



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.

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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.

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



Proposer Name: Sentinel Offender Services, LLC

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.	Sentinel Offender Services, LLC ("Sentinel") is one of the nation's leading providers of electronic monitoring/offender services and has twenty-two (22) years of direct experience as an incumbent Electronic Monitoring contractor for both WSCA Master Agreement #14600 and NASPO Master Agreement #00212. Sentinel has unparalleled experience in electronic monitoring and more specifically in successfully marketing national NASPO cooperative contracts, including but not limited to demonstrated by the following: • Sentinel's Management Team has over 200 years of combined experience directly within the Electronic Monitoring industry • Sentinel has twenty-two (22) years direct experience as an incumbent Electronic Monitoring contractor for both WSCA Master Agreement #14600 & NASPO Master Agreement (MA) #00212 • For NASPO RFP #00212 Sentinel received perfect/maximum possible technical evaluation scores in all five (5) NASPO categories and is the only vendor to receive awards in all five (5) NASPO categories • Per the Sentinel Contractor Workbook from the most recent NASPO Contractor Performance Review, at that time: - o Sentinel is the largest NASPO MA #00212 contractor by revenue - o Sentinel demonstrated ability to successfully market NASPO MA #00212 increasing revenues over the prior year by approximately 44.7% and increasing revenues since inception of NASPO MA #00212 by approximately 493%" Since our beginning in 1993, Sentinel's core business operations have been solely focused on providing electronic monitoring services to criminal justice agencies nationwide. Sentinel is proud to remain an industry leader and to continue to bring innovative and progressive options to the agencies we serve. We provide 24 hours a day, 7 days a week, 365 days a year electronic monitoring and supervision services to over 350 agencies across the United States from our International Organization of Standardization (ISO) 9001:2015 Certified National Monitoring Center and from highly trained staff nationwide. Our professional staff of over 270 employees is solely dedicated to providing services within the offender management market. Currently, we have operations in 40+ states, operate 20+ office locations across the country, and monitor tens-of-thousands of participants nationwide daily through our wide array of services, products, and programs.

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



		We have electronically monitored and tracked more than 1.5 million offenders and completed more than 10 million face-to-face meetings with program participants ensuring compliance, addressing program fees, performing drug testing, changing participant schedules, and reporting to the agencies we serve. All of Sentinel's services, products and technologies are specifically designed for corrections supervision and meet or exceed the requirements of the agencies we serve. In our 30 years of operation, we have provided a wide array of services to offender supervision programs nationwide. We monitor participants who are pre-trial, post-sentence, and in custody for those agencies we serve, including both adult and juvenile populations. We continue to exhibit extraordinary depth in qualifications and experience, and we administer all aspects of our solutions-based programs in partnership, and in complete compliance, with the agencies we serve. Corrections agencies, sheriff's departments, probation departments, and courts can receive more electronic monitoring and offender management solutions through Sentinel than any other single service provider. These services include: • Global Positioning Satellite (GPS) Tracking • Radio Frequency (RF) Monitoring • Alcohol Testing Services (Breath and Transdermal options) • Drug Testing Programs • Voice Verification Programs • Offender-Funded Programs • Smartphone Check-in / Video Call Applications • Court Reporting Programs • Fines, Fees, and Restitution Collection Programs • Case Management Services • Day Reporting Centers Sentinel has contracted with some of the most progressive and demanding correctional agencies in the provision of electronic monitoring, including for the services of radio frequency electronic monitoring, GPS tracking, and alcohol monitoring. Today we serve state-level agencies that include the State of Alabama Bureau of Pardons & Paroles, the State of Connecticut Judicial Branch, the State of Mississippi Department of Corrections, the State of New Hampshire Department of Corrections, and the State of Hawaii Judiciary and Department of Public Safety. Moreover, we are contracted with some of the largest county programs in the country including operations in Leon and Miami-Dade Counties within Florida; Bexar, Dallas, and Harris Counties within Texas; Los Angeles, Riverside, San Diego, and San Francisco Counties within California; Dauphin County and the City of Philadelphia within Pennsylvania; and in the Cities of Seattle and Tacoma, Washington, just to name a few. Sentinel's performance for these agencies, as well as to all of our customers nationwide, demonstrates that we execute upon our commitment to provide services that meet or exceed the equipment and distinct service needs for each program. In addition, over the last 30 years, we have gained unparalleled
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



		knowledge and experience in how to successfully design, implement, and operate programs that are based on clear communication and strict compliance to program requirements, and we are focused on providing the highest-level services to our customers.
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.	As one of the nation's leading providers of electronic monitoring/offender services, with twenty-two (22) years of direct experience as an incumbent Electronic Monitoring contractor for both WSCA Master Agreement #14600 and NASPO Master Agreement #00212, Sentinel has unparalleled experience in electronic monitoring and more specifically in successfully marketing national NASPO cooperative contracts. Additionally, for NASPO RFP #00212 Sentinel received perfect/maximum possible technical evaluation scores in all five (5) NASPO categories and is the only vendor to receive awards in all five (5) NASPO categories., As a longer term partner to NASPO, Sentinel has truly demonstrated and proven to serve as "a one-stop shop." We stand ready to continue providing services for the new Electronic Monitoring Products and Services contract with technology and services to meet all categories required. Sentinel is the Original Equipment Manufacturer for our RF Patrol and an authorized reseller of all proposed Shadowtrack and Spot Check technologies and services we are proposing for this category of need. A testament to our commitment to the provision of top-quality service and state of the art equipment is the recent Sentinel Offender Services, LLC, acquisition of Omnilink Systems, Inc., a Division of Sierra Wireless. As an industry leader of electronic monitoring systems, Omnilink's addition to the Sentinel portfolio solidifies a relationship that has existed for more than a decade. Omnilink creates a unique opportunity to integrate best-in-class GPS device and tracking technology with the full continuum of Sentinel's products, software, and services to deliver an unmatched customer experience. Please refer to proposal section Supporting Documentation for a copy of the press release. Sentinel also has an extensive relationship with Alcohol Monitoring Systems Inc. (AMS) dba SCRAM Systems, the manufacturer of the proposed SCRAM Continuous Alcohol Monitoring (SCRAM CAM) bracelet that provides 24/7 transdermal alcohol testing for hardcore drunk drivers and/or repeat high-risk alcohol offenders as well as the Remote Breath Pro handheld portable breath alcohol testing unit. As an AMS-authorized Service Provider, Sentinel is a direct extension of AMS and the hands-on representative in the field, offering comprehensive, responsive, and valuable services to Agencies. Sentinel's staff have undergone extensive training in every facet of SCRAM Systems operations and has undergone an extensive AMS certification process, so the result is best-in-class program development, excellent service execution, and technical innovation. Our collaboration includes SCRAM Systems providing certified

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		data analysts to review all CAM alcohol monitoring alerts with no need for the agency staff to initiate or request confirmation results, thereby, reducing officers/agency workloads. The collaboration between Sentinel and SCRAM Systems will provide Agencies single-source admissibility. When an alert is detected, SCRAM Systems analysts analyze seven (7) individual pieces of criteria to determine if consumption has taken place, including equations to determine absorption and elimination rates, sample contamination, as well as characteristics to determine when a consumption event begins and ends. In addition, the review process identifies the presence of environmental alcohol and looks at key characteristics of the Transdermal Alcohol Concentration (TAC) curve to ensure that only true drinking episodes are confirmed. This process has been validated in numerous court hearings to date and Sentinel has worked with SCRAM Systems for more than 10 years in the provision of SCRAM devices to some of the largest alcohol monitoring programs in the United States. Additionally, Sentinel is authorized to resell the ShadowTrack Mobile App and the Spot Check smartphone check-in and video call service and has deployed these services throughout the United States including Hawaii and is currently providing these services on NASPO agreement 00212.. Please refer to proposal section Supporting Documentation for copies of Letters of Support from SCRAM Systems, Precise Innovations, and ShadowTrack. It is important to note that Sentinel, as the prime contractor for any contracted services performed, maintains 100% responsibility. Sentinel owns and operates our National Monitoring Centers located in Anaheim, California, and Atlanta, Georgia. The primary monitoring center is the focal point of Sentinel's state-of-the-art facility, located in Anaheim, California that is staffed with Sentinel dedicated employees 24 hours a day, seven (7) days a week, 365 days a year with trained personnel, from which Sentinel handles over 50,000 calls daily. The monitoring center is a separate, self-supporting node within the facility and designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted and information is disseminated to the agencies that we provide services.
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.	Sentinel has a relationship with SCRAM Systems to offer its SCRAM CAM transdermal alcohol monitoring solution and its Remote Breath Pro handheld breath alcohol testing device. Additionally, Sentinel has relationships with ShadowTrack Technologies and Precise Innovations to offer their mobile app and smartphone check-in and video call services, respectively. SCRAM Systems, Inc. John Hennessey, Chief Operating Officer JHennessey@scramsystems.com 815.342.4469 www.scramsystems.com

Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	ShadowTrack Technologies, Inc. Robert Magaletta, President robert@shadowtrack.com 985.867.3771 Ext 120 www.shadowtrack.com Precise Innovations Jason Hicks, President jasonhicks@preciseinnovation.com 913.626.1441 www.preciseinnovation.com —IMPORTANT SENTINEL ADVANTAGE— It is important to note that Sentinel, as the prime contractor for any contracted services performed, maintains 100% responsibility. Sentinel owns and operates our National Monitoring Centers located in Anaheim, California and Atlanta, Georgia. The Anaheim Monitoring Center will serve as the focal point for all proposed technologies and all proposed services thereby providing maximum continuity of service delivery to all Participating Entities. The primary monitoring center is the focal point of Sentinel's state-of-the- art facility, located in Anaheim, California that is staffed with Sentinel dedicated employees 24 hours a day, seven (7) days a week, 365 days a year with trained personnel, from which Sentinel handles over 50,000 calls daily. The monitoring center is a separate, self-supporting node within the facility and designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted, and information is disseminated to the agencies that we provide services. The Atlanta monitoring center will continue to support daily alert management tasks and serve as a backup center in the event of an interruption in Anaheim. Please refer to proposal section Supporting Documentation for copies of Letters of Support from SCRAM Systems, Precise Innovations, and ShadowTrack.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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.	Sentinel Offender Services has been providing electronic monitoring services since 1993 and today operates in more than 40+ states. Since inception, Sentinel has monitored social and political changes that have shaped the criminal justice system and the resulting alternative to incarceration programs where we provide service. Each state and local jurisdiction is subject to laws and regulations that Sentinel complies with both operationally and contractually. With the assistance of Shepperd Mullins, a leading law firm based in California, Sentinel reviews existing and pending legislation and accurately modifies contract documents, participating agreements, amendments, and adjusts operational procedures to remain compliant with local, state and federal regulations. It is important to note that Sentinel does not select participants for inclusion in electronic monitoring programs nor does Sentinel remove participants from electronic monitoring without explicit written instruction by the supervising officer or court. Therefore, ensuring the selection and enforcement of program guidelines are driven by the contracting agency in accordance with local, state and federal guidelines. Sentinel understands and has experienced the regulatory nuances that must be addressed and complied with both contractually and operationally from county to county and state to state. Recent examples of Sentinel's regulatory understanding and compliance include the July 1, 2021, California Assembly Bill # 1869 that removed various fees for the cost of administering home detention programs and continuous electronic monitoring. Sentinel tracked, communicated with our government customers, and modified all of our impacted contracts to gain compliance. Additionally, we modified our on-site equipment installation and collections services to comply with these the new laws. Another example of staying abreast to regulatory requirements includes legislations currently being considered in the state of South Carolina S.367/H3532 which would modify considerations for bond release and require electronic monitoring providers to be approved by the South Carolina Law Enforcement (SLED). While this legislation has not passed, Sentinel is already ahead of the potential obligation and moving forward to gain compliance and approval from SLED. All of Sentinel's products and services comply with applicable laws and there no active nor pending lawsuits associated with the technology and software we provide. All of our products are FCC approved, registered, and certified as required by the cellular networks on which our devices communicate. Sentinel does not distribute, sell, or otherwise share any information captured during the participant's electronic monitoring period and all records and data remain the sole property of the supervising entity. Moreover, Sentinel complies with all subpoena requests and has an internal Standard Operating Procedure that dictates the steps to be taken to secure evidentiary material and communicate with the legal stakeholders when a subpoena has been served.
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		Our attorneys along with our senior management team, which has more than 200 years of combined experience in the electronic monitoring industry will continue to monitor legislative and regulatory changes to ensure ongoing compliance with all applicable laws. Further all future products will be developed and certified by the FCC and cellular providers as required to comply with all local, state and federal regulations. <i>Sentinel's interpretation of this question is that the sourcing team is seeking assurances that the proposer is complying with appropriate laws and that legal reviews and processes are in place to address changes. Sentinel does not believe it is the desire of the sourcing team to have each vendor list the local, state and federal laws that are applicable to electronic monitoring as they are all available to the public and would unnecessarily enlarge the scope of the overall response. Moreover, each participating entity will require adherence to their local operating guidelines, local legislative demands, and compliance with all state and federal laws prior to executing a contract.</i>
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.	Sentinel has been providing electronic monitoring services for nearly 30 years and our experience with litigation typically falls into one of three categories. Of note, the litigation does not originate with the participating entities but more often than not starts with a participant's experience with the legal system and associated consequences with his/her noncompliance. The first category in which litigation tends to center around is whether or not participants should be required to pay for their supervision, work release costs, or electronic monitoring costs. This issue is not an issue for electronic monitoring providers to address but instead a determinations that must be made by the local jurisdiction as these collected fees are often used by government agencies to offset program costs associated with electronic monitoring, work release, or alternative sanction programs. The second category of litigation centers around the sentence length applied by the court or local supervising agency. Historically, participants identified as sex offenders by the court, have been ordered to extremely long sentences and required to comply with monitoring conditions, sometimes for an inordinate amount of time. Legal challenges to the life time monitoring of sex offenders have been heard by the court and states have adopted their own policies to comply. Again, we note that these legal challenges are not directed at the monitoring technology or providers but instead at the decision makers who are establishing program guidelines and duration. The third type of litigation facing the electronic monitoring industry comes from claims brought against a participating entity and the monitoring company for actions initiated by the officer, based on the conditions ordered by the court and the officer's enforcement of the court orders. A program participant

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



		may claim they should not be required to be monitored or that the law enforcement officer misread, misunderstood, or otherwise mistakenly notified the court of the participant's non-compliance. These suits do not attack the legality of the technology nor software utilized in the provision of the monitoring program but instead these suits tend to focus on the steps and procedures taken to process a warrant and/or return the participant to court for a program violation hearing. While these cases are uncommon, they do require the participating entity and monitoring company to defend the case and coordinate responses to requests of the court and may or may not require expert testimony from the monitoring company. Sentinel does not have any outstanding litigation, nor do we anticipate any litigation occurring pertaining to the products and services offered. Sentinel will continue to stay abreast to the changing Privacy Laws and monitor developments in the criminal justice industry as we have dutifully done over the last 20 years serving NASPO.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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.	Sentinel has contracted with some of the most progressive and demanding correctional agencies in the provision of electronic monitoring, including for the services of radio frequency electronic monitoring, GPS tracking, and alcohol monitoring. Today we serve state-level agencies that include the State of Alabama Bureau of Pardons & Paroles, the State of Connecticut Judicial Branch, the State of Mississippi Department of Corrections, the State of New Hampshire Department of Corrections, and the State of Hawaii Judiciary and Department of Public Safety. Moreover, we are contracted with some of the largest county programs in the country including operations in Leon and Miami-Dade Counties within Florida; Bexar, Dallas, and Harris Counties within Texas; Los Angeles, Riverside, San Diego, and San Francisco Counties within California; Dauphin County and the City of Philadelphia within Pennsylvania; and in the Cities of Seattle and Tacoma, Washington, just to name a few. We have three (3) decades of expertise and experience in sourcing, delivering, implementing/installing, servicing, maintaining, removing and disposing of the proposed categories of products and services. Over the last 30 years, we have gained unparalleled knowledge and experience in how to successfully design, implement, and operate programs that are based on clear communication and strict compliance to program requirements, and we are focused on providing the highest-level services to our customers. Sentinel's performance for these agencies, as well as to all of our customers nationwide, demonstrates that we execute upon our commitment to provide services that meet or exceed the equipment and distinct service needs for each program. With regard to <i>"implementing/installing, servicing, maintaining, removing proposed Products and Services"</i>, Sentinel is a leader in the provision of Optional Proposer Provided User Services, including but not limited to Optional Direct User Billing / Optional Offender Funded Programs and Optional Contractor Case Management Services / Optional Contractor Equipment Installation/Removal. Sentinel provides more Participating Entities with these optional services than the other providers combined. As the OEM or authorized reseller, Sentinel is continually monitoring supply chain elements of the manufacturing process. Sentinel forecasts and secures parts and components months (often years) in advance to ensure an uninterrupted supply of devices. During COVID Sentinel was one of the only companies in the industry to continue to meet all of the product demands and program expansion needs of our customers without interruption. Daily we are monitoring device utilization by customer and reviewing inventory levels on a customer-by-customer basis. Sentinel had demonstrated the ability to scale our services as needed. Sentinel is able to deliver devices quickly and affordably due in large part to our available inventory and use of two geographically separated warehouses. Our distribution warehouse in Anaheim California along with our Alpharetta,
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**Request for Proposals for
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Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



		Georgia warehouse ship equipment daily to our customers. This regional distribution model minimizes costs and eliminates unnecessary delays. Our on-site service technicians are utilized by many Participating Entities to install, maintain and service devices once they have arrived on site. All devices that are returned to our warehouse receive the appropriate maintenance and repair procedures as determined by trained Sentinel staff who can repair devices down to the board level. For those devices that are unable to be repaired, they are disposed of through a third-party provider that ensures environmentally sound practices are employed and specifically, that all batteries and electrical components are either recycled or disposed of properly. Sentinel ensures that any device that has been disassembled is removed from our inventory records and recognized properly within our financial records.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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.	Sentinel has contracted with some of the most progressive and demanding correctional agencies in the provision of electronic monitoring, including for the services of radio frequency electronic monitoring, GPS tracking, and alcohol monitoring and the use of the accompanying 24/7/365 monitoring platform. Today we serve state-level agencies that include the State of Alabama Bureau of Pardons & Paroles, the State of Connecticut Judicial Branch, the State of Mississippi Department of Corrections, the State of New Hampshire Department of Corrections, and the State of Hawaii Judiciary and Department of Public Safety. Moreover, we are contracted with some of the largest county programs in the country including operations in Leon and Miami-Dade Counties within Florida; Bexar, Dallas, and Harris Counties within Texas; Los Angeles, Riverside, San Diego, and San Francisco Counties within California; Dauphin County and the City of Philadelphia within Pennsylvania; and in the Cities of Seattle and Tacoma, Washington, just to name a few. We have three (3) decades of expertise and experience in sourcing, delivering, implementing/installing, servicing, maintaining, removing and disposing of the proposed categories of products and services, including the associated monitoring platform. Please note that there is no <i>"proposed Licensed Software"</i> as all Sentinel software is offered exclusively in the cloud with no installation of equipment or software required by Participating Entities rather, Sentinel's web-based platform and service solutions are proposed as software as a service ("SaaS"). Over the last 30 years, we have gained unparalleled knowledge and experience in how to successfully design, implement, and operate programs that are based on clear communication and strict compliance to program requirements, and we are focused on providing the highest-level services to our customers. Sentinel's performance for these agencies, as well as to all of our customers nationwide, demonstrates that we execute upon our commitment to provide services that meet or exceed the equipment and distinct service needs for each program. Sentinel maintains its own IT and Engineering departments who are responsible for the continual improvement of our software solutions. In-house team members modify code, develop firmware, and manage Cloud-based solutions on a daily basis to ensure we are properly maintaining every aspect of the web-accessible monitoring solution. Participating Entities are not required to download or install any software and instead are able to use Sentinel's systems after receiving training and software access credentials.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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.	—IMPORTANT SENTINEL ADVANTAGE— Sentinel has been in business since 1993 and exceeds the minimum of five (5) years providing electronic monitoring equipment and services, including the proposed Categories of Need – radio frequency, alcohol monitoring, and GPS. Sentinel has been providing offender monitoring services utilizing radio frequency electronic monitoring for 30 years, alcohol testing and monitoring services for 29 years, and Global Positioning Satellite System (GPS) equipment and tracking services for 26 years. More specifically, Sentinel has twenty-two (22) years of direct experience as an incumbent Electronic Monitoring contractor for both WSCA Master Agreement #14600 and NASPO Master Agreement #00212. Since our beginning in 1993, Sentinel's core business operations have been solely focused on providing electronic monitoring services to criminal justice agencies nationwide. The offender monitoring industry was originally based on electronic monitoring services using radio frequency (RF) electronic monitoring as GPS tracking was still under development. As soon as the GPS tracking technology became reliable and acceptable to correctional agencies, Sentinel began to offer it to our customers and new prospective agencies as well. During this period of expanding GPS tracking services in addition to or in lieu of, radio frequency electronic monitoring, Sentinel's key personnel were instrumental in the placement of this new and advanced tracking system to meet agency supervision needs. Moreover, during our 30-year history, Sentinel has advanced from utilizing stationary in-home breath alcohol testing machines to portable remote breath alcohol testing handheld devices with the addition of continuous transdermal alcohol monitoring requiring no action from the program participant. Additionally, as the use of smartphone-based apps and voice verification systems became market accepted, Sentinel embraced the solutions and deployed mobile applications and voice verification programs at the request of our Participating Entities. All of Sentinel's services, products and technologies are specifically designed for corrections supervision and meets or exceed the requirements for the Electronic Monitoring Products and Services contract. Over the last five (5) years, Sentinel has contracted with and continues to serve some of the most progressive and demanding correctional agencies in the provision of electronic monitoring. Today we serve state-level agencies that include the State of Alabama Bureau of Pardons & Paroles, the State of Connecticut Judicial Branch, the State of Mississippi Department of Corrections, the State of New Hampshire Department of Corrections, and the State of Hawaii Judiciary and Department of Public Safety. Moreover, we are contracted with some of the largest county programs in the country including operations in Leon and Miami-Dade Counties within Florida; Bexar, Dallas, and Harris Counties within Texas; Los Angeles, Riverside, San Diego, and San Francisco Counties within California; Dauphin County and the City of Philadelphia within Pennsylvania; and in the Cities of Seattle and Tacoma,
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

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Solicitation Number 22PSX0021



		Washington, just to name a few. Sentinel's performance for these agencies, as well as to all of our customers nationwide, demonstrates that we execute upon our commitment to provide services that meet or exceed the equipment and distinct service needs for each program. In addition, over the last 30 years, we have gained unparalleled knowledge and experience in how to successfully design, implement, and operate programs that are based on clear communication and strict compliance to program requirements, and we are focused on providing the highest-level services to our customers.
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Issued by the State of Connecticut
Solicitation Number 22PSX0021



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.	Sentinel has and will continue to provide delivery and service continuity of all Products and Services proposed and awarded under the Master Agreement to all fifty (50) states, as well as the District of Columbia and U.S. territories. Additionally, Sentinel's brick and mortar locations, including our data centers, are based in the United States. Sentinel owns and operates our National Monitoring Centers located in Anaheim, California and Atlanta, Georgia. The Anaheim Monitoring Center will serve as the focal point for all proposed technologies and all proposed services thereby providing maximum continuity of service delivery to all Participating Entities. The primary monitoring center is the focal point of Sentinel's state-of-the- art facility, located in Anaheim, California that is staffed with Sentinel dedicated employees 24 hours a day, seven (7) days a week, 365 days a year with trained personnel, from which Sentinel handles over 50,000 calls daily. The monitoring center is a separate, self-supporting node within the facility and designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted, and information is disseminated to the agencies that we provide services. The Atlanta monitoring center will continue to support daily alert management tasks and serve as a back up center in the event of an interruption in Anaheim. Sentinel is able to deliver devices quickly and affordably due in large part to our available inventory and use of two geographically separated warehouses. Our distribution warehouse in Anaheim California along with our Alpharetta, Georgia warehouse ship equipment daily to our customers. This regional distribution model minimizes costs and eliminates unnecessary delays. Sentinel employs a staff of more than 270 employees located throughout the United States and we operate offices in approximately 20 different locations. Our nationwide footprint, with current service offerings in more than 40+ states, has allowed us to meet the needs of our customers regardless of their geographic location. Sentinel is one of the nation's leading providers of electronic monitoring/offender services, with twenty-two (22) years of direct experience as an incumbent Electronic Monitoring contractor for both WSCA Master Agreement #14600 and NASPO Master Agreement #00212, Sentinel has unparalleled experience in electronic monitoring and more specifically in successfully marketing national NASPO cooperative contracts.. As the only NASPO Contractor to receive awards in all five (5) NASPO categories, Sentinel has truly demonstrated the ability to support programs throughout the United States and has scaled our operations to support the growth experienced by our customers over the last five years.
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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.	Sentinel Staffing and Project Management Requirements: 1. As an incumbent NASPO Contractor with twenty-two (22) years of direct experience as an incumbent Electronic Monitoring Contractor for both WSCA Master Agreement #14600 and NASPO Master Agreement #00212, Sentinel has already appointed Key Contractor Personnel, at no additional cost for the term of the Master Agreement. Sentinel Key Contractor Personnel are the primary point-of-contact for all account-based customer service needs of the Participating Entity including but not limited to the scheduling of on-site visits, coordination of User training, Product User training, service request(s) and issue resolution. 2. As an incumbent NASPO Contractor with twenty-two (22) years of direct experience as an incumbent Electronic Monitoring Contractor for both WSCA Master Agreement #14600 and NASPO Master Agreement #00212, Sentinel is already providing an adequate level of staffing to fully and consistently provide all Products and Services and accommodate fluctuations in Participating Entity need. Sentinel ensures that all proposer staff are fully trained, qualified, and licensed in order to comply with any Participating Entity specific requirements including background check policies. Sentinel staff adhere to background checks at no additional expense to the Participating Entity. —IMPORTANT SENTINEL ADVANTAGE— Leo Carson, Vice President Strategic Sales: As Vice President Strategic Sales since 1997, <i>Mr. Carson brings over 33 years of electronic monitoring experience to Sentinel, and 22+ years of direct experience serving Western States Contracting Alliance / National Association of State Procurement Officials programs including the inception of the very first WSCA electronic monitoring contract.</i> Mr. Carson is Project Manager for the Contract and Transition phases of this contract. Please understand that Sentinel NASPO customers already have an assigned Sentinel Sales Manager and a Regional Account Manager with which they work regularly. Therefore, as the Participating Entities' incumbent contractor currently awarded in all five categories of NASPO contract #00212, and since Participating Entities are already using the latest generation technologies, the Participating Entities will see no change in key Sentinel personnel, services, nor will they be required to make any operational changes. Sentinel will update the Participating Addendums with the new contract numbers, terms, and any prices changes that may apply. The Participating Entities will simply need to review and authorize the Participating Addendums making the impact to the program operations literally seamless as there will be no changes to the day-to-day operation whatsoever. These key Sentinel personnel are provided at no additional cost for the term of the Master Agreement and will continue to
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		be the primary point of contact for all account-based customer service needs of the Participating Entity. These services include, but are not limited to, the scheduling of onsite visits, coordination of user training, product user training, service requests, and issue resolution. KEY CONTRACTOR PERSONNEL Sentinel's extensive depth of field services personnel will provide corporate oversight for the contractual cycle of each of the Participating Entities during the program lifecycle. The assigned field services personnel will be dispatched to provide on-site service in the event of the need for electronic diagnosis or replacement of component problems. Field services personnel are also responsible for scheduling training, per the contract, with agency staff on the use of equipment and reading reports. This strong nation-wide presence of qualified Sentinel staff (more than 270 employees) will ensure that participating agencies needs are met satisfactorily and expediently, guaranteeing the highest possible quality of service for the DAS and the participating programs. The following are descriptions of the associated project tasks of Operational Staff responsible for this contract. <u>LEO CARSON Vice President, Strategic Sales</u> As Vice President Strategic Sales, Mr. Carson brings Sentinel over 33 years of direct experience in the electronic monitoring industry with proven sales performance to the government corrections sector. Prior to joining G4S Justice Services and transitioning to Sentinel Offender Services through the acquisition, Mr. Carson was the Interim President and Vice President of Sales for Digital Technologies 2000 (formally Digital Products Corporation), a provider of electronic monitoring equipment and services to the government corrections sector. At DPC, his responsibilities included the development of sales and marketing strategy, product demonstration, management of the RFP response process, account management / implementation, and management of the company's sales force and nationwide VAR network. Prior to DPC, Mr. Carson held various technical, sales and management positions within the government defense technology sector. Mr. Carson is an honors graduate in electronic technologies from the Ohio Institute of Technology. Mr. Carson is responsible for the Business Development of this program. His responsibilities include: • Support and liaison status throughout the solicitation response and contract negotiation phases between the agency and Sentinel's corporate office; • Corporate contract oversight for the agency's programs and purchasing department; and • Aiding in any post-award implementation changes necessary for this contract. <u>MELISSA STARR Senior Vice President of Field Operations</u> Mrs. Starr is responsible for the management and oversight of our Regional Account Management team as well as Sentinel's national network of customer support and branch office personnel. This team manages the day-to-day needs of our
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		benchmark offender-funded programs as well as providing customer service to our agency-funded contracts across the United States. With a focus on the development of Standard Operating Procedures (SOP), attention to Key Performance Indicators (KPI) and relationship building, the Field Operations Team strives to make use of Sentinel's spectrum of services to assist our customers in realizing efficiencies, cost savings and freeing up much needed government resources. As subject matter experts in electronic monitoring supervision and reentry, her team takes a consultative approach to account management to ensure that the design of the program is in line with the goals of the agency. Additionally, this team utilizes their experience in the industry and their relationships with our customers to introduce advanced technologies and services into existing programs to grow brand loyalty through a spectrum of services offering. Mrs. Starr began her career in the electronic monitoring industry in 1997, with Sentinel Offender Services managing an active offender caseload. She was quickly promoted through the company to Branch Manager, Project Director, and then Field Operations Manager of the Western Region where she was responsible for all branch operations and business development in 12 states. In 2010, Mrs. Starr accepted an opportunity to become Vice President of Customer Service with an industry manufacturer. For four (4) years she gained valuable senior leadership experience and managed staff and accounts both domestically and abroad. In 2014, Mrs. Starr returned to Sentinel as the Vice President of Field Operations and was promoted to Senior Vice President of Field Operations in 2018. Mrs. Starr has developed relationships with agencies across the country and has helped them design, implement and manage successful alternative to incarceration programs using innovative hardware and web-based information solutions. She focuses on program integrity, consultation, and customer service. As a true industry veteran, her expertise in relationship building with customers and team building with staff has resulted in a contract retention rate of over 95 percent in a very volatile and competitive industry. She is responsible for retention, growth, strategy, budget development, forecasting and the P&L for all domestic accounts. Mrs. Starr will be responsible for the Regional Account Managers and all aspects of the field services related to the support, training, and monitoring experience of the Participating Entities. She has been and will continue to be an integral part of our service delivery to NASPO. <u>BILL HECKER Senior Regional Account Manager</u> Mr. Hecker has been involved in field operations for the electronic monitoring industry since 1999. He joined Sentinel in 2012. His responsibilities have continued to expand and today include project management, customer training, account management, and agency transition processes. Mr. Hecker provides on-going customer support and has proven instrumental to the success of several major agency programs
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		due to his extensive experience with program implementation. Prior to joining Sentinel, Mr. Hecker worked for Sentencing Concepts, a provider of alternative sentencing services. He acted as a court liaison and installer and overall project director. He holds a bachelor's degree in Sociology from California State University, Long Beach, and an MBA from the University of Phoenix. For the participating entity's program, Mr. Hecker will: • Conduct training and oversee the transition and implementation of the program; • Supervise all onsite personnel hired to provide services to the agency, if applicable; and • Be responsible for daily, weekly, and monthly reviews of inventory reports, training agency personnel on equipment installation/removal, and completion of any required Key Performance Indicator (KPI) Reports as per the contract. <u>DARIN SIMION Regional Account Manager</u> Mr. Simion's career began in 2004 working for Marion County Community Corrections (Indiana) as a field officer managing a caseload of 300 home detention and pretrial offenders. He has been involved in implementation and supervision of more than 35 agency-run monitoring programs nationwide. He has held several positions including Community Corrections Officer, Trainer, and Electronic Monitoring Specialist. He has extensive experience authoring and delivering agency training. In 2007, Mr. Simion joined the Sentinel team as a Regional Account Manager. He manages a portfolio of services that includes customer logistics, training, and consultancy. For the participating entity's program, Mr. Simion will: • Conduct training and oversee the transition and implementation of the program; • Supervise all onsite personnel hired to provide services to the agency, if applicable; and • Be responsible for daily, weekly, and monthly reviews of inventory reports, training agency personnel on equipment installation/removal, and completion of any required Key Performance Indicator (KPI) reports as per the contract. <u>BRANDON BRADLEY-GURVIN Regional Account Manager</u> Mr. Bradley-Gurvin's career in the electronic monitoring industry began in 2016, as a Sentinel on-site technician servicing a caseload of 300 pretrial offenders for Greenville County Corrections (South Carolina). After graduating with his bachelor's degree from Tuskegee University in 2019, he left Sentinel and became the Program Manager for the GPS vendor contracted with the District of Columbia's Pretrial Services program. Since rejoining the Sentinel team in 2021, Mr. Bradley-Gurvin has been instrumental in the operations of numerous agency accounts nationwide, and because of his excellent customer service, leadership skills, and industry knowledge and experience, he was promoted to Regional Account Manager in 2022. For the participating entity's program, Mr. Bradley-Gurvin will: • Conduct training and oversee the transition and
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		implementation of the program; • Supervise all onsite personnel hired to provide services to the agency, if applicable; and • Be responsible for daily, weekly, and monthly reviews of inventory reports, training agency personnel on equipment installation/removal, and completion of any required Key Performance Indicator (KPI) reports as per the contract. <u>CONTINUOUS MONITORING CENTER OPERATIONS AND SUPPORT</u> Sentinel owns and operates our National Monitoring Centers located in Anaheim, California and Atlanta, Georgia. The Anaheim Monitoring Center will serve as the focal point for all proposed technologies and all proposed services thereby providing maximum continuity of service delivery to all Participating Entities. The primary monitoring center is the focal point of Sentinel's state-of-the-art facility, located in Anaheim, California that is staffed with Sentinel dedicated employees 24 hours a day, seven (7) days a week, 365 days a year with trained personnel, from which Sentinel handles over 50,000 calls daily. The monitoring center is a separate, self-supporting node within the facility and designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted, and information is disseminated to the agencies that we provide services. The Atlanta monitoring center will continue to support daily alert management tasks and serve as a backup center in the event of an interruption in Anaheim. All monitoring services will be provided by Sentinel personnel and equipment. Sentinel's direct provision of monitoring duties eliminates concerns found with other vendors who have no direct control over their subcontractor's monitoring center. Our monitoring centers are staffed 24 hours a day, 7 days a week, 365 days a year with a supervisor always on duty and operators cross-trained to support our suite of supervision services and products. Agency staff can call and speak with one of our monitoring experts at all times of the day or night. We do not use a message delivery service; our operators answer all calls directly. We currently employ more than 60 personnel to staff our continuous operations (24/7). Staffing patterns include overlap so that we have increased staff during the high-volume hours of each time zone. This staffing pattern permits us to process alarms during these peak periods without delays. In addition, our centers are staffed with bilingual personnel on every shift in order to ensure successful interactions with program participants since operational protocols often require that our monitoring centers directly contact program participants when certain alarms occur, regardless of the day of the week or time of the event. —IMPORTANT SENTINEL ADVANTAGE— All of Sentinel's technologies and services proposed herein are monitored directly by Sentinel's own monitoring centers that are operational 24 hours a day, 7 days a week, 365 days a year.
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	Sentinel is committed to providing excellent customer service and support to the agencies we serve, and therefore we staff our monitoring centers with multiple overlapping shifts, which allows us to have more than sufficient personnel available at key peak traffic times. All our operators are trained in properly fielding inquiries and providing Sentinel and agency personnel with the most accurate and detailed explanations. To ensure that our operators are performing their customer service duties properly, all telephone calls into and out of the monitoring center are recorded for quality control and record review purposes. Sentinel's monitoring centers and monitoring center staff have years of experience successfully delivering complex notification protocols for optional Enhanced Notification, including but not limited to notification protocols whereby Monitoring Center Staff triage and escalate and/or troubleshoot alerts, calling/texting participants on home/mobile phones, calling/texting/emailing officers at office/on mobile phones, calling/triaging locally-based Sentinel installers for local services, and documenting results within Sentinel's web-based system. <u>DEDICATED SENTINEL ON-SITE TECHNICIANS</u> Sentinel is prepared to hire, train, and staff on-site personnel dedicated to the participating programs contracted under NASPO if required for program operations. These onsite employees can provide installations/removals as well as assist with enrollments, case management, troubleshooting, equipment maintenance and inventory, report generation and distribution, and collections. Sentinel's on-site technicians are available to provide a daily review of participant activity reports to determine the status of each participant's supervision on electronic monitoring. Based on each contracting agency's policies and procedures, Sentinel's technicians can also be available to contact participants to troubleshoot any equipment related alerts. The technicians can be responsible for equipment inventory management, including all ordering of equipment and supplies as well as the return of excess inventory or devices in need of repair. The technicians can also be responsible for ensuring that all electronic monitoring equipment is properly cleaned and tested prior to placement upon each program participant. Sentinel's technicians are well trained on the procedures associated with enrolling each participant and installing the equipment, including properly fitting the device to the participant's leg and taking enrollment photos for use with alcohol monitoring equipment. During the installation, the technician will instruct the participant on the care and daily maintenance of the equipment as well as instruct the participant on proper charging requirements and testing procedures. Upon completion of the installation, the technician will ensure that all signals from the equipment are received within the monitoring platform prior to allowing the participant to exit the facility. In addition, depending on the contracting agency's requirements, our on-site technician can be
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		responsible for the following tasks: • Assessment and collection of program fees from participants; • Be available to provide court testimony as needed; • Be available to troubleshoot key events/alerts with officers to ensure accuracy and certainty; • Handle all shipping, receiving, cleaning, and testing of equipment on behalf of the agency. • Assist in equipment recovery and inventory reporting in compliance with agency's and Sentinel's protocols. • Provide analysis and recommendations or alternatives to issues and problems to address any concerns in order to be more efficient; • Enter monitoring demographics into Sentinel's automated system prior to the installation of monitoring equipment; • Meet the fulfillment requirement that installation and removal of equipment and service are completed within the timelines required; and • Meet the fulfillment of maintenance or troubleshooting as necessary and respond and provide resolution within 24 hours to ensure program continuity. <u>DARRYL MARTIN Chief Operating Officer</u> Mr. Martin possesses 30 years of direct experience in the electronic monitoring industry. His prior experience includes eight (8) years at Digital Products Corporation followed by nine (9) years at Sentinel Offender Services, where he served as Vice President and General Manager. In 2007, he transitioned his career to G4S Justice Services and held executive level responsibility for that company's nationwide monitoring centers, customer and technical support, and internal operations before becoming its president. In 2012, Mr. Martin assumed the role of Chief Operating Officer of Sentinel Offender Services, LLC, through Sentinel's acquisition of G4S Justice Services. As Chief Operating Officer, Mr. Martin maintains executive responsibility for Sentinel's internal, logistical, and field operations, which include the company's network of field offices that specialize in community-based case management programs designed to aid program participants. Mr. Martin received his Bachelor's degree in Organizational Leadership from Chapman University and received his MBA in Business Administration from the University of Redlands. <u>MIKE DEAN Senior Vice President of Sales</u> Mr. Mike Dean has been working with government, law enforcement, parole/probation, and criminal justice agencies helping to develop specific strategies to control and monitor participants released back into the community for nearly 30 years. As Regional Manager for Guardian Technologies, he led sales efforts within the Northeast Region. In 1994, Mr. Dean joined BI Incorporated (BI) after BI's acquisition of Guardian Technologies. During his 11 years with BI, he was promoted to Regional Manager of Business Development for the Eastern United States and National Sales Manager with a focus on managing and overseeing a team dedicated to supporting and increasing BI's Offender Monitoring Business. Mr. Dean joined
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		G4S Justice Services, in 2005, as Vice President of Sales for the Eastern USA and was promoted to Senior Vice President in 2006. He continued this role through the acquisition of G4S by Sentinel Offender Services and, as of January 2, 2019, Mr. Dean assumed the role of Vice President of Sales in order to expand Business Development efforts for the company. He is a skilled problem-solver, creative in developing innovative solutions to the unique challenges faced by today's government agencies. Mr. Dean earned an Associate's degree in Law Enforcement and his Bachelor of Science degree in Criminal Justice and Criminology from the University of Cincinnati, Ohio. Over the span of his career, Mr. Dean has contributed to revenue growth for some of the industry leading electronic monitoring providers including Sentinel, G4S Justice Services, and BI Incorporated through a combination of creativity, initiative, and strong leadership. He is an exceptional mentor and coach, providing a tenacious approach in building new business, securing customer loyalty, and forging strong productive relationships with customers. Mr. Dean has strong contract management skills and has worked and managed some of the largest electronic monitoring contracts in the industry. <u>JEFF MCDANIEL Vice President Internal Operations</u> Mr. McDaniel manages the Internal Operations of Sentinel located in Anaheim, California. He is responsible for the National Warehouse, Equipment Services, and National Monitoring Center. The primary areas of focus for Mr. McDaniel are the performance management of the staff along with ensuring the customer experience is cared for at every touchpoint. Mr. McDaniel joined the Sentinel leadership team in 2016, as National Service Center Director, and brings with him over 15 years managing contact centers in the telecom industry. While working with the telecom industry, he managed domestic internal contact centers and focused on strategic partner relationships domestically and internationally. He focuses on delivering exceptional customer service while managing effective operations throughout the Internal Operations for Sentinel. His expertise in team building with staff while delivering on operational efficiencies has resulted in successful management throughout his career. In 2018, Mr. McDaniel was promoted to Vice President of Internal Operations for Sentinel. Mr. McDaniel is responsible for the internal operations for each program. His responsibilities include: • Supervising Operations for the Monitoring Center; • Supervising the provision of services provided by the customer support center; • Ensuring that contracted services are provided as outlined in contract requirements; and • Developing policies and strategic plans for monitoring center operations, including new program introduction and notification policies, training and quality assurance standards.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	<u>LAURA DENNISON Training Manager</u> Mrs. Dennison has been employed at Sentinel since January of 2021, and, during her time with the company, she has held several positions at Sentinel that include Case Manager, Branch Manager, and Field Operations Trainer. In her role as a Case Manager, Mrs. Dennison was responsible for the enrollment, installation, monitoring, and equipment recovery of participants that required electronic monitoring. In her role as Branch Manager, she was responsible for a team of two (2) who provided case management, GPS tracking, and remote breath alcohol testing services to 130 participants. Also, since February 2022, Mrs. Dennison has been a part of the Sentinel Audit Team. Prior to joining Sentinel, Mrs. Dennison was a Correctional Officer and Juvenile Detention Officer for seven (7) years. She is Idaho Peace Officer Standards and Training (POST) certified in corrections and received certification for the Emergency Response Team, including Cell Extraction, with the Idaho Department of Corrections. Mrs. Dennison continues her volunteer service in law enforcement through her involvement with the Nampa Public Safety Academy, a citizen academy provided by the City of Nampa Police Department. In her current role as Training Manager, Mrs. Dennison is responsible for organizing, developing, and delivering training courses to customers and employees on Sentinel's hardware, web-based information system, and service offering. Mrs. Dennison is also responsible for producing training videos to enhance current training resources and creating and updating all Sentinel training materials. Mrs. Dennison has her bachelor's degree in Sociology from University of Idaho with a concentration in Criminology. She is also bilingual in English and Spanish. ADEQUATE STAFFING LEVELS Sentinel currently provides an adequate level of staffing required to fully and consistently provide all Products and Services, and we are prepared to hire additional staff as needed to accommodate fluctuations in Participating Entity need. QUALIFIED PERSONNEL Sentinel's goal has always been to hire individuals that meet the qualifications, experience, integrity, and educational required for each position. Our preference is for staff who have experience in dealing with any type of counseling, treatment, or familiarity/involvement with the corrections field. Sentinel will ensure that all staff are full trained, qualified, and license in order to comply with any Participating Entity specific requirements, including background check policies. Upon employment position needed, our Human Resources Department posts required positions on job boards and with local Employment Development sites in the area where we will be providing contractual program services, such as required by
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	this program. After reviewing potential applicants, those who meet our qualifications are interviewed by telephone; if the applicant passes the telephone interview, he/she is sent an Application for Employment. After the application is received, reviewed, and approved, a face-to-face interview is set up with the hiring manager. If the hiring manager makes an affirmative selection, an offer is made to the applicant contingent on the applicant passing a background check and drug screen. After the offer has been accepted, a background check for criminal convictions is started. BACKGROUND CHECKS Sentinel processes our background checks using ADP, a company that specializes in performing employment screenings. ADP performs Sentinel's screening and selection services utilizing the services of NAPBS, the National Association of Professional Background Screeners. In addition to the services provided by ADP, Sentinel performs a USIS Widescreen National Criminal/Sex Offender search, state-specific misdemeanor and felony checks based on addresses received from their personal Experian TRAC report by social security number, and five-panel drug-testing on our employees. Sentinel's review process ensures that the candidates meet all background, educational, and experience standards as set forth by contractual obligations. <i>We do not hire persons with felony convictions or misdemeanors involving moral turpitude.</i>
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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.	Sentinel complies with all federal, state and local laws and those regulations required by the Participating Entity. As the Participating Entities' incumbent contractor currently awarded in all five categories of NASPO contract #00212, Sentinel is current with all regulations required by the Participating Entities. If awarded under this Category of Need, Sentinel will continue to incorporate any new federal, state, or local regulations into our Products and Services at no additional expense to the Participating Entities.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

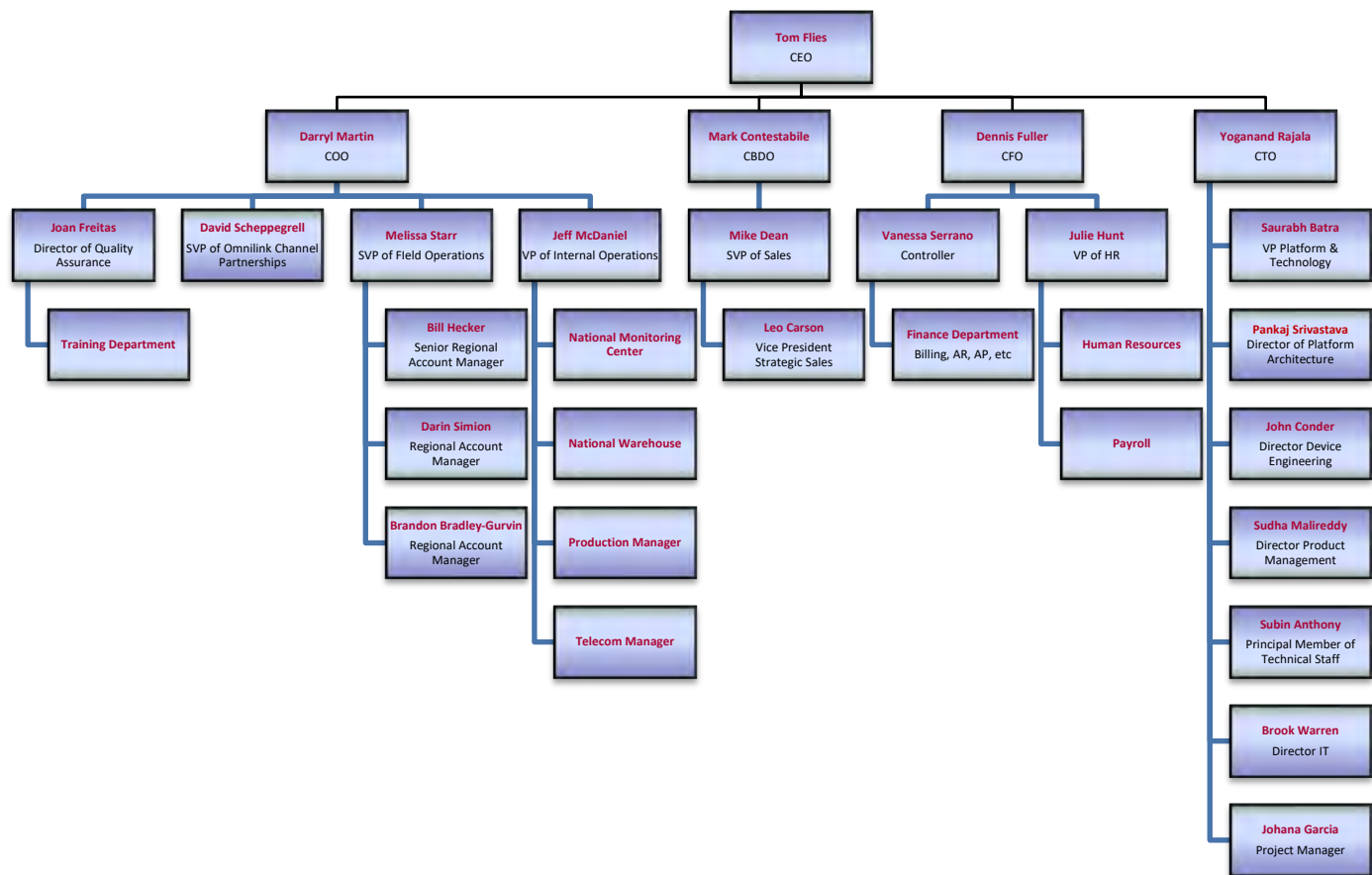
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Solicitation Number 22PSX0021



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.	Sentinel Offender Services LLC, a Delaware Limited Liability Company, has the following Capital Structure: The parent company, Sentinel Offender Holdings, LLC, a Delaware Limited Liability Company, can be considered an Associated Entity per Section IX and owns 100% of Sentinel Offender Services, LLC with the following unit allocation: <table><tr><td>Robert Contestabile</td><td>2%</td></tr><tr><td>Mark Contestabile</td><td>6%</td></tr><tr><td>Donna Contestabile</td><td>1%</td></tr><tr><td>Thomas Flies</td><td>3%</td></tr><tr><td>Darryl Martin</td><td>3%</td></tr><tr><td>Bison Capital Partners IV, L.P.</td><td>71%</td></tr><tr><td>St. Cloud Capital</td><td>14%</td></tr></table> Sentinel Offender Services, LLC, is not a publicly traded company. Officers <table><tr><td>Thomas Flies</td><td>Chief Executive Officer</td></tr><tr><td>Mark Contestabile</td><td>Chief Bus. Dev. Officer</td></tr><tr><td>Dennis Fuller</td><td>Chief Financial Officer</td></tr><tr><td>Darryl Martin</td><td>Chief Operations Officer</td></tr><tr><td>Yoganand Rajala</td><td>Chief Technology Officer</td></tr></table> The Board of Directors for Sentinel Offender Holdings, LLC (and the operating Sentinel Offender Services, LLC) includes the following: Mark Contestabile Douglas Trussler Lou Caballero Ben Ham Darryl Martin Thomas Flies	Robert Contestabile	2%	Mark Contestabile	6%	Donna Contestabile	1%	Thomas Flies	3%	Darryl Martin	3%	Bison Capital Partners IV, L.P.	71%	St. Cloud Capital	14%	Thomas Flies	Chief Executive Officer	Mark Contestabile	Chief Bus. Dev. Officer	Dennis Fuller	Chief Financial Officer	Darryl Martin	Chief Operations Officer	Yoganand Rajala	Chief Technology Officer
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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.	Sentinel is pleased to offer our expertise as it applies to transitioning Participating Entities to the new NASPO ValuePoint Master Agreement 22PSX0021. As a twenty-two-year incumbent contractor on both WSCA Master Agreement #14600 and NASPO Master Agreement #00212 and a Contractor with large volumes on NASPO Master Agreement #00212, Sentinel has more experience transitioning Participating Entities than any other provider in the market. Sentinel will follow the same successful approach to the transition from NASPO ValuePoint #00212 to NASPO ValuePoint 22PSX0021 that we did when we transitioned from WSCA Master Agreement #14600 to NASPO ValuePoint Master Agreement #00212 in 2013. Under the direction of our Vice President of Sales, Mike Dean and our Vice President of Strategic Sales, and NASPO ValuePoint contact Leo Carson, Sentinel will engage our sales team members and Regional Account Managers to quickly and efficiently execute the new Participating Addendums. Sentinel legal counsel reviewed Master Agreement 22PSX0021 as part of our proposal preparation process. By engaging our attorneys early, we are able to answer any legal questions posed by the Participating Entities in a timely manner to avoid delay. Simultaneously, Mr. Carson and Mr. Dean will be launching our Sales Managers and Regional Account Managers to promote the timely and accurate transition to NASPO ValuePoint Agreement 22PXS0021. This team of more than ten employees is incentivized to transition agencies quickly and efficiently to the new Participating Addendum. Please understand that Sentinel NASPO customers already have an assigned Sentinel Sales Manager and a Regional Account Manager with which they work regularly. The Sales Manager will work in coordination with the Participating Entity to execute a new Participating Addendum. Each addendum will be reviewed for accuracy by Leo Carson, our NASPO Valuepoint contract liaison for completeness and accuracy. This has proven to be a valuable step as it allows the Participating Entity to ask any questions in advance and assures uniformity. Mr. Carson has been personally involved for twenty-two years on both WSCA Master Agreement #14600 and NASPO Master Agreement #00212 and this experience will serve our Participating Entities and NASPO ValuePoint well as we execute new addendums. Since inception Sentinel estimates having processed more than 100 Participating Addendums and we have learned how to prepare Participating Addendums that address the needs of the Participating Entity while complying with Lead State and NASPO guidelines. As the Participating Entities' incumbent contractor currently
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		awarded in all five categories of NASPO contract #00212, the Participating Entity will see no change in services, nor will they be required to make any operational changes. Sentinel will update the Participating Addendums with the new contract numbers, terms, and any prices changes that may apply. The Participating Entities will simply need to review and authorize the Participating Addendums making the impact to the program operations literally seamless as there will be no changes to the day-to-day operation whatsoever. As a leading contractor of services on NASPO Master Agreement #00212, we have already communicated with our NASPO customers who are eagerly awaiting a new Participating Addendum which we are excited to present upon award of 22PSX0021. —IMPORTANT SENTINEL ADVANTAGE— Upon the basis of Sentinel's unique position as the Participating Entities' incumbent contractor currently awarded in all five categories of NASPO contract #00212, since Participating Entities are already using the latest generation technologies, the Participating Entity will see no change in services, nor will they be required to make any operational changes – there is essentially no transition for incumbent Participating Entities. Furthermore, upon the basis that incumbent Participating Entities are prepared and waiting to authorize new Participating Addendums with the new contract numbers, terms, and any prices changes that may apply, this enables Sentinel to focus transitional energies on New Participating Entities, such as the one mentioned in this specific scenario. SAMPLE TRANSITION PLAN FOR <u>NEW</u> PARTICIPATING ENTITIES (PLEASE NOTE: Incumbent Participating Entities will continue without interruption and have nothing to transition thus, the following Transition Plan applies only to <u>New</u> Participating Entities, such as the one mentioned in this specific scenario.) Sentinel will work with the <u>New</u> Participating Entities upon award to finalize a Project Plan and Schedule that will include all known tasks, deliverables, milestones, and duration estimates for each task and resource loading for the duration of the project. We understand the importance of open and fully transparent operations in the provision of public safety solutions and believe it essential to the effective operation of any electronic monitoring program. We will meet with <u>New</u> Participating Entity personnel weekly during the initial implementation stages of this contract to review progress, performance, and to identify and resolve any programmatic challenges. After mobilization, Sentinel will continue to meet with the <u>New</u> Participating Entity as necessary monthly or quarterly depending on the needs of the <u>New</u> Participating Entity. We will continue to provide all written reports to the <u>New</u> Participating Entity as needed to operate an efficient and effective program including daily participant activity reports for each program
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		participant and monthly summary reports. In addition, the Sentinel Regional Account Manager will be available at all times through telephone and/or email communications to address concerns or resolve issues with the program. We will work closely with the <u>New</u> Participating Entity to ensure all needs, including implementation timeline expectations, are met during implementation. We are highly flexible in our capability for mobilization and will adjust our plans and staffing requirements as needed per the decisions made in the Initial Project Briefing and Information Session as previously described. The following Project Plan serves as a guide and is open to change and modifications by the <u>New</u> Participating Entity. This plan is designed to provide detailed information on the identified milestones for each phase of the transition, the tasks associated with each milestone, any staff coordination that will be required to complete the transition, all deliverables that will result from the milestones, and the projected dates. To illustrate a sample implementation schedule, Sentinel has provided dates with an estimated Participating Addendum authorization of June 1, 2023, having already been executed following the <u>New</u> Participating Entity's testing and acceptance of our products and services. Our example assumes a project start date of July 1, 2023. Please note, these dates can be adjusted based on the <u>New</u> Participating Entity's timeframe, needs, and the completion of its evaluation and subsequent contract award/authorization.
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PROJECT PLAN FOR <u>NEW</u> PARTICIPATING ENTITIES ELECTRONIC MONITORING PRODUCTS & SERVICES PROGRAM				
Project Plan Milestone	Task Narratives	Staff Coordination	Milestone Deliverables	Projected Dates
PHASE 1: Pre-Implementation				
Initial Project Briefing and Information Session	Schedule meetings with key implementation staff	Sales Exec., Reg. Acct. Mgr., Participating Entity Staff	Final Written Project Plan including Implementation Plan	June 6, 2023
	Discuss program goals and performance measures			
	Determine Participating Entity training needs			
	Agree on program milestones and expectations			
	Finalize the implementation timeline			
Pre-Production Project Evaluation and Analysis	Determine equipment needs and Participating Entity locations	Sales Exec., Reg. Acct. Mgr.	Initial inventory of needed equipment	June 7, 2023
	Determine office needs,	Sales Exec.,	Establishment of	June 7, 2023 –

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



	including lease, services, furniture, and supplies (if required for program operations)	Reg. Acct. Mgr.	local Sentinel Office (if required for program operations)	June 30, 2023
	Determine additional Sentinel staff needs for training and transition	Reg. Acct. Mgr.	Plan to meet internal staff to review requirements	June 7, 2023
	Begin local staff recruitment and training, (if required for program operations)	Dir. HR	Plan to meet program requirements for on-site staffing	June 7, 2023
	Ensure all necessary current Sentinel staff are trained and operational to assist with implementation	Reg. Acct. Mgr.	Plan for additional implementation staff	June 7, 2023 – June 8, 2023
	Place equipment order	Sales Exec.		June 7, 2023 – June 8, 2023
	Coordinate order shipping	Reg. Acct. Mgr., Order Entry, Sentinel Warehouse		June 7, 2023 – June 8, 2023
Design, Development and Testing	Design officer profiles in the web-based information system	Sentinel Customer Service & Monitoring Center	Customized Participating Entity and Officer Web Access with personal User Names and Passwords	June 7, 2023 – June 8, 2023
	Develop, revise and finalize notification and monitoring protocols	Participating Entity personnel and Reg. Acct. Mgr.	Notification and Monitoring Protocols for Participating Entity	June 7, 2023 – June 8, 2023
	Distribute and conduct testing for notification and monitoring protocols as determined by Participating Entity	Sentinel Customer Services and Monitoring Center	Quality Assurance Testing Completed and Documented	June 7, 2023 – June 8, 2023
	Coordinate and complete internal staff training on Participating Entity Program requirements	Sentinel Monitoring Center	Finalized Sentinel Monitoring Center Staffing Knowledge of Participating Entity Programs	June 6, 2023 – June 13, 2023
	Finalize customized training plan for Participating Entity personnel	Sentinel Training Personnel, Participating Entity personnel	Finalized Participating Entity Training Plan	June 7, 2023 – June 8, 2023
PHASE 2: Implementation				
On-site Program Staff Installation and	Sentinel staff on-site to review training plans, classroom setup, and	Reg. Acct. Mgr., Sentinel Training Staff,	Confirm and dry testing prior to training and	June 19, 2023

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



Training	conduct inventory on equipment delivered	and Participating Entity IT staff	equipment roll out. Complete Quality Assurance and document.	
	Sentinel Staff to conduct QA on notification protocols for Participating Entity and User Access to Secure Web	Reg. Acct. Mgr. and Sentinel Training Staff	Confirm and dry testing prior to training and roll out. Complete Quality Assurance and document.	June 20, 2023 – June 21, 2023
Equipment Delivery	Complete initial equipment field and QA testing	Reg. Acct. Mgr.	Completed Initial Inventory Report Fully functioning equipment ready for installation on participants	June 20, 2023, and Ongoing
Participating Entity Training	Train all Participating Entity Staff for proposed system as determined by the Training Plan	Reg. Acct. Mgr., Sentinel Training Staff, Participating Entity IT staff	Fully Trained Participating Entity Staff & Participating Entity IT staff	June 20, 2023 – June 21, 2023
Equipment Transition	Remove old program equipment and install all participants with Sentinel program equipment, as required	Reg. Acct. Mgr., and Sentinel Training Staff	Completed Equipment and Monitoring Transition as required	June 20, 2023 – June 30, 2023
	Enroll all participants in web-based information system, as required	Participating Entity personnel and Sentinel Monitoring Center	All participant data enrolled into Monitoring Web-based information system, as required	June 19, 2023 – June 30, 2023
	Monitoring of program participants as they are transitioned	Sentinel Monitoring Center and Reg. Acct. Mgr.	Completed Equipment and Monitoring Transition from old program equipment to new program equipment, as required	June 19, 2023, and Ongoing
	Hourly monitor the effectiveness of equipment transitions to ensure continuity in monitoring	Reg. Acct. Mgr.		Ongoing through Implementation
PHASE 3: Post-Implementation				
Operation and Maintenance	Review the effectiveness and completion of the implementation	Sales Exec., Reg. Acct. Mgr.		Ongoing through Implementation
	Resolve any on-going issues or questions	Reg. Acct. Mgr., Sentinel Customer Services		Ongoing through Implementation

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	Highlight lessons learned and improvement methodologies	Reg. Acct. Mgr.		Ongoing through Implementation
	Prepare a plan to continuously evaluate and improve program	Reg. Acct. Mgr.	Living Document Performance Review Plan with Action Steps	Ongoing through Implementation
Contract Monitoring and Reporting	Compare monthly results to KPIs			Monthly beginning July 1, 2023
	Review and plan resolution of any performance issues			Monthly and/or as required
	Prepare all weekly, monthly, and quarterly reports		Timely delivery of all weekly, monthly, and quarterly reports	Monthly beginning July 1, 2023, or as required

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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?	—IMPORTANT SENTINEL ADVANTAGE— Is it important for incumbent Participating Entities to know, upon the basis of Sentinel's unique position as the Participating Entities' incumbent contractor currently awarded in all five categories of NASPO contract #00212, since Participating Entities are already using the latest generation technologies, the Participating Entity will see no change in services, nor will they be required to make any operational changes – there is essentially no transition for incumbent Participating Entities. Incumbent Participating Entities are prepared and waiting to authorize new Participating Addendums with the new contract numbers, terms, and any prices changes that may apply. Sentinel is pleased to offer our expertise as it applies to transitioning Participating Entities to the new NASPO ValuePoint Master Agreement 22PSX0021. As a twenty-two-year incumbent contractor on both WSCA Master Agreement #14600 and NASPO Master Agreement #00212 and a Contractor with large volumes on NASPO Master Agreement #00212, Sentinel has more experience transitioning Participating Entities than any other provider in the market. Sentinel will follow the same successful approach to the transition from NASPO ValuePoint #00212 to NASPO ValuePoint 22PSX0021 that we did when we transitioned from WSCA Master Agreement #14600 to NASPO ValuePoint Master Agreement #00212 in 2013. Under the direction of our Vice President of Sales, Mike Dean and our Vice President of Strategic Sales, and NASPO ValuePoint contact Leo Carson, Sentinel will engage both our sales team members and Regional Account Managers to quickly and efficiently execute the new Participating Addendums. Sentinel legal counsel reviewed Master Agreement 22PSX0021 as part of our proposal preparation process. By engaging our attorneys early, we are able to answer any legal questions posed by the Participating Entities in a timely manner to avoid delay. Simultaneously, Mr. Carson and Mr. Dean will be launching our Sales Managers and Regional Account Managers to promote the timely and accurate transition to NASPO ValuePoint Agreement 22PXS0021. This team of more than ten employees will be incentivized to transition agencies quickly and efficiently to the new agreement. Please understand that Sentinel NASPO customers already have an assigned Sentinel Sales Manager and a Regional Account Manager with which they work regularly. The Sales Manager will work in coordination with the Participating Entity to execute a new Participating Addendum. Each addendum will be reviewed for accuracy by Leo Carson, our NASPO Valuepoint contract liaison for completeness and accuracy. This has proven to be a valuable step as it allows the Participating Entity to ask any questions in advance and
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



	assures uniformity. Mr. Carson has been personally involved for twenty-two years on both WSCA Master Agreement #14600 and NASPO Master Agreement #00212 and this experience will serve our Participating Entities and NASPO ValuePoint well as we execute new addendums. Since inception Sentinel estimates having processed more than 100 Participating Addendums and we have learned how to prepare Participating Addendums that address the needs of the Participating Entity while complying with Lead State and NASPO guidelines. As the Participating Entities' incumbent contractor currently awarded in all five categories of NASPO contract #00212, the Participating Entity will see no change in services, nor will they be required to make any operational changes. Sentinel will update the Participating Addendums with the new contract numbers, terms, and any prices changes that may apply. The Participating Entities will simply need to review and authorize the Participating Addendums making the impact to the program operations literally seamless as there will be no changes to the day-to-day operation whatsoever. As a leading contractor of services on NASPO Master Agreement #00212, we have already communicated with our NASPO customers who are eagerly awaiting a new agreement which we are excited to present upon award of 22PSX0021.
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



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?	For Category 1 Radio Frequency solutions, Sentinel has proposed our <i>Continuous Signaling system</i>, RF Patrol Radio Frequency Electronic Monitoring System in both landline and cellular options, and our <i>Random Scheduled Tracking solution</i>, ShadowTrack Mobile App and monitoring system including the ShadowInteractive module, ShadowLocate module, and ShadowView module. The RF Patrol Radio Frequency Electronic Monitoring System has been designed for reliable performance and uptime as proven by its successful use in the field for nearly 20 years. The RF Patrol home unit (receiver) operates properly in households containing normal household goods and appliances. The RF Patrol PHMU is installed in a central location, using a standard two-prong 110-volt AC power cord certified to Underwriters Laboratories (UL) standards. The home unit also has internal surge protectors for the power supply and phone connection, and a cellular modem incorporated into the internal architecture. The PHMU is available in both landline and cellular to accommodate all participants, even those without home phone lines and uses the AT&T cellular network for communicating with Sentinel's monitoring system. The ShadowTrack Mobile App and monitoring system including the ShadowInteractive module, ShadowLocate module, and ShadowView module that have been designed for reliable performance and uptime. The ShadowTrack Mobile App and modules are available via download to the participant's Apple or Android cellular phone from the Apple App or Google Play stores at no charge to the participant. The Mobile App and modules will operate via any cellular carrier. To ensure the Mobile App and modules can function reliably on the patient's phone, a cell phone with the ability to download mobile apps is required. To ensure availability to all participants, a landline with basic touch-tone service and call waiting can be used to access the ShadowTrack system if there is no cell service available. For this Category of Need, the Uptime of the Proposed products and services, while rare, could be impacted by a cellular network interruption. However, each of the proposed solutions stores information and alerts are generated when cellular service has been interrupted. Upon cellular resolution, the devices forward all stored events so there is no loss of data. There are no known geographic areas of the United States where proposed Products and Services do not work or do not perform with 100% availability.
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Proposer Name: Sentinel Offender Services, LLC

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).	The data communication between the device and server is encrypted on HTTPS communication. Each data packet is encrypted using AES-256 blocks chained using the GCM cipher block chaining method. The device collects location information, battery information and data related to integrity of the strap. The device does not contain or transfer any data that is specifically related to the participant. All the data related to the participant is collected by officer and placed in our monitoring software. The access to the data is available to the authenticated officers through the web-based system which uses HTTPS encryption. After authentication with system and the data is stored in a database and is encrypted at rest. All the data is used by the internal systems for the purpose of monitoring of participants, data is not shared with any third parties for any marketing purpose. 1. Participating Entities staff with system access may independently generate reports within the system. 2. Data at Rest is encrypted AES-256 and remains encrypted before being transmitted offsite for backups. Affiliates, subsidiaries, contractors, and subcontractors do not extract, store or hold data. 3. Contractors who are tasked with support of the Product databases have access to Data in Use but are not tasked with extracting, storing, or holding data. 4. Data in Use is protected by controlled access to systems; Endpoint Protection that analyzes systems and behaviors at the Operating System Level; Network packet level analysis to detect anomalies and unexpected behaviors; Web Application Firewalling and GeoIP at perimeter Firewalls and Load Balancer layers; Data at Rest is encrypted with AES-256 using keys that only privileged backup administrators can access.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



2.0	Is artificial intelligence employed by proposer for any Products and Services under this Category of Need? If yes, please explain.	Sentinel does not utilize Artificial intelligence in any of our systems. Sentinel monitoring applications utilize proprietary algorithms and relational data comparisons to provide our customers useful Point Pattern Analysis to identify travel trends, event detection, and program analytics.
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).	Components are sourced from USA, Canada, Mexico, China, Taiwan, England, and Sweden. Sentinel's supply chain is resilient and reliable. No interruptions have been observed. Forecasts are provided to suppliers to meet expected demand at the right time, place, and quantity. Unlike other vendors, Sentinel has been able to maintain a steady supply chain during and since COVID and has been able to meet the demands of our customers when others have not. Our Vice President of Operations reviews supply chain status on a weekly basis with our Purchasing Department and Engineering teams. Sentinel utilizes an 18-24 rolling forecast to purchase items with long lead times.
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?	The greatest risk is lead times as a result of volatility in long range forecasts. Sentinel currently has the ability to double the size of our business should the opportunity arise without interruption to our existing customers. We have enhanced our supply chain with the use of multiple supply sources and have located domestic partners who can assist in the event of an international interruption. To meet the growth expectations production manufacturing levels are increased to meet demand and long-range forecasts of 18-24 months are used to inform buy decisions. Rolling forecasts for upcoming months are provided to the suppliers. Sentinel incorporates the following strategies to address increased demand: • Utilize an 18-24 month rolling forecast to purchase Bill of Material (BOM) items with long lead time • Items defined as long lead time are purchased commensurate to the length of the product life cycle • Manufacturing capabilities exist to ensure we are able to double the size of our business with no material impact to supply • Multiple supply sources are maintained and exercised regularly. • Available and functional inventory is held on-site to meet any immediate program growth demands.
5.0	Describe the primary cost drivers for the proposed Products and Services under this Category of Need.	The primary cost drivers for these products and services include: 1. <u>Communication Costs</u> including cellular data costs, Wi-fi location lookup costs and over-the-air device commands and firmware upgrades. 2. <u>Labor Costs</u> associated with the delivery of our 24/7/365 monitoring center and on-site Sentinel staff

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		members if desired by the Participating Entity. 3. <u>Inventory Loss and Damage Equipment</u> is a significant contributor to overall program costs when devices are not returned or otherwise made inoperable by the program participant. 4. <u>Product Manufacturing Costs</u> are continually being managed and streamlined to maximize any economies of scale available in the process. 5. <u>Data Hosting and System Security</u> are additional cost aspects related to the delivery of the products and service. 6. <u>Shipping Cost</u> – Costs associated with shipping and receiving products from the Participating Entity. 7. <u>Training</u> – Participating Entities may require on-site training for numerous days which may lead to higher than normal training costs specifically, when Entities have multiple locations across and entire state or require a multi-week training and transition period. While not necessarily a primary cost driver of the actual “Product”, other relatively large expenses relate to general business operations such as employee benefits, legal costs, and facility costs.
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?	Access to Data in Use is limited to staff who require access. Data at Rest is encrypted with AES-256 and the encryption keys are only accessible to authorized staff who require access. Perimeter firewalls use ACLs, IPS/IDS, WAF, and GeoIP to block malicious access. Load Balancers use WAF and GeoIP to further block access. Systems run an Endpoint Protection agent that provides suspicious activity detection, behavioral activity blocking, and protection from ransomware, malware, and viruses. A 3rd party provides 24x7 Managed Detection & Response, Security Operations, periodic audit and evaluations of the system, and ongoing security recommendations and guidance. 1. Every member of Sentinel's cybersecurity staff each have more than 20 years of experience. Sentinel's security operations partner has an experienced staff that include direct federal cybersecurity employment. Both Sentinel and partners have decades of experience with handling sensitive information. Sentinel Offender Services has been providing electronic monitoring for nearly 30 years and throughout that span has continued to develop solutions for the ever-changing security aspect of today's environment. Security is considered in the design of all points of system and interactions including storage of data. Infrastructure is also chosen from vendors who are SOC2 Compliant. 2. No – we do not store any HIPPA related data in the system. Sentinel's system is designed upon multi-tenant, role-based access principles. Therefore product user data is only

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



		accessible to the authenticated user with right permissions. We do not store any health information in the system. PII information like name, address and contact information is only accessible to authenticated users. Data is also encrypted at rest so anyone who manages to get access to storage media will not be able to get data as it is encrypted.
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.	Sentinel remote employees work from Sentinel built and managed workstations with Sentinel's Endpoint Protection platform cyber security agents installed and Sentinel managed security policies. Remote VPN access is provided over MFA protected Client VPNs with least minimum access lists to control traffic. Sentinel also uses an additional MFA protected portal that is accessed over the client VPN that controls and limits access to the most sensitive internal systems. The laptops of remote employees are installed with end point protection system to ensure any suspicious activity is immediately detected. Connectivity to the systems requires users to be authenticated using MFA and goes through VPN.
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.	Upon employment position needed, our Human Resources Department posts required positions on job boards and with local Employment Development sites in the area where we will be providing contractual program services. After reviewing potential applicants, those who meet our qualifications are interviewed by telephone; if the applicant passes the telephone interview, he/she is sent an Application for Employment. After the application is received, reviewed, and approved, a face-to-face interview is set up with the hiring manager. If the hiring manager makes an affirmative selection, an offer is made to the applicant contingent on the applicant passing a background check and drug screen. After the offer has been accepted, a background check for criminal convictions is started. Sentinel processes our background checks using ADP, a company that specializes in performing employment screenings. ADP performs Sentinel's screening and selection services utilizing the services of NAPBS, the National Association of Professional Background Screeners. In addition to the services provided by ADP, Sentinel performs a USIS Widescreen National Criminal/Sex Offender search, state-specific misdemeanor and felony checks based on addresses received from their personal Experian TRAC report by social security number, and five-panel drug-testing on our employees. Sentinel's review process ensures that the candidates meet all background, educational, and experience standards as set forth by contractual obligations. We do not hire persons with felony convictions or misdemeanors involving moral turpitude.

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



9.0	Is proposer SOC 2 compliant? If yes, please explain how and provide proof.	A leading provider of electronic monitoring programs for nearly 30 years and as the most active Contractor on NASPO Master Agreement #00212, Sentinel recognizes the importance of all of the key elements of SOC 2 compliance. In April of 2022, Sentinel acquired Omnilink Systems, a division of Sierra Wireless, a publicly traded international firm who developed systems and solutions in accordance with SOC 2 specifications. As part of the acquisition, Sentinel acquired software solutions and processes that reside in the Oracle Government Cloud, a SOC 2 compliant, cloud hosted environment. In addition to the Oracle Government cloud, Sentinel has secured redundant off-site data hosting environments. Our Primary facility is hosted in the Alchemy Datacenter in Irvine, California and our secondary facility is hosted by iLand DRaaS in Dallas, Texas both which are SOC 2 compliant, and part of Sentinel's emergency response and data archive process ensuring that our infrastructure is built using partners that recognize the value of SOC 2 compliance. As part of the Omnilink acquisition, Sentinel is required to undergo an annual SOC 2 Attestation Engagement. This attestation requires an independent outside firm, Clifton Larson Alan (CLA) to perform a "test of controls" to obtain evidence that the controls described by Sentinel are being implemented properly as of specific date or for the period. The type of tests used during the testing process include; inquiry, observation, inspection, and reperformance of transactions with a focus on the five key elements of SOC 2 compliance which include Security, Availability, Confidentiality, Processing Integrity and Privacy. Sentinel is currently engaged with Clifton Larson Alan to complete this year's SOC 2 assessment and is prepared to provide proof of engagement and SOC 2 assessment findings upon completion.
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).	Sentinel has not had a security breach in the last twelve months due in large part to the security protocols and system level protection Sentinel incorporates.
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.	
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?	System uptime reporting captures the incident details; start time, end time, ticket number, product and service impact, root causes, and any corrective action taken. This information is available to our customers at any time. Further, as requested Sentinel will provide monthly KPI reports on all aspects of program operations including uptime, device failure, enrollments, completions, inventory, billing and any other elements deemed critical by the customer. The customer has 24-7 access to our systems so complete transparency is always available.

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		At the device level, Sentinel maintains stringent maintenance and repair records of all OEM devices. This includes but it is not limited to ongoing and recurring calibration and testing performed on our devices. All repairs are captured by device and measured down to the BOM level for each device. Additionally, individual return rates and performance of each device is available for audit and review by our customers at anytime.
13.0	What reporting will proposer provide to a Participating Entity to document compliance with Exhibit C. requirements for Uptime and System Availability?	System uptime reporting is collected monthly and available upon request to Participating Entities. Sentinel provides monitoring Service(s) and indicates proposed availability, scheduling, system uptimes, downtimes, and performance metrics and any other information pursuant to the Exhibit C, redline submittal. Monthly, by the 5th business day of every month, the Director of QA produces a System Availability and Performance report that captures the System Availability and performance of the Hosted Services during the calendar month. Report includes: 1. System uptime percentage; 2. Incident details; 3. Root cause(s) and corrective action (s) to prevent recurrence Sentinel makes these reports available to Participating Entities upon request.
14.0	For this Category of Need, provide ia 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.	Orders can be submitted 24 hours a day, 7 days a week via our DNA online portal for Orders. Participating entities can also submit Order forms and Order Details via email orders.return@sentineladvantage.com. Orders received before 12:30PM Local time will be processed same day and will ship Ground from one of two Fulfillment centers. Fulfillment centers are located in Anaheim, CA and Alpharetta, GA. Orders will ship from geographic fulfillment locations appropriate to improve time to arrive at customer location. In the event an order with urgency is placed, Sentinel will work with the Participating Entity via the Sentinel Account Manager to deliver on customer expectations and overnight orders will be processed as needed. All orders will be confirmed and provided with a tracking number relevant to the specific package to provide the Participating Entity full visibility on the status of their package(s). Sentinel inventory levels and multiple fulfillment centers allow us to avoid any delays in shipping or prolonged timeframes for Product delivery.



Proposer Name: Sentinel Offender Services, LLC

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 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	For Category 1 Radio Frequency Monitoring solutions, Sentinel is proposing our Continuous Signaling system, RF Patrol Radio Frequency Electronic Monitoring System in both landline and cellular models, and our Random Scheduled Tracking solution, ShadowTrack Mobile App and monitoring system including the ShadowInteractive module, ShadowLocate module, and ShadowView module. All proposed equipment and software are the latest model provided by Sentinel. Sentinel will provide new and unused (or like new with no blemishes or defects), of the latest model or design from the manufacturer. As a provider of electronic monitoring and tracking equipment and monitoring platform, we are required to stay at the forefront of technology to ensure we maintain our competitive advantage. This drive for enhanced products and any future modifications will benefit the Participating Entity as Sentinel offers new features and enhancements at no cost to the agency. Furthermore, Sentinel will offer to the Participating Entity information system upgrades and revisions to our proposed monitoring application at no additional cost. There are no anticipated products, technologies, services scheduled for discontinuation or scheduled end-of-life that are anticipated during the initial term of the Master Agreement. CONTINUOUS SIGNALING Sentinel is pleased to propose the latest technology RF Patrol Radio Frequency (RF) electronic monitoring technology platform from Sentinel. RF Patrol is designed to determine whether or not a participant remains within a preset distance from the home monitoring unit located in their residence using a small, lightweight bracelet that is designed to be installed on the ankle of the participant. This equipment is capable of continuous signaling, receiving, storing and disseminating data generated by the system to the Sentinel monitoring center, all without any active participation by the participant. RF Patrol is specifically designed for house arrest and curfew monitoring and provides reliable home supervision and intensive heightened notification including unauthorized absences, late returns, equipment malfunctions and tamper alerts, via landline telephone or by cellular network communications to Sentinel's
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



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 frequency not less than once every minute. Describe how proposer will meet these requirements.	Monitoring Center that is operational and fully staffed, 24 hours a day, 7 days a week, and 365 days a year. Upon receipt of an agency identified Key Alert, Sentinel's Monitoring Center training staff will report curfew violations and equipment status alerts to the designated agency officer or program manager by email, text message, or manual voice message pursuant to the Participating Entities established protocols. Both the ankle transmitter and the home monitoring unit are equipped with anti-tamper features to ensure program integrity. The RF Patrol transmitter is waterproof, sealed, and designed with fiber-optic tamper detection technology to report any tamper attempts. The RF Patrol home monitoring unit is designed with a tamper detection feature if the case is compromised, along with a built-in multi-day battery back-up, and a motion sensor to detect if the unit is relocated to a different location. <u>PROPERTIES OF THE RF PATROL TRANSMITTER AND PAIRED RECEIVER</u> The RF Patrol transmitter (PTX) is 1.57 X 2.72 X 0.77 inches and weighs 1.51 ounces. The unobtrusive, hypoallergenic, and sleek bracelet design makes it one of the smallest body-worn bracelets available on the market. It is easily, securely, and comfortably attached to the ankle of participants under normal slacks. It is moisture and waterproof, shock resistant, unaffected by normal human environmental and atmospheric conditions, and does not pose a safety or health threat to the wearer or unduly restrict the activities of the participant. The PTX2 can be quickly attached to the participant's ankle in under five (5) minutes and easily replaced in the field by Agency officers. The RF Patrol PTX2 transmitter emits a unique, constantly changing signal on average three (3) times per minute. Each time the bracelet transmits its signal, it reports the serial number of the transmitter associated to the participant, its power status and tamper status. The bracelet records and reports each tamper as a separate event alerting the agency of a participant's tamper frequency level. The RF Patrol home unit (PHMU) is 7.5 x 8.6 x 1.7 inches and weighs less than one (1) pound, making it one of the smallest devices on the market capable of storage at 100% humidity. The RF Patrol home unit operates properly in households containing normal household goods and appliances. The RF Patrol PHMU is installed in a central location, using a standard two-prong 110-volt AC power cord certified to
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		Underwriters Laboratories (UL) standards. The home unit also has internal surge protectors for the power supply and phone connection, and a cellular modem incorporated into the internal architecture. The PHMU is available in both landline and cellular to accommodate all participants, even those without home phone lines and uses the AT&T cellular network for communicating with Sentinel's monitoring system. Upon activation, the home unit automatically identifies the PTX2 transmitter serial number assigned to it and synchronizes itself and the bracelet as a matched set. The transmitter and home unit are also interchangeable components, enabling easy replacement of either component without replacement of the entire system. In addition, any home unit can be programmed to recognize and report statuses from multiple bracelet units (up to 50 transmitters on one (1) home unit), including multiple participants in the same home and guest PTX2 bracelets in the vicinity of the home unit. —IMPORTANT SENTINEL ADVANTAGE— The RF Patrol monitoring system's signal range is agency programmable and variable with three (3) settings as follows: • Low, approximately 35 - 50 feet • Medium, approximately 85 - 100 feet • High, approximately 135 - 150 feet <u>TAMPER DETECTION FEATURES</u> RF Patrol has a highly advanced tamper detection scheme. The PTX2 transmitter bracelet's sophisticated fiber-optic strap design uses light rather than a conductive circuit to ensure the participant cannot tamper with the unit without the generation of a tamper alert. The individual tamper detection circuits embedded in the strap send a pulse of light through the fibers confirming the status of the strap. If a participant attempts to cut the fiber-optic strap or remove the unit, the unit automatically activates a "tamper alert" signal and transmits the "tamper alert" to the home monitoring unit while in range. Sentinel PTX2 bracelets have proven successful and corrections agencies that rely on the most accurate technology available have confidently used this fiber-optic circuitry worldwide. This unique technology eliminates the concern of "false tamper" alerts created through normal usage at home or in typical work environments. The RF Patrol PHMU unit is designed to detect and report multiple types of tampering, including but not limited to power disconnect/reconnect, phone disconnect/reconnect and attempts to open the receiver housing. The PHMU housing is made of high impact ABS plastic, is tamper resistant and reports tamper alerts to the monitoring center with date and time stamps. The unit has non-commercially available security hardware sealed with tamper evident tape to reflect visual signs of tampering. If
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		a participant opens the case of the unit providing access to the internal circuitry, the unit's internal architecture has an internal tamper switch that will detect and report tampering of the internal PHMU. In addition to PHMU tampers, the unit will detect and communicate all other alerts and notifications, including but not limited to PTX2 tampers, arrival, and departures of the PTX2, loss and restoration of power or telephone service, and HMU Overdue, indicative of impediments to the ability to report to the monitoring center. The RF Patrol PHMU home receiver unit is also equipped with features that generate alerts if the receiver is tampered or moved. RF Patrol units incorporate an industry-leading intelligent movement sensor known as "tilt detection" built-in that can aid the officer in differentiating between momentary movement versus attempted relocation of the unit. If the unit is moved, a Tilt In Motion alert is generated. Should the participant attempt to open the PHMU, the unit will generate an HMU Tamper alert. <u>UNIQUE FEATURE OF THE RF PATROL SOLUTION</u> The following list highlights some of the unique features of the proposed RF Patrol radio frequency monitoring solution: • Ease of Installation: Installers can enroll the Personal Home Monitoring Unit (PHMU) after the Personal Transmitter (PTX2) is on the participant. Installers can complete PHMU enrollment through easy-to-follow prompts on the LCD screen in agency offices or at the participant's home. A telephone line is not required to complete the enrollment process. • Dual Transceiver, Two-way RF Link Approach: Sentinel's unique dual transceiver approach incorporates both a transmitter and receiver in the home unit, as well as having both in the PTX2 bracelet. • Tamper Detection via Fiber Optic Strap: RF Patrol has a highly advanced tamper detection scheme. It is a sophisticated fiber-optic strap design that uses light rather than a conductive circuit to ensure the participant cannot tamper with the unit without the generation of a tamper report. The 16 individual tamper detection circuits embedded in the strap send a pulse of light through the fibers at a rate faster than once every second, constantly confirming the status of the strap. This highly advanced technological design eliminates false "Body Tamper" alerts caused by older generation equipment. • Advanced Range Testing/Variable Range Setting: Both the transmitter and the home unit indicate RF signal strength during range testing. This enables the Sentinel installers and/or Agency staff to perform accurate range testing at each installation and the officer/installer can also determine the distance of the range setting in
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		one of multiple distance settings. • Unauthorized Telephone Number Reporting: The system will detect and report if a home unit calls in from an unauthorized telephone number, including delivery of that unauthorized phone number to the officer for use in investigation. • LCD Screen: Provides alphanumeric informational prompts to both participants during supervision and Sentinel installers and/or Agency staff during installation/troubleshooting and monitoring status through the Setup Menu options. • LED Light: LED light provides a clear indication of connection and/or pending alerts to assist during programming or troubleshooting. • Ability to Send a Text Message to the Home Unit: The home unit can receive a text message from the Sentinel monitoring platform for purposes of further communicating with the participant. Additionally, the program participant can acknowledge the message by touching a button on the home unit which transmits an acknowledgment signal to our monitoring system for inclusion in the participant activity. • Tilt/Motion Detection: RF Patrol units incorporate an industry-leading intelligent movement sensor known as "tilt detection" built-in that can aid the officer in differentiating between momentary movement versus attempted relocation of the unit. • Guest Bracelet Detection: The system detects all Sentinel transmitters that come within range of the home unit. This unique feature detects and notifies officers if EM participants come in contact with one another and/or are comingling. • Group Monitoring Capabilities: One (1) home unit can simultaneously monitor up to 50 transmitters, each with their own separate/unique curfew schedule. 1. Operate in active, passive and hybrid modes. Sentinel's RF Patrol Radio Frequency (RF) electronic monitoring technology is designed to determine whether or not a participant remains within a preset distance from the home monitoring unit located in their residence using a small, lightweight bracelet that is designed to be installed on the ankle of the participant. This passive equipment is capable of continuous signaling, receiving, storing, and disseminating data (through landline or cellular communications) generated by the system to the Sentinel monitoring center, all without any active involvement by the participant. The ankle transmitter's encrypted signal is received by the home monitoring unit, which reports each time the participant enters and exits from the residence. The home monitoring unit also reports any changes to the ankle transmitter's status such as a
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	low battery or tamper alert. 2. Be capable of being worn on the Product User's ankle. The RF Patrol transmitter (PTX) is 1.57 X 2.72 X 0.77 inches and weighs 1.51 ounces. The unobtrusive, hypoallergenic, and sleek bracelet design makes it one of the smallest body-worn bracelets available on the market. It is easily, securely, and comfortably attached to the ankle of participants under normal slacks. 3. Be lightweight and small. The RF Patrol transmitter (PTX) is 1.57 X 2.72 X 0.77 inches and weighs 1.51 ounces. 4. Be sealed and water resistant. The RF Patrol bracelet (PTX2) is sealed to ensure that it is waterproof and shockproof; additionally, the unit is 100% humidity 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. The RF Patrol PTX2 bracelet (transmitter) and strap are both made of hypoallergenic materials free of any external metal or alloy to avoid injury and reduce any discomfort in wear to the participant or installer. The case is made of Acrylonitrile-Butadiene-Styrene (ABS) Plastic while the strap is made of Thermoplastic Polyurethane. 6. Be easily attached to and removed from the Product User by Participating Entity personnel in less than ten (10) minutes. With only four (4) easy to install pieces, the PTX is one of the easiest RF bracelets and straps to install in the industry. The RF Patrol bracelet is easily installed by a trained officer in less than five (5) minutes. Using the supplied tool, authorized Participating Entity personnel can easily remove the clip attaching the strap to the Product User. 7. Be durable and shock-proof. The RF Patrol bracelet (PTX2) is sealed to ensure that it is durable and shockproof; additionally, the unit is 100% humidity resistant. The RF Patrol PTX2 has been designed to function reliably under normal atmospheric and human environmental conditions, and does not pose a safety or health threat to the wearer or unduly restrict the activities of the participant. 8. Connect to the proposer's server(s) through a
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		cellular network. The RF Patrol radio frequency electronic monitoring home based receiver, the PHMU, is available in both landline and cellular models. The cellular model will communicate with the Sentinel monitoring system via the AT&T cellular network. 9. Be configurable to utilize multiple cellular towers within the Participating Entity for optimum Product User location tracking. N/A 10. Recognize wi-fi availability and roaming on cellular networks other than that of the primary cellular service provider. N/A 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. The RF Patrol PTX2 (transmitter) is powered by a lithium thionyl-chloride, 3.6V, 750 milliamp hours (mAh) battery pack that is designed for a continuous operating life of 24 months, proactively replaced by Sentinel at an 18-month interval and has a four (4) year shelf life. The RF Patrol PHMU (receiver) is installed in a central location, using a standard two-prong 110-volt AC power cord certified to Underwriters Laboratories (UL) standards. The home unit also has internal surge protectors for the power supply and phone connection, and a cellular modem incorporated into the internal architecture. The PHMU is available in both landline and cellular to accommodate all participants, even those without home phone lines, to communicate with Sentinel's monitoring platform. —IMPORTANT SENTINEL ADVANTAGE— The RF Patrol PHMU is designed with a built-in auto-recharging backup battery that functions for up to 48 continuous hours of full operation in the event of a commercial power failure at the participant's home or power cord disconnection. In the unlikely event that a power outage exceeds the 48-hour battery back-up and is forced to shut down prior to reporting any event, the RF Patrol PHMU has an internal non-volatile memory capable of indefinitely storing approximately 90 days of monitoring events, including date and time stamps. The unit retains all stored events and reports them to the monitoring center upon power restoration. Sentinel's proposed solution is also capable of retaining monitoring information in the event of loss of communications with the monitoring center. If telephone service or cellular communication is interrupted, the receiver will prioritize
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		and store activity data in the receiver's non-volatile internal memory, automatically reporting the statuses immediately upon the return of service. 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.) The SentinelDNA monitoring platform provides the capability to send a text message to the RF Patrol home monitoring unit (PHMU). Participating Entity personnel access the web-based DNA system to send DNA/web-to-PHMU/display customized alphanumeric text messages that prompt RF Product Users via the PHMU LCD screen upon entering range of the PHMU. The PHMU also records the Product User's acknowledgement of receipt, and the DNA system records the acknowledgement as a web-based event within the Product User's activity. 13. Be supplied with a backup location system in the event a GPS signal is not present. N/A 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. Sentinel's proposed RF Patrol solution (both landline and cellular) provides the ability to accurately detect presence/absence of a Product User to the geofenced area established by the Participating Entity for the Product User's home and/or residence. RF Patrol demonstrates a high degree of accuracy though the ability to perform internal range testing and range setting to establish the appropriate preset distance from the home monitoring unit located in the participant's residence and the ankle worn PTX2 transceiver. Both the RF Patrol bracelet and the receiver (PHMU) indicate RF signal strength during range testing enabling the Participating Entity personnel to perform accurate range testing at each installation. The Participating Entity personnel can also determine the distance of the range setting in one of multiple distance settings. The RF Patrol monitoring system's signal range is agency programmable and variable with three (3) settings as follows: • Low, approximately 35 - 50 feet • Medium, approximately 85 - 100 feet • High, approximately 135 - 150 feet
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		15. Accurately track time on an internal clock that is automatically set with periodic time checking to verify accuracy. The PHMU will provide data and time stamps for each event received by the RF Patrol bracelet. Also, the RF Patrol PHMU unit is designed to detect and report multiple types of tampering to the base unit, including but not limited to power disconnect/reconnect, phone disconnect/reconnect and attempts to open the receiver housing and reports tamper alerts to the monitoring center with date and time stamps. In addition to immediately transmitting events, the RF Patrol PHMU has an internal clock and will call in to the Sentinel monitoring platform approximately every four (4) hours to perform a check-in to verify status / accuracy. The call back frequency can be customized as needed by the Participating Entity. 16. Collect and store GPS location points at a frequency not less than once every minute. N/A RANDOM SCHEDULED TRACKING As a result of the COVID-19 Pandemic, Sentinel has been closely working with law enforcement, probation, parole, and pretrial service agencies in developing a system and levels of service that supports Curfew Monitoring by using or incorporating Voice Verification during random or present times, Remote Check-in Systems, and Phone Application for lower- to moderate-risk probationers and defendants who are required to comply with curfew schedules and check-in weekly, bi-weekly, and/or monthly, and real-time face-to-face remote streaming video conference interviews. With valuable input from criminal justice professionals, these services have been designed within our available ShadowTrack monitoring system and now incorporates a new phone app offering or as a call-in system (residential or cell phone) that provides the ability to meet agency requirements for lower level of curfew monitoring, check-ins, and live remote streaming face-to-face interview now and real-time features. Below, we have provided an overview of the various modules and services available. <u>SHADOWINTERACTIVE SELF-REPORT SESSIONS (INTERVIEW)</u> The ShadowTrack monitoring application's self-reporting service module consists of an interactive interview of six to ten (–or more as required) customized questions that allows the agency staff to retrieve information from the program participant. This user-friendly service allows the officer to obtain current records and contact information for the enrollee in a more efficient manner. Self-reporting can be completed via text through the ShadowTrack system's mobile app or via voice through the ShadowTrack automated voice platform and participant's phone. The Interactive Voice Interview (Self-Report)
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	service supports any language and allows the user to designate a list of questions. The officer designates the frequency the enrollee is required to call in for self-reporting. The service offers the ability to schedule reminders to be sent to the enrollee when an upcoming self-report session is due. The self-reporting service features email alerts to the user if an exception occurs during a self-report session or the enrollee fails to report. The officer can view or listen to exceptions via the ShadowTrack monitoring application voicemail and exception report. <u>SHADOWVOICE CURFEW MONITORING & VERIFICATION</u> The ShadowTrack web-based monitoring application allows the agency officers to verify that a program participant is at a designated location at a specific time. The ShadowTrack monitoring application uses voice verification and facial recognition during inbound/outbound curfew calls to identify the program participant. When utilizing the mobile app, location information can be gathered at the time of the call and placed on a Google map for officer review. The curfew management service allows the officer to schedule random calls at a desired frequency. The ShadowTrack application uses a feature that retrieves caller ID information and will alert the officer if the participant is calling in from an unauthorized phone number. The supervising officer will be notified if the enrollee fails to complete inbound/outbound curfew calls due to no answer, hang ups, busy signals, or voice or facial recognition failure. <u>SHADOWLOCATE</u> The location services utilize dual location verification technology including location coordinates to determine the whereabouts of a participant during each scheduled Interactive Check-in Interview (can be enabled or disabled). This service can be paired with voice verification and facial recognition to ensure the program participant is in fact with the telephone device during location verification. The agency staff can view the location coordinates on a map via the ShadowTrack web-based monitoring application for each check in. <u>SHADOWVIEW LIVE VIDEO SESSIONS</u> The ShadowView™ service allows the officer or user to initiate live video sessions with the participant. The ShadowView service works in conjunction with the Shadowtrack® enrollee phone app and the Officer ShadowView phone app. Officers can also utilize the ShadowView service from a desktop or laptop computer. The officer or user can access a list of active participants in the ShadowView app and initiate video calls by selecting their names from the list. The details of the video session are then uploaded via the participant's profile in
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		the ShadowTrack web application. The features of the ShadowView service include the following: • Ability to initiate on-demand video sessions with any active participant to whom the user has access. • Notification to the officer if the participant fails to answer the video session call. • A record of the call will be logged on the participant's profile via the "Compliance" tab. • The length of the video session will be noted in the call details of the video session. • The location of the participant is verified during each video session. This information is displayed in the call details of the video session. • A recording of the video session will be made available via the enrollee "Compliance" tab. The following is a Sample of how flexible the ShadowTrack Monitoring Application can be set up and used on a participant-by-participant bases and their Risk Level: • Unlimited access to secure web-based monitoring application, with each authorized agency officer having their own unique Username and Password to access the system. • Daily or weekly curfew compliance monitoring transactions based on the participants court conditions or risk level. • Weekly, bi-weekly, or once per month Self Report Interviews each month where the participant can conveniently complete their interview utilizing any telephone device or via the Mobile Phone App (determined by the agency). • Includes Interactive Self Report Interview with customized questions based on the agency's requirements and will allow the agency to obtain current information for the participant without the need for a face-to-face visit. • Includes the ShadowView service that allows the officer or user to initiate face-to-face live video sessions with the participant. • Includes scheduled notification reminders to the participant via phone call, text, or email, in order to improve participant compliance and ensure interview sessions are completed in a timely manner or court directed meetings and schedule are followed. • Includes Voice Verification and/or Facial Recognition prior to the beginning of each Self Report session. • Includes Location Based Services (LBS) to verify the participant's whereabouts during each self-reporting session (this feature can be enabled or disabled). • The system supports English and Spanish and includes automatic transcription of participant responses. Users can conveniently access the
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		exception report to review responses submitted during interview sessions. Exception responses are also noted on the participant profile via an audio file and as automatically transcribed speech to text. 1. Operate in active, passive and hybrid modes. N/A 2. Be capable of being worn on the Product User's ankle. N/A 3. Be lightweight and small. N/A 4. Be sealed and water resistant. N/A 5. Be hypoallergenic and must not pose a safety risk or hazard to the Product User wearing the unit or to Participating Entity personnel. N/A 6. Be easily attached to and removed from the Product User by Participating Entity personnel in less than ten (10) minutes. The ShadowTrack Mobile App and modules are available via download to the participant's Apple or Android cellular phone from the Apple App or Google Play stores at no charge to the participant. App downloads and enrollments can be completed in less than five minutes by a trained officer. 7. Be durable and shock-proof. N/A 8. Connect to the proposer's server(s) through a cellular network. The ShadowTrack Mobile App and modules will operate via any cellular carrier. To ensure the Mobile App and modules can function reliable on the patient's phone, a cell phone with the ability to download mobile apps is required. To ensure availability to all participants, a landline with basic touch-tone service and call waiting can be used to access the ShadowTrack system if there is no cell service available. 9. Be configurable to utilize multiple cellular towers within the Participating Entity for optimum Product User location tracking.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		Utilizes the User's smartphone capable of communicating on multiple towers to report data to the monitoring system. Device roaming capabilities would be determined by the End Users cellular carrier and plan selection. 10. Recognize wi-fi availability and roaming on cellular networks other than that of the primary cellular service provider. Utilizes the User's smartphone capable of communicating on multiple towers to report data to the monitoring system. Device roaming capabilities would be determined by the End Users cellular carrier and plan selection. 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. N/A 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.) Through the monitoring system, Participating Entity personnel can schedule reminders to be sent to Product Users via call or text message to the Product User's cellular phone. 13. Be supplied with a backup location system in the event a GPS signal is not present. N/A 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. N/A 15. Accurately track time on an internal clock that is automatically set with periodic time checking to verify accuracy. N/A 16. Collect and store GPS location points at a frequency not less than once every minute. N/A OPTIONAL PROPOSER PROVIDED USER SERVICES
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		In addition to these aforementioned Product Specifications responses, Sentinel provides the following synopsis of Optional Proposer Provided User Services proposed in Categories 1, 2 & 3: <u>Drug Screening</u> Drug Screening is an Optional Vendor Provided Offender Service currently listed on incumbent Sentinel/NASPO Master Agreement #00212 Category 2 and being provided to incumbent Participating Entities. As such, Sentinel proposes to continue the provision of these optional services under Master Agreement 22PSX0021. Sentinel recognizes that along with enforcing program compliance through GPS tracking, RF monitoring, and Alcohol testing services (when requested), the need may also exist for drug testing. Therefore, as an option available to a Participating Entities, Sentinel offers a variety of drug screening services as enhancements to enforcing participants' requirements to abstain from drug use. These advanced drug testing kits allow the Participating Entity to select the testing methods that best meet the specific participant's needs. These options include multi-panel urine screens, fentanyl testing, mouth swabs, synthetic drug kits (K-2, Spice, etc.), Bath Salts/designer stimulants, and hair follicle testing. During a participant's program orientation, a test is administered to establish a baseline screen and determine recent drug usage. The participant is then tested at every subsequent compliance appointment in addition to any random screening required by the Participating Entity. All test results are sent to a lab for confirmation as required by the Participating Entity. Both the on-site test devices and lab-based screening services utilize industry leading cut-off levels to provide accurate and legally defensible results. Prices on the Category 2 Price Schedule are for the base 5 Panel test, observed screens and a minimum of 750 screens per month. Higher number of Panel tests are available to be quoted on a per Participating Entity basis. <u>Direct User Billing / Offender Funded Program</u> Direct User Billing / Offender Funded Program are Optional Vendor Provided Offender Services currently listed on incumbent Sentinel/NASPO Master Agreement #00212 and being provided to incumbent Participating Entities. As such, Sentinel proposes to continue the provision of these optional services under Master Agreement 22PSX0021. Sentinel can provide an offender-funded payment model should a Participating Entity elect to utilize this model in conjunction with dedicated on-site technician services. With local Sentinel staff handling all equipment services as well as fee collection services for those participants designated by the Participating Entity as self-pay, Participating Entity staff can focus on enforcement and supervision thus encouraging overall program growth.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	Within this program model, our staff account for all self-pay participant payments using Sentinel's proprietary case management software that provides the participant with a detailed receipt each time a payment is accepted. We can collect payments in person, via mail in, over the phone, or through our secure online payment system. For every payment, the participant is given a receipt for their records which will indicate the amount of the payment along with any outstanding balance owed. If the participant is paying via cashier's check or money order, the transaction is processed by our local staff. Our staff ensure that the participant completely fills out the instrument so that no "blank" ones are collected. The participant is given a receipt for their records which will indicate the amount of the payment along with any outstanding balance owed. At the end of each business day, all revenue collected is reconciled by the on-site technician. This is accomplished by comparing and confirming all revenue collected for that day with the office's master revenue collection ledger that is generated by our automated payment processing system. Any adjustments to the ledger require corporate controller clearance with complete and thorough details on the reason for the adjustment. All cash and bank instruments (checks and money orders) are deposited in a local bank branch at the end of each business day. There are no funds of any type retained in the office overnight. Sentinel acknowledges that the factors for these services may vary on a per program basis, thus Sentinel will remain open to discussing program characteristics and, where necessary, renegotiate any particular variance with any NASPO Participating Entity for these optional services. Sentinel shall provide staff to implement this program and may recover the costs for their services at a negotiated amount directly from the Participating Entity and or Participant. <u>Contractor Case Management Services / Contractor Equipment Installation/Removal</u> Contractor Case Management Services / Contractor Equipment Installation/Removal are Optional Vendor Provided Offender Services currently listed on incumbent Sentinel/NASPO Master Agreement #00212 and being provided to incumbent Participating Entities. As such, Sentinel proposes to continue the provision of these optional services under Master Agreement 22PSX0021. Sentinel can provide on-site personnel to assist with case management duties that may include installations/removals, enrollments, troubleshooting, maintenance and inventory, offender-pay fee collections, and assistance with reports. Our dedicated on-site program staff are well trained on the procedures
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



		associated with enrolling each participant and installing the equipment, including taking enrollment photos for use with the portable alcohol monitoring device. During installation, the Sentinel staff member will instruct the participant on the care and daily maintenance of the equipment as well as instruct the person on proper charging timeframes and testing procedures. Upon completion of the installation, the program personnel will ensure that all signals from the equipment are received within the monitoring platform prior to allowing the participant to exit the facility. Please refer to the procedures below for Orientation, Installation, Enrollment, Consultation and Case Management Activities, Non-Compliance and Violation Reporting, Abscond Reporting, Processing Completions or Terminations, and Collecting and Recording Funds / Payments for further details. Sentinel's on-site program staff provides a daily review of participant activity reports and GPS data to determine the status of each participant's supervision on electronic monitoring. Based on the Participating Entity's policies and procedures, Sentinel's program staff will contact participants to troubleshoot any equipment related alerts. The program staff will also be responsible for equipment inventory management, including all ordering of equipment and supplies as well as the return of excess inventory or devices in need of repair. The Sentinel on-site staff will be responsible for ensuring that all electronic monitoring equipment is properly cleaned and tested prior to placement upon each program participant. Our staff will be available to provide court testimony, if needed. In addition, our on-site program staff will be responsible for the following tasks: • The dedicated local Sentinel staff will be available to provide court testimony as needed; • Our Sentinel staff will be available to troubleshoot key events/alerts with Participating Entity officers to ensure accuracy and certainty; • Local Sentinel staff will provide analysis and recommendations or alternatives to issues and problems to address any concerns and be more efficient; • Our staff will meet the requirement that installation and removal of equipment and service are completed within the Participating Entity-specified timelines; • Our staff will meet the fulfillment of maintenance or troubleshooting as necessary and respond and provide resolution within 24 hours; and
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		- The local Sentinel staff will ensure that our Monitoring Center continues to be well versed on the Participating Entity's program and be available 24/7/365 days a year to provide an option for officers to call our monitoring center. <u>Participant Orientation Procedures</u> At the first meeting with our staff, program participants are provided a full program Orientation. During this Orientation, the rules and regulations of the program are explained, and the participant is required to sign the Participant Agreement, which has been customized to meet the needs of the program. Upon completion of the review of the Participant Agreement and based on the activities that the participant is allowed to conduct, daily curfew schedules are established clearly detailing when the participant can leave their residence for permitted activities. Our staff only allow those activities that are Participating Entity-approved and were established prior to program implementation. In order to verify their whereabouts while away from the residence, participant is instructed on what documentation is required for them to provide at all subsequent compliance appointments with Sentinel. The other tasks at the Orientation include: Schedule Review All daily curfew settings will be reviewed for accuracy and to verify compliance with Participating Entity-approved activities Residential Confirmation The participant will be required to provide proof of his/her residential location. Our staff asks for proof of rent payment, monthly home payment note, or official correspondence that verifies the participant's place of residence. Contact Verification The participant will be asked to provide alternate contact methods. In addition to their personal telephone or cellular numbers, we attempt to obtain other contact options including contact information for a spouse, friend, or other relative. These additional contact numbers are important when our staff is researching an alarm or similar event. All of these contact numbers are entered into our proprietary case management system. Fee Setting For those program participants requiring the collection of fees, funds are collected on a weekly or bi-weekly basis according to the established payment schedule set up with the participant. Next Appointment Setting Based on the required reporting schedule of the participant, the next face-to-face meeting (Compliance Appointment) will be set at this time. The participant will be provided with the
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		appointment information as well as any required documentation that needs to accompany them in order to ensure compliance. • Question and Answer Support If there are any program related questions, the on-site Sentinel staff member will answer these for the participant. If the participant ever requests unusual changes such as a modification to his permitted activities, our staff will immediately contact the designated referring Participating Entity personnel to inquire if the change(s) can be approved. Our staff will NOT make any changes to the permitted activities or residential status without the prior approval of the designated Participating Entity personnel. All this information is entered into the participant's personal case file in our proprietary case management system, with copies of the statements also kept in the participant's physical file at the program office. Participating Entity personnel can have secure access into our case management system to view all our case manager-generated reports and notices at any time. <u>Equipment Installation Procedures</u> Prior to the completion of the Enrollment process (further described below), Sentinel staff installs the required monitoring hardware on the participant. As required, our local staff will perform all necessary steps for "installing" equipment, including enrollment, capturing initial enrollment images for visual compliance-related equipment, etc. The customary equipment installation procedures include: • Preparation of Equipment Based on the level of monitoring required, our staff will prepare the appropriate equipment type for installation. All equipment is tested by our National Warehouse for performance prior to shipment to our local field offices. • Data Entry Our staff will enter the required participant information in our monitoring system in order to activate the necessary monitoring or tracking equipment for said participant. • —IMPORTANT SENTINEL ADVANTAGE— Sentinel operates its own Monitoring Center that allows us to ensure the proper operation and monitoring of the Participants at all times. • Sizing If ankle-worn equipment is required for the participant, our staff will size and fit the ankle-worn device on the participant. This is accomplished by adjusting the hypoallergenic ankle strap down to an appropriate size and attaching it to the security holding backplate, which keeps the ankle strap in place.
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		• Installation The designated device is secured onto the assembled strap and backplate assembly. • Activation The device is activated, and a “good hook-up” is confirmed in our monitoring system. This confirmation is done at the field office to ensure that the participant’s device is operating as required prior to their departure. • Equipment Guide For situations where the participant is issued multiple pieces of monitoring equipment, e.g., radio frequency (RF) monitoring and alcohol testing equipment, the Sentinel staff member will instruct the participant how to install the equipment at their residence, in addition to providing them with an instructional flyer illustrating the simple in-home install process if needed. The Installation process is complete at this time and the monitoring and/or tracking equipment will begin to report all activity and alert information as required. The installation of an ankle device is completed in less than five minutes. <u>Enrollment Procedures</u> As the Orientation is completing, our staff create and submit an Enrollment Notice to the designated referring Participating Entity personnel thereby confirming the enrollment of the selected participant has been completed. This enrollment notice contains all pertinent participant and case information so that the Participating Entity knows all details of the supervision guidelines. On the Enrollment screen, staff can enter all equipment information, i.e. field monitoring device number, transmitter number, etc. This information is used to properly control Sentinel’s internal inventory system for both hardware and accounting purposes. It also allows personnel to quickly ascertain the unit number that a participant has been assigned in order to generate monitoring center activity reports. <u>Consultation Procedures and Case Management Activities</u> After the Orientation, the participant will be required to report to the Sentinel office at a pre-determined frequency as set by the Participating Entity, either weekly or every two (2) weeks based on their requirements. Below we have described the Consultation activities as part of our full-service case management program offering. Case Management Compliance Appointments (Face-To-Face Meetings). At the participant’s Compliance Appointments, the Sentinel staff member will review the daily monitoring activity reports since the last compliance meeting. The participant will have to provide documentation to verify his/her attendance at the
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		permitted activities. These required documents are explained to the Participants during their initial Orientation. Sentinel on-site staff require the following as adequate verification for each activity: • Employment: Verified through paycheck stubs, time cards, or employer letters • School: Proof of enrollment and subsequent progress reports • Counseling (AA, NA, etc): A class attendance sign-in sheet with a signature from the program/class moderator • Medical/Dental Appointments: A signed doctor's note listing the date and time of the medical appointment • Grocery Shopping: A valid grocery store receipt for the date and time that the activity took place • Court: An activity signature form (provided by Sentinel) signed by the Court Clerk or similar authorized personnel verifying the participant's presence at court • Attorney: A signature from the attorney on the activity sheet the participant is provided with at the time of enrollment These are some of the permitted activities of the program, but they can be modified as needed by the Court and/or referring Participating Entity. At the conclusion of the face-to-face meeting, our local staff will create a "Client Interview" form that will list all of the items that were discussed / addressed at the appointment. These interview reports are all date and time stamped for accuracy. Note: This is our standardized case management policy but can be modified as needed for program operations. Case Management Status/Progress Reports. Based on program requirements, our staff provides Status or Progress Reports to the referring Participating Entity/personnel at the required frequency. These reports can contain any of the required information including: • Change of residence (only after approval from referring Participating Entity) • Change of employment information • Overall status of the participant (compliance, etc.) • Any other item requested by referring Participating Entity staff • Clarifications which are used to clarify a previous non-compliance report or other notice that requires an update to the referring Participating Entity These reports are created by our local staff using Sentinel's DNA Case Management Software. Electronic copies can be provided to the referring Participating Entity's staff at any time. Our current procedure calls for our staff to place a hard copy in the participant's file as
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	well. These status/progress reports are all date and time stamped for accuracy. In addition, authorized Participating Entity-determined personnel can have secure view only access into our database system for 24/7 information access. Chrono Note Entries. Another feature of our proprietary Case Management System is that our staff can create Chrono Note entries for all other contact with the Participants between the regularly scheduled Compliance and face-to-face appointments. Common use for our Chrono Note entries include logging any schedule changes that the participant may request, modifications that may have been implemented by the referring Participating Entity staff, or any contact initiated by the Sentinel personnel to the participant for any reason. These notes are kept electronically in our case management system as well as a hard copy is placed in the participant's case file. These Chrono note reports are all automatically date and time stamped for accuracy. <u>Non-Compliance And Violation Reporting</u> If a participant commits any violation, our on-site staff will create a Non-Compliance Report and forward it to the designated referring Participating Entity personnel. These reports are also created in our proprietary Case Management System and can be issued for any of the following reasons including, but not limited to: • Tampering with equipment • Curfew violations • Failing or not completing alcohol tests • Failure to pay for program fees, fines, or restitution • Belligerent behavior • Failing to comply with program directives that have been ordered by the referring Participating Entity <u>Abscond Reporting</u> In the event that a participant who has a curfew schedule fails to return to his/her residence as required, the monitoring equipment and system will register that the failure to return has occurred. In that situation, our on-site staff will investigate the situation to try to obtain the participant's whereabouts. This will include calls to the participant directly, calls to his residence (if possible), along with calls to the other designated relatives or contact points to attempt to get as much information as possible. All information obtained will be included in the Abscond Report that we will submit to the referring Participating Entity for processing. <u>Procedures For Processing Completions or Terminations</u> Once the participant has completed their time on the program, the Sentinel program staff will process all final documentation in order to close the participant's case on the program. There will be a final appointment at which
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		time the participant will provide all pending documentation, pay any outstanding program fees to Sentinel (if an offender-pay participant), and return the equipment. The on-site staff will collect all these items, review them for accuracy and with the equipment, checking for no damage, followed by preparation of a Completion Notice for the Court and the referring Participating Entity. In situations where the participant fails to comply with program rules, absconds, or refuses to complete the program as required, the referring Participating Entity may request that the participant be Terminated from the program. At that time, Sentinel will attempt to recover the monitoring equipment and any pending documentation and report to the referring Participating Entity that these items have been recovered. We will then generate a Termination notice for the referring source Participating Entity. NOTE: Sentinel does NOT terminate any Participants or Defendants from the program; our staff will only create a Termination Notice upon direct instruction from authorized personnel. <u>Procedures For Collecting and Recording Funds / Payments</u> Our staff account for all self-pay payments using Sentinel's proprietary case management software that provides the participant with a detailed receipt each time a payment is accepted. We can collect payments in person at our office, over the phone, or through our online payment system. For every payment, the participant is given a receipt for their records which will indicate the amount of the payment along with any outstanding balance owed. Sentinel acknowledges that the factors for these services may vary on a per program basis, thus Sentinel will remain open to discussing program characteristics and, where necessary, renegotiate any particular variance with any NASPO Participating Entity for these optional services. Sentinel shall provide staff to implement this program and may recover the costs for their services at a negotiated amount directly from the Participating Entity and or Participant.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



Proposer Name: Sentinel Offender Services, LLC

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: 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	SERVICE LEVEL AGREEMENTS Sentinel understands and acknowledges that the Participating Entity may negotiate their own Service Level Agreements ("SLAs") per Exhibit C. A. EXHIBIT C. SERVICE LEVEL AGREEMENT AND MAINTENANCE AND SUPPORT Contract captures a monthly report of System Availability and performance of the Hosted Services during the calendar month. Report includes: 1. System uptime percentage; 2. Incident details; 3. Root cause(s) and corrective action (s) to prevent recurrence. B. PERFORMANCE OBJECTIVES Sentinel has established standards that serve as minimum performance criteria throughout the company. These standards will not be enforced as contradictory to the orders of any customers but, rather, to ensure that Sentinel manages the offender monitoring process to the highest possible level of consistent professionalism possible. The Quality Management Team will routinely revise company standards as needed and publish these revisions through memos, emails, checklists and SOP changes. These company standards, regardless of the medium employed for communicating them, will be adhered to as the minimum standards for Sentinel and will be effective immediately as indicated. Along with these Universal Standards a series of checklists and Key Performance Indicator Reports will be available to employees in all department and/or at offices for purposes of self-evaluating their compliance with standards both applicable to the company as well as their department/office. Where local differences may exist between the Universal Standards and the Participating Entity standards, the highest possible standard that does not conflict with the Participating Entity's standards will be observed.
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Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



Describe how proposer will meet these requirements.

[illegible]

Monthly, by the 5th business day of every month, Global KPIs (key performance indicators) from Department Heads are collected to evaluate the performance and the effectiveness of the quality management system. Global KPIs captures performance metrics for the following Departments: Monitoring Center, Quality, Training, Human Resources, Production, and Technology. These Monthly reports will be made available to the Participating Entity upon request.

Sentinel collects data throughout our operation that allows us to effectively report on the significant metrics outlined in this section.

1. Our Unrated Equipment Service personnel record device RMA evaluation results in Sentinel's Home Inventory program. Daily Sentinel monitors devices returns, along with the description of the malfunction and captures the root cause. These findings are reviewed monthly with senior management and corrective actions are implemented if device malfunction rates warrant. Monthly evaluation reports are available upon request to our customers.
2. Our Evaluation report captures return date, evaluation date, and repair completion date. This report demonstrates the responsiveness to issues and speed to resolution which Sentinel has implemented to resolve outstanding issues.
3. All devices returned are evaluated and tested to conform to Sentinel's stringent FQC (final quality control) requirements to confirm that the unit is fully functional at the time of shipment. Moreover, all device maintenance is captured in Sentinel's Home Inventory program to ensure device calibration and maintenance schedules are adhered to. Maintenance records are available to our customers upon request.
4. Local operating procedures are established at the agency level to ensure adherence to court-ordered schedules for installation and removal of Products and Services.
5. Sentinel works directly with the Participating Entity personnel to establish reporting protocols at the outset of the program. These protocols serve as the basis for monitoring response and performance measurement. These protocols establish the

Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		timeliness of response and report submittal requirements required by the Participating Entity. 6. Sentinel will provide complete transparency and results of our internal reporting. At the Participating Entities request we will complete the mandatory or specific government evaluation forms documenting our performance. 7. Training department periodically distributes a customer survey upon completion of training to improve customer training experience. Training survey includes questions regarding training knowledge and training material. Results of those satisfaction surveys will be provided to the Participating Entities upon request. 8. The Director of QA periodically distributes an NPS Survey to all customers to improve overall service quality. The survey includes evaluation of all aspects of our operation including the Monitoring Center and Help Desk services. The results of these surveys provide guidance for our continual improvement efforts and results are available to our customer at any time.
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2.0	Service Requests from Participating Entity and/or Product User: - Proposer shall respond to Product and Service request(s) from the User and Product User per the Participating Entity's Participating Addendum. - 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: - 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. - 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	SERVICE REQUESTS FROM PARTICIPATING ENTITY AND/OR PRODUCT USER - Sentinel responds to Product and Service request(s) from the User and Product User per the Participating Entity's Participating Addendum. - Sentinel is not responsible for Product User damage as defined as Product User misuse, neglect or abuse of an installed Product and/or Service, and Sentinel understands we retain the right to bill the Purchasing Entity and/or Product User at a fee schedule negotiated per the Participating Entity's Participating Addendum. —IMPORTANT SENTINEL ADVANTAGE— As an added benefit to Participating Entities, the Sentinel pricing proposed herein includes an annual volume of replacements for lost, damaged and/or stolen equipment equivalent to up to 5% of the units in active use on participants, at no additional cost. Lost, damaged and/or stolen replacement pricing proposed herein are for losses in excess of the included annual 5% replacements. MAINTENANCE, SUPPORT AND SERVICING AGREEMENTS FOR PRODUCTS AND SERVICES - Sentinel understands and acknowledges that the 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. - Sentinel understands and acknowledges that, unless otherwise determined by the Participating Entity, pricing
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



Services rendered as determined by either the Product and/or Service manufacturer and/or the Participating Entity. 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). 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. 4. Service Logs: Proposer shall: i. Maintain a digital service log that describes any preventative maintenance and/or repair services performed by Service Technicians and track any additional	is based on a flat rate monthly fee which at a minimum includes but is not limited to; Contractor time and materials, and preventative maintenance. We understand and acknowledge that 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. MAINTENANCE, SUPPORT AND SERVICING TECHNICIANS, PREVENTATIVE MAINTENANCE AND REPAIR PARTS AND SERVICE LOGS 1. Sentinel Employs Service Technicians for all OEM equipment. The primary place of Service Technicians is housed in Anaheim, CA. 2. Sentinel is the OEM or authorized distributor and as such the Service Technicians are properly trained and certified according to Sentinel's ISO Certification. 3. Preventative Maintenance & Repair Parts i. Sentinel performs all preventative maintenance services at the Product manufacturer's directed intervals, or as specified by a Participating Addendum. —IMPORTANT SENTINEL ADVANTAGE— To minimize the emphasis on preventative maintenance, Sentinel pricing proposed herein includes an on-site spare inventory of equipment equivalent to up to 15% of the units in active use on participants, at no additional cost. ii. Sentinel guarantees the availability of repair parts for a minimum of five (5) years after the Participating Entity's acceptance of any Product(s). iii. Sentinel ensures all Product components, spare parts, and ancillary equipment that is supplied under the Master Agreement, will conform to manufacturer specifications including for use interfacing with proposed information technology solution(s). iv. Sentinel is responsible for ensuring that any repair parts are operable and installed in accordance with manufacturer specifications. v. Sentinel ensures repair parts are new. 4. Service Logs i. Sentinel maintains a digital record in the Repairs portal housed in Home Inventory System. This Repairs portal allows for a full history of all preventative maintenance and repairs performed on each piece of Monitoring Equipment. ii. Upon request, Sentinel provides digital service log(s) and/or requested information to the Participating Entity
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



information as warranted by the Participating Entity. ii. 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: 1. Proposer may be required to provide a shipping quote prior to order placement from a Participating Entity. 2. 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. 3. 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: 1. 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. 2. 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"). 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	within three (3) calendar days of request. PRODUCT AND SERVICE DELIVERY SPECIFICATIONS 1. For urgent orders and orders that require Priority Shipping, a Shipping Quote will be provided to the Participating Entity. Sentinel understands and will provide a shipping quote prior to order placement from the Participating Entity for urgent orders that require priority shipping. —IMPORTANT SENTINEL ADVANTAGE— To minimize the emphasis on expedited shipments, Sentinel pricing proposed herein includes an on-site spare inventory of equipment equivalent to up to 15% of the units in active use on participants, at no additional cost. Further, Sentinel will support and ship to the Participating Entities from one of our two warehouses located in Anaheim, CA and Alpharetta, GA. By using the most geographically effective location for shipping we can deliver products more quickly at a lower cost to our Participating Entities. 2. All orders will ship within 1 Business Day of receipt and will be delivered FOB unless otherwise directed by the Participating Entity. 3. As appropriate, Sentinel is 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. —IMPORTANT SENTINEL ADVANTAGE— To minimize the emphasis on expedited shipments, Sentinel pricing proposed herein includes an on-site spare inventory of equipment equivalent to up to 15% of the units in active use on participants, at no additional cost. Further, Sentinel will support and ship to the Participating Entities from one of our two warehouses located in Anaheim, CA and Alpharetta, GA. By using the most geographically effective location for shipping we can deliver products more quickly at a lower cost to our Participating Entities. MONITORING SERVICES AND REQUIREMENTS FOR PRODUCTS AND SERVICES 1. Sentinel maintains secure central monitoring center(s) with an uninterruptible power supply, within the United States. Sentinel's monitoring center(s) are 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.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



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 Users and Product Users shall include immediate and next calendar day notifications via secure email, phone voice message, and cellular text message. Product User Monitoring and Activity Reports: 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: 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	Sentinel's datacenters are all located within the United States. All datacenters have uninterruptible power supplies and backup generators. The Primary facility in Irvine has backup internet service that can be used in the event of a major outage with the primary internet service. All critical components of Sentinel's Primary Information System are continuously replicated to our geographically redundant Secondary Information System in Dallas, Texas. Sentinel's Primary Information System is hosted on hardware maintained by Sentinel staff in a secure collocation facility in Irvine, California. The facility provides a full uninterruptible power supply (UPS), Generator, and redundant power circuit backups. Sentinel maintains separate AT&T and Sprint internet circuits in the Primary Information System for website and unit communication failover purposes. In the event of a disaster or failure, Sentinel can repoint websites and tracking unit communication to any provider or IP addresses to maintain the flow of traffic. Land Line traffic is provided by geo-redundant SIP trunks with Cox Communications with ability to failover to the Secondary Site automatically in the event of a failure. Sentinel's Monitoring Center staff is decentralized and staffed across the United States so telephone impact due to a single location or entire geographic zone is minimized. Sentinel's primary National Monitoring Center is located in our Anaheim California Corporate Headquarters facility and Sentinel's secondary Monitoring Center is located in our Alpharetta Georgia facility. The cloud sections of Sentinel's application are deployed in reputed Oracle Government Cloud with primary services at Reston, Virginia and disaster recovery in Phoenix, Arizona. Both facilities have datacenter grade hardware with redundant power supply and internet services. 2. The Sentinel monitoring center is available and staffed 24 hours a day, 7 days a week, 365 days a year through toll-free telephone and fax numbers to monitor Product User activity including activities in violation as defined by each respective Participating Entity's Participating Addendum. The monitoring operators and technicians are trained, experienced and capable of resolving the majority of technical problems over the telephone or through remote diagnostics. In the unlikely event that problem solving requires a higher-level of involvement, Sentinel customer service is staffed by experienced technicians, each with diagnostic computer equipment to provide quick analysis and resolution of problems. 3. Sentinel synchronizes data offsite currently averaging a 10 second RPO in an aim to avoid data loss. Databases are backed up offsite using Veeam to create
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



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 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:	and store 15-minute transaction logs, daily VM incremental snapshots, weekly synthetic full snapshots, and monthly active full backups. Cloud databases are fully backed up weekly and incremental backup every 3 hours. Additionally a standby database at the disaster recovery location is continuously synched down to 1 second. 4. Sentinel provides monitoring Service(s) and indicates proposed availability, scheduling, system uptimes, downtimes, and performance metrics and any other information pursuant to the Exhibit C, redline submittal. Monthly, by the 5th business day of every month, the Director of QA produces a System Availability and Performance report that captures the System Availability and performance of the Hosted Services during the calendar month. Report includes: 1. System uptime percentage; 2. Incident details; 3. Root cause(s) and corrective action (s) to prevent recurrence Sentinel makes these reports available to Participating Entities upon request. 5. Sentinel is the OEM or authorized distributor and as such the Service Technicians are properly trained and certified according to Sentinel's ISO Certification. i. Sentinel's Monitoring Center operators attend a 2-week training course followed by an additional week testing and shadowing an experienced Monitoring Center operator to ensure knowledge of all Products and Services including web-based platforms, They successfully complete an exam at the end of training and fulfill the requirements codified in each Participating Addendum with respect to monitoring Services. 6. Sentinel allows unlimited access to an unlimited number of service requests by Participating Entities regarding Product User inquiries and/or service requests. 7. The proposed Sentinel monitoring platforms maintains and retains 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. The proposed Sentinel monitoring platforms I provides customizable methods and parameters of violation notification to the Users and shall accommodate changes and customization at the Participating Entity's request. The proposed Sentinel monitoring platforms provide methods for notification of Users and Product Users including immediate and next calendar day notifications
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



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 per their Participating Addendum. Describe how proposer will meet these requirements.	via secure email, phone voice message, and cellular text message. PRODUCT USER MONITORING AND ACTIVITY REPORTS i. The proposed Sentinel monitoring platforms provides digital activity reports for all Products and Services deployed by the Participating Entity based on the required content specifications within the Participating Addendums. The following areas are examples of the minimum elements that are included in our basic DNA All Activity report: 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 DNA All Activity Report and Violations Report provides this information and much more including all operator comments, schedule changes, alcohol events, battery status, officer messaging, and field verification notes just to provide examples. ii. Reports are available in the proposed Sentinel monitoring platforms via any web-enabled computer through the authorized user's login credentials (username and password). Reports are available on-demand in standard format (Word, Excel, PDF), and Sentinel works with the Participating Entity to create customized reports. iii. Through the proposed Sentinel monitoring platforms, referring Users are able to enroll, terminate, modify, generate reports, add notes and otherwise perform Product User case activities through any internet enabled device as well as by fax, email, and/or telephone. Additionally, Sentinel's National Monitoring Center operators are available by fax, email, and/or telephone 24 hours a day, 7 days a week, 365 days a year to assist with enrollments, terminations, modifications, generating reports, adding notes, and otherwise assist with Product User case notes. MONITORING SERVICE REQUIREMENTS i. If Sentinel is authorized by a Participating Entity to invoice a Product User directly, the on-site Sentinel staff
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		will establish in writing with Product User the fee schedule, including but not limited to any late fees, based on the policies and procedures established by the Participating Entity. Thereafter, for those program participants requiring the collection of fees, funds are collected on a weekly or bi-weekly basis according to the established payment schedule established in writing with the Product User during their orientation. ii. Sentinel understands and will disclose information pertaining to how Product User data is collected and utilized by Sentinel or any subcontractor. 11. Training Requirements for Users and Product Users i. Customer training for Participating Entity authorized users are primarily coordinated by the Regional Account Manager (RAM) with Sentinel's Training Department. The Training Department will work together with the RAM to ensure each customer trainee has all the proper training documents (user guides, user manuals, PowerPoint presentations, reference guides, etc...). Training is provided via in person training, virtual training sessions, and Instructor Led Training sessions (ILTs). For Product Users, installation guides, installation training videos, and ILTs are available upon request. ii. Sentinel training sessions are tailored to the Participating Entity's Category of Need. The Training Department will work together with the RAM to determine the Participating Entity's Category of Need and tailor the Training Agenda to the Participating Entity's needs as documented on the Customer's Training Attendance Log, including but not limited to, Operation of the Product and/or Service including any web-based information system, Installation, deactivation, removal and operation of Products and Services, Product and Service return processes and Other as specified by the Participating Entity. Customers can utilize our user-friendly RMA Request Form for Product and Services Return processes. Please see proposal section Supporting Documentation for samples of the Training Attendance Log and RMA Request Form. iii. Sentinel's Training Department provides training as needed by the Participating Entity and will complete training within ten (10) calendar days of the request unless otherwise specified by the Participating Addendum. Sentinel requests as much advance notice as possible for in person on-site training so that travel arrangements can be made in advance. iv. Upon introduction of any new Product and Service feature, or whenever a user agency may need refresher training the Sentinel Training Department will make available user guides, user manuals, PowerPoint presentations, reference guides, training videos, and
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	provide Instruction Led Trainings (ILTs) virtual trainings upon request, at no additional charge to the Participating Entity. v. Sentinel offers additional training beyond the requirements outlined above, for a flat rate fee included per Exhibit B. Price Schedule, with fees negotiated by the Participating Entity and memorialized within a Participating Addendum. vi. Sentinel makes digital training materials readily available upon request and provides unlimited access to on-line resources at no charge to the Participating Entity. iii. Sentinel provides a 24/7/365 toll free phone number and an email address for technical support. Participating Entities can contact Sentinel 24/7/365 at 800-589-6003 opt 2 or email Monitoring_center@sentrak.us.com for customer support and receive an immediate response 24 hours per day. Sentinel confirms we will respond to any support and/or service request within two (2) hours of Participating Entity's initial request for assistance. Sentinel acknowledges that Participating Entities reserve the right to enact more comprehensive response times per their Participating Addendum.
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Proposer Name: Sentinel Offender Services, LLC

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?	Sentinel's electronic monitoring products and services proposed for Category 1: Radio Frequency Monitoring are the latest Continuous Signaling system and Random Scheduled Tracking solution available on the market and will serve to provide the best value, as well as help ensure public safety and maintain participant confidentiality. Sentinel is offering highly more advanced, more state-of-the-art technology in proven use nationally and has highlighted throughout this proposal areas where Sentinel can provide an advantage over other electronic monitoring providers. For minimum risk participants, Sentinel proposes our RF Patrol radio frequency electronic home monitoring solution and the ShadowTrack Mobile App and monitoring system including the ShadowInteractive module, ShadowLocate module, and ShadowView module to meet step-down or reduced supervision needs. CONTINUOUS SIGNALING RF Patrol is designed to determine whether or not a participant remains within a preset distance from the home monitoring unit located in their residence using a small, lightweight bracelet that is designed to be installed on the ankle of the participant. This equipment is capable of continuous signaling, receiving, storing, and disseminating data (through landline or cellular communications) generated by the system to the Sentinel monitoring center, all without any active involvement by the participant. The following list highlights some of the unique features of the proposed RF Patrol radio frequency monitoring solution: • Ease of Installation: Installers can enroll the Personal Home Monitoring Unit (PHMU) after the Personal Transmitter (PTX2) is on the participant. Installers can complete PHMU enrollment through easy-to-follow prompts on the LCD screen in agency offices or at the participant's home. A telephone line is not required to complete the enrollment process. • Dual Transceiver, Two-way RF Link Approach: Sentinel's unique dual transceiver approach incorporates both a transmitter and receiver in the home unit, as well as having both in the PTX2 bracelet. • Tamper Detection via Fiber Optic Strap: RF Patrol has a highly advanced tamper detection scheme. It is a sophisticated fiber-optic strap design that uses light rather than a conductive circuit to ensure the participant cannot tamper with the unit without the generation of a tamper report. The 16 individual tamper detection circuits embedded in the strap send a pulse of light through the fibers at a rate faster than once every second, constantly confirming the status of the
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		strap. This highly advanced technological design eliminates false "Body Tamper" alerts caused by older generation equipment. • Advanced Range Testing/Variable Range Setting: Both the transmitter and the home unit indicate RF signal strength during range testing. This enables the Sentinel installers and/or Agency staff to perform accurate range testing at each installation and the officer/installer can also determine the distance of the range setting in one of multiple distance settings. • Unauthorized Telephone Number Reporting: The system will detect and report if a home unit calls in from an unauthorized telephone number, including delivery of that unauthorized phone number to the officer for use in investigation. • LCD Screen: Provides alphanumeric informational prompts to both participants during supervision and Sentinel installers and/or Agency staff during installation/troubleshooting and monitoring status through the Setup Menu options. • LED Light: LED light provides a clear indication of connection and/or pending alerts to assist during programming or troubleshooting. • Ability to Send a Text Message to the Home Unit: The home unit can receive a text message from the Sentinel monitoring platform for purposes of further communicating with the participant. Additionally, the program participant can acknowledge the message by touching a button on the home unit which transmits an acknowledgment signal to our monitoring system for inclusion in the participant activity. • Tilt/Motion Detection: RF Patrol units incorporate an industry-leading intelligent movement sensor known as "tilt detection" built-in that can aid the officer in differentiating between momentary movement versus attempted relocation of the unit. • Guest Bracelet Detection: The system detects all Sentinel transmitters that come within range of the home unit. This unique feature detects and notifies officers if EM participants come in contact with one another and/or are comingling. • Group Monitoring Capabilities: One (1) home unit can simultaneously monitor up to 50 transmitters, each with their own separate/unique curfew schedule. RANDOM SCHEDULED TRACKING As an option system and level of service that supports Curfew Monitoring, Remote Check-in Systems, and Phone Application for lower- to moderate-risk probationers and defendants who are required to comply with curfew schedules and check-in weekly, bi-weekly, and/or monthly, and real-time face-to-face remote streaming interviews, Sentinel offers the ShadowTrack monitoring system and ShadowView live video service. The ShadowTrack monitoring application is a user-friendly service allows the officer to obtain current records and contact information for the enrollee in a more efficient manner. Self-
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



		reporting can be completed via text through the ShadowTrack system's mobile app or via voice through the ShadowTrack automated voice platform and participant's phone. The officer designates the frequency the enrollee is required to call in for self-reporting, and the system also offers the ability for officers to schedule reminders to be sent to the enrollee when an upcoming self-report session is due. The following list highlights some of the unique features of the ShadowTrack solution: • Multiple Monitoring Methods: Allows agencies to select and edit scheduled, random or on-demand verifications on a per participant basis. Authorized agency personnel will be able to easily establish, and if necessary re-establish, incoming and outgoing call schedules. • Smart System Technology: Improves the quality of each participant's voice template with each successful verification call providing increased verification accuracy throughout a participant's term of monitoring. • Supports Calls In and Out of the System: Supports both inbound and outbound verification calls that can accommodate a variety of schedules and time windows, which are determined by the using Agency personnel. • No Busy Signals: Access to multiple authorized call-in phone numbers from Sentinel's established bank of verification phone lines or allows agencies to request a dedicated line(s) for its participant population. • Customized Monitoring: Supports the delivery of customized voice announcements, messages and prompts specific to Agency's needs on a per participant basis including the ability to require either a numeric response or voice response from the participant. • Message Capability: Capability for participants to leave messages within the verification system for playback by authorized staff via web browser. The ShadowView service allows the officer or user to initiate live video sessions with the participant and works in conjunction with the ShadowTrack enrollee phone app and the Officer ShadowView phone app. The features of the ShadowView service include the following: • Ability to initiate on-demand video sessions with any active participant to whom the user has access. • Notification to the officer if the participant fails to answer the video session call. • A record of the call will be logged on the participant's profile via the "Compliance" tab. • The length of the video session will be noted in the call details of the video session. • The location of the participant is verified during each video session. This information is displayed in the call details of the video session. • A recording of the video session will be made available via the enrollee "Compliance" tab.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



		Sentinel substantiates our position as best value by referencing our 22 years of service in this NASPO category coupled with our 95%+ customer retention rates. Since the inception of RF technology, no other company has performed as many RF monitoring days on behalf of NASPO as Sentinel and having done so at service rates that have remained competitive.
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



Proposer Name: Sentinel Offender Services, LLC

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.	Sentinel Offender Services has been ISO certified in the ISO: 9001:2015 standard since September 2010. We follow strict protocols and have established a Quality Management System to ensure best business practices that meet customer and applicable statutory and regulatory requirements. Please refer to proposal section Supporting Documentation for a copy of Sentinel's quality control/quality assurance plan.
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.	Sentinel's National Service Center, which includes its monitoring center, is operable 24-hours per day and seven days per week to support our geographically diverse customer base. Sentinel prides itself on achieving and maintaining its ISO 9001 certification for more than 10 years. ISO (International Organization for Standardization) is a worldwide federation of national standards bodies. Specifically, Sentinel has achieved ISO certification for its delivery of products and monitoring center services, and for related software development processes. To maintain its ISO certification, Sentinel's processes and procedures are analyzed annually to confirm the company and its personnel are meeting the specific standards set by the third-party organization, which also conducts site audits confirming Sentinel's commitment to service delivery and transparency. Our National Service Center is comprised of the Monitoring Center and Help Desk. To ensure that all telephone calls are available for review, the national service center uses a high-end call recording system for inbound and outbound calls. Through its ISO program, Sentinel routinely conducts internal audits which are led by our Director of Quality Assurance who is responsible for leading the company's internal audit team and managing the company's quality management program. To demonstrate our customer focus and commitment to fundamentally sound customer services, we have attached our Quality Service Manual and our Quality Case Management related documents within the Supporting Documentation section of this proposal. While the company's entire service portfolio is reviewed by ISO and includes a significant number of quality related documents and procedures, we have included the policies and procedures that are most closely aligned with the solicitations

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



		inquiry. It is important to note the purpose of our quality manual(s) is to: 1. Demonstrate our ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and 2. Enhance customer satisfaction through the effective application of a quality system, fostering continuous improvement.
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



Proposer Name: Sentinel Offender Services, LLC

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

Section 7.0. Product 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).	Customer training is primarily coordinated by the Regional Account Manager (RAM) with Sentinel's Training Department. The Training Department will work together with the RAM to ensure each customer trainee has all the proper training documents (user guides, user manuals, PowerPoint presentations, reference guides, etc.). Once the training is complete, the Training Department will complete and email a 'Customer Training Attendance Log' to the RAM and provide the RAM a brief, after training update if requested. Completed Customer Training Attendance Logs are maintained on the Training SharePoint and Salesforce. For Users utilizing Sentinel Products and/or Services, we have installation guides and installation training videos available upon request. Also, we can coordinate Instructor Led Training (ILT sessions) upon request. Sentinel training sessions are tailored to the Participating Entity's Category of Need. The Training Department will work together with the RAM to determine the Participating Entity's Category of Need and tailor the Training Agenda to the Participating Entity's needs as documented on the Customer's Training Attendance Log, including but not limited to, Operation of the Product and/or Service including any web-based information system, Installation, deactivation, removal and operation of Products and Services, Product and Service return processes and other areas as specified by the Participating Entity. Sentinel's Training Department provides in person and video training as needed by the Participating Entity and will complete training within ten calendar days of the request unless otherwise specified by the Participating Addendum. Sentinel requests as much advance notice as possible for in person on-site training so that travel arrangements can be made in advance.
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	Sentinel offers training sessions that are scheduled based upon officer availability with training class sizes determined by the number of officers available to attend a training session and accessible training facilities. Sentinel will supply all materials, including instructions, training materials and equipment for training, to be used by Participating Entity personnel at no additional cost. Sentinel places emphasis on practical experiential learning, as it has shown this provides the greatest opportunity for the development of practical skills and device and web-based information system knowledge. In

**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	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 technology solution to full potential?	addition, as directed by contractual procedures, Sentinel will provide additional training for officers working more directly with the electronic monitoring program, as needed. Training is typically provided in a classroom setting for officers to wear / experience the equipment, if desired. Training is conducted during the hours requested by the Participating Entity. In addition to the initial training and set up process with a representative on location, the Sentinel Training Department offers webinar training sessions for customers and staff on an ongoing basis. Webinars are offered for all technologies and services including those proposed herein. It is important to note that Sentinel's webinar training sessions involve interactive voice plus visual contact with a live Sentinel expert trainer, therefore trainees can ask questions and engage in discussion with the trainer as part of any webinar. Training and webinars are offered at no additional cost to the Participating Entity based on internal training calendars, individual training needs, and scheduled on-demand. Webinars are conducted based on contract specifications and/or training needs and can include training on equipment, services, software, web-based system changes, and/or updates. Training is offered for the life of the program as outlined in the Master Agreement. At any time a Participating Entity can contact our Help Desk for additional support to ensure they are maximizing the technology solution to its fullest potential.
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?	For Participating Entities contracting for Contractor Equipment Installation/Removal of Equipment, local Sentinel staff will perform Product User orientation/training either direct one-on-one and/or via video orientation/training regarding cleaning/wearing/charging/interaction of any body-worn equipment and proper positioning/placement/interaction of any in-home equipment. For Participating Entities contracting for the primary equipment and web-based services, Sentinel will provide either on-site or webinar training for Participating Entity staff on the proper procedures for Product User orientation/training regarding cleaning/wearing/charging/ interaction of any body-worn equipment and proper positioning/placement/interaction of any in-home equipment.



Proposer Name: Sentinel Offender Services, LLC

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.	The RF Patrol PTX2 transmitter is designed with fiber-optic tamper detection technology to report any tamper attempts. The RF Patrol PHMU unit is designed to detect and report multiple types of tampering, including but not limited to power disconnect/reconnect, phone disconnect/reconnect and attempts to open the receiver housing. The Sentinel proposed monitoring applications operate in a secure, highly reliable, redundant, and scalable carrier-grade infrastructure. The data center environment was designed with security, redundancy and continuous operations in mind at every layer. In addition to steps taken to detect and prevent misuse or tampering of Sentinel's products and services, the platform is deployed at multiple data centers to provide geographical redundancy. Data is continuously replicated from the Primary to the Secondary data center providing failover redundancy whenever needed. The infrastructure is designed with high-availability storage area networks and redundant database. The datacenter operations are monitored and supported by Sentinel employed hardware and software engineers 24/7/365 to ensure continuous operation and maximum uptime. Unlike others, Sentinel does not subcontract nor outsource any of its technical or monitoring operations (IT, Software Development, Engineering, and Monitoring). Sentinel's primary and secondary monitoring systems possess multiple disaster mitigation features and are located in independently secured, SSAE 16 SOC 2 Type 2 audited collocation facilities with a fire suppression systems and strict policies and procedures for access control. The monitoring center meets all applicable federal, state, and local regulations regarding safety, including building codes regarding earthquake and hurricane resistance. —IMPORTANT SENTINEL ADVANTAGE— It is important to note that Sentinel, as the prime contractor for any contracted services performed, maintains 100% responsibility. Sentinel owns and operates our National Monitoring Center located in Anaheim, California. As such, the Sentinel Monitoring Center will serve as the focal point for all proposed technologies and all proposed services thereby providing maximum continuity of service delivery to all Participating Entities. INTRUSION DETECTION Edge security for DNA is provided by FortiGate 100E firewalls with only needed incoming and outgoing ports available for the monitoring system. Sentinel terminates HTTPS TLS connections at a secure proxy which offers an additional layer
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the State of Connecticut
Solicitation Number 22PSX0021



	of access protection to unintended URLs and paths on websites. DNA Websites and Services operate on patched and hardened Windows and Linux servers. Sentinel does not allow vendors or 3rd party access to participant data. Sentinel staff and end users (officers) access participant data using multi-layered login passwords. All activities conducted in DNA are recorded with date, timestamp, and user credentials to provide audit capability, replay of events, and access to historical accuracy. PERSONNEL SECURITY Only authorized personnel assigned to our National Monitoring Center or IT Group have access to program participant data, and monitoring center personnel are unable to modify or alter monitoring data. Monitoring data is electronically impervious to modification or manipulation. At no time will we ever disclose confidential data to any unauthorized personnel without written approval of the participating agency or by an officer providing a confidential verbal password. All program data will be maintained in accordance with industry-accepted secure data protection standards. The only staff members who are authorized to access or receive information on program participants are those who have undergone a background check and are assigned to support this program's operations, and no information is disclosed by these staff members to any third party without written authorization of the participating agency. Each employee assigned to the monitoring center and IT Group is required to undergo a thorough background check (including drug testing) and sign a Confidentiality or CORI (Criminal Offender Record Information) form when hired; any violation of these requirements will result in the termination of the employee's employment. All records created for participants referred to this program will remain the property of the participating agency and will not be released without the written consent of the agency or due to compliance with a legal subpoena. Upon completion of services, all records will be returned to the participating agency or destroyed under direction of agency-authorized personnel. Further, upon hiring, all our employees are provided with an employee handbook that outlines Sentinel's "zero tolerance" policy regarding compromising relationships with participants, their families and customer staff. We will report any conflicts of interest, improprieties, or the appearance thereof, immediately to the operational management contact of the participating agency. SECURITY OF MONITORING RECORDS Each authorized user is provided their own login and once they have established their confidential password, Sentinel is able to ensure the integrity of each user's entry. This unique user access permits our Information Technology personnel to follow electronic audit trails that permit supervisors and management to verify the source of all data entries or modifications. NOTE: No participant data is stored on the hard drive of a computer accessing the monitoring system (internally or
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

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Solicitation Number 22PSX0021



		externally). In the event of the theft or destruction of a computer that has accessed our system, confidential participant data and records will not be compromised. All data is stored on our secure servers, which are collocated in Irvine (CA) and Dallas (TX). In addition, our monitoring center and secure web-based monitoring systems incorporate the latest in security measures. Due to the sensitive nature of the records that we handle, we have taken precautions to ensure the integrity and security of our system. Protection of records and their confidentiality are our primary concern. All our security systems are monitored electronically and manually by our IT group continuously to ensure no lapse in service. MONITORING SYSTEM SECURITY The monitoring center systems and servers uses leading Internet security features, including 256-bit encryption. Both the proposed monitoring platform and case management system employ Transport Layer Security (TLS), the same security features employed by top banking and insurance institutions. The system is continuously synchronized and is replicated in its entirety every day to the secondary offsite / Disaster Recovery system, in addition to all data being backed up and encrypted for off-site long-term storage. All changes to participant or demographic information or monitoring data are saved within the system. Additionally, each employee has a specific database login credential that permits Sentinel to perform detailed audits on user access to all participant records in the database to confirm that unauthorized changes have not been made. Sentinel's web-based information exchange architecture has servers that are independent and kept safe from primary data servers and computer systems. Our Information Technology staff has installed all of the necessary physical and technical security measures (e.g., SSL certificates, network firewalls, anti-virus software, access control equipment, and live stream video surveillance) to ensure that unauthorized users and hackers do not have access to Sentinel's information technology infrastructure, applications, data or our national monitoring center facility. PHYSICAL SECURITY For security purposes, our monitoring center site does not conduct any business with the general public as it contains our corporate office and monitoring center. Program participants do not have access to our facility. Our monitoring center is designed using Underwriters Laboratory (UL) specifications and restricts data access to authorized staff by upholding the following security standards: • Enforces an electronic card key system for entryway access to the building and monitoring center facility • Uses multiple security systems including streamed
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**Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES**

Issued by the **State of Connecticut**
Solicitation Number 22PSX0021



	video to view the facility, audio systems, electronic card readers and motion and fire detectors monitored by an outside security contractor. • Archives data daily and stores it in a secure location to protect against memory loss in case of power failure (which we prevent through our previously described redundancy features) • Restricts access to both collocated data centers (Irvine) and (Dallas) is restricted to authorized personnel only (key and card readers). These facilities are reinforced with multiple electrical power and telecom access points. The Primary Monitoring Center is located in our Anaheim Corporate Headquarters facility. There are only two (2) access entryways into the monitoring center and both doorways are electronically locked at all times. In addition, only authorized monitoring center personnel who are on duty for their shift are permitted to enter the site. Access to the monitoring center is restricted to employees and management assigned to the department. As added security, each of the two (2) access entryways into the monitoring center are monitored via a live streamed video system that is monitored from inside the facility. All monitoring center personnel have continual direct access to a 911 emergency line in the event that an intruder would attempt to gain access. For outdoor perimeter security, random security patrols for the building occur using a contracted security service. The live streamed video equipment is installed in and around the monitoring center supervising each entry point. The cameras are monitored and recorded 24-hours per day, and surveillance disks are labeled and archived for a period of 60 days.
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Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



Proposer Name: Sentinel Offender Services, LLC

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.	As required by instructions under requirement <i>III. Submittal Response Requirement</i>, Sentinel has submitted a response to Section 9: Optional Submittal, Category 4. Value-Added Technology and Services under a separate Response Requirement 1 form.
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Sentinel Offender Services Completes Acquisition of Omnilink Systems Inc., a Division of Sierra Wireless

Sentinel Offender Services ("Sentinel") announced today that it successfully completed the acquisition of Omnilink Systems Inc.® ("Omnilink"), a division of Sierra Wireless and provider of the industry-leading OM500 GPS electronic monitoring solution.

As an industry leader of Electronic Monitoring systems, Omnilink's addition to the Sentinel portfolio solidifies a relationship that has existed for more than a decade. Omnilink creates a unique opportunity to integrate best-in-class GPS technology with the full continuum of Sentinel's products, software, and services to deliver an unmatched customer experience. Together, Sentinel is positioned to transform the electronic monitoring industry by focusing on delivering advanced technologies through Sentinel's DNA software platform to government and channel partners.

"Omnilink's pioneering GPS expertise and innovative technology compliments Sentinel's advanced electronic monitoring systems," said Darryl Martin, COO of Sentinel. "Joining forces expands our ability to serve new market segments with a full continuum of software solutions, monitoring products, and local program offerings."

"This is an exciting step for Omnilink. Sentinel has long been a key partner and this combination will allow us to collectively accelerate and expand our solutions in the electronic monitoring market", said Yogi Rajala, Founder of Omnilink and now Chief Technology Officer of Sentinel. "Sentinel identifies with the Omnilink mission, understands our customers' needs, and is committed to the electronic monitoring market. Together we will be able to expand the impact we make for our customers," added Dave Scheppegrell, formerly the Senior Director of Judicial Operations at Omnilink and now the Senior Vice President of Channel Partners at Sentinel.

The acquisition of Omnilink represents a significant step forward in Sentinel's strategy to expand within the electronic monitoring market. "We are excited about the future of Sentinel with the addition of Omnilink," said Tom Flies, CEO of Sentinel. "Sentinel is well positioned for continued growth and execution of our planned technology advancements."

About Sentinel:

Since 1993 Sentinel Offender Services, LLC (www.sentineladvantage.com) has provided community-based, offender management programs across North America. Sentinel customers benefit from one of the most comprehensive set of products and services in the industry. Offerings include GPS tracking, alcohol monitoring, radio frequency electronic monitoring, substance abuse testing, day reporting centers, domestic violence victim monitoring programs, and full-service case management. Working in partnership with law enforcement, community corrections agencies and the court system, these solutions can help to reduce recidivism and improve offender reentry success.

Contact

Sentinel Offender Services
Mark Contestabile, Chief Business Development Officer
800-589-6003 ext. 2104
mcontestabile@sentineladvantage.com



July1, 2022

RE: Sentinel Offender Services, LLC Letter of Certification

To Whom it May Concern:

The purpose of this letter is to document and confirm that Shadowtrack Technologies, Inc. recognizes Sentinel Offender Services, LLC (Sentinel) as an authorized reseller, a premier business partner and a value-added services provider of our Shadowtrack monitoring software application and related services.

Should you want to speak with Shadowtrack about our partnership with Sentinel, please contact me directly at (985) 867-3771 Ext 120.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Magaletta", written over the printed name.

Robert L. Magaletta
President





February 10, 2023

RE: Sentinel Offender Services, LLC Letter of Certification

To Whom it May Concern:

The purpose of this letter is to document and confirm that Scram System, Inc. recognizes Sentinel Offender Services, LLC (Sentinel) as an authorized reseller, a premier business partner and a value-added services provider of our CAM Transdermal Alcohol Monitoring Unit and our Remote Breath Pro Unit.

Should you want to speak with Scram Systems about our partnership with Sentinel, please contact me directly at

A handwritten signature in black ink that reads "John Hennessey". The signature is fluid and cursive, with a long horizontal stroke at the end.

Sincerely,

John Hennessey
Chief Operating Officer
815-342-4469

Sentinel Offender Services, LLC



February 10, 2023

RE: Sentinel Offender Services, LLC Letter of Certification

To Whom it May Concern:

The purpose of this letter is to document and confirm that Precise Innovation recognizes Sentinel Offender Services, LLC (Sentinel) as an authorized reseller, a premier business partner and a value-added services provider of our Spot Check Mobile Phone Application.

Should you want to speak with Precise Innovation about our partnership with Sentinel, please contact me directly at 913-626-1441.

Sincerely,

A handwritten signature in black ink that reads "Jason Hicks". The signature is written in a cursive, flowing style.

Jason Hicks
Precise Innovation

CHUBB®

Chubb Group of Insurance Companies

202B Hall's Mill Road

Whitehouse Station, NJ 08889

ACE American Insurance Company

CHUBB PROFESSIONAL ENTERPRISE RISK MANAGEMENT POLICY DECLARATIONS

NOTICE: THE THIRD PARTY LIABILITY INSURING AGREEMENTS OF THIS POLICY PROVIDE CLAIMS-MADE COVERAGE, WHICH APPLIES ONLY TO CLAIMS FIRST MADE DURING THE POLICY PERIOD OR AN APPLICABLE EXTENDED REPORTING PERIOD FOR ANY INCIDENT TAKING PLACE AFTER THE RETROACTIVE DATE BUT BEFORE THE END OF THE POLICY PERIOD.

AMOUNTS INCURRED AS CLAIMS EXPENSES UNDER THIS POLICY SHALL REDUCE AND MAY EXHAUST THE APPLICABLE LIMIT OF INSURANCE AND WILL BE APPLIED AGAINST ANY APPLICABLE RETENTION. IN NO EVENT WILL THE INSURER BE LIABLE FOR CLAIMS EXPENSES OR THE AMOUNT OF ANY JUDGMENT OR SETTLEMENT IN EXCESS OF THE APPLICABLE LIMIT OF INSURANCE. TERMS THAT ARE UNDERLINED IN THIS NOTICE PROVISION HAVE SPECIAL MEANING AND ARE DEFINED IN SECTION II, DEFINITIONS. READ THE ENTIRE POLICY CAREFULLY.

IF YOU NEED URGENT CRISIS MANAGEMENT OR
LEGAL ADVICE PURSUANT TO THE TERMS OF THE
POLICY, PLEASE CONTACT:

Cyber Incident Response Coach Hotline at:
1(800) 817-2665 or cyberalert@chubb.com

Policy No: EON G25669344 007	Renewal of: EON G25669344 006
Item 1. Named Insured	Sentinel Offender Holdings, LLC
Principal Address	1290 Hancock ST, Suite 103 Anaheim, CA 92807
Item 2. Policy Period	From: 10/11/2022 To: 10/11/2023 (12:01 AM local time at the address shown in Item 1.)

Item 3. Maximum Policy Limits of Insurance	
A. Maximum Single Limit of Insurance	\$5,000,000
B. Maximum Policy Aggregate Limit of Insurance	\$5,000,000

Item 4. Limits of Insurance, Retentions and Insuring Agreement(s) Purchased. If any Limit of Insurance field for an Insuring Agreement is left blank or NOT COVERED is shown, there is no coverage for such Insuring Agreement.			
Professional Third Party Liability Insuring Agreement			
Insuring Agreement	Each Claim Limit	Aggregate Limit for all Claims	Each Claim Retention
P. Professional Liability	\$5,000,000	\$5,000,000	\$150,000



CHUBB PROFESSIONAL ENTERPRISE RISK MANAGEMENT POLICY DECLARATIONS

First Party Insuring Agreements				
A.Cyber Incident Response Fund	Each Cyber Incident Limit	Aggregate Limit for all Cyber Incidents	Each Cyber Incident Retention	
1. Cyber Incident Response Team	\$5,000,000	\$5,000,000	\$150,000	
			Except Cyber Incident Response Coach:	\$25,000
NOTE: The Insured is under no obligation to use or contract for services with the Cyber Incident Response Team . However, if the Insured elects not to use or contract with the Cyber Incident Response Team but elects to use or contract with a Non-Panel Response Provider , then the Each Cyber Incident Limits and Aggregate Limit for all Cyber Incidents specified in Item 4A2 below apply.				
2. Non-Panel Response Provider	\$5,000,000	\$5,000,000	\$150,000	
B. Business Interruption And Extra Expense	Each Cyber Incident Limit	Aggregate Limit for all Cyber Incidents	Each Cyber Incident Retention	
1. Business Interruption Loss And Extra Expenses	\$5,000,000	\$5,000,000	\$150,000	
			Waiting Period: 12 Hours	
2. Contingent Business Interruption Loss And Extra Expenses	\$5,000,000	\$5,000,000	\$150,000	
			Waiting Period: 12 Hours	
a. Scheduled Providers Limit (if scheduled by endorsement)	N/A	N/A	N/A	
			Waiting Period: N/A	
C. Digital Data Recovery	\$5,000,000	\$5,000,000	\$150,000	
D. Network Extortion	\$5,000,000	\$5,000,000	\$150,000	
Other Third Party Insuring Agreements				
Insuring Agreement	Each Claim Limit	Aggregate Limit for all Claims	Each Claim Retention	
E. Cyber, Privacy And Network Security Liability	\$5,000,000	\$5,000,000	\$150,000	
1. Payment Card Loss	\$5,000,000	\$5,000,000	\$150,000	
2. Regulatory Proceeding	\$5,000,000	\$5,000,000	\$150,000	
F. Electronic, Social And Printed Media Liability	\$5,000,000	\$5,000,000	\$150,000	

CHUBB®**CHUBB PROFESSIONAL
ENTERPRISE RISK
MANAGEMENT POLICY
DECLARATIONS**

Item 5. Retroactive Date (only applicable to Third Party Liability Insuring Agreements)	Item 4 P: 02/17/2023 Item 4 E&F: 02/17/2023
Item 6. Pending or Prior Proceedings Date (only applicable to Third Party Liability Insuring Agreements)	10/11/2016

Item 7. Extended Reporting Period	A. Additional Premium:	100% of Annual Premium
	B. Additional Period:	12 Months
Item 8. Policy Premium plus applicable taxes and fees (if any)		\$411,902.00

Item 9. Professional Services (If the field below is blank there is no coverage for Insuring Agreement P)

Solely in the provision of case management supervision and electronic monitoring services

Item 10. Notice to Insurer

A. Notice of Cyber Incident, Claim, or Potential Claim as set forth in Section VIII, subsection C	By Mail: Director of Claims Chubb P.O. BOX 5105 Scranton, PA 18505-0518 Fax Number: 877-201-8787
	By Email: ChubbClaimsFirstNotice@Chubb.com
	By Mobile App or Online: Visit the Policyholder Services Website at www.chubbcyber.com and 'submit claim' OR Press your 'Report Cyber Incident' button on the Chubb Cyber Alert Mobile application.
B. All Other Notices to the Insurer	Chief Underwriting Officer Chubb – Financial Lines Attn: Chief Underwriting Officer 1133 Avenue of the Americas, 32nd Floor New York, NY 10036

GENERAL PURPOSE ENDORSEMENT

Named Insured Sentinel Offender Holdings, LLC			Endorsement Number 25
Policy Symbol EON	Policy Number G25669344 007	Policy Period 10/11/2022 to 10/11/2023	Effective Date of Endorsement 02/17/2023
Issued By (Name of Insurance Company) ACE American Insurance Company			

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the following:

CHUBB CYBER ENTERPRISE RISK MANAGEMENT POLICY
CHUBB DIGITECH® ENTERPRISE RISK MANAGEMENT POLICY
CHUBB PROFESSIONAL ENTERPRISE RISK MANAGEMENT POLICY

The Policy is amended by adding or changing the following forms as of the effective date of this endorsement, which are shown in detail in the pages that follow:

Adding: PF-4816 (2/19) RETROACTIVE DATE (ITEM5) AMENDED - SPECIFIED LAYER

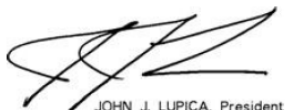
The Policy is amended by removing the following forms as of the effective date of this endorsement:

The Policy is amended by changing miscellaneous items that do not impact coverage such as the rating basis, class codes, policy number, payment plan, or other miscellaneous items as described:

The above amendments result in a change in the premium as follows:

- ☐ No Changes
- ☒ Additional Premium: \$130,118
- ☐ Return Premium: \$

All other terms, conditions and limitations of this Policy shall remain unchanged.



JOHN J. LUPICA, President



RETROACTIVE DATE (ITEM 5) AMENDED - SPECIFIED LAYER

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

This endorsement modifies insurance provided under the following:

CHUBB CYBER ENTERPRISE RISK MANAGEMENT POLICY
CHUBB DIGITECH® ENTERPRISE RISK MANAGEMENT POLICY
CHUBB PROFESSIONAL ENTERPRISE RISK MANAGEMENT POLICY

It is agreed that with respect to that portion of the Maximum Policy Aggregate Limit of Insurance shown in Item 3B of the Declarations which is \$2,000,000 excess of \$3,000,000, Item 5 of the Declarations, Retroactive Date, is deleted in its entirety and the following is inserted:

Item 5. Retroactive Date (only applicable to Third Party Liability Insuring Agreements)

E. Cyber, Privacy And Network Security Liability	<u>02/17/2023</u>
F. Electronic, Social And Printed Media Liability	<u>02/17/2023</u>
<u>Professional Liability</u>	<u>02/17/2023</u>
_____	_____

All other terms, conditions and limitations of this Policy shall remain unchanged.

A handwritten signature in black ink, appearing to read "J. Lupica", written over a horizontal line.

JOHN J. LUPICA, President

TRAINING ATTENDANCE LOG | CUSTOMER

TRAINER	TRAINING DATES & TIME
CONTRACT TYPE	TRAINING SETTING
☐ Agency. <i>Please specify:</i>	☐ On Site at Customer Location
☐ Branch. <i>Please specify:</i>	☐ On-Site at Sentinel Headquarters
☐ Other. <i>Please specify:</i>	☐ Webinar

☐ RF PATROL	☐ DNA/RF
How RF Works	Dashboard: Icons, Definitions, Navigation
Product Spec Sheet: Description & Features	Client enrollment; assigning the PTX & PHMU
Monitoring Components	Good Hookup Events
Installation/Removal Tools	Profiles
OPID Activation/Deactivation	Curfew Schedules
PTX Overview	Editing Client information
PHMU Overview - LED Indicators	Monitoring Options (Activity, Profiles, Curfew Schedule, Equipment, Status).
Performing ankle rotations & tap test	
Hardware Installation	Editing Client information
Verifying Good-Hook Up	Adding Comments
Equipment Guidelines & Landline Telephone Requirements	Remote Marry – Add/Remove PTX & Text
Office vs. Residential install process	Resetting Password
PHMU Menu Options	Archive Clients
Range Testing	Change Groups
Tamper Inspection/resetting process	Reactivate Clients
Powering down the PHMU & PTX	Generating Reports
PTX Removal	Client Termination
Equipment Cleaning	RF Event Definitions
COMMENTS:	

☐ OM400 ☐ OM500	☐ OMNILINK/DNA	☐ FOCALPOINT
How GPS Works	Dashboard	Dashboard
Monitoring Components	Client Enrollment; assigning the device	Client Enrollment; assigning the device
Product Spec Sheet: Description & Features	Good Hookup Events	Good Hookup Events
	Editing Client information	Editing Client information
Performing ankle rotations & tap test	Notification Profiles	Devices: Device Info, Device Settings, Rate Plan, Device Actions
LED Indicators	Creating a curfew schedule	Creating Zones & Schedules
Charging Instructions	Creating Zones & Schedules	Creating Zones & Schedules
Acquiring Network Coverage & GPS	Clear vs. Acknowledging alerts	Clear vs. Acknowledging alerts
Hardware Installation	Generating Reports	Notification Profiles
Verifying Good-Hook Up	Event Detection	Editing Client information
Zones on device parameters	GPS Maps & GPS Reports	GPS Maps & GPS Reports
Device Removal	Point Pattern Analysis	Generating Other reports
Equipment Cleaning	Field Verification	Company Settings
Omnalink Troubleshooting	Client Termination/Reactivation	Client Termination/Reactivation
	Viewing terminated clients	Viewing terminated clients
	GPS Event Definitions	
COMMENTS:		

TRAINING ATTENDANCE LOG | CUSTOMER

☐ BART	☐ BART/DNA	☐ DNA CASE MANAGEMENT
How BART Works	Dashboard	Case Management: Business Use
Product Spec Sheet: Description & Features	Participant enrollment; assigning the BA/RT	Dashboard
Charging the BA/RT	Initiating a Test	Client Info – Navigation Icons
Taking a Test	Creating Test Schedules	Agency Payments Page
Initiating a Test	Sending & Acknowledging Messages	Managing Fees and Payments
Acknowledging Messages	Viewing BA/RT Events	One Time Fees vs. Recurring Fees
BA/RT Display Codes	Viewing BA/RT Test History	Documents Page
Equipment Cleaning	Alcohol Event Definitions	Managing Appointments
	BART Device Commands	Creating Cases & Conditions
	Adding Comments	Documenting Client Contacts
	Generating Reports	Other DNA Features/Modules
	Client Termination	☐ DNA Inventory
	Client Reactivation	☐ DNA Retrieval
		☐ DNA Orders/RMAs
COMMENTS:		

☐ SCRAMx/SCRAM NET	☐ SHADOWTRACK
How SCRAMx Works	How Shadowtrack Works
Product Spec Sheet: Description & Features	Dashboard
Monitoring Components	Client Enrollment & Editing Client Info
Dashboard	Client Check-In Process
Client Enrollment & Editing Client Info	Creating Schedules
Performing ankle rotations & tap test	Setting up Notifications
Hardware Installation	Managing Caseload & Listen to Calls
Adding Comments	Event Definitions
Generating Reports	Adding Comments
Alcohol Event Definitions	Generating Reports
Interpreting Alcohol Readings	Client Termination
Client Termination	Client Reactivation
Client Reactivation	Viewing terminated clients
COMMENTS:	

☐ DNA MOBILE APP	☐ OTHER TRAINING
App Dashboard & Navigation	
GPS Monitoring	
BART Monitoring	
RF Monitoring	
Monitoring Tools & Inventory	
COMMENTS:	

TRAINING ATTENDANCE LOG | CUSTOMER

Attendees:

#	NAME (Print)	TITLE	EMAIL
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

- SENTINEL USE ONLY -

☐ RAM: Upload completed form to Sales Force and email to TrainingSpecialist@sentineladvantage.com

SENTINEL | RMA REQUEST FORM

RETURN MERCHANDISE AUTHORIZATION FORM

REQUESTED BY: _____
 REQUESTER EMAIL: _____
 REQUESTER PHONE #: _____

CREATED DATE: _____
 AGENCY NAME: _____
 AGENCY ADDRESS: _____
 COMPANY ID # (IF APPL): _____

Email completed form as an attachment to: oreturns@sentineladvantage.com or fax to 800.214.4920. If you have any questions or need assistance, please call Sentinel at 800.589.6003 and choose **OPTION 5**.

RMA's with no replacement orders will be processed within 2 business days. RMA's with replacement orders received by 12:30 p.m. (PST) will be processed and scheduled on the day it is received. RMA's with replacement orders received after 12:30 p.m. (PST) will be processed and scheduled on the next business day. Additional shipping charges may apply based on the requested replacement needed by date.

OM500 RMA's: Only return defective OM500 chargers and reuse your working chargers. OM500 replacement orders will only include a device replacement; charger not included.

EQUIPMENT BEING RETURNED:						
SERIAL #	DEVICE TYPE	RETURN CODE	RETURN COMMENTS	REPLACEMENT NEEDED (Y/N)	REPLACEMENT NEEDED BY (DATE):	
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
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15						
16						
17						
18						
19						
20						

CONSUMABLES BEING RETURNED:		REPLACEMENT QTY
DESCRIPTION	RETURN QTY	
1		
2		

CONSUMABLES BEING RETURNED:		REPLACEMENT QTY
DESCRIPTION	RETURN QTY	
3		
4		

RETURN CODES

A. Excess Inventory	C. Field Damage	E. Not Reporting into DNA	G. Device will not charge
B. Equipment Swap	D. Recovered Lost Device	F. Blank Display/Dead	H. Device will not hold a charge
K. RF - Unable to enroll PTX/PHMU	O. No GPS & No Cell	S. ALC - Calibration Due	I. End of Contract
L. RF - HMU LTT	P. No GPS	T. ALC - Not Testing Client	J. Other

Sentinel Offender Services, LLC

M	RF - HMU not registering an Enter	Q	No Cell	U	ALC - Poor Test Images		
N	RF - Range Issues (Short leaves and enters)	R	GPS - Drift/Accuracy Issues	V	ALC - Incorrect Alcohol Readings		

COMMENTS:

EQUIPMENT BEING RETURNED:						
SERIAL #	DEVICE TYPE	RETURN CODE	RETURN COMMENTS	REPLACEMENT NEEDED (Y/N)	REPLACEMENT NEEDED BY (DATE):	
21						
22						
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30						
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SENTINEL®

SENTINEL QUALITY MANUAL

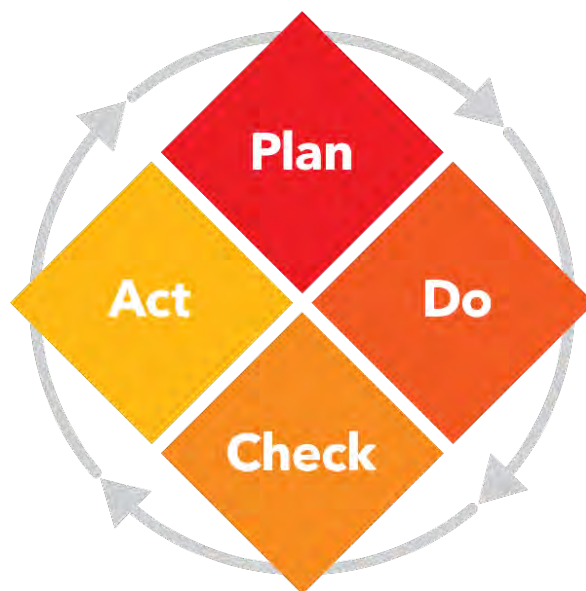


TABLE OF CONTENTS

Chapter 1: Scope of the QMS.....	3
Chapter 2: Organizational Charts	8
Chapter 3: Leadership Commitment.....	9
Chapter 4: Monitoring Center Processes	11
Chapter 5: Addressing Risks and Opportunities	13
Chapter 6: Planning of Changes	15
Chapter 7: Resources	16
Chapter 8: Training	17
Chapter 9: Document Control.....	19
Chapter 10: Analysis of Data	23
Chapter 11: Internal Audits	25
Chapter 12: Nonconformity and Corrective Action	27
Chapter 13: Control of Nonconforming Outputs.....	28

CHAPTER 1: SCOPE OF THE QMS

This chapter describes the boundaries and applicability of the quality management system. Sentinel Offender Services, LLC is a leading provider of offender management services. Sentinel has established and maintained a quality management system at the below locations to ensure conforms to the ISO 9001 Standard.

ISO EXCLUSIONS |

None

ISO SCOPE |

DESIGN, PRODUCTION, AND DELIVERY OF ELECTRONIC MONITORING TECHNOLOGIES, MONITORING CENTER SERVICES, AND COMMUNITY BASED OFFENDER MANAGEMENT PROGRAMS.

OFFICE LOCATIONS INCLUDED IN ISO SCOPE |

CORPORATE OFFICE 1290 N. HANCOCK, ANAHEIM, CA 92807	DALLAS OFEM BRANCH 133 N. RIVERFRONT BLVD, 1ST FLOOR, ROOM A9 DALLAS, TX 75207	SEATTLE BRANCH 600 5TH AVENUE 8TH FLOOR SEATTLE, WA 98104
SIMON OFFICE 1220 N SIMON CIR, UNIT C ANAHEIM, CA 92653	PHOENIX BRANCH 3806 N 3RD ST. SUITE #200, PHOENIX, AZ 85012	SAN DIEGO BRANCH 7857 CONVOY COURT, SUITE 201 SAN DIEGO, CA 92111
BUTTE COUNTY DRC BRANCH 51 COUNTY CENTER DRIVE OROVILLE, CA 95965	GREENVILLE BRANCH 600 E. WASHINGTON STREET GREENVILLE, SC 29601	SAN FRANCISCO BRANCH 70 OAK GROVE SAN FRANCISCO, CA 94107
CALDWELL BRANCH 405 EAST ELM ST, CALDWELL, CA 83605	RIVERSIDE BRANCH 4133 10TH ST, RIVERSIDE, CA 92501	TACOMA BRANCH 930 TACOMA AVENUE SOUTH, ROOM 136 TACOMA, WA 98402

QUALITY POLICY |

Our Commitment: At Sentinel Offender Services, we are committed to helping create the best possible client management outcomes for our customers and the communities they serve. We demonstrate that commitment by offering high quality electronic monitoring hardware, innovative software platforms and exemplary customer service maintained through our ISO certification

QUALITY OBJECTIVES |

Sentinel has established quality objectives at relevant functions, levels and processes needed for the quality management system. Quality objectives are monitored, communicated, and updated monthly. Refer to Sentinel's [Global Key Performance Indicators](#).

PRODUCT OFFERING |

GPS MONITORING

Omnilink 500 | 3rd Party HW – Sentinel FW

The OM500 is a sleek, one-piece GPS tracking device that employs GPS, Wi-Fi, and Cellular location tracking technologies to effectively monitor a participant's movement throughout the community. The device allows agency personnel to communicate with participants using audio messaging, vibrations, and tones. The OM500 works in conjunction with Sentinel's DNA monitoring platform and allows officers to not only review standard tracking data but to also access our advanced program analytics.



RF MONITORING

RF Patrol | Sentinel OEM

The RF Patrol™ electronic monitoring system from Sentinel is one of the most proven and reliable electronic home monitoring units available on the market today. Used extensively across the U.S, this two-piece system is comprised of a non-removable radio frequency (RF) PTX2 ankle transceiver and a home-based monitoring unit. RF Patrol is effective for home confinement monitoring as the ankle transceiver and home monitoring unit continuously communicate with one another to monitor the presence of the participant.



ALCOHOL MONITORING

BART |Sentinel OEM

Sentinel's advanced alcohol monitoring device delivers remote real-time deep-lung alcohol testing in an easy-to-use, lightweight hand-held device. BA/RT is equipped with a state-of-the-art fuel-cell sensor that provides extremely reliable and accurate BrAC readings using empirical sampling data. Tests can be conducted on demand, anywhere, anytime.

BA/RT provides GPS mapping of the participant's location at the time of the test and provides an immediate BrAC level reading and a pass/fail result via cellular network communication, and automatically re-tests a positive BrAC result.



SCRAMx | 3rd Party Vendor

SCRAMx meets the same scientific admissibility standards as blood, breath, and urine tests due to a controlled sample methodology. In addition, SCRAMx is the only continuous alcohol monitoring product that provides single-source admissibility—meaning it does not require a secondary test to confirm a drinking event.

The SCRAMx ankle bracelet is attached to the offender with a durable and tamper-proof strap. Every half hour, the bracelet captures transdermal alcohol readings by sampling the insensible perspiration collected from the air above the skin. The bracelet stores the data and transmits it via radiofrequency (RF) signal to the base station when participant returns home.



Shadowtrack | 3rd Party Vendor

Sentinel offers Shadowtrack's self-reporting service (SRS) which consists of an interactive voice interview of customized questions that allows supervising entities to obtain current information for the participant without the need for a face-to-face visit. The participant can conveniently complete their interview utilizing any telephone device or via the Shadowtrack Mobile App. The SRS service supports any language and includes automatic transcription of participant responses.

Spot Check | 3rd Party Vendor

Spot Check is an innovative, smartphone-based check-in solution designed to provide criminal justice agencies with the ability to manage their low risk caseloads more efficiently. Designed for installation on the participant's smartphone, the Spot Check App utilizes a combination of facial recognition, fingerprint identification, and custom questions to identify the participant. Once active, Spot Check allows officers the ability to track the participant's location, assign check-in requirements, facilitate direct communication, and reward participant compliance.

SERVICE OFFERING |

24/7/365 National Monitoring Center

Sentinel's National Monitoring Center provides 24-hour enhanced alert monitoring and officer support 365 days a year. Our Monitoring Center personnel oversees all of Sentinel's software platforms, complementing automated and live notification alerts that include direct contact with the participant or agency.

Based on agency and contract specifications, our staff can assist with verifying violations and identifying likely causes. Our Monitoring Center will also aid agencies in completing participant enrollments, creating or editing curfew schedules, creating and managing GPS zones, and initiating alcohol tests.

Comprehensive Case Management

Sentinel's full-service Case Management Program is a community-based, comprehensive tool that can be used by correctional agencies to simplify the tracking of offenders. Our locally based case management staff can effectively assist a supervising agency in their efforts to better manage their offender population. Sentinel's Case Management Program consists of multiple steps that begin when a participant is initially referred to a program including:

- + Pre-Enrollment
- + Orientations/Intake
- + On-going Compliance Verification
- + Completion

Throughout the program, Case Managers assist with daily tasks that include verifying the participants' compliance with program rules and regulations. Our Case Managers handle the coordination of pairing the participant with the correct resources while following all agency guidelines and protocols to ensure success.

We developed our Case Management model to provide a comprehensive, full-service approach that allows our staff to effectively oversee the administrative processes associated with effective offender management. In doing so, our goal is to give the supervising agency more time to focus on participant selection and the enforcement aspects of managing their offender population.

Moral Reconciliation Therapy

The Moral Reconciliation Therapy (MRT) program that Sentinel utilizes in cognitive-based therapy programs is one of the nation's leading anti-recidivism mechanisms. MRT attempts to change how offenders make decisions and judgments by raising their moral reasoning abilities.

Moral Reconciliation Therapy is an objective, treatment system designed to enhance ego and social, moral, and positive behavioral growth in a progressive, step-by-step fashion. Some of the more utilized program courses are listed below:

- | | |
|-------------------------------|-----------------------------|
| + Substance Abuse | + Cognitive and Life Skills |
| + Parenting and Family Values | + Responsible Living |
| + Employment Preparation | + Anger Management |
| + Driving-Related Offenses | + GED Preparation |
| + Thinking for Good | |

Drug and Alcohol Testing

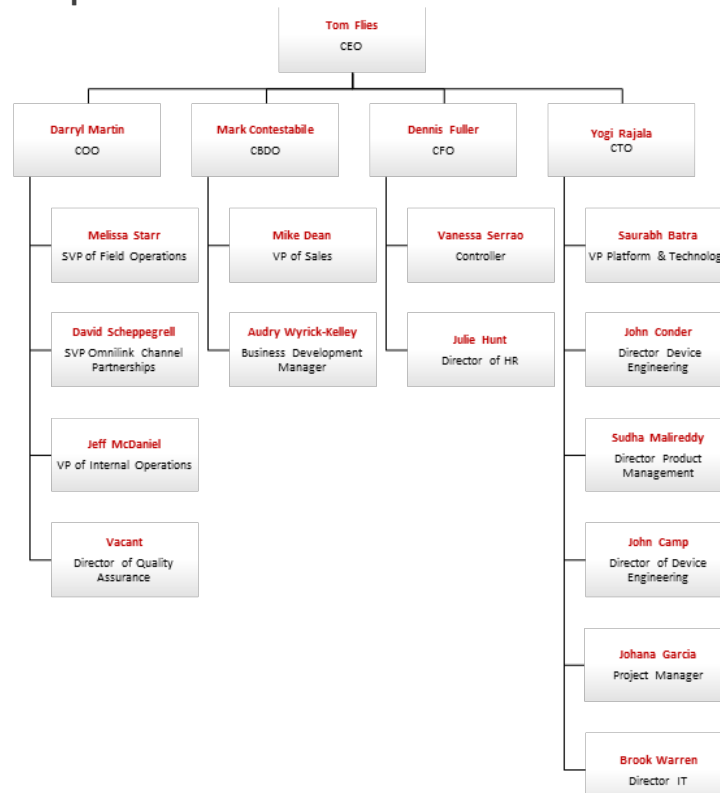
Sentinel offers comprehensive, full-service drug and alcohol testing programs designed to ensure participant accountability while remaining drug and alcohol free on the path to recovery. Each drug screen is performed under full observation by trained, same-gender Sentinel personnel to ensure the validity of the results. Our urinalysis tests provide immediate, preliminary results. Alcohol testing can be conducted on demand, anywhere, anytime.

Collecting Fees

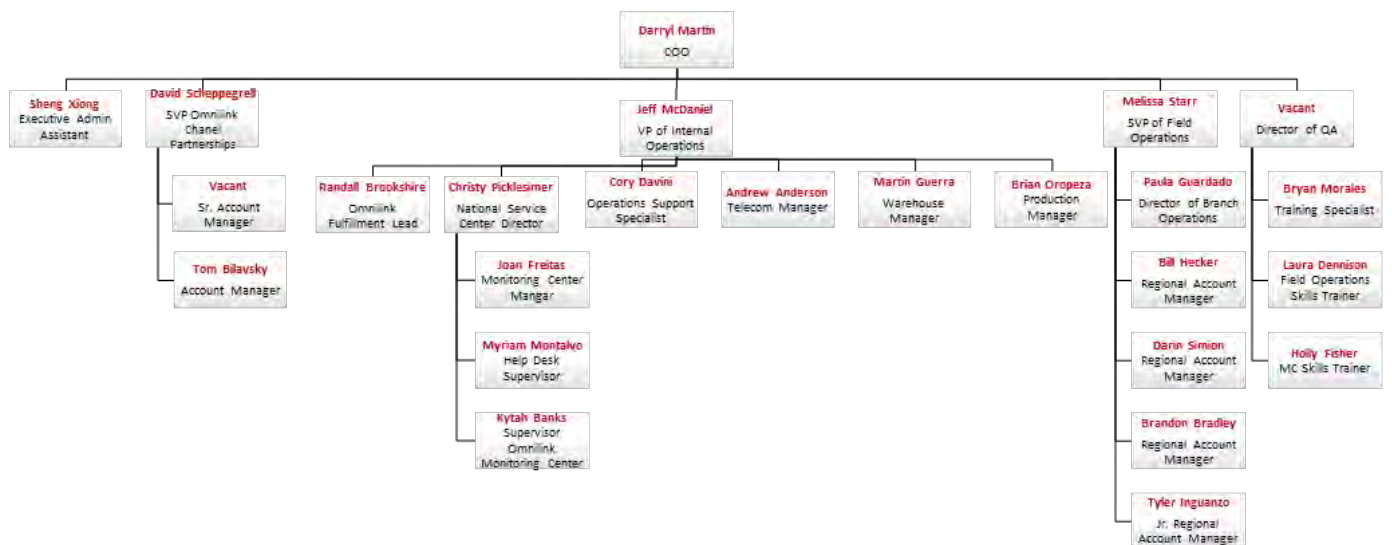
Sentinel recognizes that the collection of offender fines, fees, and restitution payments is a major concern and work with agencies to address it. Sentinel offers multiple payment options that can be coupled with our automated reminder calls. Using a sliding-scale approach, Sentinel Case Managers conduct detailed financial assessments on all participants referred to a specific program. From that assessment, the Case Manager establishes a daily or monthly service fee for participants based on the participant's household income and their ability to pay.

CHAPTER 2: ORGANIZATIONAL CHARTS

SENIOR LEADERSHIP |



OPERATIONS |



CHAPTER 3: LEADERSHIP COMMITMENT

This chapter describes top management responsibility and commitment to Sentinel's quality management system (QMS). Top Management includes but is not limited to managers participating in management review meetings.

Regular Attendees Include:

- | | |
|---|----------------------------------|
| + Executive Management (CEO, COO, CFO, CTO, CBDO) | + Controller |
| + Sr. VP of Field Operations | + VP Platform & Technology |
| + Sr. VP of Omnilink Channel Partnerships | + Director of IT |
| + VP of Internal Operations | + Director of Product Management |
| + VP of Sales | + Director of HR |
| | + Director of QA |

LEADERSHIP |

1. Top management demonstrates leadership and commitment with respect to the quality management system by:
 - + Taking accountability for the effectiveness of the quality management system;
 - + Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
 - + Ensuring the integration of the quality management system requirements into the organization's business processes;
 - + Promoting the use of the process approach and risk-based thinking;
 - + Ensuring that the resources needed for the quality management system are available;
 - + Communicating the importance of effective quality management and of conforming to the quality management system requirements;
2. Top management demonstrates their leadership and commitment with respect to customer focus by ensuring that:
 - + Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
 - + the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
 - + the focus on enhancing customer satisfaction is maintained.
3. Top management has documented job descriptions and organization charts to ensure responsibilities and authorities for relevant roles are assigned, communicated and understood within the organization.
4. Top management has defined and documented a quality policy (Quality Mission Statement) that is

understood, implemented, and maintained at all levels of Sentinel.

5. Top management has defined and documented measurable quality objectives (Key Performance Indicators) at relevant functions, levels, and processes to determine the effectiveness of the QMS.
6. Top management has ensured processes within their departments are identified, reviewed, documented, approved, controlled, and maintained. Top Management has also ensured processes within their departments are delivering their intended outputs.
7. The Director of QA is responsible for:
 - + Ensuring that the quality management system conforms to the requirements of this International Standard;
 - + Reporting on the performance of the quality management system and on opportunities for improvement to top management;
 - + Ensuring the promotion of customer focus throughout the organization;
 - + Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

MANAGEMENT REVIEWS |

8. TQM meetings are scheduled and conducted monthly to review the QMS to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction.
9. Top management will review following inputs at the TQM meetings:
 - + Status of actions from previous management reviews
 - + Changes in external and internal issues that are relevant to the QMS
 - + Customer Satisfaction and feedback from relevant interested parties
 - + Quality objectives (KPIs)
 - + Process performance and conformity of products and services
 - + Nonconformities and corrective actions
 - + Monitoring and measurement results
 - + Internal and external audits
 - + Performance of external providers
 - + Adequacy of resources
 - + Actions to address risks and opportunities
 - + Opportunities for improvement
 - + Other business
10. Output of the management review will include:
 - + Opportunities for improvement.
 - + Any need for changes to the QMS
 - + Resource needs

CHAPTER 4: MONITORING CENTER PROCESSES

This chapter details the functions and scope of responsibilities of Monitoring Center Operations. The Monitoring Center Operations is composed of 2 departments: Monitoring Center and Help Desk. The Monitoring Center provides 24-hour enhanced alert monitoring and customer support 365 days a year. The Help Desk Department is an extension of Monitoring Center Operations dedicated to providing a higher-level support to customers.

HOURS OF OPERATION:

- + Monitoring Center: 24x7 365 days a year.
- + Help Desk: Monday – Friday 5:00 AM – 6:00 PM PST

MC OPERATIONS RESPONSIBILITIES

This includes but is not limited to the following:

1. Verifying all inbound callers through a security password to validate their identity before any participant information or updates may be completed.
2. Processing manual RF, GPS, and Alcohol violations for customers that require manual alert handling.
3. Assisting customers with participant enrollments and data modifications requests.
4. Providing troubleshooting assistance for equipment and software issues.
5. Reporting and escalating non-conformities.
6. Assisting customers with all aspects of electronic monitoring.
7. Complying with Sentinel's Employee handbook.
8. Escalating customer reported system issues to the On-Duty Supervisor. The On-Duty Supervisor will be responsible for creating a ticket via the [Sentinel Ticket System](#).
9. Escalating service interruptions to the On-Duty Supervisor. The On-Duty Supervisor will be responsible for escalating and documenting the interruption in accordance with the [System Notification Protocol](#).

HELM RESPONSIBILITIES

This includes but is not limited to the following:

10. Performing an hourly system check to proactively escalate systematic issues to the IT Department via the [Sentinel Ticket System](#) for proper documentation and follow up.

HELP DESK RESPONSIBILITIES

This includes but is not limited to the following:

11. Processing SOWS in accordance with [HD SOP SOW Process](#). This includes processing officer enrollments, agency setup, and notification profiles.
12. Disabling system access when a customer account is closed.

13. Providing system access to internal employees and disabling system access for terminated employees.
14. Processing equipment order requests in accordance with [HD SOP Ordering Process](#).
15. Processing RMAs and return for evaluations for customers returning equipment to Sentinel's Warehouse in accordance with [HD SOP Return Material Authorization](#).
16. Processing LDS and recovered equipment requests in accordance with [SWI Processing LDS and Recovered Equipment](#).
17. Processing expert analysis.
18. Processing notification changes and officer modification requests.
19. Following up on issues submitted through the Sentinel Ticket portal. The Help Desk will research and investigate the symptoms reported, classify the issue accordingly, and provide a customer a response when closing out the ticket.
20. Reporting and escalating non-conformities.
21. Complying with Sentinel's Employee handbook.

CHAPTER 5: ADDRESSING RISKS AND OPPORTUNITIES

ADDRESSING RISKS | **Refer to Sentinel's [Risk Matrix](#) for department specific risks identified and monitored by each Department Manager.*

Risks are identified and evaluated when quality performance data indicates that there are trends of decreasing quality capability and/or effectiveness of the quality management system. Risks are also identified and evaluated when there is an increase in the number of audit findings against the same quality system process or department. Sentinel has determined and addressed the risks that are relevant to its purpose and strategic direction. These include but are not limited to the following:

- + Legal Compliance: Customer legal requirements are clearly defined in the local operating procedure and customer contract. Employee legal requirements are clearly defined in Sentinel's employee handbook. Audits are conducted to ensure compliance with customer and employee legal requirements.
- + Service nonconformities: Audits are scheduled and conducted ensuring findings are effectively corrected.
 - o Monitoring Center calls are recorded for quality assurance and are audited monthly.
 - o Incoming data entry requests to the Monitoring Center are documented via a Client Enrollment-Modification Form. All Client Enrollment-Modification Forms are reviewed by a second operator and a Lead/Supervisor for quality assurance.
 - o Internal audits are initiated to solve problems, prevent potential problems, prevent adverse trends, and provide continual improvement.
- + Customer feedback and complaints: Customer surveys and ongoing customer contact are initiated to monitor and review customer feedback.
- + Information Security: Sentinel IT has identified and secured processes to protect valuable confidential information.
- + Service Interruptions: Monitoring Operations has established system notification protocols for determining, escalating, and resolving service interruptions.
- + Organizational Knowledge: Sentinel's has established an effective training program and has documented relevant training material to ensure organization knowledge is disseminated to employees.

ADDRESSING OPPORTUNITIES |

Sentinel has determined and addressed the opportunities that are relevant to its purpose and its strategic direction. These include but are not limited to the following:

- + All requests for product fixes, product enhancements, or new feature requests are entered through Sentinel's Ticket System.
- + Improved work environment: Department Managers are responsible for monitoring and measuring resource adequacy on an ongoing basis.
- + Improved productivity: Sentinel continually strives to improve its software and hardware to streamline day-to-day activities.

- + Improved operational efficiency: Sentinel employees are empowered and encouraged to identify process improvements. Quality Awareness Training is scheduled and conducted to remind employees to provide continual improvement feedback.

CHAPTER 6: PLANNING OF CHANGES

This chapter describes the methods and responsibilities for ensuring changes are properly planned and controlled.

PLANNING OF CHANGES |

1. All stakeholders may initiate and identify changes to the quality management system. Stakeholders include but are not limited to Sentinel staff and customers. Changes may be initiated as a result of:
 - + risks and opportunities addressed;
 - + contract renewals;
 - + improved process efficiency;
 - + document reviews;
 - + Nonconformities and corrective actions.
2. When changes are identified, the Department Manager will consider:
 - + the purpose of the changes and their potential consequences;
 - + the integrity of the quality management system;
 - + the availability of resources;
 - + the allocation and reallocation of responsibilities and authorities.

CONTROL OF CHANGES |

3. The respective Department Manager is responsible for reviewing and controlling changes for service provision, to the extent necessary to ensure continuing conformity with requirements.
4. Any changes that impact requirements specified by the customer, such as contract changes or Local Operating Procedure (LOP) changes must be approved by both the customer's Operational Contact and Regional Account Manager. The Regional Account Manager will be responsible for retaining and maintaining the latest contract, LOP, and any customer communication via Salesforce.
5. Any internal changes that do NOT impact Sentinel's ability to meet requirements specified by the customer, such as process improvements or document reviews, only need to be approved by the Branch Manager.
6. Once changes are approved, the Department Manager will be responsible for communicating the changes to Sentinel staff and updating relevant documented information.

VERIFICATION OF CHANGES |

7. The Department Manager is responsible for ensuring changes are successfully communicated, implemented, and maintained.

CHAPTER 7: RESOURCES

Sentinel provides adequate resources and information necessary to support the operation and monitoring of each process. These resources include, but are not restricted to qualified staff, equipment, controlled work environment, documented processes, and information and communication technology.

1. Resource needs may be identified via the following channels:
 - + Sentinel staff identifying resource needs for their areas
 - + Department Managers identifying resource needs for their areas
 - + Quality objective reviews
2. When resource needs have been identified, the Department Manager will be responsible for escalating and involving the respective department, if necessary, to achieve conformity of products and services.

RESOURCE NEED	RESPONSIBLE PARTY
Facility Needs (repairs and maintenance)	HUMAN.RESOURCE@SENTINELADVANTAGE.COM
Office Equipment (computers, laptops, printers, fax machines, email accounts, etc.)	https://sentinelgo.atlassian.net/servicedesk/customer/portals
Desktop Support	https://sentinelgo.atlassian.net/servicedesk/customer/portals
Telecom Devices (landline phones, mobile phones, USB air cards, hotspots, tablets, etc.)	https://sentinelgo.atlassian.net/servicedesk/customer/portals
System Access (DNA)	HELP.DESK@SENTINELADVANTAGE.COM
Job openings, benefits, 401(K) and Profit-Sharing Plan, employment policies, etc.	HUMAN.RESOURCE@SENTINELADVANTAGE.COM
Payroll and ADP inquiries	PAYROLL@SENTINELADVANTAGE.COM
Business Expenses and Reimbursements *Refer to Sentinel's Travel and Business Expense Policy Guidelines	SENTINEL.AP@SENTINELADVANTAGE.COM
DNA Service Interruptions	MONITORING_CENTER@SENTRAK.US.COM
Training Support	TRAININGSPECIALIST@SENTINELADVANTAGE.COM

CHAPTER 8: TRAINING

This chapter describes the methods and responsibilities for ensuring training is properly controlled. Sentinel's employees are qualified based on their appropriate education, training, experience or skills, as required. All trained personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of their quality objectives.

CORPORATE EMPLOYEE TRAINING |

1. Training for new Sentinel employees will be primarily coordinated by hiring manager.
2. The hiring manager will be responsible for emailing a '[Training Agenda – Corporate New Hire](#)' to the Training Department <TrainingSpecialist@sentineladvantage.com> at least **5** business days before an employee's start date.
3. The Training Department will be responsible for training the team member using the appropriate training agenda. Completed training agendas with attendee names will be maintained on the Training SharePoint.
4. Department Managers are also encouraged to engage the Training Department to schedule and coordinate custom refresher training for employees who need further development in a specific area.

MONITORING CENTER TRAINING |

5. Training for Monitoring Center staff will be primarily coordinated by Monitoring Center Leadership.
6. Monitoring Center Leadership will be responsible for checking the [Training Specialist Calendar](#) for training availability and submitting the request to the Training Department.
7. The Training Department will be responsible for training the team member using the appropriate training agenda. Completed training agendas with attendee names will be maintained on the Training SharePoint.
8. Supervisors are also encouraged to engage the Training Department to schedule and coordinate custom refresher training for employees who need further development in a specific area.

FIELD OPERATIONS TRAINING |

9. Training for Sentinel field staff will be primarily coordinated by the Regional Account Manager (RAM) or Branch Manager.
10. The RAM or Branch Manager will be responsible for checking the [Field Operations Training Calendar](#) for training availability and submitting the request to the Training Department via the calendar.
11. The Training Department will be responsible for training the team member using the appropriate training agenda. Completed training agendas with attendee names will be maintained on the Field Operations SharePoint.
12. Branch employees are also encouraged to engage the Training Department to schedule and coordinate custom refresher training for employees who need further development in a specific area.

CUSTOMER TRAINING |

13. Training for customers will be primarily coordinated by the Regional Account Manager (RAM).

14. The RAM will be responsible for checking the [Training Specialist Calendar](#) for training availability and submitting the request to the Training Department via the calendar.
15. The Training Department will review the training request and schedule and coordinate the training with the RAM and customer.
16. The Training Department will work together with the RAM to ensure each customer trainee has all the proper training documents (manuals, PowerPoints, reference guides, etc.)
17. Once the training is complete, the Training Department will complete and email a 'Customer Training Attendance Log' to the RAM and provide the RAM a brief, after-training updates if requested.
18. Completed Customer Training Attendance Logs will be maintained on the Training SharePoint and Salesforce.

TRAINING RECORDS |

19. Training records for all active employees will be stored electronically on SharePoint. Upon an employee's termination, records will be disposed of after a 1 year period.
20. Training records for customers will be stored electronically on SharePoint and Salesforce.

CHAPTER 9: DOCUMENT CONTROL

This chapter describes the methods and responsibilities for ensuring documented information required by the quality management system are properly controlled.

CREATING DOCUMENTED INFORMATION |

1. A new document may be initiated to:
 - + Document information required by the ISO standard
 - + Document information required by Sentinel's QMS
 - + Document information to ensure the effective planning, operation, and control of processes.
 - + Communicate new information
 - + Disseminate and preserve the organizational knowledge.
2. When a new document is prepared by the author, the document will be controlled by its document number, issue date, revision date, and revision number. Refer to the [QMS SharePoint](#) for a list of approved document control templates.

Document Numbers will be composed using the following 3 part numbering scheme:

Department Abbreviation	Document Type Abbreviations	Major numbering for the next document in the sequence
Quality Assurance (QA) Field Operations (Ops) Help Desk (HD) Monitoring Center (MC) Human Resources (HR) Equipment Services (ES) Warehouse (WH) Training (TR) Product Management (PM) Telecom (T) Purchasing (P) Engineering (ENG) Field Ops (Branch Name)	Forms (F) Procedures (SWI or SOP) Quick Reference Guides (QRG) PowerPoints (PPT) Records (R) Document (D)	1.,2,3,4,5, etc.
Ex. First Quality Assurance Procedure will use 'QA-SWI-1'. Next Quality Assurance Procedure will use QA-SWI-2.		

3. Once the document is drafted using a controlled document template, it will first be distributed to the top management representative that owns the process to review for suitability and adequacy prior to issuing it to affected department personnel for input.
4. If changes are required PRIOR to the document being released and uploaded to SharePoint, the reviewers will communicate the proposed changes to the author and top management representative to revise and approve.

5. Once the document is approved by the top management representative, the author will upload the document to SharePoint and request the Director of Quality Assurance to review the document for proper controls.
6. Top Management with a respective SharePoint Tab will be responsible for controlling standard operating procedures, forms, and other documents housed within their SharePoint tab.
 - + QMS SharePoint: Director of Quality Assurance.
 - + Field Operations SharePoint: Director of Quality Assurance
 - + Operations SharePoint: Director of Quality Assurance
 - + Channel Team: SVP of Channel Partnerships
 - + HD Group SharePoint: Help Desk Supervisor
 - + MC Group SharePoint & MOC Tech Group SharePoint: Monitoring Center Manager
 - + HR SharePoint: Director of HR
 - + Production SharePoint: Production Manager
 - + Training SharePoint: Training Specialist
 - + Product Launches SharePoint: Director of Product Management
 - + Telecom SharePoint: Telecom Manager
 - + Purchasing SharePoint: Purchasing Agent
 - + Hardware Engineering SharePoint: Senior Hardware Engineer

Note: In the absence of one of the above acting Document Controllers within each department, the Director of Quality Assurance will ensure the review and posting of any new and revised documents.

7. Top management will also ensure that documents housed within their SharePoint tab remain legible, formatted correctly, and the latest approved copy is maintained on SharePoint for their department personnel to readily retrieve.
8. To protect documents from unauthorized editing, once a document is uploaded to SharePoint, the SharePoint Permissions feature is used to restrict access so that certain users may read or edit documents.

UPDATNG DOCUMENTED INFO |

9. Any Sentinel employee can initiate a document change. If changes are required AFTER the document is released and uploaded to SharePoint, the reviewers will communicate the proposed changes to the author and top management representative to revise and approve.
10. Once the proposed changes are approved by the top management representative, the author will update the revision number and revision date to reflect the date the change was made. The latest approved copy is maintained on SharePoint for department personnel to readily retrieve.

11. Procedure changes are recorded in the revision history table at the end of each procedure. There will be a minimum of 3 years of changes in the revision history table. Any history prior to 3 years may be deleted.
12. The top management representative that owns the process will be responsible for communicating the changes to their affected department personnel.
13. The SharePoint Version History feature allows users to review previous versions of documents. This can be accessed through SharePoint by hovering over the document that needs to be reviewed and selecting Version History from the drop down menu; see screen shot below.
14. The version history feature displays the modified date and modified author when a document on SharePoint is checked out or revised and creates a new major version number for the document.

DOCUMENT REVIEWS |

15. Standard operating procedures are up for review annually. Standard work instructions are up for review when deemed necessary by management or every 2 years by the Department Manager, at a minimum, who will review the document for suitability and adequacy.
16. Documents deemed obsolete by the Department Manager are removed from SharePoint and communicated to affected department personnel. The Department Manager is also responsible for discarding any hard copies that may be located on the floor.
17. Employees are advised to print their forms and documents daily to ensure the most relevant versions are used. Employees are also advised to check hard copy form/SWI dates to ensure they match the date listed on SharePoint; if the date does not match, employees are advised to discard the document and print the relevant version from SharePoint.
18. External Documents are controlled by being removed off SharePoint once deemed obsolete or outdated. The Department Manager is also responsible for discarding any hard copies from the floor.

CONTROL OF DOCUMENTED INFORMATION |

19. Sentinel has established, and maintains, records to provide evidence of conformity to requirements and of the effective operation of the quality management system. At all times records are maintained in a safe environment to prevent damage and loss, legible, readily identifiable, and retrievable.
20. The location maintained of the records is detailed at the end of each relevant procedure. Records are to be maintained in active files until they are ready to be archived. The records are then removed and stored in the archive area.

21. The archive containers are clearly labeled with a description of the contents and date range of contents. At the end of the retention period, Management ensures that either the records are disposed of or retains them for an extended time period. Records are disposed of using the recommended method authorized by Management.
22. Sentinel performs daily differential backups and weekly full backups. Backups are made to Tape media. Access to the backup management system is limited to IT. Access to the fireproof safe is limited to IT, Telecom, and MC employees. Catalogs of data available to be restored are managed by Backup Exec.
23. Sentinel uses Cisco ASA and Sonicwall firewalls on the perimeter to protect the system perimeter from unwanted outside access and Denial of Service. Sentinel uses Microsoft Active Directory to maintain accounts for authentication and access to sensitive information.

CHAPTER 10: ANALYSIS OF DATA

This chapter describes the methods and responsibilities for analyzing and evaluating data and information arising from monitoring and measurement. Gathering data allows us to monitor, measure, analyze and effectively maintain our quality management system. This process ensures that we demonstrate conformity of our products and services while continually looking for ways to improve.

CONFORMITY OF PRODUCTS |

1. All returned equipment is tracked for trending purposes with as much information as possible as to the believed cause of the non-conformity in the Home Inventory System.
2. Equipment returns are analysed to determine where product and inspection improvements can be made.
3. Key Performance Indicators (KPIs) have been created and are monitored monthly to ensure equipment requirements are being met.
4. Internal audit results are scheduled, conducted, and analyzed to determine if equipment meets Sentinel's stringent final quality control requirements.

CONFORMITY OF SERVICES |

5. All calls are recorded for quality assurance and are used to clarify and support any root causes dealing with operator or customer error. These call recordings are only accessible by management.
6. All operators are audited monthly for quality and accuracy to ensure they are meeting the quality requirements. Failed audits are reviewed with the operator which includes listening to the call.
7. All operators are quizzed monthly to ensure they have the necessary competence to provide customer support.
8. When a customer or service partner reports a service problem, a Corrective Action Ticket is initiated and forwarded to the Director of Quality Assurance for tracking and trending purposes.
9. Key Performance Indicators (KPIs) have been created and are monitored monthly to ensure service requirements are being met.

CUSTOMER SATISFACTION |

10. Customer surveys are scheduled and conducted to evaluate the degree of customer satisfaction.
11. Feedback from customers, both positive and constructive, is reviewed with the appropriate department manager, and any other affected departments, to ensure each area is aware of improvement needs and or accomplishments.
12. Action items arising from customer surveys are tracked and analyzed to determine.

PERFORMANCE AND EFFECTIVENESS OF THE QMS |

13. Internal audit results are scheduled, conducted, and analyzed to determine if equipment meets Sentinel's stringent final quality control requirements.
14. Key Performance Indicators (KPIs) have been created and are monitored monthly to ensure service requirements are being met.

15. TQM meetings are scheduled and conducted on a biannual basis to review the QMS to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction.

PLANNING EFFECTIVELY IMPLEMENTED |

16. When documenting information to ensure the effective planning, operation and control of processes has been established, it will first be distributed to the top management representative that owns the process to review for suitability and adequacy prior to issuing it to affected department personnel for input.
17. Once the document is approved by the top management representative, the author will upload the document to SharePoint and request the Director of Quality Assurance to review the document for proper controls.
18. Internal audit results are scheduled, conducted, and analyzed to determine if planning and the process has been implemented effectively.

ACTIONS TAKEN TO ADDRESS RISKS AND OPPORTUNITIES |

19. TQM meetings are scheduled and conducted on a biannual basis to review the effectiveness of actions taken to address risks and opportunities.

EXTERNAL PROVIDERS |

20. Vendor evaluations are conducted in accordance with Chapter 9: Purchasing Control.
21. Vendors may be re-evaluated sooner if a problem is identified to determine if they are still meeting agreed quality, price, and on-time delivery.
22. Vendor evaluations are conducted and analyzed to determine where improvements can be made.

NEED FOR IMPROVEMENT TO THE QMS |

23. Action items arising from customer surveys, corrective action tickets, TQM Meetings, and bi-weekly operation meetings are documented, reviewed, and discussed on an on-going basis to determine needs for improvement to the QMS.

CHAPTER 11: INTERNAL AUDITS

This procedure describes the methods and the responsibilities for scheduling and conducting internal audits. Audits are conducted to ensure conformity to planned arrangements, requirements of the applicable standards, and Sentinel's QMS requirements.

RESPONSIBILITIES |

1. The Director of Quality Assurance is responsible for:
 - + Planning, establishing, implementing, and maintaining an audit program.
 - + Preparing the audit schedule;
 - + Ensuring processes to be audited are audited at least annually;
 - + Selecting auditors to conduct the audits ensuring objectivity and impartiality of areas audited;
 - + Ensuring only qualified auditors conduct audits;
 - + Establishing a follow up meeting with the Department Manager if audit findings are detected;
 - + Ensuring that the audits are on time and completed in a timely manner;
 - + Verifying that correction and corrective actions if warranted are taken without undue delay.
 - + Maintaining all audit records.
2. The Auditor is responsible for:
 - + Defining the audit criteria and scope of each audit;
 - + Conducting audits in accordance with this procedure;
 - + Reviewing the audit results with the Department Manager;
 - + Submitting the audit plan and audit report to the Director of Quality Assurance.
3. Auditor Qualifications:
 - + Receive internal auditor training;
 - + Successfully complete their first audit under the supervision of the Director of Quality Assurance.

PREPARING INTERNAL AUDITS |

1. The Director of Quality Assurance is responsible for preparing the audit schedule and designating the auditor. Audits are scheduled taking into consideration the status and importance of the processes and areas to be audited, changes affecting the QMS, as well as the results of previous audits. The audit schedule details the:
 - + Audit Number;
 - + Process/Procedure being audited;
 - + Date Scheduled;
 - + Date Closed;
 - + Number of findings.

2. The Auditor is responsible for preparing an audit plan and submitting the completed [Audit Plan Form](#) to the Director of Quality Assurance to review and approve. The audit criteria and scope of each audit will be defined in the Audit Plan.

CONDUCTING INTERNAL AUDITS |

3. Once the Audit Plan has been approved by the Director of QA, the Auditor will conduct the audit and retain documented information as evidence of the process conforming to the specified criteria and scope.
4. The Auditor will complete an [Audit Report Form](#) and document any audit findings observed and recommendations for improvements. The Auditor will then review the Audit Report with the Department Manager who signs the Audit Report confirming they have been informed that the audit is complete.
5. The completed and signed Audit Report is turned in to the Director of Quality Assurance to review and maintain. If no audit findings were observed, the Director of Quality Assurance will file the audit plan, audit report, and any additional notes in the Internal Audit binder.

AUDIT FINDINGS |

6. If audit findings are detected, the Director of QA will schedule a follow up meeting with the Department Manager and verify that correction and corrective actions if warranted are taken without undue delay.
7. A [Nonconformance Report Form](#) is initiated and completed by the Director of Quality Assurance if corrective action is warranted. The Department Manager will react to the nonconformity as follows:
 - + Take the necessary action to control and correct it;
 - + Deal with the consequences;
 - + Review and analysing the nonconformity;
 - + Determine the root causes of the nonconformity;
 - + Determine If similar nonconformities exist or could potentially occur;
 - + Implement any action needed to prevent reoccurrence;
 - + Review the effectiveness of any corrective action taken.
8. The Director of QA along with the Department Manager will be responsible for:
 - + Reviewing the effectiveness of any corrective action taken;
 - + Updating the risks and opportunities determined during planning, if necessary;
 - + Making changes to the QMS, if necessary.

CHAPTER 12: NONCONFORMITY AND CORRECTIVE ACTION

This procedure describes the methods and responsibilities for ensuring nonconformities and corrective action(s) are effectively implemented and controlled.

RESPONSIBILITIES |

- + All staff is responsible for reporting and escalating nonconformities.
- + Department Managers are responsible for ensuring nonconformities are documented and taking action in accordance with this procedure.
- + The Director of Quality Assurance is also responsible for ensuring nonconformities are documented and taking action in accordance with this procedure.

PROCEDURE |

1. When a problem is identified, the person who identifies the problem is responsible for reporting it to their Supervisor or Department Manager unless they have been properly trained to use the appropriate tracking system directly.
 - + [Sentinel Ticket Portal](#): Nonconforming system issues
 - + Jira: Development projects
 - + [Corrective Action Tickets](#): Nonconforming service issues
 - + [Home Inventory](#): Nonconforming hardware issues
 - + [RFE Ticket Portal](#): Return of equipment for evaluation
 - + [NCR Form](#): Audit nonconformities
2. The Department Manager will ensure nonconformities in their area are identified and tracked via the appropriate system and react to the nonconformity as follows:
 - + Take the necessary action to control and correct it;
 - + Deal with the consequences;
 - + Review and analysing the nonconformity;
 - + Determine the root causes of the nonconformity;
 - + Determine If similar nonconformities exist or could potentially occur;
 - + Implement any action needed to prevent reoccurrence;
 - + Review the effectiveness of any corrective action taken.
3. Upon determining the causes of the nonconformity and actions necessary to prevent reoccurrence, the Supervisor or Department Manager will provide affected customer(s) a response to ensure they are satisfied.
4. The Director of Quality Assurance will:
 - + Update risks and opportunities determined during planning, if necessary;
 - + Make changes to the Quality Management System, if necessary.
 - + Analyse and evaluate the non-conformance and action taken.

CHAPTER 13: CONTROL OF NONCONFORMING OUTPUTS

This chapter details the methods and responsibilities for ensuring product and services that do not conform to specified requirements are identified and controlled to prevent unintended use or delivery. Top Management will take action based on the nature of the nonconformity and its effect on the conformity of products and services.

RESPONSIBILITIES |

1. All staff is responsible for reporting and escalating non-conformities.
2. Department Managers are responsible for ensuring:
 - + Correction of nonconforming output takes place without undue delay;
 - + Nonconforming output is segregated, contained, returned, or suspension of provision of products and services takes place;
 - + Customers are given a response;
 - + Authorization acceptance under concession is obtained;
 - + The correction and corrective actions if warranted are effective
3. The Director of Quality Assurance is responsible for ensuring the nonconforming output is properly documented and analyzed.

NONCONFORMING OEM EQUIPMENT |

**NOTE: Refer [to SOP Equipment Inspection Process](#) for detailed instructions.*

1. When nonconforming OEM equipment is received by Sentinel's Warehouse, the Receiving Inspection Technician will inspect and test the equipment to determine if there is a nonconformity or not.
2. If the equipment is found to be conforming and meets all the required specifications, it will be transferred to the Warehouse within the Home Inventory System and placed in the designated shipping/receiving location by a shipping/receiving associate.
3. If there is a non-conformity found, the equipment is distributed to a Technician in the Equipment Service Center to further test and repair. If the equipment cannot be repaired by the Equipment Service Technician, the Technician will provide the equipment to the Production Manager and or Engineering.
4. The device serial number is tracked for trending purposes with as much information as possible as to the believed cause of the non-conformity in the Home Inventory System.
5. If the customer requests a formal evaluation report for equipment being returned, upon being evaluated by Equipment Services, the Help Desk will email a written resolution directly to the customer with a copy to the RAM. Refer to [SOP Return Material Authorization](#) for detailed instructions.

NONCONFORMING VENDOR EQUIPMENT |

6. Nonconforming Omnilink equipment that does NOT meet quality standards and fails functional testing will be returned to the vendor in accordance with [SOP Omnilink Inspection Process](#).
7. Nonconforming SCRAMx equipment that has a system generated RMA will be returned to the vendor in accordance with [SWI Receiving and Shipping Process](#).

8. If the customer requests a formal evaluation report for vendor equipment being returned, the Help Desk will email a written resolution directly to the customer with a copy to the RAM.

NONCONFORMING SYSTEMS |

**NOTE: Refer to [System Notification Protocol](#) for detailed instructions on how to report, escalate, document, and resolve service interruptions.*

9. When a customer contacts the Monitoring Center to report problems with the systems that support Sentinel products, the Monitoring Center will attempt to troubleshoot with the customer over-the-phone.
10. Upon determining a potential system notification or critical customer issue, Monitoring Operations will create a ticket via Sentinel's Ticket Portal.
11. OEM Escalation: Monitoring Operations will call [IT On Call](#) to escalate the ticket # and ticket details.
3rd Party Escalation: Monitoring Operations will call 3rd Party Support to escalate the issue and request to have a ticket opened.
12. Sentinel IT or 3rd Party Support will be responsible for:
 - + Correcting the nonconforming system issue without undue delay;
 - + Identifying, segregating, and containing the issue;
 - + Implementing corrective actions if warranted;
 - + Verifying if correction and corrective actions if warranted are effective.
13. The Monitoring Center Supervisor will be responsible for:
 - + Providing the customer a response;
 - + Verifying if actions taken contained the issue.

NONCONFORMING SERVICES |

14. When a customer or service partner contacts Monitoring Center, Regional Account Manager, or Top Management to report service problems, the respective Department Manager will be responsible for ensuring a [Corrective Action Ticket](#) is initiated and forwarded to the Director of Quality Assurance.
15. The Director of Quality Assurance is responsible for ensuring the complaint:
 - + Is properly tracked;
 - + Is forwarded to the appropriate department manager for research and correction.
 - + Is verified when correction and/or corrective action is taken.
 - + Is closed out in a timely manner.
 - + Has been followed up and appropriately communicated back to the client as needed.
 - + Reported to top management for trending, analysis, and improvement processes.

REFERENCE DOCUMENTS

TITLE	LOCATION MAINTAINED
See links added throughout procedure	
SOP 8.2 Monitoring Center Processes	Monitoring Center SharePoint Procedures
SOP Training Process	Training SharePoint Procedures
QMS Documents and Procedures	QMS SharePoint

REVISION HISTORY

VERSION	DESCRIPTION OF CHANGE(S)	APPROVAL	DATE
1.0	New Quality Manual. Consolidated existing quality SOPs into 1 quality manual.	J. Garcia	10.19.2018
2.0	Updated Chapter 8 to comply with ISO 9001 standard.	J. Garcia	01.14.2019
3.0	Replaced IT Ticket References with Ticket Portal. Updated Chapter 1. Updated Chapter 13 (#1). Removed SL2 References. Updated Chapter 7: Removed Dispatch references. Updated Chapter 2: Redefined top management. Updated chapter 8 & 9 with latest procedure.	J. Garcia	01.10.2020
4.0	Chapter 1: Removed UniTrak. Chapter 2: Updated to Monthly. Update attendees. Chapter 5: Updated on boarding links. Chapter 6: Defined numbering scheme. Chapter 11: Changed customer surveys to annually instead of bi-annually.	J. Garcia	10.08.2020
5.0	Chapter 1: Removed Lansing office.	J. Garcia	10.13.2020
6.0	Updated Phoenix Office Address. Added quality objectives to Chapter 1. Added Chapter 2: Org Charts. Updated Chapter 8: Training. Updated links to new SharePoint.	J. Garcia	10.06.2021
7.0	Updated Caldwell address. Removed MT references. Updated org charts.	J. Garcia	08.29.2022
8.0	Updated Product Offering (pg 4 & 5) – Listed OEM vs. vendor	J. Garcia	09.30.2022

SENTINEL®

SENTINEL

QUALITY MANUAL

CASE MANAGEMENT MODEL

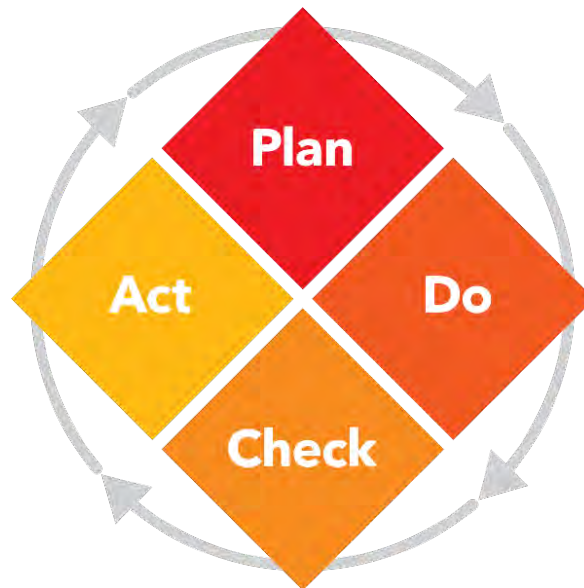


TABLE OF CONTENTS

Chapter 1: Scope of the QMS.....	3
Chapter 2: Organizational Charts	11
Chapter 3: Leadership Commitment.....	12
Chapter 4: Case Management Daily Responsibilities	15
Chapter 5: Local Operating Procedure.....	17
Chapter 6: Addressing Risks and Opportunities	23
Chapter 7: Planning of Changes	24
Chapter 8: Resources	25
Chapter 9: Training	26
Chapter 10: Control of Documents and Records.....	27
Chapter 11: Customer Satisfaction	28
Chapter 12: Internal Audits	29
Chapter 13: Nonconformity and Corrective Action	30
Appendix A: Required Records.....	31

CHAPTER 1: SCOPE OF THE QMS

Sentinel has created a case management model to effectively manage offenders to reduce recidivism rates in the community. Sentinel has established and maintained a quality management system at its branches to ensure services delivered conform to the ISO 9001 Standard.

Sentinel branches operate with a singular mission: To assist courts, law enforcement and our partners in community corrections in their ability to reduce recidivism through intensive, efficient, and cost-effective programs that will allow participants to safely live in the community and complete their court-ordered requirements.

Sentinel branches offer a spectrum of services to ensure participants comply with the terms of the agency. Sentinel Case Managers work directly with agency personnel to monitor and report participant compliance through face to face meetings. Daily, pre-approved schedules are established and are strictly enforced by Sentinel Case Managers. Any failures to comply with program objectives will result in a Case Manager forwarding a violation notice to the agency. Agency personnel are charged with the selection and enforcement of their program compliance.

QMS SCOPE |

DESIGN, PRODUCTION, AND DELIVERY OF ELECTRONIC MONITORING TECHNOLOGIES, MONITORING CENTER SERVICES, AND COMMUNITY BASED OFFENDER MANAGEMENT PROGRAMS.

OFFICE LOCATIONS INCLUDED IN ISO SCOPE |

CORPORATE OFFICE 1290 N. HANCOCK, ANAHEIM, CA 92807	DALLAS OFEM BRANCH 133 N. RIVERFRONT BLVD, 1ST FLOOR, ROOM A9 DALLAS, TX 75207	SEATTLE BRANCH 600 5TH AVENUE 8TH FLOOR SEATTLE, WA 98104
SIMON OFFICE 1220 N SIMON CIR, UNIT C ANAHEIM, CA 92653	PHOENIX BRANCH 3806 N 3RD ST. SUITE #200, PHOENIX, AZ 85012	SAN DIEGO BRANCH 7857 CONVOY COURT, SUITE 201 SAN DIEGO, CA 92111
BUTTE COUNTY DRC BRANCH 51 COUNTY CENTER DRIVE OROVILLE, CA 95965	GREENVILLE BRANCH 600 E. WASHINGTON STREET GREENVILLE, SC 29601	SAN FRANCISCO BRANCH 70 OAK GROVE SAN FRANCISCO, CA 94107
CALDWELL BRANCH 405 EAST ELM ST, CALDWELL, ID 83605	RIVERSIDE BRANCH 4133 10TH ST, RIVERSIDE, CA 92501	TACOMA BRANCH 930 TACOMA AVENUE SOUTH, ROOM 136 TACOMA, WA 98402

QUALITY POLICY |

Our Commitment: At Sentinel Offender Services, we are committed to helping create the best possible client management outcomes for our customers and the communities they serve. We demonstrate that commitment by offering high quality electronic monitoring hardware, innovative software platforms and exemplary customer service maintained through our ISO certification.

QUALITY OBJECTIVES |

Sentinel has established quality objectives at relevant functions, levels and processes needed for the quality management system. The Branch Manager is responsible for completing and submitting a Branch Monthly Report to the Regional Account Manager every month.

The Branch Manager and Regional Account Manager are responsible for reviewing the Branch Monthly Report for continuing suitability, resource adequacy, and effectiveness of the program. Completed Branch Monthly Reports will be maintained in Salesforce.

The Branch Manager is responsible for completing and submitting any customer requested key performance metrics to the agency lead contact by the requested date.

Example of Branch Monthly Report:

BRANCH MONTHLY REPORT					
Branch Location:		Branch Manager:		Month: _____ 2018	
END OF MONTH METRICS					
Customer Served	RF	GPS	ALCOHOL		
SERVICES					
STAFFING		Enter #	Please note TYPE of device used (ex: unitrak, patrol suite etc)		
Total Number of Staff Providing Service:					
Active number of:					
Active RF Clients					
Active GPS Clients					
Active Alcohol Clients		0			
BUSINESS METRICS					
Clients Enrolled	Clients Completed	Clients Terminated	Clients FTE	Clients Absconded	
RF					
GPS					
Alcohol					
EM/GPS/ALCOHOL EQUIPMENT STATUS (input Serial number and Client Name)					
Transmitters Lost	Home Receivers Lost	GPS Units Lost	Alcohol Units Lost		
TRANSFER CASES					
Type	Transferred In	Transferred Out			
Interstate Compact					

CM BRANCH MONTHLY REPORT
Revision No: 1.0

Issue Date: 06.05.18
Revision Date:

Location: Salesforce
Page 1 of 2

PRODUCT OFFERING |

GPS MONITORING

Omnilink 500

The OM500 is a sleek, one-piece GPS tracking device that employs GPS, Wi-Fi, and Cellular location tracking technologies to effectively monitor a participant's movement throughout the community. The device allows agency personnel to communicate with participants using audio messaging, vibrations, and tones. The OM500 works in conjunction with Sentinel's DNA monitoring platform and allows officers to not only review standard tracking data but to also access our advanced program analytics.



RF MONITORING

RF Patrol

The RF Patrol™ electronic monitoring system from Sentinel is one of the most proven and reliable electronic home monitoring units available on the market today. Used extensively across the U.S. and internationally as well, this two-piece system is comprised of a non-removable radio frequency (RF) PTX2 ankle transceiver and a home-based monitoring unit. RF Patrol is effective for home confinement monitoring as the ankle transceiver and home monitoring unit continuously communicate with one another to monitor the presence of the participant.



ALCOHOL MONITORING

BART

Sentinel's advanced alcohol monitoring device that delivers remote real-time deep-lung alcohol testing in an easy-to-use, lightweight hand-held device. BA/RT is equipped with a state-of-the-art fuel-cell sensor that provides extremely reliable and accurate BrAC readings using empirical sampling data. Tests can be conducted on demand, anywhere, anytime.

BA/RT provides GPS mapping of the participant's location at the time of the test and provides an immediate BrAC level reading and a pass/fail result via cellular network communication, and automatically re-tests a positive BrAC result.



SCRAMx

SCRAMx meets the same scientific admissibility standards as blood, breath, and urine tests due to a controlled sample methodology. In addition, SCRAMx is the only continuous alcohol monitoring product that provides single-source admissibility—meaning it does not require a secondary test to confirm a drinking event.

The SCRAMx ankle bracelet is attached to the offender with a durable and tamper-proof strap. Every half hour, the bracelet captures transdermal alcohol readings by sampling the insensible perspiration collected from the air above the skin. The bracelet stores the data and transmits it via radiofrequency (RF) signal to the base station when participant returns home.



Shadowtrack

Sentinel offers Shadowtrack's self-reporting service (SRS) which consists of an interactive voice interview of customized questions that allows supervising entities to obtain current information for the participant without the need for a face-to-face visit. The participant can conveniently complete their interview utilizing any telephone device or via the Shadowtrack Mobile App. The SRS service supports any language and includes automatic transcription of participant responses.

Spot Check

Spot Check is an innovative, smartphone-based check-in solution designed to provide criminal justice agencies with the ability to manage their low risk caseloads more efficiently. Designed for installation on the participant's smartphone, the Spot Check App utilizes a combination of facial recognition, fingerprint identification, and custom questions to identify the participant. Once active, Spot Check allows officers the ability to track the participant's location, assign check-in requirements, facilitate direct communication, and reward participant compliance.

SERVICE OFFERING |

24/7/365 National Monitoring Center

Sentinel's National Monitoring Center provides 24-hour enhanced alert monitoring and officer support 365 days a year. Our Monitoring Center personnel oversees all of Sentinel's software platforms, complementing automated and live notification alerts that include direct contact with the participant or agency.

Based on agency and contract specifications, our staff can assist with verifying violations and identifying likely causes. Our Monitoring Center will also aid agencies in completing participant enrollments, creating or editing curfew schedules, creating and managing GPS zones, and initiating alcohol tests.

Comprehensive Case Management

Sentinel's full-service Case Management Program is a community-based, comprehensive tool that can be used by correctional agencies to simplify the tracking of offenders. Our locally based case management staff can effectively assist a supervising agency in their efforts to better manage their offender population. Sentinel's Case Management Program consists of multiple steps that begin when a participant is initially referred to a program including:

- + Pre-Enrollment
- + Orientations/Intake
- + On-going Compliance Verification
- + Completion

Throughout the program, Case Managers assist with daily tasks that include verifying the participants' compliance with program rules and regulations. Our Case Managers handle the coordination of pairing the participant with the correct resources while following all agency guidelines and protocols to ensure success.

We developed our Case Management model to provide a comprehensive, full-service approach that allows our staff to effectively oversee the administrative processes associated with effective offender management. In doing so, our goal is to give the supervising agency more time to focus on participant selection and the enforcement aspects of managing their offender population.

Moral Reconciliation Therapy

The Moral Reconciliation Therapy (MRT) program that Sentinel utilizes in cognitive-based therapy programs is one of the nation's leading anti-recidivism mechanisms. MRT attempts to change how offenders make decisions and judgments by raising their moral reasoning abilities.

Moral Reconciliation Therapy is an objective, treatment system designed to enhance ego and social, moral, and positive behavioral growth in a progressive, step-by-step fashion. Some of the more utilized program courses are listed below:

- | | |
|-------------------------------|-----------------------------|
| + Substance Abuse | + Cognitive and Life Skills |
| + Parenting and Family Values | + Responsible Living |
| + Employment Preparation | + Anger Management |
| + Driving-Related Offenses | + GED Preparation |
| + Thinking for Good | |

Drug and Alcohol Testing

Sentinel offers comprehensive, full-service drug and alcohol testing programs designed to ensure participant accountability while remaining drug and alcohol free on the path to recovery. Each drug screen is performed under full observation by trained, same-gender Sentinel personnel to ensure the validity of the results. Our urinalysis tests provide immediate, preliminary results. Alcohol testing can be conducted on demand, anywhere, anytime.

Collecting Fees

Sentinel recognizes that the collection of offender fines, fees, and restitution payments is a major concern and work with agencies to address it. Sentinel offers multiple payment options that can be coupled with our automated reminder calls. Sentinel DOES NOT accept cash payments from participants. Using a sliding-scale approach, Sentinel Case Managers conduct detailed financial assessments on all participants referred to a specific program. From that assessment, the Case Manager establishes a daily or monthly service fee for participants based on the participant's household income and their ability to pay.

ISO EXCLUSIONS |

Sentinel has determined the boundaries and applicable ISO requirements for its Case Management Branches. ISO requirements that are not applicable to Case Management Branches are maintained by Sentinel's corporate office.

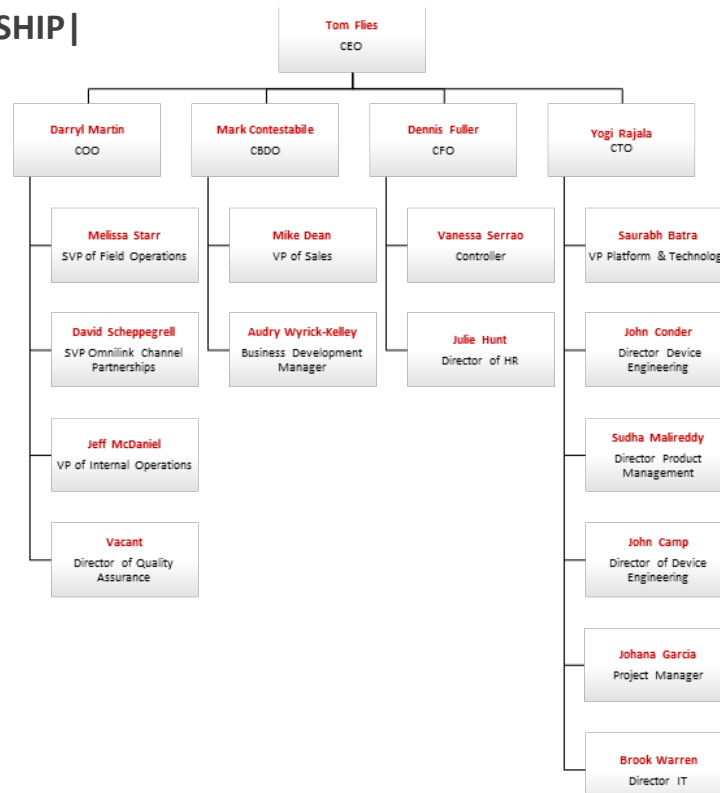
ISO Clauses	Corporate Headquarter	Case Management Offices
4 Context of the organization		
4.1 Understanding the organization and its context	X	X
4.2 Understanding the needs and expectations of interested parties	X	X
4.3 Determining the scope of the quality management system	X	X
4.4 Quality management system and its processes	X	X
5 Leadership		
5.1 Leadership and commitment	X	X
5.1.1 General	X	X
5.1.2 Customer focus	X	X
5.2 Policy	X	X
5.2.1 Establishing the quality policy	X	
5.2.2 Communicating the quality policy	X	X
5.3 Organizational roles, responsibilities and authorities	X	X
6 Planning		
6.1 Actions to address risks and opportunities	X	X
6.2 Quality objectives and planning to achieve them	X	X
6.3 Planning of changes	X	X
7 Support		
7.1 Resources	X	X
7.1.1 General	X	X
7.1.2 People	X	X
7.1.3 Infrastructure	X	X
7.1.4 Environment for the operation of processes	X	X
7.1.5 Monitoring and measuring resources	X	X
7.1.6 Organizational knowledge	X	X
7.2 Competence	X	X
7.3 Awareness	X	X

7.4 Communication	X	X
7.5 Documented information	X	X
7.5.1 General	X	X
7.5.2 Creating and updating	X	X
7.5.3 Control of documented information	X	X
8 Operation		
8.1 Operational planning and control	X	
8.2 Requirements for products and services	X	
8.2.1 Customer communication	X	X
8.2.2 Determining the requirements for products and services	X	
8.2.3 Review of the requirements for products and services	X	
8.2.4 Changes to requirements for products and services	X	
8.3 Design and development of products and services	X	
8.3.1 General	X	
8.3.2 Design and development planning	X	
8.3.3 Design and development inputs	X	
8.3.4 Design and development controls	X	
8.3.5 Design and development outputs	X	
8.3.6 Design and development changes	X	
8.4 Control of externally provided processes, products and services	X	X
8.4.1 General	X	X
8.4.2 Type and extent of control	X	X
8.4.3 Information for external providers	X	X
8.5 Production and service provision	X	X
8.5.1 Control of production and service provision	X	X
8.5.2 Identification and traceability	X	X
8.5.3 Property belonging to customers or external providers	X	X
8.5.4 Preservation	X	X
8.5.5 Post-delivery activities	X	X
8.5.6 Control of changes	X	X
8.6 Release of products and services	X	X
8.7 Control of nonconforming outputs	X	X
9 Performance evaluation		
9.1 Monitoring, measurement, analysis and evaluation	X	X
9.1.1 General	X	X
9.1.2 Customer satisfaction	X	X
9.1.3 Analysis and evaluation	X	X
9.2 Internal audit	X	X
9.3 Management review	X	X
9.3.1 General	X	X
9.3.2 Management review inputs	X	X

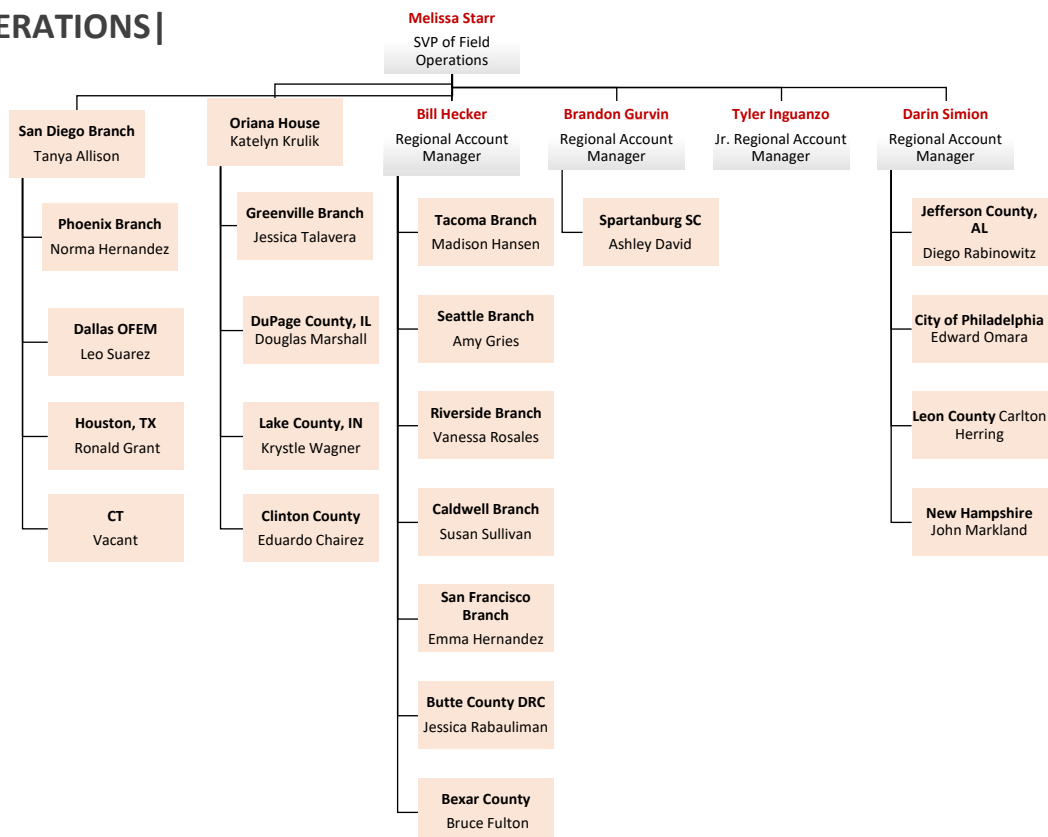
9.3.3 Management review outputs	X	X
10 Improvement		
10.1 General	X	X
10.2 Nonconformity and corrective action	X	X
10.3 Continual improvement	X	X

CHAPTER 2: ORGANIZATIONAL CHARTS

SENIOR LEADERSHIP |



FIELD OPERATIONS |



CHAPTER 3: LEADERSHIP COMMITMENT

This chapter describes top management responsibility and commitment to Sentinel's quality management system (QMS). Top Management includes but is not limited to managers participating in management review meetings.

Regular Attendees Include:

- | | |
|---|----------------------------------|
| + Executive Management (CEO, COO, CFO, CTO, CBDO) | + Controller |
| + Sr. VP of Field Operations | + VP Platform & Technology |
| + Sr. VP of Omnilink Channel Partnerships | + Director of IT |
| + VP of Internal Operations | + Director of Product Management |
| + VP of Sales | + Director of HR |
| | + Director of QA |

LEADERSHIP |

1. Top management demonstrates leadership and commitment with respect to the quality management system by:
 - + Taking accountability for the effectiveness of the quality management system;
 - + Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
 - + Ensuring the integration of the quality management system requirements into the organization's business processes;
 - + Promoting the use of the process approach and risk-based thinking;
 - + Ensuring that the resources needed for the quality management system are available;
 - + Communicating the importance of effective quality management and of conforming to the quality management system requirements;
2. Top management demonstrates their leadership and commitment with respect to customer focus by ensuring that:
 - + Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
 - + the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;
 - + the focus on enhancing customer satisfaction is maintained.
3. Top management has documented job descriptions and organization charts to ensure responsibilities and authorities for relevant roles are assigned, communicated, and understood within the organization.
4. Top management has defined and documented a quality policy (Quality Mission Statement) that is

understood, implemented, and maintained at all levels of Sentinel.

5. Top management has defined and documented measurable quality objectives (Key Performance Indicators) at relevant functions, levels, and processes to determine the effectiveness of the QMS.
6. Top management has ensured processes within their departments are identified, reviewed, documented, approved, controlled, and maintained. Top Management has also ensured processes within their departments are delivering their intended outputs.
7. The Director of QA is responsible for:
 - + Ensuring that the quality management system conforms to the requirements of this International Standard;
 - + Reporting on the performance of the quality management system and on opportunities for improvement to top management;
 - + Ensuring the promotion of customer focus throughout the organization;
 - + Ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

CORPORATE MANAGEMENT REVIEWS |

8. TQM meetings are scheduled and conducted monthly to review the QMS to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction.
9. Top management will review following inputs at the TQM meetings:
 - + Status of actions from previous management reviews
 - + Changes in external and internal issues that are relevant to the QMS
 - + Customer Satisfaction and feedback from relevant interested parties
 - + Quality objectives (KPIs)
 - + Process performance and conformity of products and services
 - + Nonconformities and corrective actions
 - + Monitoring and measurement results
 - + Internal and external audits
 - + Performance of external providers
 - + Adequacy of resources
 - + Actions to address risks and opportunities
 - + Opportunities for improvement
 - + Other business
10. Output of the management review will include:
 - + Opportunities for improvement.
 - + Any need for changes to the QMS
 - + Resource needs

FIELD OPERATIONS MANAGEMENT REVIEWS |

11. Management Reviews are scheduled and conducted annually, at minimum, at each Sentinel Branch. The Regional Account Manager along with the Branch Manager will review the branch's quality management system to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

NOTE: Sentinel Branches are also encouraged to complete a Management Review sooner or any time to immediately share feedback with Sentinel's Corporate office.

12. The Branch Manager will be responsible for completing a [Management Review Survey](#) with their Sentinel Staff.
13. The Director of QA will review the Management Review Survey and document the outputs of the management review.
14. The Branch Manager and Regional Account Manager will ensure subsequent actions are taken without undue delay. Output of the management review will include:
 - + Opportunities for improvement;
 - + Any need for changes to the QMS;
 - + Resource needs.

CHAPTER 4: CASE MANAGEMENT DAILY RESPONSIBILITIES

MORNING DUTIES |

- + **All Activity Reports:** The Case Manager will print and review the participant's All Activity reports from the previous day through present and draft any needed NCRs/Status/Abscond Reports. Reports will be categorized as follows:
 - Curfew Violations
 - Tamper Status
 - Alcohol or GPS violations if applicable
 - Technical issues only – Required to be resolved the same business day
- + If equipment issues are observed, the Case Manager will immediately contact the participant to troubleshoot. If unable to resolve the issue over the phone, the Case Manager will instruct the participant to report to the office the same day, if possible, for service.

IMPORTANT: If the participant's equipment is swapped out, the Case Manager must provide a Status Report to the referring agency and add notes the participant's record.

THROUGHOUT THE DAY |

- + Daily or as needed, the Case Manager will have contact with the referring supervising entity/officer to discuss outstanding issues, non-compliant participants, or general operation items associated with the program.
- + Daily or as needed, the Case Manager will schedule and conduct participant orientations, compliance interviews and community referral services.
- + Daily or as needed, the Case Manager will manage participant, court, attorney or outside agency phone calls for schedule changes, program questions, emergencies, payments, and any other inquiries.
- + Daily or as needed, the Case Manager will document on the participant's record any discussions with the participant outside of the compliance appointment; this is especially important for any warnings verbally given to the participant over the phone.

NON-COMPLIANCE REPORTS |

- + The Case Manager will create a Non-Compliance Report when warranted. All NCRs are to be emailed to the referring entity. A copy of the NCR must be kept in the participant's case file. NCRs will be drafted if the participant does not comply with program guidelines or the Sentinel contract.

STATUS REPORTS |

- + The Case Manager will create a Status Report and email or fax the report to the referring agency. A copy of the Status Report must be kept in the participant's case file. Status Reports are to be drafted for the following reasons:
 - + Clear a previously reported NCR

- + Document unusual occurrences such as a hospital admittance or suspension in monitoring
- + Court staff requests an update regarding the participant's compliance

ABSCOND REPORTS |

- + The Case Manager will create an Abscond Report and email or fax the report to the referring agency. A copy of the Abscond Report must be kept in the participant's case file. Abscond Reports are to be drafted AFTER extensive research and due diligence if the participant is believed to have escaped from supervision cannot be reached at personal number and emergency contacts.

INVENTORY CONTROL |

- + Daily or as needed, the Case Manager will ensure the office has adequate stock of electronic monitoring equipment to process new client enrollments and equipment replacements and expedite timely return of nonconforming or excess equipment.
- + Daily or as needed, the Case Manager will track retrieval efforts for all devices not recovered from completed participants through DNA's Retrieval Dashboard. All lost equipment will be promptly reported to the Regional Account Manager to process.

MANAGING FEES |

- + Sentinel DOES NOT accept cash payments from participants.
- + The Case Manager will immediately post all fees collected from the participant to DNA and provide the participant a payment receipt.
- + The Case Manager will post total fees collected for the day to Great Plains by close of business day, with all money orders deposited either at the local bank branch or via electronic deposit.
- + The Case Manager will draft Non-Compliance Reports for any participants in violation of fee payment requirements.
- + The Case Manager will immediately report any payment adjustment requests or fee collection related issues to the Branch Manager to resolve.

CHAPTER 5: LOCAL OPERATING PROCEDURE

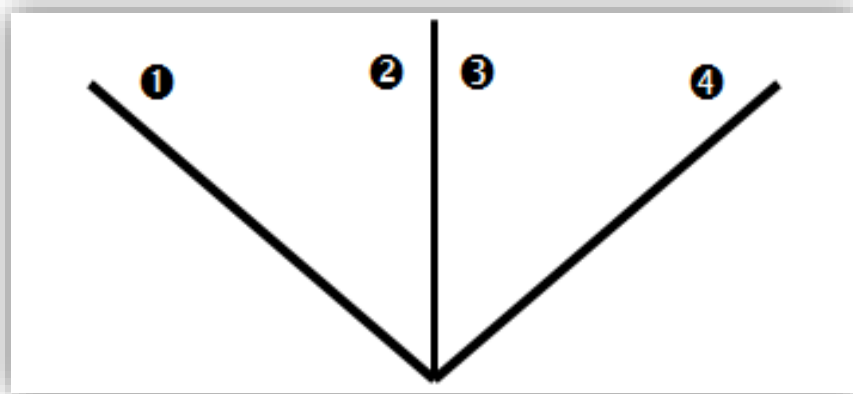
REFERRAL PROCESS |

1. All referrals will be enrolled in the program as deemed suitable by the agency. The supervising entity/officer will be responsible for providing a Referral Form to Sentinel Staff for each participant that is to be enrolled in the program.
2. The Referral Form should indicate the monitoring type, date in which the participant is required to contact Sentinel for orientation, and any special requirements.
3. Once Sentinel receives the required forms from the supervising entity/officer, Sentinel staff will pre-enroll the participant in the corresponding monitoring platform(s).
4. If the participant fails to contact Sentinel by the required date, Sentinel staff will attempt to contact the participant using the phone number (s) provided by the supervising entity/officer. If Sentinel staff is unable to reach the participant on the required date, Sentinel staff will draft and send a Failure to Enroll Notice to the supervising entity/officer.
5. If Sentinel staff schedule an orientation appointment with the participant AND the participant reports to the orientation appointment, Sentinel staff will draft and send an Enrollment Notice to the supervising entity/officer.
6. If the participant fails to report the orientation appointment, Sentinel staff will draft and send a Failure to Enroll Notice to the supervising entity/officer.
7. If the supervising entity/officer submits a same-day Referral Form to Sentinel, the supervising entity/officer understands that the participant will be seen on a first come, first serve basis with the possibility of orientation being scheduled the following business day.

ORIENTATION |

8. The Case Manager will need to verbally explain to the participant the rules and regulations described in the Participant Contract. The Case Manager will also explain the required documentation and reporting requirements for compliance meetings.
9. **Orientation Packet:** The Case Manager will be required to complete and go over the following documents with the participant and any additional customer requirements:
 - + Participant Contract – Generated and signed by both participant and Case Manager
 - + Permitted Schedule
 - + Client Information Sheet – If Applicable
 - + Equipment Requirements – If Applicable
 - + Activity Sheet
 - + Orientation Notes – Generated and signed by both participant and Case Manager
 - + Documents – Filed according to the “File Format” outlined in the step 15.

10. **Consultation:** During the orientation appointment, the Case Manager will also guide the participant through the various aspects of the program such as:
- + Explain how to modify a schedule
 - + Answer any questions regarding their EM hardware
 - + Redirect questions regarding their sentence terms (*such as length of sentence or EM end date etc.*) to the supervising entity/officer
 - + Explain how to gain additional “approved” activities through their supervising officer.
 - + Explain what documentation is required at compliance appointments and what the consequences will be if appropriate paperwork is not turned in.
11. **Hardware Installation:** During the enrollment process, Sentinel staff will need to perform the following duties as it relates to the installation process:
- + Install the EM hardware at the office
 - + Confirm good hook up
 - + Explain to the participant how to install the EM hardware in the residence
 - + **BART Only– If Applicable:** Ensure a successful test and reference photo is captured at the Sentinel office or upon their return home.
12. **Post Payment – If Applicable:** The Case Manager will process and post the participant’s initial payment in DNA. Participants are generally required to pay two weeks ahead of next appointment. The Case Manager will print three copies of the participant’s receipt; one for the participant, one for the participant’s case file, and one for the Branch Manager to process.
13. **Compliance Appointments:** The Case Manager will schedule the next weekly or bi-weekly compliance appointment with the participant.
14. **Enrollment & Orientation Notice:** The Case Manager will draft an Enrollment Notice and Client Orientation Notice in DNA outlining the details of the appointment. The participant and Case Manager are required to sign Orientation Notice.
15. **Participant Case File:** The Case Manager will prepare and file the participant’s case file. **Type of file used:** 4-section classification file.



SECTION 1	SECTION 2	SECTION 3	SECTION 4
Bottom of file + Sentencing /Enrollment notice + Questionnaire + Copy of Telephone Bill + Copy of Picture Identification + Client Information Sheet + Financial Doc + Financial Worksheet + Payment Log + Receipt(s)	Bottom of file + Participant contract + Orientation + Chrono + Client Interview	Bottom of file + Enrollment Notice + Reported notices (Status & NCR) + Termination/Completion Notice	Bottom of file (In Chronologic order) + First transmit or “hello” + Daily activity reports + Schedule changes (If applicable) + Other Documentation

COMPLIANCE APPOINTMENTS|

16. At each compliance appointment, the Case Manager will meet with the participant to review their compliance with the program requirements.
17. The Case Manager will complete a Field Contact entry on the SentinelDNA Mobile App or SentinelDNA software. A Field Contact entry is required on EVERY serialized device at EVERY interaction with a participant. Refer to [SOP Sentinel Field Contact Requirements](#).
18. The Case Manager will collect the following applicable documents from the participant: Activity Sheet, paycheck stubs/timecards as well as verification of court permitted activities conducted outside of his/her residence (grocery shopping, school, medical/court appointments etc.)

NOTE: While carefully reviewing the above documents, the Case Manager may request for the participant to wait in the lobby or advise the participant to charge their device while waiting.
19. The Case Manager will generate the participant’s All Activity report from the previous appointment date through the current date.
 - + **RF & GPS:** The Case Manager will cross-reference the All Activity report with the participant’s Activity Sheet and circle any questionable activity or violations that need to be addressed with the participant.

- + **Alcohol:** The Case Manager will review the participant's test results for any positive alcohol test results. BART Only: Review any missed or failed tests.
20. The participant will be required to submit any applicable program fees at each compliance appointment. The Case Manager will draft an NCR if the participant fails to pay the current balance within 14 days.
 21. The Case Manager will draft a detailed Client Interview Form summarizing the compliance meeting. The participant will be required to sign the Client Interview Form and may be issued a copy upon request. The signed Client Interview Form will be maintained in the participant's case file.
 22. The Case Manager will schedule the next compliance appointment with the participant and provide the participant a new Activity Sheet.
 23. Once the participant leaves, the Case Manager will draft a Non-Compliance Report ONLY IF the participant violated any program requirements or draft a Status Report for any changes to the participant's case.
 24. The Case Manager will then file documents in the participant's case file according to the "File Format" outlined in the step 15.

SCHEDULES |

25. Sentinel staff will review the Referral Form received from the supervising entity/officer to confirm if the participant's daily residential exit schedule has been defined. The participant is only permitted to exit his/her residence to conduct specific activity(s) listed on the Referral Form. Any changes to the original monitoring conditions will require direction and approval from the supervising entity/officer.
26. During orientation, Sentinel staff will inform the participant the exact proof of documentation that will be required to verify his/her whereabouts while out of the residence.
27. The following conditions MUST be met prior to the participant leaving their residence:
 - + The participant must have a [SCHEDULE](#) in place PRIOR to leaving the residence.
 - + The participant must have [APPROVAL](#) to conduct specific activity(s).
 - + The participant must be able to [DOCUMENT](#) the activity they are performing.

NOTE: If the participant fails to meet all three conditions, a Non-Compliance Report will be generated and discussed at the next compliance meeting.

DRUG/ALCOHOL TESTING |

28. Drug and/or alcohol screening will not be done on any participant without the approval of the supervising entity/officer either via the Referral Form or email request.
29. Intoxilizers may be used for on-site breath analysis testing, as well as oral swab and UA for on-site drug screen with ETG – lab analysis option for alcohol.
30. If a test results in a positive test, Sentinel staff will draft and send a Non-Compliance Report to the supervising entity/officer.

END OF SUPERVISION |

There are three ways in which the supervision on electronic monitoring can end: completion, termination, and abscond.

31. **Completion Notice:** Sentinel staff will only draft and send a Completion Notice to the supervising entity/officer once all conditions of the Referral Form are met. The participant must turn in all required documentation for activities performed outside of the residence, return all issued monitoring equipment in full working order, AND pay all program fees in full. The original notice will be maintained in the participant's case file.

NOTE: If equipment or documentation is not returned on the completion date, a violation report will be sent to court. If fees are not paid in full by the completion date, the participant will sign a balance due contract of 30 days from end date.

32. **Termination Notice:** Sentinel staff will only draft and send a Termination Notice as directed by the supervising entity/officer. The Termination Notice will outline the reason for the termination (if provided by the supervising entity/officer) and personnel who authorized the termination. Ex. Participant is remanded into custody either for program violations or for a new offense. The original notice will be maintained in the participant's case file.
33. **Abscond Notice:** Sentinel staff will draft and send an Abscond Notice to the supervising entity/officer IF the participant is believed to have escaped from supervision. The original notice will be maintained in the participant's case file.

SENTINELDNA SCANNING |

34. Sentinel Branches providing case management services will be responsible scanning participant hard copy files on SentinelDNA's document page as described in [SOP SentinelDNA Participant Case File Management](#).
35. Once the participant's file has been successfully scanned and uploaded to SentinelDNA's document page, the Case Manager may shred the participant's hard copy file and reuse the participant's file folder.

EQUIPMENT RECOVERY |

36. The Case Manager will make every effort to recover unreturned equipment from participants to include calls to the participant's residence and emergency contacts and mailing equipment recovery letters to the participant's residence.
37. Each business day following the deletion of an unrecovered device from DNA, the assigned Case Manager will review and update DNA's Retrieval Dashboard.
38. Sentinel staff will perform the recovery steps as outlined in the Retrieval Dashboard and document all their recovery efforts.
39. Recovered equipment will be marked recovered on DNA's Retrieval Dashboard. The assigned Case

Manager will also draft and send a Status Report to the referring agency outlining the equipment retrieved. A copy of the Status Report will be maintained in the participant's case file.

40. If the participant absconds, or the equipment is not returned within 30 days, Sentinel staff may file theft charges directly with the referring court.
41. If the equipment is not recovered after performing all the recovery steps outlined in the Retrieval Dashboard, the Case Manager will report it lost to the Regional Account Manager to process.

CHAPTER 6: ADDRESSING RISKS AND OPPORTUNITIES

ADDRESSING RISKS | **Refer to Sentinel's [Risk Matrix](#) for department specific risks identified and monitored by each Department Manager.*

Risks are identified and evaluated when quality performance data indicates that there are trends of decreasing quality capability and/or effectiveness of the quality management system. For example: increasing nonconformance reports, terminations, absconds, etc. Risks are also identified and evaluated when there is an increase in the number of audit findings against the same quality system process or department. Sentinel has determined and addressed the risks that are relevant to its purpose and strategic direction. These include but are not limited to the following:

- + Legal Compliance: Customer legal requirements are clearly defined in the local operating procedure and customer contract. Employee legal requirements are clearly defined in Sentinel's employee handbook. Audits are conducted to ensure compliance with customer and employee legal requirements.
- + Service nonconformities: Audits are scheduled and conducted ensuring findings are effectively corrected.
- + Field Service Records: Case file audits are scheduled and conducted to ensure participant data is adequately protected and safeguarded.
- + Customer feedback and complaints: Customer surveys and ongoing customer contact are initiated to monitor and review customer feedback.
- + Information Security: Sentinel IT has identified and secured processes to protect valuable confidential information.
- + Service Interruptions: Monitoring Operations has established system notification protocols for determining, escalating, and resolving service interruptions.
- + Organizational Knowledge: Sentinel's Training Organization has established an effective training program and has documented relevant training material to ensure organization knowledge is disseminated to employees.

ADDRESSING OPPORTUNITIES |

Sentinel has determined and addressed the opportunities that are relevant to its purpose and its strategic direction. These include but are not limited to the following:

- + All requests for product fixes, product enhancements, or new feature requests are entered through Sentinel's Ticket System.
- + Improved work environment: The Branch Manager is responsible for monitoring and measuring resource adequacy on an ongoing basis.
- + Improved productivity: Sentinel continually strives to improve its case management software to streamline day-to-day activities associated with on-going compliance verification and completion.
- + Improved operational efficiency: Sentinel employees are empowered and encouraged to identify process improvements. Quality Awareness Training is scheduled and conducted to remind employees to provide continual improvement feedback.

CHAPTER 7: PLANNING OF CHANGES

PLANNING OF CHANGES |

1. All stakeholders may initiate and identify changes to the quality management system. Stakeholders include but are not limited to Sentinel staff and customers. Changes may be initiated as a result of:
 - + risks and opportunities addressed;
 - + contract renewals;
 - + improved process efficiency;
 - + document reviews;
 - + Nonconformities and corrective actions.
2. When changes are identified, the Branch Manager will consider:
 - + the purpose of the changes and their potential consequences;
 - + the integrity of the quality management system;
 - + the availability of resources;
 - + the allocation and reallocation of responsibilities and authorities.

CONTROL OF CHANGES |

3. The Branch Manager is responsible for reviewing and controlling changes for service provision, to the extent necessary to ensure continuing conformity with requirements.
4. Any changes that impact requirements specified by the customer, such as contract changes or Local Operating Procedure (LOP) changes must be approved by both the customer's Operational Contact and Regional Account Manager. The Regional Account Manager will be responsible for retaining and maintaining the latest contract, LOP, and any customer communication via Salesforce.
5. Any internal changes that do NOT impact Sentinel's ability to meet requirements specified by the customer, such as process improvements or document reviews, only need to be approved by the Branch Manager.
6. Once changes are approved, the Branch Manager will be responsible for communicating the changes to Sentinel staff and updating relevant documented information.

VERIFICATION OF CHANGES |

7. The Branch Manager is responsible for ensuring changes are successfully communicated, implemented, and maintained.

CHAPTER 8: RESOURCES

Sentinel provides adequate resources and information necessary to support the operation and monitoring of each process. These resources include, but are not restricted to qualified staff, equipment, controlled work environment, documented processes, and information and communication technology.

1. Resource needs may be identified via the following channels:
 - + Sentinel staff identifying resource needs for their areas
 - + Audits conducted by the Branch Manager and/or Regional Account Manager
 - + Quality objective reviews
2. When resource needs have been identified, the Branch Manager will be responsible for escalating and involving the respective department, if necessary, to achieve conformity of products and services.

RESOURCE NEED	RESPONSIBLE PARTY
Electronic Monitoring Equipment	Notify the Branch Manager and RAM.
Facility Needs (repairs and maintenance)	Notify the Branch Manager.
Office Equipment (computers, laptops, printers, fax machines, email accounts, etc.)	https://sentinelgo.atlassian.net/servicedesk/customer/portals
Desktop Support	https://sentinelgo.atlassian.net/servicedesk/customer/portals
Telecom Devices (landline phones, mobile phones, USB air cards, hotspots, tablets, etc.)	https://sentinelgo.atlassian.net/servicedesk/customer/portals
System Access (DNA)	HELP.DESK@SENTINELADVANTAGE.COM
Job openings, benefits, 401(K) and Profit-Sharing Plan, employment policies, etc.	HUMAN.RESOURCE@SENTINELADVANTAGE.COM
Payroll and ADP inquiries	PAYROLL@SENTINELADVANTAGE.COM
Business Expenses and Reimbursements *Refer to Sentinel's Travel and Business Expense Policy Guidelines	SENTINEL.AP@SENTINELADVANTAGE.COM
DNA Service Interruptions	MONITORING_CENTER@SENTRAK.US.COM
Training Support	TRAININGSPECIALIST@SENTINELADVANTAGE.COM

CHAPTER 9: TRAINING

FIELD OPERATIONS TRAINING |

1. Training for Sentinel field staff will be primarily coordinated by the Regional Account Manager (RAM) or Branch Manager.
2. The RAM or Branch Manager will be responsible for checking the [Field Operations Training Calendar](#) for training availability and submitting the request to the Training Department via the calendar.
3. The Training Department will be responsible for training the team member using the appropriate training agenda. Completed training agendas with attendee names will be maintained on the Field Operations SharePoint.
4. Branch employees are also encouraged to engage the Training Department to schedule and coordinate custom refresher training for employees who need further development in a specific area.

TRAINING RECORDS |

5. Training records for all active employees will be stored electronically on SharePoint. Upon an employee's termination, records will be disposed of after a 1 year period.

CHAPTER 10: CONTROL OF DOCUMENTS AND RECORDS

CREATING AND UPDATING |

1. When a new document is prepared by the author, the document will be controlled by its document number, issue date, revision date, and revision number. Refer to the [QMS SharePoint](#) for a list of approved document control templates.
2. Once a new document is drafted or updated using a controlled document template, it will first be distributed to the Branch Manager to review for suitability and adequacy.
3. The Branch Manager will be responsible for obtaining approval from the Regional Account Manager and the customer's Operational Contact IF the documented information impacts requirements specified by the customer.
4. If the documented information does NOT impact Sentinel's ability to meet requirements specified by the customer, the document will only need to be approved by the Branch Manager.
5. Once the document is approved by the Branch Manager and any other necessary personnel, the author will upload the document to the [Field Operations SharePoint](#) and request the Director of Quality Assurance to review the document for proper controls.
6. Once reviewed and approved by the Director of Quality Assurance, the Branch Manager may release the document to affected department personnel.

CONTROL OF DOCUMENTED INFORMATION |

7. Procedure changes will be recorded in the revision history table at the end of each procedure. There will be a minimum of 3 years of changes in the revision history table. Any history prior to 3 years may be deleted.
8. Internal and external documents deemed obsolete by the Branch Manager are removed from SharePoint and communicated to affected department personnel. The Branch Manager is also responsible for discarding any hard copies that may be located on the floor.
9. The Director of Quality Assurance will ensure that documents housed within the Field Operations SharePoint remain legible, formatted correctly, and the latest approved copy is maintained on SharePoint for department personnel to readily retrieve.
10. To protect documents from unauthorized editing, once a document is uploaded to SharePoint, SharePoint's permissions feature is used to restrict access so that certain users may read or edit documents.
11. Hard copy case file records for participants on the program will to be maintained in active files. Once the participant is removed from the program, the participant's case file will be scanned and

electronically maintained on SentinelDNA's document page. Records will be maintained for a period of five years. At the end of the retention period, records may be disposed. At all times records are maintained in a safe environment to prevent damage and loss.

CHAPTER 11: CUSTOMER SATISFACTION

ONGOING CUSTOMER CONTACT |

Daily or as needed, the Case Manager will have ongoing contact with the referring supervising entity/officer to discuss outstanding issues, non-compliant participants, or general operation items associated with the program. Any complaints or follow up action will be immediately reported to the Branch Manager to address and resolve.

CUSTOMER SURVEYS |

Sentinel's Corporate Headquarter conducts customer surveys to monitor and review customer satisfaction. Customer survey records and action items are maintained via the QMS SharePoint | [Customer Surveys](#).

RAM CUSTOMER CONTACT |

The Regional Account Manager (RAM) is responsible for performing weekly touch points with Sentinel branch employees to obtain program feedback. The RAM will be responsible for documenting any actions that arise from the review on the Weekly Operations Meeting Checklist. Completed Weekly Checklists will be maintained in Salesforce.

The Regional Account Manager (RAM) is responsible for performing monthly touch points with customers or sooner if needed to obtain program feedback. The RAM will be responsible for documenting any actions that arise from the review on Salesforce.

CHAPTER 12: INTERNAL AUDITS

CASE FILE AUDITS |

1. Monthly, the Branch Manager is responsible for conducting random case file audits. Sample size: 10% of the active caseload for that month.
2. As part of these audits, the Branch Manager must ensure fee assessments are completed in accordance with local operating procedures. Sliding scale assessments must be routinely audited to ensure the client is being assessed the appropriate amount according to his/her financial situation.
3. The Branch Manager will complete a Case File Audit Form and document any audit findings observed and any necessary follow up action. The Branch Manager will then review the Case File Audit Form with the Case Manager who signs it confirming understanding of audit findings.
4. The Branch Manager will maintain completed and signed Case File Audit Forms in the Case Manager's employee file.
5. If audit findings are detected or if follow up action is required, the Branch Manager will coach and train the Case Manager if necessary and schedule a follow up meeting with the Case Manager to verify that correction and corrective actions if warranted were taken without undue delay.

QUARTERLY AUDITS |

6. On a quarterly basis, the Regional Account Manager (RAM) will visit perform case file audits. Completed Case File Audit Forms will be maintained in the Branches respective SharePoint folder.
7. If audit findings are detected or if follow up action is required, the Regional Account Manager will note it on the Case File Audit Form. Completed Case File Audits will be maintained on SharePoint.
8. The Branch Manager will be responsible for verifying that correction and corrective actions if warranted are taken without undue delay.

REPORT AUDITS |

9. Daily, the Branch Manager must spot check notices to ensure they are being completed and submitted timely to the supervising entity/officer to process. Notices to be audited include:
 - + Failed to Enroll Notices
 - + Non-Compliance Reports
 - + Abscond Notices
 - + Completion Notices
 - + Termination Notices

10. If audit findings are detected or if follow up action is required, the Branch Manager will coach and train the Case Manager if necessary and schedule a follow up meeting with the Case Manager to verify that correction and corrective actions if warranted were taken without undue delay.

CHAPTER 13: NONCONFORMITY AND CORRECTIVE ACTION

This procedure describes the methods and responsibilities for ensuring nonconformities and corrective action(s) are effectively implemented and controlled. Examples of nonconformities include but are not limited to: Participant nonconformities, customer complaints, participant complaints, and audit findings.

RESPONSIBILITIES |

- + All staff is responsible for reporting and escalating nonconformities.
- + Branch Managers are responsible for ensuring nonconformities are documented and taking action in accordance with this procedure.
- + The Director of Quality Assurance is also responsible for ensuring nonconformities are documented and taking action in accordance with this procedure.

PARTICIPANT NONCONFORMITIES |

1. If a participant does not comply with the program requirements mandated by the supervising entity/officer, the Case Managers will be responsible for immediately notifying the supervising entity/officer. The supervising entity/officer is responsible for taking the necessary action to control and correct it.
2. Types of nonconforming reports sent to the supervising entity/officer to process include:
 - + Failed to Enroll Notice: Participant fails to enroll by the date ordered by the department. This notice must be submitted by close of business on the scheduled enrollment date.
 - + Non-Compliance Reports: Participant violates program guidelines or Sentinel contract.
 - + Abscond Notice: Participant is believed to have escaped from supervision cannot be reached at personal number and emergency contacts.
 - + Termination Notice: The supervising entity/officer removes the participant from the program prior to the expected completion date.

SENTINEL STAFF NONCONFORMITIES |

3. When a nonconformity in service provision occurs, the Branch Manager will:
 - + Document the nature of the nonconformance;
 - + Take the necessary action to control and correct it;
 - + Deal with the consequences;
 - + Review and analyse the nonconformity;
 - + Determine the root causes of the nonconformity;

- + Determine If similar nonconformities exist or could potentially occur;
- + Implement any action needed to prevent reoccurrence;

APPENDIX A: REQUIRED RECORDS

JOB DESCRIPTIONS |

- + [Field Services Job Descriptions](#)

TRAINING RECORDS |

- + Completed [training records](#) for all Sentinel staff

CHANGE RECORDS |

- + Completed [Acknowledgement Forms](#) for any changes in service provision

INTERNAL AUDIT RECORDS |

- + Completed [Case File Audit Forms](#)
- + Completed [Quality Observation Forms](#)

MANAGEMENT REVIEWS |

- + Completed [Management Review Survey](#)
- + Completed [Management Review Action Items](#)

NONCONFORMITIES AND CORRECTIVE ACTION RECORDS |

- + Completed notices (Failed to Enroll, Non-Compliance Reports, Absconds, Terminations)

REFERENCE DOCUMENTS

TITLE	LOCATION MAINTAINED
Training Agenda – Field Operations	Field Operations SharePoint
Acknowledgement Forms	Field Operations SharePoint
Quality Observation Forms	Field Operations SharePoint
Management Review Action Items	Field Operations SharePoint

REVISION HISTORY

VERSION	DESCRIPTION OF CHANGE(S)	APPROVAL	DATE
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1.0	New Standard Operating Procedure	M. Starr	07.27.2018
2.0	Updated Chapter 2, 9, & 13. Updated links to reference documents.	J. Garcia	1.23.2019
3.0	Updated Chapter 1 & 2. Updated Job Descriptions link.	J. Garcia	03.27.2019
4.0	Updated offices on page 3.	J. Garcia	11.22.2019
5.0	Added San Francisco to page 3. Updated page 21: Added Ticket Portal. Updated Chapter 14.	J. Garcia	12.16.2019
6.0	Updated Training Chapter 6. Removed UniTrak.	J. Garcia	09.21.2020
7.0	Updated Chapter 13: Added NOTE: The Branch is also encouraged to complete a Management Review Survey sooner or any time to immediately share feedback with Sentinel's Corporate office.	J. Garcia	10.12.2020
8.0	Updated office locations. Added Multi-Trak. Added Retrieval dashboard references. Added DNA scanning requirements. Updated links to new SharePoint. Added field contact reference. Added no cash payment references.	J. Garcia	09.15.2021
9.0	Corrected Phoenix address. Added Chapter 2: Organizational Chart. Added Chapter 3: Leadership Commitment. Updated Chapter 9: Training. Updated document no. Re-ordered chapters. Relocated quality policy & quality objectives to Chapter 1.	J. Garcia	10.06.2021
10.0	Removed MT references. Updated org charts. Updated Training section and internal audit section.	J. Garcia	08.29.2022