SCRAM Systems offers onsite, classroom-style training and live webinar training for all new customers. Our regional sales manager and account manager are experts at carefully and systematically ensuring that new customer training is applicable, comprehensive, timely, and delivered in a manner that best fulfills the Participating Entity's needs. The Training Team will include subject matter experts and our field support services team, as needed, to ensure that all the Participating Entity's needs are addressed from the program's inception. Once the program is implemented, the account team will continue to accommodate live training as needed, throughout the life of the contract. Customized Training Agenda. When creating a training agenda, SCRAM Systems will work with the County to ensure it is customized to meet their unique needs. Elements to consider when tailoring a plan may include, but are not limited to: • Contract award date • Program implementation date • Selected product types • Program size • Training location (onsite or remote) • Training facility and resources available • Number of trainees and availability • Level of access required by user type • Internal policies and protocols • Follow-up training needs Expert Field Services Support. The field support services team is comprised of highly trained product and industry experts who provide professional service and support for SCRAM Systems customers. They assist with both onsite initial and refresher training, equipment installations for new programs, and additional maintenance and support when needed. On-line Training Resources All training curriculum and written documentation are available 24/7 to accommodate new hires, shift-critical personnel, or refresher training at any time. SCRAM Optix offers easy access to continuing education or review through our <i>What's New</i> link, our HELP and Support page. What's New. Once logged into the software, a simple click on the <i>What's New</i> link displayed on the home page offers up-to-date and recent posts, archives, and a list of categories for previously posted information. The County will always remain current on the most recent product blogs, scheduled releases for enhancements, and highlights for
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		new ways to get the best use from our products' existing features. HELP and Support Page. Our HELP and Support page is also available to anyone with an authorized SCRAM Systems login. The product icons provide access to quick links that include instructional videos, resources, forms, and other services. Product and system information can easily be accessed by selecting a tile which opens additional categories and options within that selection. On-Demand SCRAM Systems University In addition to in person and live webinar training opportunities, all existing training programs are available on-line in multiple formats, which allows newly hired staff to train when hired, as well as participate in on-demand refresher training as needed. SCRAM Systems University offers educational content for authorized personnel from beginners at the program start, to those with advanced experience in the industry. Available courses can be filtered by keywords or selected by category from a dropdown list to focus on specific areas of interest. SCRAM Systems University employs a mix of tools to demonstrate how equipment and software features can be maximized to enhance program efficiencies and client compliance, including quick reference guides, micro-learning videos, and on-demand webinars.
2.0	Specific to this Category of Need: Scenario: I am a Participating Entity User installing your Product. Proposer Response: 1. How will proposer train me to use the Product properly? Scenario: I am a Participating Entity User using your Services and/or proposed information technology solution. Proposer Response: How will proposer train me to use your Services and/or proposed information	At no extra cost, SCRAM Systems will provide onsite, hands-on training for anyone who will manage equipment or clients. The training covers website set-up procedures, client and inventory management, and all functional aspects of the hardware/ equipment tasks. Training topics include: • House Arrest Basics: How House Arrest works • Getting Started: Log on to monitoring website, site navigation, initial setup, switch views, website features • Product User Setup: Select rate plan, enroll offender, create curfew schedules, set notification parameters, install SCRAM House Arrest device • Product User Monitoring Using Monitoring Website: Determine presence or absence, view event history, replace device, add officer to notification list • Product User Monitoring Using Mobile: Entry screen, offender data, offender curfew options • Inventory Management: Move SCRAM House Arrest devices from one person to another, return equipment • House Arrest Alert Management: Notification of alerts, process alerts using monitoring software

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	technology solution to full potential?	• SCRAM House Arrest Reports SCRAM Systems provides ongoing training opportunities for new staff as well as refresher training. Live Training. If the Participating Entity desires live training for new hires or refresher content for current staff, SCRAM Systems can accommodate this requirement, providing training either in person or via webinar as needed. On-line/On-Demand Training. In addition to in-person or live webinar training opportunities with the SCRAM Systems team, all existing training programs are available on-line in multiple formats, which allows newly hired staff to train when hired as well as on-demand refresher training on specific topics or overall equipment management as needed. Staff can choose from a robust library of training tools and curriculum topics, including: • Microlearning videos that provide focused information on a specific topic • On-demand training through SCRAM Systems University • On-demand webinars • Getting Started Guides, Quick Sheets, SCRAM Systems Operations Guide
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3.0	Specific to this Category of Need: Scenario: I am a Product User using your Product and/or Service. Proposer Response: How will proposer training me to effectively use the Product and/or Service?	Product User Training SCRAM Systems offers a Full Service Model in which our local SCRAM Service Partner will instruct the Product User on care and use of equipment as well as program rules and responsibilities. The SCRAM Service Partner will provide services directly to the Product User and will conduct a detailed enrollment and orientation process at the time of equipment installation. That process includes a comprehensive review of all user information both verbally and in writing, as well as a review of a Participant Agreement specific to the product the Product User was ordered to wear. Users are given multiple opportunities to ask questions about the equipment and the terms of their supervision. Users sign the Participant Agreement and are given a copy of all materials after installation.
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Proposer Name: Alcohol Monitoring Systems, Inc./dba SCRAM Systems

Category of Need: Category 1: Radio Frequency Monitoring (RFM)

Section 8. Monitoring Services

1.0	For this Category of Need, describe what steps proposer takes to detect and prevent misuse or tampering of Products and Services.	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 client. The bracelet's intelligent self-diagnostic capabilities constantly monitor and report its functionality. Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAM House Arrest system.
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Proposer Name:

Section 9 : Optional Submittal

Category 4. Value-Added Technology and Services:

1.0	Proposer shall submit a response conforming to the requirements in this section. For each alternative solution and/or system proposed, Proposer shall provide the following: A. A detailed summary of each alternative solution and/or system proposed and its advantages to this contract portfolio. B. A detailed listing of the manufacturer(s) and model number(s) of all equipment proposed, including but not limited to detailed specifications, manuals, and the examples of how the equipment is deployed in service and/or operated. C. A detailed written summary outlining how the alternative system meets each service requirement specified in the RFP. D. A detailed written summary of how the alternative system integrates into a single reporting system. Provide a sample of the report. Proposer shall provide a comprehensive narrative and supporting proposal for all value-added technology and services proposed. Do not submit any price or cost information in this response requirement as it must be included per Exhibit B. Cost Proposal and Narrative for Category 4. Value Added Technology and Services submittal.	SCRAM Systems is pleased to offer the following value-added technology for this category. SCRAM TouchPoint Client-Facing Mobile App—Standalone SCRAM TouchPoint is offered at no additional cost when used in conjunction with any of our EM technologies, including SCRAM House Arrest. We also offer SCRAM TouchPoint as a standalone option. SCRAM TouchPoint is a Product User-facing mobile application that enables Participating Entities to manage lower risk pretrial, probation, and parole clients. With secure and stored messaging, configurable mobile phone check-ins, automated reminders, and document management, SCRAM TouchPoint streamlines the most common interactions with Product Users, saving Participating Entities significant time per Product User per month and ultimately increasing compliance. SCRAM TouchPoint integrates seamlessly with existing SCRAM electronic monitoring caseloads and is managed through our SCRAM Optix software. Product Users can download the app through both iOS and Android stores. Remote Client Check-In. Agents can schedule check-in/self-report times or trigger an on-demand location check to ensure Product Users are where they are supposed to be. Product Users must answer a series of questions selected by the agent and verify or submit updates on key information such as current residence, employment, and contact with law enforcement. A photo is taken and recorded with each check-in. GPS Monitoring. Agents will receive a GPS point with every check-in to verify the client's location, providing additional insight into the Product User's response. Agents can then immediately act if the Product User is not in compliance. Two-Layer Client Verification Process. SCRAM TouchPoint provides two layers of Product User verification to help ensure accuracy and to reduce circumvention attempts. Prior to completing a mobile check-in, the Product User is required to provide a passed fingerprint or face identification (biometric verification) as supported by their mobile phone. Then, built-in facial authentication software automatically reviews and compares the Product User's check-in photo to a library of matched photos to verify their identity with 98-99% confidence. Officer Dashboard. SCRAM Optix displays the officer dashboard, providing 24/7 access to client detail and check-in results, such as:
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		- Recorded date and timestamp of client check-ins and confirmation of facial verification or failure. - Confirmation of biometric recognition or failure. - Client updates of key information and clear identification of missing responses. - New documents flagged for officer review. - GPS location detail or clear indication of missing GPS verification. Secure, Real-Time Messaging. With a single click from the dashboard, agents can send messages directly to individual Product Users through the SCRAM TouchPoint app, empowering agents to communicate with Product Users in real-time without having to disclose their own mobile phone number. Other features include: Read Receipts. Agents know when Product Users open and view messages. Text-to-All. Agents can simultaneously send a message to all or a portion of their caseload. This functionality is beneficial for mass communications such as monthly billing/invoice distribution, weather-related alerts, office closures, surveys, staff illness, etc. Agents save time by using this efficient way to communicate the same message to large groups of Product Users. Multi-Layer Notifications. This consists of internal alerts (within the app) and external push notifications. The Product User is constantly being apprised of when a new message has been received from their supervising authority. Communication Management. With saved transcripts, shared messaging permissions, and printing capabilities, it's easy for officers to manage Product User communications across caseloads. Automated Electronic Monitoring Reminders. For those using SCRAM GPS, SCRAM TouchPoint automatically notifies Product Users about routine maintenance activities for their electronic monitoring device, such as reminders to charge their device or to contact their officer. With automated reminders, clients will be more apt to comply with routine electronic monitoring requirements and successfully complete their activities. This allows officers to focus on more important tasks instead of spending time on unnecessary follow-up. Document Management. Product Users can upload photos of documents, such as driver's license, paystubs, proof of housing, and more. Officers can share documents such as scans of paperwork detailing changes in the Product User's terms of supervision, invoices, court orders, and drug test results. Video Conferencing Capabilities. SCRAM TouchPoint can integrate video chat functionality to help community corrections departments communicate with Product Users face-to-face, safely and effectively. TouchPoint can be used with any platform—including GoToMeeting, Microsoft
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		Teams, Zoom, and more—so Participating Entities can continue using their web conferencing software of choice. Depending on the platform’s capabilities, agents can perform scheduled or on-demand video meetings to increase efficiency and minimize face-to-face contact. Also, agents frequently use video conferencing technology to connect with Product Users for virtual office visits, quick check-ins, or as a follow-up to any remote Product User activity an officer may have concerns about. Billing and Collections. SCRAM TouchPoint’s integrates with AllPaid. This mobile app allows a Participating Entity to easily generate invoice notifications through the TouchPoint app, and Product Users can pay their bill on-line—saving time and reducing paper invoices and manual bookkeeping while increasing collections. Reports. Agents can review program highlights or drill down to find specific Product User data. All check-in details are available via reports that can be filtered by such fields as date range, specific caseload, group, Product User, or alert status. SCRAM TouchPoint Reports feature report headers, filters, charts, detailed summaries, and easy-to-view mapping displays of Product User check-in data. With 24/7 access to reports, agents remain informed and are readily able to summarize high-level program information or drill down to detailed Product User data. All reports can be viewed, printed, or exported as needed. The Participating Entity will have access to reports that provide a high-level overview of performance of its SCRAM TouchPoint program: For detailed, illustrated information on SCRAM TouchPoint functionality please see Attachment E.
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