



200 E 5th Ave., Suite 100 | Naperville, IL 60563

February 26, 2026

Issued by the State of Nevada
Solicitation Number 99SWC-S3474

Request for Proposals for Electronic Monitoring

National Association of State
Procurement
Officials (NASPO)



Prepared by:

Track Group, Inc.

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Chief Revenue Officer

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TABLE OF CONTENTS

COVER LETTER	2 - 3
MANDATORY MINIMUM REQUIREMENTS	
OEM EXPERIENCE	4 - 5
CJIS AND FCC REQUIREMENTS	5 - 6
NATIONWIDE SERVICES AND BEYOND	6 - 7
TECHNOLOGY	8 - 11
SCOPE OF WORK	
GPS MONITORING	12 - 45
ALCOHOL MONITORING	46 - 63
VALUE ADDED SERVICES	64 - 70
CUSTOMER SATISFACTION	71 - 81
SOFTWARE INTEGRATION	82
ARTIFICIAL INTELLIGENCE TECHNOLOGIES	83
SUPPLY CHAIN	84 - 85
QUALITY ASSURANCE	86 - 88
IMPLEMENTATION AND PROMOTION	89 - 95
ATTACHMENT 7: OFFEROR INFORMATION ACKNOWLEDGEMENT	96 - 100
ATTACHMENT 10: PROPOSED MODIFICATIONS TO SAMPLE MASTER AGREEMENT ..	101 - 102
ATTACHMENT 11: CLAIM OF BUSINESS CONFIDENTIALITY	103 - 104



February 26, 2026

Joe Smedes, Purchasing Officer II
State of Nevada

Reference: Request for Proposal (RFP) No 99SWC-S3474 – Electronic Monitoring

Track Group is pleased to submit our response to RFP 99SWC-S3474 – Electronic Monitoring. We welcome the opportunity to support participating NASPO ValuePoint agencies with a comprehensive, reliable, and scalable electronic monitoring program that serves both adult and juvenile clients across varying levels of supervision.

For more than two decades, Track Group has partnered with county, state, and multi-jurisdictional agencies to deliver highly secure electronic monitoring solutions grounded in public safety and operational confidence. We are proud to serve as an incumbent NASPO ValuePoint provider with our legacy ReliAlert™ GPS device, the widely deployed ReliAlert™ XC4.

We are excited to introduce our most advanced device to date, the ReliAlert™ XC5. This next-generation GPS device features patented two- and three-way live voice communication, a 100-dB intervention siren, industry-leading battery performance of nearly a full week on a single charge at a standard one-minute reporting rate, and extended operation of up to 30 days using our proprietary sleep-mode capability. XC5 also incorporates indoor Wi-Fi secondary tracking to enhance location reliability in challenging environments. The combined strength of these capabilities has made the ReliAlert device family the preferred choice of many community corrections agencies supervising high-risk and domestic violence populations. When paired with SecureCuff™, XC5 delivers the most secure and high-performing GPS monitoring solution in the industry, now in a device that is 30 percent smaller than the previous ReliAlert™ XC4 model.

ReliAlert™ XC5 integrates with our IntelliTrack mapping software, which supports GPS zone management and scheduling, reporting, analytics, violation handling, and early warning notifications. IntelliTrack also enables automatic, real-time victim-proximity detection through the Empower™ smartphone application — a capability Track Group was first in the industry to launch. Empower™ is a mobile-based safety tool designed specifically for victims of domestic or intimate-partner violence. It establishes a roaming geofence around the victim's smartphone and pairs directly with the participant's ReliAlert™ XC5 device, providing immediate notifications when the monitored individual approaches an exclusion zone or breaches a proximity threshold.

Participating NASPO agencies can expect first-class service and operational continuity through a fully staffed 24/7/365 U.S.-based Monitoring Center, rapid technical support, proactive inventory management, dedicated account personnel, and no-cost ongoing refresher training. Our longstanding partnerships, including Cook County Adult & Juvenile Probation (Chicago, IL), Marion County Community Corrections (Indianapolis, IN), and Philadelphia Juvenile Probation, along with others referenced in our proposal, demonstrate our proven ability to support EM programs of varying levels of volume and complexity with consistency and dependability.

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This contract cycle, in addition to Category 1 (GPS Monitoring), we are also bidding for Category 3 (Alcohol Monitoring), Remote Alcohol Monitoring.

Within Category 3, we are proposing our BACtrack Remote Breath alcohol monitoring, which is a police grade portable breathalyzer paired with a smartphone that has been in use in the EM industry for over 10 years. The BACtrack portal maintains its own secure reporting dashboard for scheduled, randomized, and on-demand testing. Our remote alcohol monitoring approach is built around discretion with participant verification and review of submitted tests conducted by live operators in our Monitoring Center, with any non-compliant results triggering immediate notification to the supervising agency.

As an established NASPO-awarded vendor and a recognized leader in highly secure electronic monitoring technology, Track Group respectfully seeks to retain its position within the upcoming contract cycle. Our solutions currently support more agencies operating over 1,000 active GPS units than any other provider in the industry, and our customer retention rate exceeds 95 percent. These longstanding partnerships with some of the largest EM programs in the country reflect the trust agencies place in our technology, performance, and service model. Given the scale and complexity of many of our existing and expanding contracts, we anticipate continued and increased utilization of the NASPO cooperative purchasing vehicle by agencies seeking an efficient, compliant procurement pathway that avoids the time and expense of standalone solicitations. Track Group remains committed to supporting NASPO Participating Entities with reliable technology, operational excellence, and long-term program stability.

Primary Contact (Contract Management):

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Authorized Signatory:

Derek Cassell
Chief Executive Officer
Track Group, Inc.

Mr. Cassell is fully authorized to execute and bind Track Group to contractual agreements arising from this RFP.

Track Group is grateful for the opportunity to be considered and stands ready to support NASPO with a high-quality, responsive, and lasting electronic monitoring partnership.

Sincerely,

Derek Cassell
Chief Executive Officer
Track Group, Inc

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MANDATORY MINIMUM REQUIREMENTS

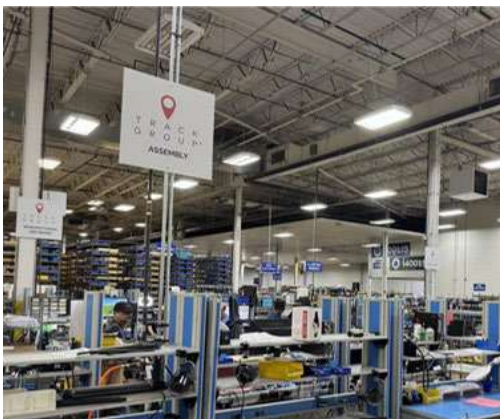
- A. OEM (ORIGINAL EQUIPMENT MANUFACTURER) MUST HAVE THREE (3) YEARS' EXPERIENCE DEMONSTRATING THE ABILITY TO PROVIDE THE ELECTRONIC MONITORING EQUIPMENT AND MONITORING SERVICES TO THE CRIMINAL JUSTICE MARKETPLACE. OFFERORS MUST RESPOND WITH A WRITTEN NARRATIVE CONFIRMING THREE (3) YEARS' EXPERIENCE.**

RESPONSE: Track Group confirms that the company exceeds the minimum requirement of three (3) years' experience as an Original Equipment Manufacturer (OEM) providing electronic monitoring (EM) equipment and monitoring services to the criminal justice marketplace. Track Group has continuously designed, manufactured, and backed EM technologies for correctional agencies for more than twenty (20) years and have monitored over 1 million participants with our technology.

OEM of the proposed ReliAlert™ GPS tracking device, Track Group has also branched as the OEM for associated monitoring solutions: SecureCuff™, our harden-steel strap option; Empower™, our victim-notification app, our Intellitrack monitoring software and Beacon, our radio frequency accessory to ReliAlert. Since 2004, multiple generations of the ReliAlert™ GPS devices have been deployed nationwide and internationally. Within the last three years alone, ReliAlert™ XC4 and the newly deployed XC5 model have been serving the criminal justice market to over 300 customers. Our continuous product evolution, long-term market presence, and sustained operational experience extends well beyond the minimum experience requirement.



Track Group's solutions are actively deployed with federal, state, county, and municipal criminal justice agencies across the United States. Our integrated monitoring infrastructure includes dual 24/7/365 Monitoring Centers located in Aurora, Illinois and Cincinnati, Ohio. They provide continuous supervision and alert management services consistent with correctional operational standards.



Track Group maintains U.S.-based manufacturing and fulfillment operations certified to ISO 9001 and ISO 14001 standards for the design, development, and service provision of Electronic Monitoring technology. As OEM of the proposed products and services, Track Group retains full control over product design, firmware development, software integration, manufacturing, quality assurance, and ongoing technical support. This vertical integration ensures long-term stability, product continuity, and the ability to incorporate regulatory changes and technological advancements without reliance on third-party manufacturers.

Prior to shipment, all ReliAlert™ devices undergo comprehensive automated and manual quality assurance testing. Track Group utilizes a proprietary Functional Tester developed by in-house engineers to validate operational performance. Automated validation includes testing of: GPS functionality and signal sensitivity, Cellular modem operation (voice and data), Cellular signal strength and connectivity, Power and charging systems, Audio components, Strap tamper detection, Button and LED operation.

This standardized quality assurance process ensures each device is rugged, reliable, and field-ready prior to deployment. Continuous improvement methodologies aligned with ISO standards and Six Sigma practices are applied to monitor performance, detect anomalies, and prevent future errors.

Track Group maintains direct oversight of manufacturing and assembly operations, with in-house engineering teams responsible for development, testing equipment design, and quality validation processes.

B. OFFEROR MUST DECLARE THAT ALL CURRENT PRODUCTS AND SERVICES MEET CJIS AND FCC REQUIREMENTS AS REFERENCED IN ATTACHMENT 02, SOW. OFFERORS MUST RESPOND WITH A WRITTEN NARRATIVE CONFIRMING CJIS AND FCC REQUIREMENTS ARE BEING MET.

ALL PROPOSED TRACKING SYSTEMS MUST ADHERE TO THE NATIONAL INSTITUTE OF JUSTICE, STANDARD OFFENDER TRACKING SYSTEMS, 1004.00. ALL EQUIPMENT (NEW OR USED) MUST BE PROPERLY REGISTERED AND CERTIFIED UNDER THE FEDERAL COMMUNICATION COMMISSION (“FCC”) RULES AND REGULATIONS, AS APPLICABLE.

IN THE EVENT ANY COMPONENT OF THE CONTRACTOR’S SERVICE BECOMES INOPERABLE, THE CONTRACTOR MUST IMMEDIATELY NOTIFY THE PARTICIPATING ENTITY REPRESENTATIVE(S) OR DESIGNEES BY TELEPHONE OR MOST EXPEDIENT MEANS AVAILABLE, BUT NO LATER THAN SIXTY (60) MINUTES AFTER SERVICE FAILURE.

RESPONSE: Track Group formally declares that all current products and services meet CJIS and FCC requirements as referenced in Attachment 01 SOC. All proposed offender tracking systems comply with the National Institute of Justice (NIJ) Standard for Offender Tracking Systems, NIJ Standard 1004.00. The system’s hardware, software, tamper detection, data transmission, and reporting capabilities are designed and tested to meet or exceed applicable NIJ performance and reliability requirements.



All equipment provided under this Contract, whether new or refurbished, is properly registered and certified in accordance with applicable Federal Communications Commission (FCC) rules and regulations. Each device model deployed has received FCC authorization and operates within approved frequency parameters. Documentation of FCC certification will be provided upon request. Our FCC certification numbers are as follows:



Track Group maintains continuous system monitoring to detect any service disruption or component failure. In the event any component of the Contractor's service becomes inoperable, Track Group will immediately notify the Participating Entity's designated representative(s) by telephone or the most expedient means available, and in all cases no later than sixty (60) minutes after detection of the service failure. Redundant systems and established incident response procedures are in place to ensure prompt restoration of service.

C. OFFEROR MUST PROVIDE NATIONWIDE SERVICES (INCLUDING HAWAII AND ALASKA). OFFERORS MUST DESCRIBE THEIR ABILITY TO PROVIDE SERVICES OUTSIDE OF THE UNITED STATES, E.G. US TERRITORIES AND CANADA. OFFERORS MUST RESPOND WITH CONFIRMATION OF NATIONWIDE SERVICES, AND THEIR ABILITY TO PROVIDE SERVICES OUTSIDE OF THE UNITED STATES.

RESPONSE: Track Group confirms its ability to provide comprehensive electronic monitoring equipment and monitoring services nationwide throughout all fifty (50) states, including Alaska and Hawaii. Our operational infrastructure, logistics network, cloud-based supervision platform, and carrier integrations are designed for full national coverage across urban, suburban, rural, remote, and island jurisdictions.



Track Group currently supports more than 300 government agencies across over 40 states, and 10 countries, supervising thousands of participants daily. Our scalable service model supports programs ranging from small municipal deployments to large statewide implementations.

Nationwide services are supported by:

- ❖ Dual, fully redundant U.S.-based 24/7/365 Monitoring Centers located in Aurora, Illinois and Cincinnati, Ohio
- ❖ U.S.-based manufacturing and fulfillment operations capable of rapid deployment and replacement

- ❖ Carrier-agnostic LTE connectivity leveraging major U.S. wireless networks (Verizon/AT&T)
- ❖ Multi-constellation GPS capability for enhanced positioning accuracy
- ❖ Cloud-based IntelliTrack platform accessible via secure internet connection

Our centralized fulfillment operations enable shipment to all states, including Alaska and Hawaii, with standard ground delivery and expedited shipping options available. Monitoring services are continuously operational and do not require ramp-up time upon contract execution.

Track Group currently provides services in:

- ❖ **Puerto Rico** – Territory-wide electronic monitoring services supporting parole, conditional release, and domestic violence monitoring programs, with approximately 1,800 active GPS units deployed.
- ❖ **U.S. Virgin Islands** – Court-directed and parole-related monitoring services operating within island geography and variable telecommunications infrastructure environments.

These deployments demonstrate our ability to operate across island jurisdictions with diverse terrain, cellular density variations, and coastal environmental conditions while maintaining evidentiary-grade supervision continuity.

Track Group provides electronic monitoring services in Canada and has demonstrated capability to operate under provincial regulatory, telecommunications, and privacy frameworks.

- ❖ **Manitoba** – Track Group maintains a formal Electronic Monitoring Devices and Monitoring Services Agreement with the Government of Manitoba, providing scalable EM solutions inclusive of equipment deployment, installation, monitoring, maintenance, reporting, data security, and service-level governance.
- ❖ **Quebec** – Track Group provides electronic monitoring services within the province, supporting correctional supervision programs in alignment with Canadian privacy and telecommunications standards.

These Canadian deployments demonstrate ability to adapt to provincial procurement requirements, cross-border data governance considerations, and carrier-specific network configurations.

Track Group's ability to operate outside of the United States is supported by:

- ❖ LTE cellular hardware capable of multi-band international carrier compatibility (Verizon/AT&T)
- ❖ Multi-constellation satellite positioning (GPS, GLONASS, Galileo, BeiDou)
- ❖ Wi-Fi-assisted positioning for dense urban and infrastructure-variable environments
- ❖ On-device data storage for continuity during temporary signal disruptions
- ❖ Encrypted data transmission and secure cloud-based supervision platform
- ❖ Regulatory review processes conducted prior to deployment to ensure compliance with territorial and provincial requirements

Our technology platform and operational model have been successfully deployed in island jurisdictions, mountainous terrain, remote regions, and cross-border environments, demonstrating geographic flexibility and scalability. Our cloud-based monitoring platforms, encrypted data architecture, and carrier-agnostic device configurations support cross-border deployment where authorized. Regulatory compliance review is conducted in advance of deployment to ensure adherence to applicable federal, territorial, or provincial requirements.

D. TECHNOLOGY. OFFERORS MUST PROVIDE THE NECESSARY DOCUMENTATION TO MEET THE INFORMATION TECHNOLOGY SECURITY REQUIREMENTS IN ATTACHMENT 02, III. OFFERORS WHO FAIL TO MEET THIS REQUIREMENT WILL BE DEEMED NON-RESPONSIVE. OFFERORS SHALL DESCRIBE THE MEASURES TAKEN TO PROTECT SENSITIVE PARTICIPATING ENTITY AND CLIENT INFORMATION.

A. THE CONTRACTOR MUST BE AICPA SOC 2 COMPLIANT COVERING ALL FIVE (5) FUNCTIONAL AREAS (SECURITY, AVAILABILITY, PROCESSING INTEGRITY, CONFIDENTIALITY, AND PRIVACY), OR A THIRD-PARTY ASSESSMENT BASED ON CURRENT REVISION OF NIST 800-53 MODERATE CONTROLS CONDUCTED WITHIN THE LAST TWO (2) YEARS, OR FEDRAMP AUTHORIZATION, OR GOVRAMP AUTHORIZATION, OR EQUIVALENT. THIS IS A MANDATORY REQUIREMENT OF THE RFP; OFFERORS WHO FAIL TO ADEQUATELY DEMONSTRATE THEIR SECURITY STANDARDS MAY BE DEEMED NON-RESPONSIVE. THE CONTRACTOR MUST KEEP ALL INFORMATION REGARDING THE PURCHASING ENTITY, CLIENTS, WHETHER OBTAINED FROM THE PURCHASING ENTITY, FROM ELIGIBLE PERSONS, OR THROUGH PERFORMANCE OF THE SERVICES UNDER THE MASTER AGREEMENT, CONFIDENTIAL AND SECURE AND ADDITIONALLY MUST DISPOSE OF ALL INFORMATION IN A MANNER THAT MEETS OR EXCEEDS THE AICPA SOC 2 STANDARDS.

UPON REQUEST, THE CONTRACTOR MUST PROVIDE THE LEAD STATE WITH THE RESULTS OF A SOC 2 TYPE II COVERING ALL FIVE (5) FUNCTIONAL AREAS (SECURITY, AVAILABILITY, PROCESSING INTEGRITY, CONFIDENTIALITY, AND PRIVACY), OR A THIRD-PARTY ASSESSMENT BASED ON CURRENT REVISION OF NIST 800-53 MODERATE CONTROLS CONDUCTED WITHIN THE LAST TWO (2) YEARS, OR FEDRAMP AUTHORIZATION, OR GOVRAMP AUTHORIZATION. THE LEAD STATE MAY TERMINATE THE MASTER AGREEMENT FOR THE CONTRACTOR'S FAILURE TO PROVIDE THE AUDIT RESULTS REQUIREMENTS IN THIS SECTION WITHIN THE TIMEFRAME SPECIFIED IN THIS SECTION.

THE CONTRACTOR MUST CONTINUE TO MAINTAIN COMPLIANCE AND PROVIDE AUDITS/ASSESSMENTS AT LEAST ONE (1) TIME EVERY TWO (2) YEARS THROUGHOUT THE TERM OF THE MASTER AGREEMENT AND MUST PROVIDE THE RESULTS TO THE LEAD STATE WITHIN SIX (6) MONTHS OF COMPLETION OF THE AUDIT/ASSESSMENT.

THE CONTRACTOR MUST CONTACT THE PURCHASING ENTITY IMMEDIATELY UPON RECEIPT OF ANY ELECTRONIC DISCOVERY, LITIGATION HOLDS, DISCOVERY SEARCHES, EXPERT TESTIMONY, OR OTHER SIMILAR REQUESTS WHICH IN ANY WAY MIGHT REASONABLY REQUIRE ACCESS TO THE PURCHASING ENTITY'S DATA.

THE CONTRACTOR MUST NOT RESPOND TO SUBPOENAS, SERVICE OF PROCESS, AND OTHER LEGAL REQUESTS RELATED TO THE PURCHASING ENTITY WITHOUT FIRST NOTIFYING THE PURCHASING ENTITY UNLESS PROHIBITED BY LAW FROM PROVIDING SUCH NOTICE.

THE PURCHASING ENTITY OWNS ALL RIGHTS, TITLE, AND INTEREST IN ITS DATA THAT IS RELATED TO THE SERVICES PROVIDED UNDER ANY ORDER. THE CONTRACTOR MUST NOT ACCESS THE PURCHASING ENTITY'S USER ACCOUNTS OR DATA, EXCEPT (I) IN THE RESPONSE TO SERVICE OR TECHNICAL ISSUES, (II) AS REQUIRED BY THE EXPRESS TERMS OF THE ORDER, OR (III) AT THE PURCHASING ENTITY'S WRITTEN REQUEST.

ALL DATA CENTERS MUST BE BASED IN THE UNITED STATES.

RESPONSE: Track Group fully complies with this mandatory security requirement. Upon request, Track Group will provide the Lead State with the applicable SOC 2 Type II audit report. Track Group further commits to maintaining continuous compliance and completing updated audits at least once every two (2) years throughout the term of the Master Agreement, with audit results provided to the Lead State within six (6) months of completion.



Track Group's IntelliTrack Platform meets the Information Technology Security requirements through multiple independently validated security frameworks and cloud authorizations. IntelliTrack is hosted within Microsoft Azure's U.S.-based cloud infrastructure, which maintains a current SOC 2 Type II audit covering the Security, Availability, Processing Integrity, and Confidentiality AICPA SOC2 functional areas (audit report included). If required by the Lead State or participating entity, IntelliTrack™ can be deployed within Microsoft's FedRAMP-authorized Azure environment (Azure FedRamp security plans and controls included), which aligns with NIST SP 800-53 security controls and supports federal and high-security government requirements.

In addition, Track Group maintains its own SOC 2 Type II audit covering the Security Trust Services Criteria (audit report included) for the IntelliTrack Platform, validating that controls are suitably designed and operating effectively. IntelliTrack also holds a current TX-RAMP Level 2 Certification issued by the Texas Department of Information Resources. TX-RAMP Level 2 requires compliance with the full NIST SP 800-53 Moderate Impact baseline, including continuous monitoring, vulnerability management, access control enforcement, encryption standards, incident response procedures, and documented risk management processes. All purchasing entity data is maintained within United States data centers, encrypted in transit and at rest, protected through least-privilege access controls, and handled in accordance with documented security, retention, and secure disposal standards.

Track Group maintains strict confidentiality of all information related to the Purchasing Entity and its clients, whether obtained directly from the Purchasing Entity, from eligible persons, or through performance of services under the Master Agreement. All information is secured in accordance with SOC 2 controls and applicable data protection standards and is disposed of using documented secure destruction procedures that meet or exceed SOC 2 requirements.

Track Group will immediately notify the Purchasing Entity upon receipt of any electronic discovery request, litigation hold, discovery search, expert testimony request, or similar demand that could reasonably require access to the Purchasing Entity's data. Track Group will not respond to subpoenas, service of process, or other legal requests related to the Purchasing Entity without first notifying the Purchasing Entity, unless legally prohibited from doing so.

The Purchasing Entity retains all rights, title, and interest in its data related to services provided under any order. Track Group does not access Purchasing Entity user accounts or data except in response to service or technical issues, as expressly required under the terms of an order, or at the Purchasing Entity's written request.

Track Group employs layered administrative, technical, and physical safeguards to protect sensitive Participating Entity and Client information. Administrative safeguards include formal information security policies, background-screened personnel, role-based access authorization, mandatory security awareness training, and documented incident response procedures. Technical safeguards include encryption in transit (TLS 1.2 or higher) and at rest (AES-256), multi-factor authentication, least-privilege access enforcement, centralized logging, continuous security monitoring, vulnerability scanning, and regular third-party application security testing. Physical safeguards are inherited through Microsoft Azure's U.S.-based data centers, which maintain controlled facility access, environmental protections, and 24/7 monitoring. Data retention and secure disposal procedures are documented and enforced to meet or exceed SOC 2 standards.

B. DATA REQUIREMENTS

EACH AUTHORIZED USER MUST BE ABLE TO ACCESS THE CONTRACTOR'S SOFTWARE IN A SECURE MANNER.

DATA THAT IS STORED IN THE CONTRACTOR'S SOFTWARE MUST BE PROTECTED TO ENSURE UNAUTHORIZED ACCESS.

CONTRACTOR MUST HAVE SOUND PROCEDURES (E.G., BACKGROUND CHECKS, HIRING PRACTICES, ETC.) TO ENSURE ITS EMPLOYEES ARE PROPERLY AUTHORIZED FOR ACCESS TO CONFIDENTIAL AND SENSITIVE CLIENT INFORMATION. THE CONTRACTOR MUST ENSURE THAT THE CONFIDENTIALITY IS MAINTAINED AND MUST NOT DISCLOSE ANY SUCH INFORMATION TO ANY THIRD PARTY WITHOUT WRITTEN AUTHORIZATION OF THE PARTICIPATING ENTITY.

THE CONTRACTOR MUST BE ABLE TO CREATE USER GROUPS WITH VARYING ACCESS PRIVILEGES (E.G., READ/WRITE AND READ ONLY).

EACH CLIENT'S LOCATION DATA MUST BE ACCESSIBLE FOR A MINIMUM OF SEVEN YEARS (OR AS DESIGNATED BY PARTICIPATING ENTITY). BEFORE IT IS ARCHIVED OR STORED OFFLINE.

ARCHIVED COPIES OF EACH PARTICIPANT'S LOCATION DATA MUST BE RETAINED FOR A MINIMUM OF SEVEN YEARS (OR AS DESIGNATED BY PARTICIPATING ENTITY) AND/OR PROVIDED IN A FORMAT THAT CAN BE STORED AND EASILY INTERPRETED BY THE PARTICIPATING ENTITY.

THE CONTRACTOR MUST BACKUP THE SYSTEM DATA AT LEAST EVERY 24 HOURS.

DATA GENERATED AS A RESULT OF THE LOCATION MONITORING MUST BE OWNED BY THE PARTICIPATING ENTITY AND MAY NOT BE USED IN ANY WAY BY THE CONTRACTOR WITHOUT CONSENT OF THE PARTICIPATING ENTITY. THE CONTRACTOR MUST ENSURE THAT ALL DATA IS AVAILABLE TO THE PARTICIPATING ENTITY IN THE EVENT THE CONTRACT IS TERMINATED, OR THE CONTRACTOR GOES OUT OF BUSINESS.

RESPONSE: The IntelliTrack™ Platform is engineered to ensure secure access, controlled data handling, long-term retention, and full data ownership by the Participating Entity.

Each authorized user is able to access the system in a secure manner, through encrypted web-based and mobile interfaces protected by HTTPS/TLS encryption, multi-factor authentication, and configurable role-based access controls. Agencies may create user groups with defined privileges, including read/write or read-only access, ensuring users are limited to only the data and functionality necessary for their role. Access controls, session management, and continuous monitoring safeguards are enforced to prevent unauthorized access to system data.

All data stored within IntelliTrack™, including monitored location data generated by ReliAlert™ devices, is encrypted in transit over secure 4G LTE communications and encrypted at rest within Microsoft Azure's U.S.-based cloud infrastructure. Administrative, technical, and physical safeguards are implemented to protect stored data from unauthorized access, alteration, or disclosure.

Track Group maintains formal background screening procedures, documented hiring practices, role-based access authorization controls, and ongoing security awareness training to ensure that only properly authorized personnel may access confidential or sensitive Participating Entity information. Track Group maintains strict confidentiality and will not disclose any Participating Entity or client information to any third party without the written authorization of the Participating Entity unless required by law.

Client location data remains accessible online for a minimum of seven (7) years, or longer if designated by the Participating Entity, prior to archival. Archived data is retained for a minimum of seven (7) years and may be provided in a structured, agency-readable format suitable for storage and independent interpretation by the Participating Entity.

System data is backed up at least every twenty-four (24) hours, with redundant storage, geographic replication, and disaster recovery protections to preserve availability, integrity, and continuity of operations.

All data generated as a result of location monitoring is owned exclusively by the Participating Entity. Track Group does not use such data for any purpose without the consent of the Participating Entity. In the event of contract termination, transition to another provider, or cessation of business operations, all data will be made fully available to the Participating Entity in a usable format to ensure uninterrupted access and full data portability.

SCOPE OF WORK

SECTIONS A, B, AND C SHOULD BE COMPLETED ACCORDING TO THE CATEGORY(IES) TO WHICH YOU ARE RESPONDING:

A. SCOPE OF WORK – CATEGORY 1: GPS (OFFERORS ARE REQUIRED TO ANSWER ALL QUESTIONS IF PROPOSING FOR GPS SERVICES)

1. DESCRIBE YOUR PLAN FOR MEETING THE MASTER AGREEMENT OBJECTIVES IDENTIFIED IN ATTACHMENT 02, SCOPE OF WORK

RESPONSE: Track Group’s plan for meeting the Master Agreement Objectives outlined in Attachment 02, Scope of Work is centered on delivering reliable, secure, and scalable EM services that support Participating Entity supervision requirements while ensuring continuous system availability, data integrity, and operational flexibility across jurisdictions. We will provide a comprehensive GPS monitoring solution leveraging its proven ReliAlert™ hardware platform, IntelliTrack monitoring software, and dual monitoring centers located in Aurora, IL and Cincinnati, OH to support uninterrupted supervision and rapid response.

Track Group’s GPS monitoring solution is designed to promote compliance with supervision conditions through real-time location tracking, configurable inclusion and exclusion zones, graduated alerting, and immediate notification of violations, tamper events, and device status issues. The ReliAlert™ device supports multi-source location tracking, including GPS, cellular, Wi-Fi-assisted positioning, and optional RF Beacon accessories, ensuring accurate monitoring across indoor, urban, and low-signal environments. These capabilities directly support the Scope of Work objectives related to continuous monitoring, accuracy, redundancy, and adaptability to varying supervision needs.



Operational continuity and service reliability are maintained through redundant infrastructure, encrypted device-to-server communications, automated failover processes, and continuous system monitoring. Track Group's IntelliTrack platform provides secure, role-based access via web and mobile interfaces, enabling Participating Entity staff to manage cases, configure alerts, generate reports, and access historical data in compliance with CJIS and data retention requirements. All monitoring data is time-stamped, securely stored, and available for evidentiary and chain-of-custody purposes.

Track Group will support Participating Entities through dedicated account management, 24/7/365 monitoring center operations, and comprehensive onboarding and training programs. Initial and ongoing training ensures agency staff are fully proficient in device installation, system configuration, alert management, and report generation. Track Group's scalable logistics, inventory management, and nationwide service enable rapid deployment and consistent service delivery across all participating states and eligible entities, fulfilling the Master Agreement's objectives for accessibility, consistency, and long-term program success.

2. DESCRIBE THE HARDWARE YOU PROPOSE TO MEET THE REQUIREMENTS OF THE SOW, INCLUDING BATTERY LIFE.

RESPONSE: Track Group fully complies with the Attachment 02, Scope of Work, Category 1: GPS Monitoring, A. Hardware Requirements.



Track Group's flagship GPS tracking device, ReliAlert™, is a proven one-piece monitoring solution that delivers reliable performance and enhances supervision effectiveness while expanding monitoring capabilities for Participating Entities. Used by more than 300 correctional agencies worldwide, ReliAlert™ features patented, problem-solving technology that incorporates GPS, cellular, and embedded RF receiver technology. This integrated system was

specifically designed to provide uninterrupted real-time monitoring, tracking, and reporting of the wearer's whereabouts 24 hours a day, 365 days a year.

Furthermore, Track Group's newest generation of ReliAlert™, the XC5, is the only one-piece GPS device available in the market today with patented on-board, two- and three-way live voice communication technology and onboard 100-decibel siren. The direct live voice communication enables officers or our monitoring center staff to provide real-time interventions with a direct impact on a reduction in alarm handling workload by Participating Entity's supervision personnel. In addition, the ReliAlert device allows the wearer to place a call (via a button on top of the device) directly to the Monitoring Center in cases of emergency. **All calls to/from a ReliAlert device are recorded and stored for evidence purposes.*



Device Straps

The ReliAlert™ device is ergonomically designed for secure ankle placement. Straps are reusable. Both the standard strap and the optional high-security strap are adjustable in length to support any ankle circumference, both for youth and adult, and are available in 16 sizes (half-inch increments). No cutting is required to fit the strap to an individual. The standard strap

features dual braided stainless-steel cables along the outer edges, supplemented by a fiber-optic strand embedded in the center. The braided stainless-steel cables add rigidity, preventing Product Users from heating up and stretching the plastic to remove it without severing the strap.

For Participating Entities supervising higher-risk populations, Track Group offers SecureCuff™ as an optional high-security strap compatible with the ReliAlert™ GPS monitoring device. SecureCuff™ is engineered to deter tampering and absconding through a hardened steel band, integrated fiber-optic tamper detection technology, and proprietary security fasteners. The fiber-optic system generates immediate tamper alerts within the IntelliTrack platform, providing critical response time for supervising officers.



Device Safety & Fit

The device is water-resistant and shock-resistant, constructed of hypoallergenic materials, and engineered without sharp edges to eliminate safety or health hazards to the Product User or others. Its low-profile, ergonomic design allows the device to fit securely and comfortably on the ankle without unduly restricting normal daily activities, supporting continuous wear across a wide range of supervision programs. ReliAlert™ complies with all applicable FCC rules, codes,



and regulations and exceeds the highest personal SAR safety standards for cellular devices.

In addition, the device is certified under recognized cellular and electrical standards and has been tested for environmental stress and impact resistance in accordance with IEC 60068 and IEC 62262 (IK07), ensuring reliable operation under normal environmental and atmospheric conditions.

Device Communication

ReliAlert™ communicates bi-directionally with Track Group's IntelliTrack platform and Track Group's dual monitoring centers located in Aurora, IL and Cincinnati, OH, providing continuous device-to-server connectivity and rapid event notification in accordance with the Scope of Work. The device operates over 4G LTE cellular networks with 3G/2G fallback (Verizon and AT&T), satisfying the requirement for GSM or LTE-based communication while ensuring uninterrupted transmission of location data, alerts, and status information. ReliAlert™ can transmit data and SMS messages during live voice communication sessions, enabling simultaneous supervision, intervention, and alert reporting.

The device can communicate all required monitoring events to the contractor's software, including arrival and departure from inclusion and exclusion zones, unauthorized movements, low battery conditions, strap and device tamper events, failure to report, loss of location, communication loss, and detection of potential cellular jamming. Alert generation occurs in near real time, with configurable grace periods for early departures or late returns as defined by the Participating Entity. ReliAlert™ supports multiple tamper detection methods, including strap integrity monitoring, case tamper detection, motion analysis, and environmental anomaly detection, reducing false alerts while ensuring notification of confirmed violations.

 ReliAlert™ Alarms and Events		
- Exclusion Zone Violation - Exclusion Zone Compliance - Exclusion Buffer Zone Entered - Exclusion Buffer Zone Exited - Exclusion/Buffer Zone Triangulation Violation - Exclusion/Buffer Zone Triangulation Compliance - Exclusion/Buffer Zone Schedule Ended - Inclusion Zone Violation - Inclusion Zone Compliance - Inclusion Zone Schedule Ended - Inclusion Zone Triangulation Violation - Inclusion Zone Triangulation Compliance	- Strap Tamper - Case Tamper - No Movement - No GPS - No GPS ESC - Communication Loss - Communication Loss ESC - Low Battery - Battery Critical - Battery Critical ESC - Sleep Mode Entered - Device Shutdown	- Beacon Violation - Beacon Compliance - Beacon Schedule Ended - Beacon Battery Critical - Beacon Battery Critical ESC - Beacon Tamper - Victim Proximity Zone Violation - Victim Proximity Zone Entered - Victim Proximity Zone Exited - Victim Proximity Zone Compliance

All data communications between the ReliAlert™ device and IntelliTrack are protected using end-to-end AES encryption. Message content is transmitted in proprietary, encoded hexadecimal or binary formats and includes authentication tags to ensure message integrity and prevent alteration, tracing, or duplication. Devices are explicitly programmed to establish secure data connections only with the IntelliTrack destination servers, preventing unauthorized access and protecting against IP impersonation or spoofing attempts. No readable text is transmitted during device communications, ensuring confidentiality of all location and event data.

To ensure continuity of monitoring during temporary communication outages, ReliAlert™ includes onboard memory capable of storing more than eighteen (18) days of time-stamped location, tamper, and event data when cellular service is unavailable. The device maintains an internal clock to accurately stamp all stored events and continuously searches for a cellular connection. Once communication is re-established, all stored data is automatically transmitted to the IntelliTrack system, preserving complete event histories and maintaining evidentiary integrity.

Tamper Alerts

The ReliAlert™ device is completely sealed with built-in internal sensors. These sensors monitor communication signals, strap connections, and case closure. Significantly enhancing security measures and ensuring any tampering or removal attempts are met with immediate alarms within IntelliTrack.

The outer shell of the device is completely sealed. Any compromise swiftly triggers a “Case Tamper” alarm, whether through attempted openings or removal. This fortifies against unauthorized interference. Track Group’s approach to pre-sized straps with dual braided stainless-steel cables along the outer edge keep Product Users from being unable to heat up and stretch the plastic. The fiber-optic strand being compromised in anyway issues an instant “Strap Tamper” alarm.



Device Tracking

ReliAlert™ is engineered to provide continuous and accurate location tracking across a wide range of environments, including indoor and low-signal conditions, without requiring an initial GPS satellite acquisition to fully activate. The device employs a multi-source location methodology that combines GPS satellite positioning, cellular-based location services, and Wi-Fi-assisted positioning. This design maintains uninterrupted tracking when traditional GPS signals are unavailable or degraded. The layered approach ensures reliable location awareness in residential structures, urban environments, parking garages, and other settings with limited satellite visibility.



When GPS signals are available, ReliAlert™ utilizes advanced multi-constellation satellite technology to deliver high-precision location points. In environments where GPS signal strength is reduced or temporarily unavailable, the device automatically transitions to secondary location methods, including cellular tower triangulation and Wi-Fi-assisted location data, allowing the system to continue tracking movement and presence with minimal loss of accuracy. The device continuously evaluates signal quality and dynamically selects the most reliable positioning method available at any given moment.

To ensure the accuracy, integrity, and evidentiary reliability of all location points, ReliAlert™ incorporates an internal Real Time Clock (RTC). The RTC is initialized and continuously reaffirmed using highly accurate atomic clock data embedded within GPS satellite signals when available. In the absence of sufficient GPS reception, the device automatically synchronizes time using cellular network time sources until a valid GPS fix is re-established. If neither GPS nor cellular connectivity is available, timestamps are assigned using Track Group's secure communications servers.

This integrated tracking and time-synchronization architecture enables ReliAlert™ XC5 to generate precise, time-stamped location records across GPS, cellular, and Wi-Fi-assisted environments, supporting accurate reporting, historical reconstruction, and compliance monitoring within the IntelliTrack platform.

Battery

The ReliAlert™ boasts the longest battery life in the industry with over 150 hours of operational use (6+ days) on a single, two-hour charge. All on an Active GPS rate plan of 1 minute acquisition x 1 minute reporting – this level of battery life is unmatched in the industry. The battery in the ReliAlert™ is encased, durable, rechargeable and emits a signal indicating its location every 60 seconds during its 3-year battery life.

The device generates graduated low battery, critical battery, and escalation alerts through vibration, LED indicators, and automated IntelliTrack notifications to supervising personnel. In the event charging does not occur, ReliAlert™ XC5 enters a patented Sleep Mode to preserve battery for up to 30 days.

The ReliAlert™ device automatically identifies and communicates via vibration to alert the Product Users to charge the device. The ReliAlert™ device can be charged at any time by the Product Users either by standard 110-volt A/C the provided wall charging cord or UBS charging cord, along with a USB based portable power source. This allows for “charge-on-the-go” without restricting the Product User’s mobility or freedom of movement.

The ReliAlert™ device automatically identifies and communicates when the device is approaching mid to lower battery life levels. A low battery notification is automatically generated on the device via vibration alert to remind the Product Users to charge the device. A “Low Battery” event is logged in the IntelliTrack system. Upon “low battery” event, the LED at the top of the device begins blinking red as an additional indicator (in addition to the automatic device vibration) to the Product Users that they must begin charging the device.



Power-Management

The ReliAlert™ device’s battery has various way to maximize battery operation time. The use of GPS receiver Power Save Modes allows the receiver to enter a lower power consumption mode and maintain good location fixes where GPS signal is strong. Conversely, where GPS signal weakens, the receiver re-enters acquisition mode in an attempt to obtain a greater GPS fix.

Internal diagnostics in the device are capable of self-recovery or generating critical hardware alerts when service intervention is required.

There is also built-in safety protection from over-charge, over-discharge, over-temp, overvoltage, and over-current at the device battery level. This includes both TVS (Transient Voltage Suppression) and an electrical fuse. Safety testing has included transient voltages up to 10,000 volts.

The ReliAlert™ device's AC wall adapter is UL certified, overcurrent & short circuit protection and is certified with the Department of Energy power efficiency rating = Class VI.

Sleep Mode

Track Group also introduced the industry's first "Sleep Mode" function, a patented function to preserve power for up to 30 days while continuing to transmit limited tamper and exclusion zone violations. This operation increases the opportunity for device recovery if a device is not charged.

When the battery is at a critical level, but prior to shutdown, the devices can be configured to enter "Sleep Mode" instead of powering down entirely. Battery life can be conserved by an excess of ten (10) days. The device will wake up every six (6) hours for up to ten (10) minutes attempting to acquire GPS and transmit generated events.



ReliAlert™ devices will automatically wake up in the event of tamper or exclusion zone violations, reporting each event as they occur. The "Sleep Mode" function allows Participating Entity's personnel the ability to track a lost device after the Product User assumes the device has depleted its battery since no LED lights display on the device while in "Sleep Mode."

Device Installation & Kit



User-friendly and easy to Install, trained personnel can complete the ReliAlert™ removal/installation process in under ten (10) minutes. Track Group provides Participating Entity's personnel with in-depth training on using the ReliAlert™ device kit for installation and removal of the device. Easy-to-understand quick reference guides are included as well as refresher training when needed.

Each ReliAlert™ device kit comes with a written user guide and a nine (9) foot standard A/C wall charging cord provided to the Product Users. Digital guides can be provided upon request. Upon installation, oral and written instructions are provided to the Product Users on different aspects of the device, including battery charging, details on the LED color meanings, and how to use the call button in emergency situations.

In addition to the user guides, Track Group offers continuous online refresher course training and supplemental training on-site on an as needed basis or based on any significant changes to the provided equipment or technology.

RF Accessory

Track Group offers an optional in-home RF Beacon accessory designed to enhance GPS monitoring in environments with limited signal availability or where Participating Entities require precise confinement of a program participant to a designated location. This solution pairs Track Group's one-piece GPS monitoring device, ReliAlert™, with a self-contained RF Beacon to provide reliable in-home presence verification without reliance on landline telephone service, internet/ethernet connectivity, or external power sources. ReliAlert™ integrates GPS, cellular, and embedded RF receiver technology, while the Beacon operates as a short-range RF transmitting station that communicates wirelessly with the assigned ReliAlert™ device. The ReliAlert™ device then transmits participant location data, Beacon status, and related monitoring events to the IntelliTrack platform via cellular networks.



While ReliAlert™ independently delivers strong location performance across most environments, integrating the RF Beacon provides Participating Entities with enhanced “house arrest” functionality by leveraging RF proximity confirmation in addition to GPS and cellular location data. This combination allows supervising personnel to determine whether a participant is within a predefined range of the Beacon during scheduled confinement periods. Authorized users may configure curfews and schedules within IntelliTrack, requiring the assigned ReliAlert™ device to remain within the Beacon's communication range during specified times, with immediate alerts generated for noncompliance.

The Beacon is designed for safety, simplicity, and reliability. It is not worn or handled by the participant and therefore does not restrict daily activities or require participant interaction. The device is lightweight, constructed of durable plastic, contains no sharp edges, and poses no safety or health hazards. Beacon devices are manufactured under strict quality assurance processes at ISO-certified facilities and are fully tested and certified in compliance with applicable FCC rules and regulations.

Beacon range settings are fully configurable within IntelliTrack, allowing authorized users to adjust confinement parameters on a participant-specific basis, typically ranging from approximately 25 to 150 feet. Multiple Beacons may be deployed within a single residence or structure to ensure complete coverage, reduce false alerts, and support larger or multi-level dwellings. A single ReliAlert™ device may be paired with up to ten (10) Beacons, while each Beacon may be associated with an unlimited number of ReliAlert™ devices, enabling flexible deployment scenarios.

The Beacon continuously transmits encoded RF signals to the assigned ReliAlert™ device at regular intervals. All data transmitted to IntelliTrack is encrypted end-to-end using AES encryption with authentication controls to prevent unauthorized access, duplication, or interception.

Installation of the Beacon is tool-free, wall-mounted, and field replaceable. During setup, the system verifies successful communication between the Beacon and ReliAlert™ device using a robust low-frequency RF band designed to penetrate walls and common building materials while minimizing interference. The Beacon incorporates anti-tamper mechanisms and continuously reports operational status, including tamper attempts and battery condition. Any attempt to move, dismantle, or interfere with the Beacon generates an immediate alarm within IntelliTrack, triggering agency-defined response protocols.

The Beacon operates on internal batteries with an expected operational life exceeding three (3) years and provides advance low-battery warnings approximately two (2) weeks prior to depletion, ensuring uninterrupted monitoring and proactive maintenance planning.

3. DESCRIBE YOUR SOFTWARE SYSTEM (WEB-BASED APPLICATIONS, SMART PHONE APPLICATIONS). DESCRIBE UNIQUE DESIGN FEATURES THAT ENSURE ACCURACY AND/OR SPEED OF REPORTING. INCLUDE A DESCRIPTION ON PRIORITY COMMUNICATION OR SIMILAR FEATURES.

RESPONSE: Track Group fully complies with Attachment 02, Scope of Work, Category 1: GPS Monitoring, B. Software Requirements.



Track Group's IntelliTrack platform is a secure, cloud-based monitoring system that provides a fully integrated operational view of all contracted device types, including ReliAlert™ GPS devices and associated monitoring accessories, providing real-time data collection and display across all supported device types within a single interface. IntelliTrack is accessible through a secure, password-protected internet connection and is fully supported by a secure, redundant database architecture designed to manage transactional records, event histories, and evidentiary data in compliance with CJIS requirements. The ReliAlert™ GPS receiver communicates directly with the U.S. Government Global Positioning System (GPS) and transmits encrypted monitoring data to IntelliTrack via cellular networks, ensuring accurate, government-sourced satellite positioning.

IntelliTrack is a web-based platform accessible via desktop, laptop, tablet, and mobile devices using standard browsers including Chrome, Edge, Firefox, and Safari, without requiring local software installation. The system is also available through the IntelliTrack Mobile App for both iOS and Android devices, enabling supervising officers to monitor participants, receive alerts, execute device commands, and access participant data in the field. The mobile app includes proximity-based navigation features that provide turn-by-turn directions to a participant's current location and supports remote activation of device commands, including siren and vibration alerts.



System Security & Access Controls

System access is secured via SSL over HTTPS using 256-bit encryption, with authorized users required to authenticate using unique credentials. Token-based authentication and role-based authorization controls ensures users only access data and functionality consistent with their assigned responsibilities. User data is logically segregated by account, and the data layer is isolated from end users. Multi-factor authentication capabilities enhance login security. The platform maintains comprehensive audit trails, recording user activity, configuration changes, alert acknowledgments, and reporting access to preserve data integrity and evidentiary accountability.

IntelliTrack provides near real-time data collection across all supported device types. Location data is received in latitude/longitude format, mapped directly within the system interface. The platform supports Wi-Fi-assisted location services in addition to GPS and cellular-based positioning for enhanced tracking accuracy in indoor or limited-signal environments. The system continuously evaluates signal quality and applies multi-source location validation to ensure accuracy of reported points and minimize false alerts.

IntelliTrack Secure, Modern, Robust Software

by TRACK GROUP



Microsoft Azure



Real-Time Data Collection, Accuracy, & Priority Communication

Unique design features supporting accuracy and speed of reporting include automated event processing, prioritized alert handling, and configurable notification protocols. IntelliTrack processes incoming device data immediately upon receipt and generates real-time alerts for zone violations, tamper events, communication loss, battery status changes, and other configurable supervision parameters. Priority communication protocols ensure that high-risk alerts, such as exclusion zone breaches or confirmed tamper events, are elevated for immediate visibility and response within the system and to Track Group's 24/7/365 monitoring centers located in Aurora, IL and Cincinnati, OH. Monitoring center personnel follow agency-defined response procedures to support timely intervention.

System Configuration, Zone Management, & Reporting

The system includes a comprehensive Zone Management module that allows authorized users to create, modify, and override inclusion and exclusion zones, curfews, and schedules. Schedules may be customized for recurring or one-time events, and real-time updates are applied immediately upon activation. Authorized users have continuous access to current and historical participant data, including event logs, alarm histories, battery status, and location analytics. IntelliTrack supports downloadable and exportable reports in multiple formats for evidentiary, auditing, and court purposes, allowing Participating Entities to retrieve data directly from the secure database.



The image above illustrates exclusion zone created by freehand.

Software Integration

IntelliTrack supports integration with existing case management and offender management systems through secure APIs, allowing agencies to exchange relevant supervision data in accordance with security policies. The platform resides within fully redundant Microsoft Azure Cloud data centers that comply with SOC 2, FedRAMP, CJIS, and ISO 27001 standards, ensuring secure data storage and operational resilience.

System Availability & Uptime

System availability is supported by clustered server architecture, automated database failover, and load-balanced web server nodes, enabling continued operation even during maintenance or isolated node failure. IntelliTrack currently operates at approximately 99.999% uptime, exceeding the 99.99% uptime requirement, with scheduled maintenance typically limited to brief, controlled intervals.

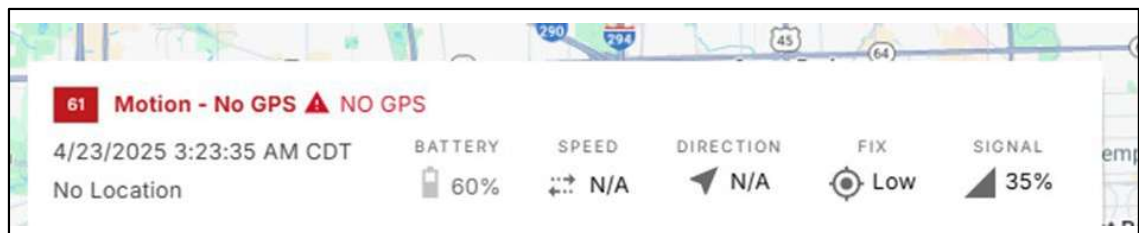
All required technology, equipment connectivity, secure infrastructure, and related support services are inclusive within Track Group's monitoring solution and are supported by 24-hour monitoring services and trained staff, ensuring continuous supervision, rapid reporting, and secure data management throughout the term of the Master Agreement.

- 4. DESCRIBE THE ALERTS THAT CAN BE SET UP (LOCATION, TIME CONSTRAINTS, TAMPER ALERTS, LOW BATTERY, ETC.). DESCRIBE THE PROCESS FOR SETTING SYSTEM ALERTS FOR VIOLATIONS (CURFEW, ZONE, TAMPER). INCLUDE THE ALERT INTERVALS AND HOW LONG IT WILL TAKE FOR THE HARDWARE TO COMMUNICATE WITH THE SOFTWARE. DESCRIBE HOW THE TECHNOLOGY REDUCES FALSE TAMPERS AND ENSURES ACCURATE ALERT NOTIFICATION.**

RESPONSE: Track Group fully complies with Attachment 02, Scope of Work, Category 1: GPS Monitoring alert requirements.

Alert Configuration

Track Group's IntelliTrack platform provides real-time alerting capabilities. The system supports configurable alerts for location violations, inclusion and exclusion zone breaches, curfew and time-based violations, strap tamper, case tamper, device interference, potential GPS shielding or jamming, loss of GPS signal, communication loss, low battery, battery critical, among other system-defined exception conditions. Alerts can be tailored to Participating Entity supervision requirements.



IntelliTrack allows authorized users to fully configure alarm protocols, including which alerts generate notifications, the designated recipients, and the escalation procedures to be followed. Alerts can be delivered through SMS text message, email, mobile push notifications, in-platform visual alerts, or live outbound phone calls initiated by Track Group's 24/7/365 Monitoring Center. The Officer Dashboard displays active alerts prominently, and all alerts are recorded with time, date, GPS coordinates, event type, and handling details for evidentiary purposes.

Violation Setup



Authorized users create inclusion and exclusion zones directly within IntelliTrack's Zone Management module by mapping geographic boundaries and assigning effective dates and timeframes. Curfews and time-based schedules are established by selecting the applicable days and times for required presence or restriction. Once saved, zones and schedules are immediately active within the system and transmitted to the assigned ReliAlert™ device, where they are stored locally for continuous evaluation. Users may modify, override, or delete zones and curfews at any time, and configurable grace periods may be applied to reduce unnecessary violations for early departure or late return scenarios.

Hardware-to-Software Communication

The ReliAlert™ is a "smart-device" in that the onboard processor is designed to capture and store all program participants' applicable inclusion/exclusion zones and schedule information entered into IntelliTrack. The ReliAlert™ device can store up to 500 inclusion/exclusion zones and more than 29,050 recorded events. The device continuously updates GPS location information and assesses program participant location every two (2) seconds against the stored zones and schedules. During compliant status, the device transmits GPS location data once every minute.

When a ReliAlert™ device confirms a violation, an alarm is immediately transmitted to IntelliTrack in real-time. Notifications do not wait for the next reporting interval. Transmission rates automatically increase to approximately once every fifteen (15) seconds to provide enhanced situational awareness and support timely response.

If communication between the device and the platform is interrupted, IntelliTrack generates a Communication Loss event after approximately one (1) hour without device contact. If communication is not restored, a Communication Loss Escalation event is generated after approximately twelve (12) hours. Similarly, if GPS satellite data is unavailable for an extended period, a "No GPS" event is generated after approximately ten (10) hours, with a "No GPS Escalation" event generated after approximately twenty-four (24) hours.



Alert Processing

Track Group's 24/7/365 Monitoring Center operates as an extension of the Participating Entity's staff. All incoming alerts are immediately received in IntelliTrack and posted to the Monitoring Center Alarm Queue. Monitoring Center personnel review each alert and execute the Participating Entity's predefined response protocols. When required, staff initiate outbound calls to participants and may conduct live two- or three-way voice intervention through the ReliAlert™ device's patented live voice communication capability. All voice communications are digitally recorded, date- and time-stamped, and archived to maintain a complete audit trail. After-hours investigative assistance is available to ensure uninterrupted operational coverage.

Authorized users also have access to Device Command and Control functions, including on-demand Status Update requests and Rapid Pursuit mode. The Status Update command prompts immediate transmission of the participant's current location and device status. Rapid Pursuit increases transmission frequency during critical incidents to enhance situational awareness. Additionally, authorized personnel may activate the device's 100-decibel siren or vibration command to redirect participant behavior or assist in field location and apprehension efforts.

All alerts, actions taken, response timelines, and communications are recorded within IntelliTrack, maintaining comprehensive audit trails and shared situational awareness between the Participating Entity and Track Group's Monitoring Center.

Low Battery & Sleep Mode



Low battery alerts are generated automatically by the ReliAlert™ device and transmitted to IntelliTrack in real-time. When the device is approaching mid to lower battery life levels, a low battery notification is automatically generated and logged in IntelliTrack. At the device level, the participant receives a vibration alert prompting charging, and the LED indicator at the top of the device begins blinking red as an additional visual notification. If the device is not charged, vibration

alerts increase and a "Battery Critical" alarm is generated in IntelliTrack, triggering configured notification protocols. If the device remains uncharged after these battery alert notifications, a "Battery Critical Esc" alarm is generated in IntelliTrack and escalated according to Participating Entity protocol.

If battery levels reach a critical threshold prior to shutdown, the device can enter "Sleep Mode" rather than powering down completely. In Sleep Mode, the device conserves remaining battery life for up to 30 days while continuing to monitor tamper and exclusion zone violations and transmitting those events when they occur. Sleep Mode entry and exit events are logged within IntelliTrack for visibility to authorized users. All related battery events and Sleep Mode activity are recorded within IntelliTrack and remain viewable.

Tamper Detection & False Tampers

The proposed ReliAlert™ device has built-in internal sensors that continuously monitor communication signals, strap connectivity, and case shell closure and are designed to recognize tamper or removal attempts.

All tamper or removal attempts are immediately identified in real-time, generating an alarm in IntelliTrack and notifying the Monitoring Center. Once an alarm is generated, Monitoring Center Operators follow alarm notification protocols pre-established by the Participating Entity. All alarms are automatically identified, dated, time-stamped, and are viewable in IntelliTrack by the Participating Entity's authorized personnel.

To reduce false tampers and ensure accurate alert notification, ReliAlert™ incorporates multiple verification mechanisms, including intelligent event classification, environmental signal analysis, GPS anti-jamming technology with advanced digital filtering, and separation of communication-related events from confirmed compliance violations. The device distinguishes between temporary signal obstruction and confirmed tamper conditions, reducing unnecessary escalations. Pre-defined notification protocols and monitoring center verification workflows further reduce unnecessary escalations, enabling agencies to focus on actionable events rather than raw technical alarms. The Participating Entity can configure alert thresholds and grace periods to further minimize false alerts. Monitoring Center verification workflows provide an additional layer of validation before escalation when appropriate.

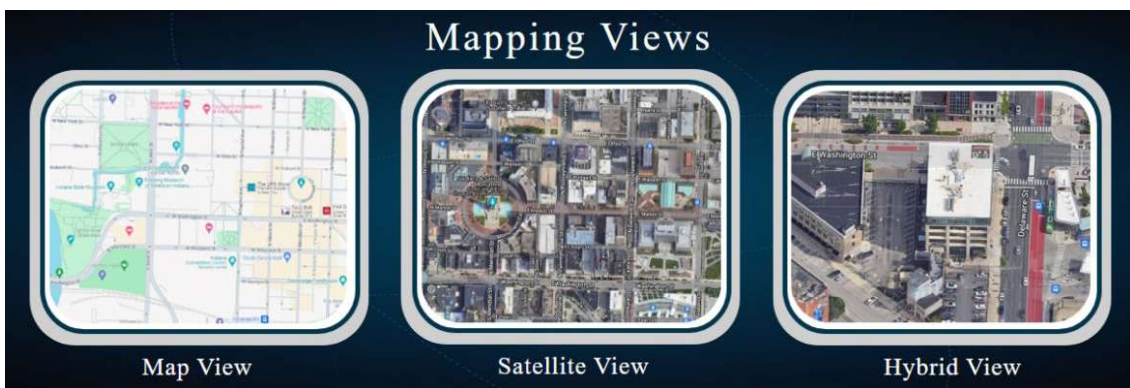
5. DESCRIBE THE PROCESS FOR HOW YOU SET UP MAPS (E.G. EXCLUSION ZONE, CUSTOMIZABLE, PRE-LOADED?)

RESPONSE: Track Group fully complies with Attachment 02, Scope of Work, Category 1: GPS Monitoring mapping requirements.

Mapping Platform



Track Group fully complies with this specification. IntelliTrack incorporates advanced, integrated mapping powered by Google Maps™. Authorized users can seamlessly zoom from national and statewide perspectives down to detailed street-level resolution. This includes visibility in surrounding states and inter-jurisdictional movement when applicable. Mapping is continuously updated as Google Maps™ releases new cartography, ensuring access to current street names, intersections, highways, landmarks, infrastructure updates, and newly developed areas. Street names, block ranges, and address-level detail are clearly visible, allowing officers to review a participant's precise movement path without ambiguity.

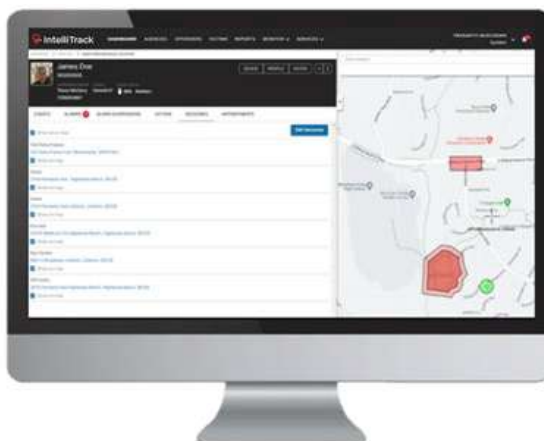


Location points are visually distinguished within the mapping interface to support evidentiary clarity. High-confidence GPS points, lower-confidence GPS points, and cellular triangulation points are differentiated, and violation points are visually identifiable. Grace mode periods and compliance indicators are also displayed within the mapping interface.

Within IntelliTrack, authorized users can switch between standard, satellite, hybrid (street + satellite), aerial, and street-level views. Users may zoom in, zoom out, and pan across maps to review location data. Geographical landmarks such as schools, parks, water features, day-care centers, retail locations, and other significant points of interest are identifiable. Data layers can be customized to display relevant geographical features for a single participant or multiple participants simultaneously, enhancing situational awareness during investigations or compliance reviews.

Geozone Creation & Customization

IntelliTrack's Geozone module allows authorized users to create fully customizable inclusion, exclusion, and buffer zones for each participant. Zones may be created in multiple shapes, including circle, square, rectangle, polygon, or by freehand drawing directly on the map interface. Placement of zones can be accomplished by searching for a specific address or by visually selecting and outlining an area when an address is not available. Jurisdictional zones (city, county, state boundaries) may also be created and applied as inclusion zones. Additionally, users may establish buffer zones surrounding any defined geozone and create travel zones to accommodate approved movement.



The image above illustrates a participant's set exclusion zones.



The image above illustrates a participant's calendar with scheduled appointments.

Zone Scheduling & Assignment

Once created, zones can be immediately assigned to a participant and associated with specific curfews or time-based schedules. Authorized users may create, edit, override, expand, or delete zones and schedules at any time within the same interface screen. Schedules are stored both within IntelliTrack and directly on the assigned ReliAlert™ device, providing dual redundancy and ensuring accurate compliance monitoring even during temporary communication interruptions. If communication loss occurs, the device stores events locally and transmits all recorded data once connectivity is restored.

Zone Library

IntelliTrack also includes an agency-specific Zone Library. When an authorized user creates a geozone that may be used by other officers, it can be saved to the Agency Library. Any zone stored within the library can be copied into another participant's profile, including its base schedule parameters. Once copied, authorized users may further modify the zone shape or schedule as needed for the assigned participant.

Proximity Analysis Tools

IntelliTrack further supports investigative analysis by allowing authorized users to determine whether any monitored participants were within proximity of a specified address during a defined timeframe. Users enter a location, define a search radius, and select a timeframe. The system displays all qualifying participants, sorted by proximity, and presents chronological location data points for detailed review. Location points are mapped using precise latitude and longitude coordinates and may be viewed, downloaded, or printed for evidentiary purposes.



Beacon Zoning

Beacon supports programmable proximity ranges (Low, Medium, and High), typically configurable between 35 to 150 linear feet. If the assigned ReliAlert™ device is not within the pre-specified communication range during scheduled confinement periods, an alarm is immediately transmitted to IntelliTrack and handled according to Participating Entity protocols. Beacon utilizes a low-range frequency band designed to improve signal reliability through walls and building materials while reducing RF interference and minimizing false alerts.



6. DESCRIBE YOUR CUSTOMIZABLE REPORTING. HOW DOES THE REPORTING WORK WITH COURT REQUESTS AND CHAIN OF CUSTODY REQUIREMENTS FOR LEGAL PURPOSES.

RESPONSE: Track Group fully complies with Attachment 02, Scope of Work, Category 1: GPS Monitoring reporting requirements.

On-Demand Reporting Access

IntelliTrack provides comprehensive, secure, and configurable reporting capabilities accessible to authorized users twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year. All reports may be viewed within the platform, downloaded, exported, or printed for evidentiary, supervisory, administrative, audit, and court purposes.

Authorized users can generate participant-specific reports, agency-wide management reports, device inventory reports, alarm reports, battery performance reports, and activity summaries. Reports may be generated for current or historical data and can be filtered, queried, sorted, and searched by any available field, including participant name, officer, device serial number, alarm type, date range, schedule, geozone, supervision status, or protocol set. Reporting may be performed on a single participant or across all participants within the Participating Entity.

Reports are available in multiple exportable formats, including PDF and CSV, allowing agencies to archive, electronically transmit, or integrate reporting data into case management or records management systems as required. Downloaded reports retain date and time stamps, latitude and longitude data, zone identifiers, and alarm classifications to preserve evidentiary integrity.



Geozone & Schedule Reporting

IntelliTrack supports detailed reporting related to inclusion, exclusion, and buffer zones. All active zones are visible within the mapping interface during tracking review, and associated reports reflect zone assignments, schedule parameters, grace periods, and related violations.

Zones may be created in multiple shapes (square, polygon, circle, or freehand) and placed by address search or visual map selection. Once established, zones and base schedule parameters may be saved to the Participating Entity Library for reuse across participants. Reports reflect the exact zone configuration and schedule in effect at the time of any recorded violation.

Automated Alarm Reporting

The system includes automated reporting capabilities. IntelliTrack can generate a daily “Alarm Details” report and automatically distribute it via email to designated staff. This report summarizes all alarms generated during the previous twenty-four (24) hour period (midnight to 11:59 PM) and includes the alarm type, time, impacted geozone and schedule (if applicable), assigned protocol set, and any notification or response actions taken by Track Group’s Monitoring Center or through system automation.

Preconfigured Reporting

In addition to custom reporting tools, IntelliTrack includes a suite of standard, preconfigured reports available on demand, including but not limited to:

STANDARD REPORTS	DESCRIPTION
AGENCY ACTIVATIONS	Activations including monitored participant’s information and device details.
AGENCY DEACTIVATIONS	Deactivations monitored participant’s information and device details.
AGENCY PARTICIPANTS	Information/details of monitored participant’s within an agency.
ALARM DETAILS	List of all alarms, including type, time and impacted GeoZone and Schedule (if applicable) that occurred during the selected timeframe grouped by monitored participant and officer.
ALARM PROTOCOL DETAILS	Displays the details of all protocol steps, by alarm type, in all protocol sets for the agency, grouped by protocol set.
ASSIGNED PROTOCOL	View a list of monitored participants and the protocol set that is assigned to each.
MOST RECENT ALARMS	List of the most recent alarm for each monitored participants in the agency (or assigned to an officer), grouped by officer.
ALARM SUMMARY	Summary of the total number of alarms, by type that occurred during the selected time frame for all monitored participants in the agency (or assigned to an officer), grouped by officer.
GEOZONE SUMMARY	Displays the GeoZone(s) and Schedule(s) for each monitored participant (or the selected monitored participant) in the agency, grouped by officer.
SUSPENDED ALARM	Summary of alarms that were suspended for a monitored participant.
BATTERY CHARGING	Displays a summary of battery charging events for ReliAlert devices.
COURT REPORT	A report detailing the monitored participant’s locations.
DEVICE INVENTORY	Device inventory and device status for an agency.

Court & Evidentiary Reporting

Court and location reports incorporate precise latitude and longitude coordinates, date and time stamps, device identifiers, zone overlays, and event classifications. Mapping views embedded within reports support breadcrumb trail visualization, violation markers, and schedule context, enabling officers to present clear and defensible documentation for hearings or judicial proceedings.

Security, Audit, & Data Retention

All reporting activity is supported by IntelliTrack's secure, CJIS-compliant database architecture. Data is logically segregated by agency and protected through role-based access controls, ensuring users only access information consistent with their assigned permissions. Comprehensive audit trails record report generation, alarm acknowledgments, protocol execution steps, and user activity, supporting internal oversight and evidentiary chain-of-custody requirements.

Data retention is maintained in accordance with contractual and regulatory requirements, and historical data remains accessible for authorized reporting throughout the term of the agreement. In the event of temporary communication loss between device and platform, all events are stored locally on the device and automatically transmitted upon restoration of connectivity, ensuring reporting completeness and accuracy.

7. DESCRIBE HOW OFTEN THE DEVICE COLLECTS A POINT AND REPORTS THE LOCATION WITHIN A SET TIME FRAME.

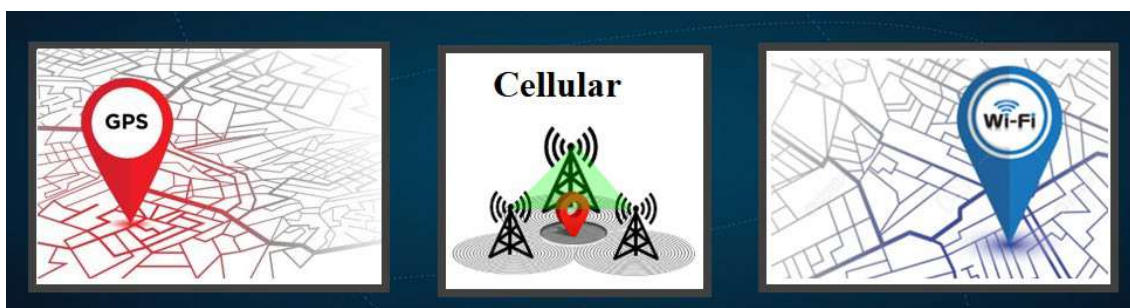
RESPONSE: Track Group fully complies with this specification. The ReliAlert™ device continuously evaluates and records location data to ensure accurate, real-time monitoring and reporting.

Location Collection & Reporting Intervals

Track Group is the only electronic monitoring company that offers a true Active GPS rate plan (1 minute location collection x 1 minute reporting) as our standard offering. The ReliAlert™ device assesses the participant's location every two (2) seconds against stored inclusion and exclusion zones and schedule parameters. During compliant status, the device captures and transmits location information to IntelliTrack once every one (1) minute.

If a violation is detected, transmission frequency automatically increases to approximately once every fifteen (15) seconds to provide enhanced situational awareness and timely intervention. Violation alarms are transmitted immediately in real time and do not wait for the next scheduled reporting interval.

All transmitted location data is received in precise latitude and longitude format and is date- and time-stamped upon receipt by IntelliTrack. The system records and stores all data transmitted from the device and makes it available for real-time monitoring or historical review.



Monitoring Modes

The ReliAlert™ device supports active, passive, and hybrid monitoring modes, and authorized users may adjust tracking levels at any time within the IntelliTrack™ platform without requiring device replacement. While these flexible supervision options are available to Participating Entities, Track Group's standard deployment configuration for all customers is Active GPS monitoring at a one-minute location acquisition rate with one-minute transmission. This represents the most aggressive standard rate plan offered in the industry and reflects our commitment to real-time accountability and public safety.

Even at this continuous reporting level, the ReliAlert™ device delivers more than 150 hours of battery life—nearly a full week of operation on a single charge under an active rate plan—performance that remains unmatched within the electronic monitoring industry. This combination of high-frequency tracking and extended battery endurance allows agencies to maintain intensive supervision standards without sacrificing operational practicality or field efficiency.

IntelliTrack enables staff to conduct both real-time GPS tracking and passive historical review. Authorized users may access up to thirty (30) days of location data for analytic viewing, including:

- ❖ Playback of travel routes
- ❖ Identification of stop locations and movement patterns
- ❖ Analysis of recurring travel behaviors
- ❖ Creation of zones based on observed travel patterns
- ❖ Identification of shared locations among multiple participants

On-Demand & Priority Location Reporting

At any time, authorized users may access the Device Command and Control panel within IntelliTrack to issue a "Status Update" command. This prompts the device to immediately transmit its current location and mapping data to the system for real-time viewing.

Additionally, users may activate "Rapid Pursuit," which forces the device to increase transmission frequency of location points into IntelliTrack to support active investigations or critical incidents.

IntelliTrack utilizes priority communication protocols over secure wireless cellular networks to ensure timely transmission of location and alarm data. Violation alerts and high-priority events are transmitted immediately and are elevated within the platform for rapid visibility and response.

Track Group Advantage

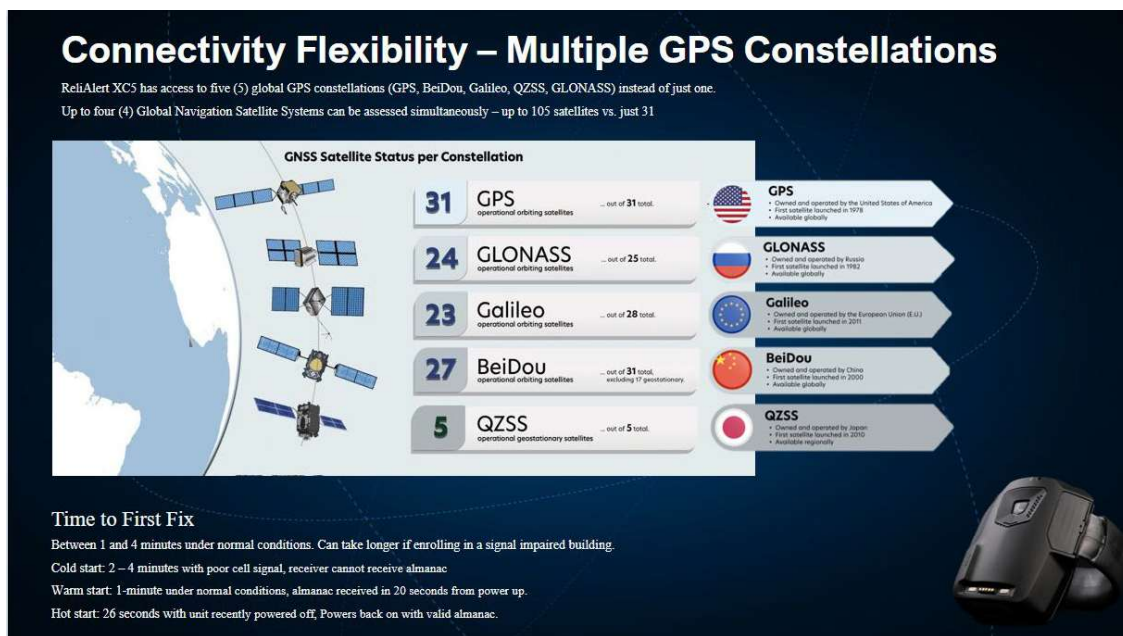
Active GPS.

Nearly 1 week of battery.

Track Group is the only vendor with a default "Active GPS" rate plan – reporting GPS every minute 24/7/265 with

Location Technology & Accuracy

The ReliAlert™ device utilizes advanced multi-constellation GPS technology, including Navistar (U.S. GPS), GLONASS, GALILEO, and QZSS satellite systems, providing access to up to one hundred and five (105) satellites for primary location fixes. The device also uses assisted GPS (A-GPS) and Satellite-Based Augmentation Systems (SBAS), including WAAS, EGNOS, MSAS, and GAGAN, to enhance accuracy and reduce location drift caused by environmental interference.



In addition to satellite-based positioning, the device incorporates secondary location technology through 4G LTE cellular networks with 3G/2G fallback capability. When GPS signals are degraded or unavailable, location-based services (LBS) and cellular triangulation are used to determine device location. This hybrid approach ensures continuous tracking and reporting even in low-signal or obstructed environments.

Data Storage & Transmission Security

The ReliAlert™ device stores up to 500 inclusion/exclusion zones and more than 29,000 events internally. In the event of temporary communication interruption, all location points and events are stored locally on the device and automatically transmitted to IntelliTrack once connectivity is restored, ensuring no data loss.

All location data transmissions are encrypted using AES encryption standards and are uniquely coded to prevent duplication or unauthorized interception. When used in conjunction with the Beacon accessory, the Beacon emits an individually coded RF signal every twenty (20) seconds to the assigned ReliAlert™ device, which then securely transmits the data via cellular networks to IntelliTrack.

8. DESCRIBE YOUR CUSTOMER SERVICE, INCLUDING AT LEAST THE FOLLOWING:

a. HOURS OF OPERATION

RESPONSE: Track Group fully complies with this specification. Customer and Technical Support Services are available twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year, including after-hours, weekends, and holidays, throughout the entire contract term. Agency personnel are provided direct access to Track Group's Customer/Technical Support team via a dedicated toll-free number, email, and secure web portal.

In addition, agency staff have direct access to Track Group's 24/7/365 Monitoring Center for participant-related matters requiring immediate attention. Participating Entity's will have a dedicated Account Manager for ease of communication throughout the duration of the Master Agreement.

This continuous availability ensures Participating Entity personnel receive timely assistance at any time, supporting uninterrupted monitoring operations and maintaining program reliability.



b. ORDER PROCEDURES (HOW LONG TO RESPOND TO ORDER, DELIVERY TIME FRAME). DELIVERY TIME AFTER RECEIPT OF ORDER? DESCRIBE ONLINE ORDERING PROCEDURES.

RESPONSE: Track Group maintains established ordering and fulfillment procedures designed to ensure timely processing, transparent communication, and reliable delivery of equipment and related services.

Order Acknowledgment & Processing

Upon receipt of an order from a Participating Entity, Track Group will acknowledge the order within one (1) business day. Orders are reviewed for completeness and confirmed with the agency if clarification is required. Once confirmed, orders are entered into Track Group's internal fulfillment and inventory management system for processing.

The Customer/Technical Support Services Team and Account Management Team coordinate with Participating Entities to ensure that orders align with operational needs, including enrollment requirements, device assignments, and inventory availability.

Delivery Timeframe



Standard equipment orders are typically processed and prepared for shipment within one (1) to three (3) business days following order confirmation, subject to inventory availability. Delivery after shipment generally occurs within two (2) to five (5) business days depending on geographic location and shipping method.

Track Group sustains sufficient inventory levels and scalable fulfillment processes to support timely deployment and minimize interruption to monitoring operations. Expedited shipping options are available when operational needs require accelerated delivery.

Online & Administrative Ordering Procedures

Participating Entities may submit orders through multiple secure methods, including:

- ❖ Direct coordination with the assigned Account Manager
- ❖ Submission through Customer/Technical Support Services
- ❖ Toll-free Customer Support line
- ❖ Email submission to designated Track Group representatives

Additionally, IntelliTrack includes an Inventory Module that provides authorized users visibility into device status, assigned inventory, available stock, and equipment in repair or decommissioned status. This inventory transparency supports proactive order planning and efficient resource management.

All shipped equipment is documented within the inventory management system, and tracking information is provided to the Participating Entity to ensure chain-of-custody and asset accountability.

C. PRODUCT REQUEST RESPONSE TIME (WHAT IS KEPT ON HAND AT THE OFFICE VS ORDERING PRODUCTS) – INVENTORY ON HAND

RESPONSE: Track Group maintains a structured, multi-tiered customer service model designed to support Participating Entities from routine inquiries to complex operational or implementation needs. Dedicated teams are assigned specific roles to ensure responsive service, operational continuity, and performance accountability.

Support Services Team

The Customer/Technical Support Services Team provides off-site, advanced troubleshooting and issue assessment. This team is staffed by highly trained technicians with expertise in device operation, software functionality, alert processing, reporting, enrollment, and connectivity analysis. Support personnel focus on timely issue resolution and operational continuity.



This team dedicates the necessary time and resources to resolve inquiries efficiently and minimize system downtime. Support interactions are documented and managed in accordance with internal quality management policies to ensure service performance metrics and Participating Entity-defined key performance indicators (KPIs) are achieved and reported, typically on a monthly or quarterly basis as required.

24/7/365 Live Monitoring Center Service Team

Track Group's Monitoring Center operates twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year. Each shift is staffed with live, multi-lingual operators, supervisors, and team leaders who monitor all device-generated alerts.

Monitoring Center personnel provide immediate, real-time alert notifications via telephone (cellular or landline), text message, or email according to Participating Entity-defined priority protocols. Escalation procedures are followed based on pre-established response guidelines to ensure consistent and documented handling of events.

Live 3-Way Voice Communication
Provides immediate intervention from live operator, who can patch in Probation Officer and dispatch Local Law Enforcement.

On-Board 3-Way Voice Communication

November 2025: 33,211 outbound calls
December 2025: 29,732 outbound calls
November 2025: 6,348 inbound calls
December 2025: 4,343 inbound calls

50 highly-trained operators
100% dedicated to Track Group Programs 24/7/365

Monitoring Center – Live Voice Intervention

- Live operators in a fully secured & redundant 24/7/365, U.S.-based monitoring center
- Real-time violation intervention with offenders & victims via live voice calls
- Highly trained, bi-lingual team (English and Spanish), multi-shift staffing
- Alarm triage following agency-defined handling procedures, technical support

Account Management Team

The Account Management Team ensures ongoing customer engagement and service alignment. This team maintains systematic communication with Participating Entities to support:

- ❖ Participant enrollment and activation
- ❖ Suspension or modification of alert notifications
- ❖ Device tracking and inventory oversight
- ❖ Training coordination
- ❖ Implementation of program updates or new requirements



Account Managers serve as the primary point of contact for operational oversight and are responsible for ensuring Participating Entity expectations are consistently met.

Project Management Team

For significant implementation efforts, system enhancements, or analysis requests, Track Group employs a structured project management methodology. This includes formal project planning, quality assurance processes, risk management, change control, and documentation standards.

Project activities are maintained within an internal Project Tracking Database. Documentation includes:

- ❖ Project planning documents (Project Charter, Quality Assurance Plan, Configuration Management Plan, Project Management Plan, Communication Plan)
- ❖ Project tracking documents (Project Plan, Progress Reports, Scope Documents)
- ❖ Software and technology requirements approvals
- ❖ Risk and issue logs

9. HOW DO YOU COMPLY WITH LOCAL AND STATE REGULATIONS (WHAT TYPE OF RESEARCH DO YOU CONDUCT WHEN WORKING WITH A NEW ENTITY?)

RESPONSE: Track Group fully complies with all applicable federal, state, and local laws and regulations governing EM services as required by the Participating Entity. If awarded under this Category of Need, Track Group will comply with and incorporate any new or revised federal, state, or local regulations into its products and services at no additional expense to the Participating Entity.

Regulatory Research Process

When working with a new Participating Entity, Track Group initiates structured regulatory research and compliance review process as part of its Quality Management System (QMS).

The Track Group Performance Standards Manager conducts a formal review of all applicable:

- ❖ State statutes governing electronic monitoring
- ❖ Local ordinances and court requirements
- ❖ Data retention and privacy regulations
- ❖ Victim notification requirements (if applicable)
- ❖ Reporting and evidentiary standards
- ❖ Supervision and monitoring protocol requirements

Corporate Counsel Review & Approval

Following the regulatory review, Track Group's in-house Corporate Counsel is engaged by the Performance Standards Manager to review and formally approve any operational or systemic changes required by new or revised federal, state, or local regulations impacting electronic monitoring services or the Participating Entity.

Corporate Counsel evaluates:

- ❖ Legal defensibility of monitoring procedures
- ❖ Compliance of alert escalation and intervention protocols
- ❖ Data security and privacy safeguards
- ❖ Reporting documentation and evidentiary integrity
- ❖ Contractual and statutory obligations

Integration into Operations & Monitoring Center Procedures

Once regulatory requirements are identified and approved, they are integrated into:

- ❖ Monitoring Center alert response protocols
- ❖ Alarm escalation and documentation procedures
- ❖ Participant supervision standards
- ❖ Victim notification workflows (if applicable)
- ❖ Data retention and reporting practices
- ❖ Training materials and operational manuals

Quality Management System Documentation

All regulatory requirements and associated operational updates are documented within Track Group's QMS. Where applicable, relevant Key Performance Indicators (KPIs) are created and incorporated into performance management reporting.

The QMS is organized using:

- ❖ Policies and procedures aligned with Corrections requirements and delivery of high-quality service
- ❖ Audits of compliance with policies, procedures, and operational outputs
- ❖ Assessment of measurable evidence, including KPIs and Participating Entity feedback
- ❖ Independent audit by a third-party assessor

Ongoing Regulatory Monitoring

Track Group continuously monitors legislative and regulatory developments at the federal, state, and local levels. If changes occur during the contract term that impact electronic monitoring operations or reporting requirements, Track Group will implement necessary updates to policies, procedures, software systems, and operational practices without additional cost to the Participating Entity.

10. DESCRIBE THE ON-BOARDING PROCESS FOR NEW PARTICIPATING ENTITIES.

RESPONSE: This section addresses onboarding at the Participating Entity (agency) level.

Track Group utilizes a structured implementation methodology to onboard new Participating Entities in a manner that ensures regulatory compliance, operational readiness, and seamless integration of GPS monitoring services.



Upon award, Track Group assigns a dedicated Account Manager and Implementation Project Manager who serve as the primary points of contact throughout onboarding. The process begins with a discovery and planning phase during which Track Group collaborates with agency leadership to review supervision objectives, reporting expectations, escalation protocols, data retention requirements, and jurisdiction-specific statutory obligations. This regulatory and operational review is conducted in alignment with Track Group's Quality Management System (QMS) to ensure full compliance with applicable federal, state, and local regulations.

Following this assessment, IntelliTrack is configured to reflect the Participating Entity's operational structure. This includes establishing user roles and permissions, defining alert notification hierarchies, programming Monitoring Center response protocols, configuring reporting formats, and aligning system workflows with agency policy. Monitoring Center personnel are briefed on agency-specific escalation procedures prior to program launch to ensure accurate and consistent alert handling from day one.

Device inventory is allocated based on projected supervision levels, and shipment logistics are coordinated to ensure sufficient equipment availability for implementation. The IntelliTrack Inventory Module provides transparency into device status and allocation, supporting proper asset management and accountability.



Comprehensive training is delivered to agency personnel prior to activation. Training includes system navigation, alert configuration, zone management, reporting functions, device installation and removal procedures, and communication workflows with the Monitoring Center. Supplemental training and refresher sessions remain available throughout the contract term to support operational continuity.

Prior to full deployment, Track Group conducts validation testing to confirm alert routing accuracy, Monitoring Center protocol execution, user access functionality, and reporting outputs. All onboarding activities are documented through Track Group's structured project management framework, preserving transparency, accountability, and compliance with Scope of Work requirements.

Through coordinated planning, regulatory review, system configuration, training, inventory staging, and Monitoring Center alignment, Track Group ensures new Participating Entities are fully operational and compliant prior to live monitoring activation.

11. DESCRIBE THE ON-BOARDING PROCESS FOR NEW CLIENTS. INCLUDE ANY INSTALLATION INFORMATION THAT MAY APPLY.

RESPONSE: This section addresses enrollment and activation of individual Product Users within an established Participating Entity.

Track Group utilizes IntelliTrack to provide a structured, step-by-step process for enrolling Product Users and activating GPS monitoring services. The enrollment workflow ensures accurate data capture, proper device assignment, and precise configuration of supervision parameters in accordance with agency-defined requirements.

Enrollment begins with creation of a comprehensive Product User Profile within IntelliTrack. Authorized users enter demographic information, identifying details, supervision level, assigned officer(s), case information, contact numbers, physical descriptors, photographs, and any special alert considerations. Address information for home, work, or school locations may also be entered to support supervision planning and zone configuration.



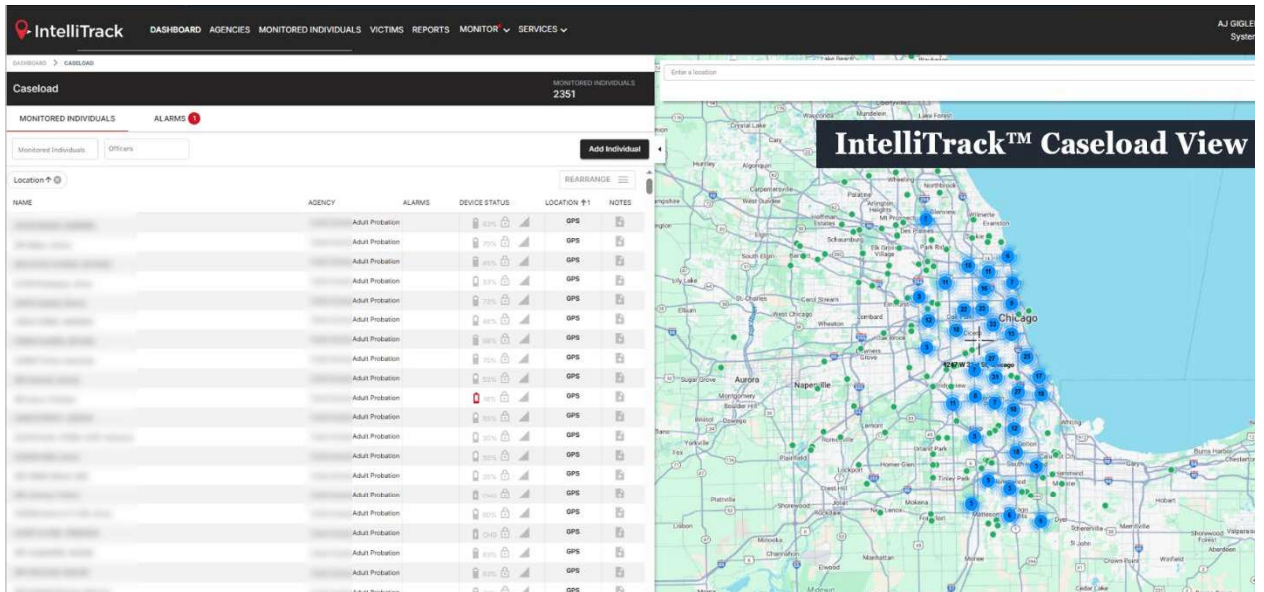
Once the profile is created, a monitoring case is established and a ReliAlert™ GPS device is assigned to the Product User. During this step, authorized personnel select the applicable service offering, assign alert notification protocols, and configure escalation procedures consistent with agency policy. Device activation may occur immediately or at a scheduled time. Upon activation, the device begins transmitting location and event data to IntelliTrack in accordance with configured monitoring settings.

Where enhanced location verification is required, Beacon accessories may also be assigned during enrollment. Each ReliAlert™ and Beacon device carries a unique serial number that is recorded within IntelliTrack, creating a documented and traceable linkage between the equipment and the Product User. The system supports assignment of multiple Beacons to a single device or shared Beacon use across multiple devices where appropriate.

Following device assignment, authorized users configure inclusion zones, exclusion zones, buffer zones, and supervision schedules directly within IntelliTrack. These zones may be created using address search or visual mapping tools and are stored both within the central system and on the device itself to ensure continuous compliance evaluation, even during temporary communication interruptions.

All enrollment actions, device assignments, zone configurations, and activation timestamps are recorded within IntelliTrack, preserving a complete audit trail. Once activated, Monitoring Center personnel begin oversight in accordance with the Participating Entity's established response protocols.

RESPONSE: Track Group's web-based and mobile software platforms are not only modern and comprehensive, they're simple and intuitive by design. The following screen shots show the functionality and user experience of both our web-based and officer mobile app platforms in various capacities of the electronic monitoring workflow. While not a comprehensive and exhaustive list of all functionality, these should provide support for their ease-of-use and broad capabilities.



IntelliTrack DASHBOARD AGENCIES MONITORED INDIVIDUALS VICTIMS REPORTS MONITOR SERVICES

USER: XCS, AJ A0 3037263221

ORLAND, CHANDLER LIA Agency RealAlert XCS 100% CT

EVENTS ALARMS ALARM QUEUE ALARM SUSPENSIONS VICTIMS GEOZONES APPOINTMENTS

Timeline View 49 Events

TRACE ID	EVENT TYPE	DATE / TIME	LOCATION	SOURCE	NOTES
1	Trace	10/08/2025 08:02 PM, Wed	8522 Cherokee St	GPS	
2	Trace	10/08/2025 08:01 PM, Wed	8522 Cherokee St	GPS	
3	Trace	10/08/2025 08:00 PM, Wed	8522 Cherokee St	GPS	
4	Trace	10/08/2025 07:59 PM, Wed	8522 Cherokee St	GPS	
5	Trace	10/08/2025 07:58 PM, Wed	8522 Cherokee St	GPS	
6	Trace	10/08/2025 07:57 PM, Wed	8522 Cherokee St	GPS	
7	Trace	10/08/2025 07:56 PM, Wed	8486 Cherokee St	GPS	
8	Arrived Home	10/08/2025 07:56 PM, Wed	8470 Arriba Dr	GPS	
9	Trace	10/08/2025 07:55 PM, Wed	8293 Butte Cyn St	GPS	
10	Trace	10/08/2025 07:54 PM, Wed	8055 N Moore Rd	GPS	
11	Trace	10/08/2025 07:53 PM, Wed	8887 N Moore Rd	GPS	
12	Trace	10/08/2025 07:52 PM, Wed	Tyler Place	GPS	

Active GPS Monitoring – tracks location every minute 24/7/365

18	Trace	10/08/2025 07:46 PM, Wed	327 S Midland Dr	GPS	
19	Trace	10/08/2025 07:45 PM, Wed	7677 Canby Hwy	GPS	
20	Trace	10/08/2025 07:44 PM, Wed	2888 W Long Dr	GPS	
21	Trace	10/08/2025 07:43 PM, Wed	2471 W Junction Way	GPS	

Map view showing location history in Denver, CO. A red line indicates the current path, and a blue line shows the historical path. A pop-up shows details for 'Arrived Home' at 8470 Arriba Dr, Littleton, CO 80125, USA.

IntelliTrack DASHBOARD AGENCIES MONITORED INDIVIDUALS VICTIMS REPORTS MONITOR SERVICES

USER: AJ GIGLER System

DASHBOARD

All Agencies 444 AGENCIES 5258 MONITORED INDIVIDUALS 160 ALARMS

Search

AGENCIES	ALARMS	MONITORED INDIVIDUALS
1	1	598
2	1	400
3	1	400
4	1	327
5	1	287
6	1	231
7	1	143
8	1	96
9	1	90
10	1	85
11	1	84
12	1	79
13	1	71
14	1	65
15	1	65
16	1	64
17	1	63
18	1	59
19	1	54
20	1	51
21	1	50

Map view showing location history in Texas. A pop-up shows details for 'County TX Juvenile Probation' in Dallas, TX.

IntelliTrack DASHBOARD AGENCIES MONITORED INDIVIDUALS VICTIMS REPORTS MONITOR SERVICES

Miller (Demo), Joel
0000000000
Broward County Sheriff's Office FL - Demo RelAlert 90% GPS

EVENTS ALARMS ALARM QUEUE ALARM SUSPENSIONS VICTIMS GEOZONES APPOINTMENTS

Timeline View Event Types (48) RESET Latest Events

TRACE ID	EVENT TYPE	DATE / TIME	LOCATION	NOTES
197	Trace	04/25/2025 11:54 AM	2754 Pemberty Ave	
198	Trace	04/25/2025 11:53 AM	2754 Pemberty Ave	
199	Trace	04/25/2025 11:52 AM	2754 Pemberty Ave	
200	Trace	04/25/2025 11:51 AM	2754 Pemberty Ave	
201	Trace	04/25/2025 11:50 AM	2754 Pemberty Ave	
202	Trace	04/25/2025 11:49 AM	2754 Pemberty Ave	
203	Trace	04/25/2025 11:48 AM	2754 Pemberty Ave	
204	Trace	04/25/2025 11:47 AM	2754 Pemberty Ave	
205	Trace	04/25/2025 11:46 AM	2754 Pemberty Ave	
206	Trace	04/25/2025 11:45 AM	2754 Pemberty Ave	
207	Trace	04/25/2025 11:44 AM	2754 Pemberty Ave	
208	Trace	04/25/2025 11:42 AM	2754 Pemberty Ave	
209	Trace	04/25/2025 11:41 AM	2754 Pemberty Ave	
210	Trace	04/25/2025 11:40 AM	2754 Pemberty Ave	
211	Trace	04/25/2025 11:39 AM	2754 Pemberty Ave	
212	Trace	04/25/2025 11:38 AM	2754 Pemberty Ave	

Row per page 180 181 360

IntelliTrack™ Monitored Individual View

DISPLAYING 04/25/2025 10:48 AM - 04/25/2025 03:15 PM

341 Wildcat Reserve Pkwy, Highlands Ranch

4/25/2025 11:52:15 AM EDT
2754 Pemberty Ave, Littleton, CO 80126, USA

BATTERY CHG SPEED 272 MPH DIRECTION 272°W FIX High SIGNAL 54%

IntelliTrack DASHBOARD AGENCIES MONITORED INDIVIDUALS VICTIMS REPORTS MONITOR SERVICES

On Body XCS, AJ E0100015
303763221
Orlando, Chandler LA/Agency RelAlert XCS 64% GPS

EVENTS ALARMS ALARM QUEUE ALARM SUSPENSIONS VICTIMS GEOZONES APPOINTMENTS

Timeline View All Events

TRACE ID	EVENT TYPE	DATE / TIME	LOCATION	SOURCE	NOTES
41	Trace	10/16/2025 02:02 PM, Thu	8006 Piney River Ave	GPS	
42	Trace	10/16/2025 02:02 PM, Thu	8006 Piney River Ave	GPS	
43	Trace	10/16/2025 02:02 PM, Thu	8006 Piney River Ave	GPS	
44	Trace	10/16/2025 02:01 PM, Thu	8006 Piney River Ave	GPS	
45	Trace	10/16/2025 02:01 PM, Thu	8002 W Trian Rd	GPS	
46	Exclusion Zone Violation	10/16/2025 02:01 PM, Thu	8002 W Trian Rd	GPS	
47	Trace	10/16/2025 02:01 PM, Thu	7988 Piney River Ave	GPS	
48	Trace	10/16/2025 02:01 PM, Thu	7988 Piney River Ave	GPS	
49	Trace	10/16/2025 02:01 PM, Thu	7988 Piney River Ave	GPS	
50	Trace	10/16/2025 02:00 PM, Thu	7950 Piney River Ave	GPS	
51	Trace	10/16/2025 02:00 PM, Thu	7930 Piney River Ave	GPS	
52	Trace	10/16/2025 02:00 PM, Thu	7750 Oak Creek Cr	GPS	
53	Trace	10/16/2025 02:00 PM, Thu	7860 Piney River Ave	GPS	
54	Exclusion Buffer Zone Entered	10/16/2025 02:00 PM, Thu	7860 Piney River Ave	GPS	
55	Trace	10/16/2025 01:59 PM, Thu	7842 Piney River Ave	GPS	
56	Trace	10/16/2025 01:59 PM, Thu	7791 Piney River Ave	GPS	
57	Trace	10/16/2025 01:59 PM, Thu	7751 Piney River Ave	GPS	
58	Trace	10/16/2025 01:59 PM, Thu	7651 Gaze Creek Ln	GPS	
59	Trace	10/16/2025 01:58 PM, Thu	7889 State River St	GPS	
60	Trace	10/16/2025 01:58 PM, Thu	9341 Eagle River St	GPS	

Row per page 180 1 180

Exclusion Zones – places they are not allowed to be (e.g. victim residence)

DISPLAYING 10/16/2025 01:13 PM - 10/16/2025 02:13 PM

8002 W Trian Rd, Littleton, CO 80125, USA

10/16/2025 2:01:40 PM EDT, Thu

BATTERY 67% SPEED 8 mph DIRECTION 310°NW FIX High SIGNAL 77%

IntelliTrack DASHBOARD AGENCIES MONITORED INDIVIDUALS VICTIMS REPORTS MONITOR SERVICES

Miller (Demo), Joel
0000000000

DEMO BCSO Broward County Sheriff's Office FL - Demo RelAlert CHG GPS

EVENTS ALARMS ALARM QUEUE ALARM SUSPENSIONS VICTIMS GEOZONES APPOINTMENTS

Timeline View All Events Latest Events

TRACE ID	EVENT TYPE	DATE / TIME	LOCATION	NOTES
144	Trace VIC, INC	04/25/2025 10:38 AM	1606 W Wildcat	
145	Trace VIC, INC	04/25/2025 10:37 AM	10293 S Cedar	
146	Trace VIC, INC	04/25/2025 10:37 AM	1404 W Wildcat	
147	Trace VIC, INC	04/25/2025 10:37 AM	10379 S Brook	
148	Victim Trace	04/25/2025 10:37 AM	2201 W Wildcat	
149	Victim Proximity Violation VIC, INC	04/25/2025 10:36 AM	1070 W Sparrow Hawk Dr	
150	Trace VIC, INC	04/25/2025 10:36 AM	1070 W Sparrow Hawk Dr	
151	Trace VIC, INC	04/25/2025 10:36 AM	10360 Royal Eagle St	
152	Trace VIC, INC	04/25/2025 10:36 AM	498 W English Sparrow Trail	
153	Victim Trace	04/25/2025 10:36 AM		
154	Trace VIC, INC	04/25/2025 10:36 AM	341 E Wildcat Reserve Pkwy	
155	Trace VIC, INC	04/25/2025 10:36 AM	10414 Willowrap Way	
156	Trace VIC, INC	04/25/2025 10:35 AM	2201 W Wildcat Reserve Pkwy	
157	Trace VIC, INC	04/25/2025 10:35 AM	908 Grand Pk	
158	Trace VIC, INC	04/25/2025 10:34 AM		
159	Trace VIC, INC	04/25/2025 10:34 AM		

Mobile Exclusion Zone: Victim's Cell Phone

Victim Trace

Fixed Exclusion Zone: Victim Residence

Mobile Victim Proximity Zone Violation

Offender Trace

Victim Proximity Violation VIC, INC
4/25/2025 10:36:53 AM EDT
1070 W Sparrow Hawk Dr, Littleton, CO 80129, USA

IntelliTrack DASHBOARD AGENCIES MONITORED INDIVIDUALS VICTIMS REPORTS MONITOR SERVICES

On Body XC5, AJ E0100015
3037283221

ORLANDI, Chandler UATAgency RelAlert XC5 42% GPS

EVENTS ALARMS ALARM QUEUE ALARM SUSPENSIONS VICTIMS GEOZONES APPOINTMENTS

Timeline View All Events

TRACE ID	EVENT TYPE	DATE / TIME	LOCATION	SOURCE	NOTES
28	Trace	11/15/2025 10:30 PM, Sat	8522 Cheraw St	GPS	
29	Trace	11/15/2025 10:29 PM, Sat	8522 Cheraw St	GPS	
30	Trace	11/15/2025 10:28 PM, Sat	8522 Cheraw St	GPS	
35	Trace	11/15/2025 10:24 PM, Sat	8522 Cheraw St	GPS	
36	Strap Tamper	11/15/2025 10:23 PM, Sat	8526 Cheraw St	GPS	
37	Trace	11/15/2025 10:23 PM, Sat	8526 Cheraw St	GPS	
38	Trace	11/15/2025 10:22 PM, Sat	8522 Cheraw St	GPS	
39	Trace	11/15/2025 10:21 PM, Sat	8522 Cheraw St	GPS	
40	Trace	11/15/2025 10:20 PM, Sat	8522 Cheraw St	GPS	
41	Trace	11/15/2025 10:19 PM, Sat	8522 Cheraw St	GPS	
42	Trace	11/15/2025 10:18 PM, Sat	8522 Cheraw St	GPS	
43	Trace	11/15/2025 10:17 PM, Sat	8522 Cheraw St	GPS	
44	Trace	11/15/2025 10:16 PM, Sat	8522 Cheraw St	GPS	
45	Trace	11/15/2025 10:15 PM, Sat	8526 Cheraw St	GPS	

Strap Tamper Alarm generated by attempts to cut or remove device

Strap Tamper

11/15/2025 10:23:49 PM EST, Sat
8526 Cheraw St, Littleton, CO 80125, USA

IntelliTrack DASHBOARD AGENCIES MONITORED INDIVIDUALS VICTIMS REPORTS MONITOR SERVICES

AJ GIGLER System

DISPLAYING 04/09/2025 07:03 PM - 04/09/2025 08:38 PM

Wi-Fi Indoor location tracking while in stairwell at medical office

Secondary Trace 4/9/2025 8:10:18 PM ADT Within 72 feet of 5920 S Estes St, Littleton, CO 80123, USA

40	Secondary Trace	08/25/2025 10:48 PM, Mon	Within 220 feet of 1942 Broadway	WiFi
41	Secondary Trace	08/25/2025 10:46 PM, Mon	Within 230 feet of 161 W 75th St	WiFi
42	Secondary Trace	08/25/2025 10:44 PM, Mon	Within 56 feet of 2222 Broadway	WiFi
43	Secondary Trace	08/25/2025 10:42 PM, Mon	Within 56 feet of 2222 Broadway	WiFi
44	Secondary Trace	08/25/2025 10:40 PM, Mon	Within 56 feet of 2222 Broadway	WiFi

Accurate Wi-Fi locations provided every 2 min in the absence of GPS on the subway

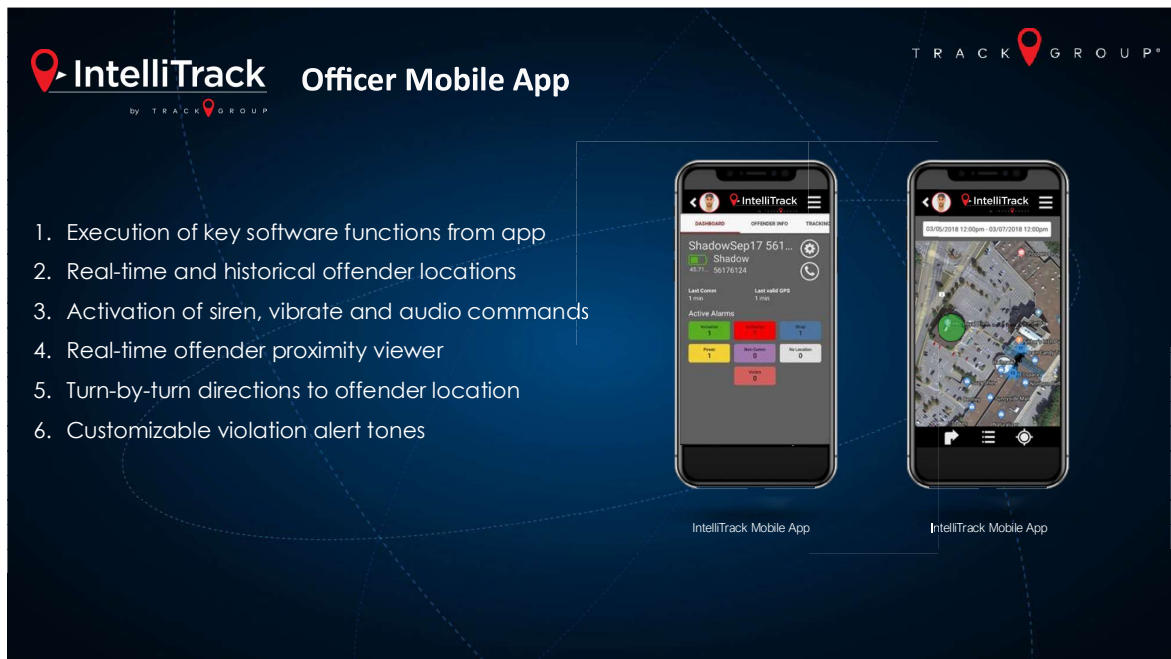
IntelliTrack DASHBOARD

XCS, Kyle 402099690 Chambers, Officer LA/Agency RedAlert XCS SLP WiFi

Wi-Fi Triangulation on XC5 at APPA Conference, NYC subway ride

DISPLAYING 08/25/2025 09:59 PM 08/25/2025 11:39 PM

Secondary Trace 8/25/2025 10:48:52 PM EDT, Mon Within 220 feet of 1942 Broadway, New York, NY 10023, USA



13. ATTACH THE SERVICE LEVEL AGREEMENT FOR THE GPS PRODUCT(S) YOU ARE PROPOSING.

RESPONSE: Track Group agrees to develop Service Level Agreements with Participating Entities that are in accordance with unique agency requirements and may include the following Performance Objectives.

1. Number of Product and/or Service malfunctions per day, week, and month, along with descriptions of the nature and cause of malfunctions and associated plans to avoid future errors.
2. Speed of proposer's resolution of malfunctions, errors, or other Product and Service maintenance requests.
3. Frequency of regular servicing and upkeep maintenance for devices, and adherence to any maintenance plan created by Participating Entities and proposer.
4. Adherence to court-ordered schedules for installation and removal of Products and Services.
5. Compliance with reporting deadlines and timelines agreed upon by Participating Entity and proposer.
6. Results of Participating Entity specific government evaluation forms documenting proposer performance.
7. Participating Entity satisfaction with training materials and presentations.
8. Participating Entity satisfaction with 24/7 help desk services at monitoring centers

In order to maintain these service level expectations, Track Group will track these metrics on a quarterly basis.

B. SCOPE OF WORK – CATEGORY 2: RF (OFFERORS REQUIRED TO ANSWER ALL QUESTIONS IF PROPOSING RF SERVICES)

RESPONSE: Track Group will not be proposing a standalone Radio Frequency (RF) service under Category 2. Track Group’s RF Beacon technology is offered as an accessory to the ReliAlert™ GPS monitoring device under Category 1 and is not provided as an independent RF monitoring solution. Accordingly, Track Group is not submitting a response for Category 2: RF Services.

C. SCOPE OF WORK – CATEGORY 3: ALCOHOL MONITORING GPS (OFFERORS ARE REQUIRED TO ANSWER ALL QUESTIONS IF PROPOSING ANY ALCOHOL MONITORING SERVICES. FURTHERMORE, THE OFFERORS SHALL DISTINGUISH WHICH ALCOHOL MONITORING SERVICES APPLY TO EACH OF THE SUBCATEGORIES (CAM/TAC OR RAM))

1. DESCRIBE YOUR PLAN FOR MEETING THE MASTER AGREEMENT OBJECTIVES IDENTIFIED IN ATTACHMENT 02, SCOPE OF WORK

RESPONSE: Track Group’s plan for meeting the Master Agreement objectives outlined in Attachment 02, Scope of Work is centered on BACTrack, our secure, field-proven Remote Alcohol Monitoring (RAM) solution, fully integrated within Track Group’s CJIS-aligned supervision and 24/7/365 monitoring infrastructure.



The solution supports public safety objectives, accountability, evidentiary defensibility, and operational scalability across Participating Entities nationwide. BACTrack provides evidentiary-grade breath alcohol testing combined with automated facial verification, GPS location captured at the time of each test, and immediate encrypted transmission of results to Track Group’s secure, web-based platform for authorized agency access.

All participant data is securely transmitted using encrypted HTTPS protocols and stored within redundant cloud infrastructure designed for high availability and disaster recovery continuity. Data is encrypted both in transit and at rest and maintained in accordance with CJIS-aligned security standards, digital chain-of-custody requirements, and contractual data retention policies.

The BACTrack management portal is accessible 24/7/365 via secure login and supports scheduled, random, and on-demand testing protocols, configurable violation thresholds, automated alerts (e.g., positive results, missed tests, tamper events, low battery), and downloadable reports with time/date stamps, mapped test locations, and detailed review histories. All participant data is securely transmitted, stored, and maintained in accordance with CJIS-aligned security practices and digital chain of custody standards to ensure court defensibility and long-term data retention.

Oversight and service continuity are supported by Track Group’s dual 24/7/365 Monitoring Centers located in Aurora, IL and Cincinnati, OH, where trained personnel conduct video confirmation reviews, manage violation notifications pursuant to agency protocol, and ensure uninterrupted service delivery.

2. DESCRIBE THE HARDWARE YOU PROPOSE TO MEET THE REQUIREMENTS OF THE SOW, INCLUDING BATTERY LIFE.

RESPONSE: Track Group fully complies with Attachment 02, Scope of Work, Category 3: Alcohol Monitoring, B. Remote Alcohol Monitoring (RAM), 1. Hardware Requirements.

Track Group proposes BACtrack, a compact, handheld Remote Alcohol Monitoring (RAM) device specifically engineered for correctional supervision and court-ordered abstinence programs. BACtrack integrates a police-grade fuel-cell breathalyzer with secure smartphone connectivity and Track Group's monitoring infrastructure.

BACtrack is lightweight, discreet, and easy to operate, promoting participant compliance while minimizing agency burden. Test notifications are delivered via push notification or SMS through the BACtrack mobile application. The app provides clear, step-by-step on-screen instructions guiding participants through the deep-lung breath test.



Size	1.75" x 2.75" x 0.63"
Weight	1.75 oz.
Power Supply (Charging)	Standard AC outlet with provided micro-USB cable
Battery Operation	Up to five (5) days (rechargeable)
Sensor Technology	Xtend™ electro-chemical fuel cell
Warm-up Time	Approx. five (5) seconds
Bluetooth Connection Time	Up to 60 seconds
Required Blow Time	Five (5) seconds
BAC Range	0.000 – 0.400%

Deep-Lung Breath Testing

BACtrack utilizes advanced electro-chemical fuel cell technology and requires a continuous deep-lung breath sample to generate evidentiary-quality BrAC results. The device supports fully programmable testing protocols, including fixed, random, scheduled, event-driven, and officer-initiated on-demand testing. As a handheld device, BACtrack enables testing in any location, including residential, workplace, school, or community environments.

Upon receiving a test notification, program participants are provided with clear, step-by-step instructions within the BACtrack smartphone application. The app guides the participant to "Take a Deep Breath" and then instructs them to "Blow Now." Participants must maintain their face and the device within the video frame while blowing directly and continuously into the device. A timing circle displayed at the bottom of the screen signals completion of the deep-lung sample, typically within approximately five (5) seconds.

BACtrack provides a numeric BrAC result within a measurable range that directly corresponds to blood alcohol concentration (BAC). The calibrated fuel-cell sensor technology ensures accurate, police-grade breath alcohol measurement suitable for correctional and judicial use.

Facial Verification & GPS Location Capture

At the time of testing, the system captures:

- ❖ Numeric BrAC results
- ❖ Color participant image for identity verification
- ❖ GPS location coordinates
- ❖ Date and time stamp
- ❖ Device identifier

These elements are cryptographically associated and transmitted together to preserve evidentiary integrity.

BACTrack incorporates facial image capture technology at the time of testing to confirm participant identity. Photo verification is transmitted with each test result and is available for supervisory and Monitoring Center review within the management platform, supporting compliance verification and court defensibility. The system captures GPS location at the time of each breath test and associates that location directly with the recorded BrAC result. This integration ensures that remote breath alcohol testing is combined with verified location data.

Onboard Memory & Secure Data Storage

BACTrack stores test results in device memory and securely transmitting results via Bluetooth to the BACTrack smartphone application. All data is encrypted and uploaded to Track Group's secure web-based platform.

In the event of temporary connectivity interruption, results remain stored locally until successful transmission occurs. No data loss occurs during interruption events. All stored and transmitted events are date- and time-stamped to preserve evidentiary integrity.

The system transmits equipment status data to the BACTrack platform, including battery condition, connectivity status, calibration indicators, and operational alerts. All system events, including missed tests, positive results, connectivity interruptions, and device status changes, are date- and time-stamped within the management interface to maintain a documented chain of custody.

Tamper Detection

BACTrack incorporates multiple tamper-detection safeguards to ensure accurate results and reduce false or manipulated testing events. These safeguards include:

- ❖ Breath sample validity and pattern analysis to detect improper or non-human samples
- ❖ Sensor integrity monitoring
- ❖ Identity mismatch detection
- ❖ Temperature and sample consistency thresholds
- ❖ Missed test detection logic
- ❖ Low battery and connectivity status monitoring

Any suspected tampering, invalid sample, missed test, or device anomaly is immediately logged and transmitted for supervisory review in accordance with agency-defined protocols.

Cellular & Wi-Fi Communication Redundancy

BACTrack operates via cellular data connectivity through the paired smartphone and supports Wi-Fi as an alternative transmission method when cellular service is unavailable at a participant's residence. Wi-Fi positioning also supplements GPS data when satellite signals are degraded, ensuring reliable location reporting and uninterrupted data transmission.

Rechargeable Battery

BACTrack contains an internal rechargeable battery designed to support extended operational use on a single charge. The device recharges using a standard AC outlet connection and is engineered for durability and routine field deployment. Low battery conditions are automatically detected and reported to supervising officers, allowing them to address charging compliance proactively.

Certifications

The BACTrack hardware complies with FCC regulations and electronic device safety standards. The device is constructed for durable field use, suitable for correctional and judicial environments.

3. DESCRIBE YOUR SOFTWARE SYSTEM (WEB-BASED APPLICATIONS, SMART PHONE APPLICATIONS). DESCRIBE UNIQUE DESIGN FEATURES THAT ENSURE ACCURACY AND/OR SPEED OF REPORTING.

RESPONSE: Track Group fully complies with the Attachment 02 Scope of Work, Category 3: Alcohol Monitoring GPS, Software Requirements.

BACTrack operates through a secure, cloud-based monitoring platform. The companion smartphone applications for both iOS and Android are fully integrated to provide immediate reporting, automated alerting, supervisory oversight, and defensible evidentiary documentation for Participating Entities. The system is accessible 24/7/365 via encrypted HTTPS connection and does not require on-premises installation.

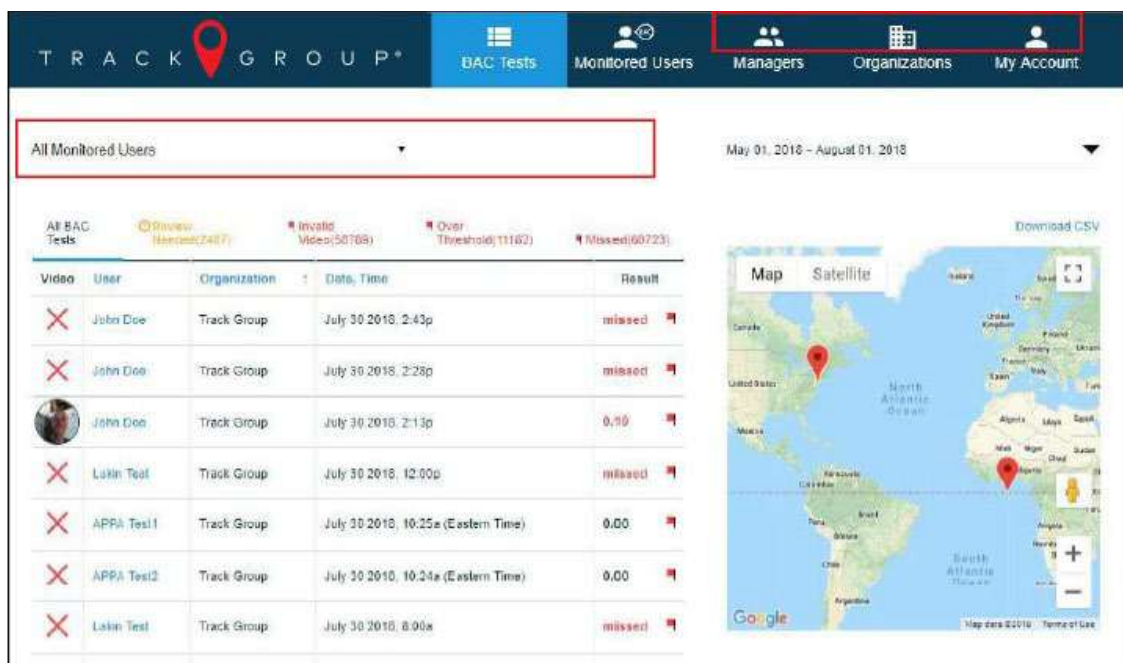
Web-Based Management Platform

Authorized users log in using unique credentials with role-based permissions to ensure proper data segregation, supervisory control, and CJIS-aligned security compliance. All data is encrypted in transit and at rest.

The platform enables supervising personnel to efficiently enroll participants and assign devices. They are able to monitor device status, charging, and possible device/testing manipulation. Establishing violation thresholds, alert escalation procedures, and generating downloadable reports can also be easily handled by supervising entities.

Schedules can be configured on fixed, random, or on-demand testing protocols depending on Participating Entities desired structure. Paired with real-time and historical deep-lung BrAC test results, supervising officers can easily access color participant image verification and GPS mapping of participant location at the time of each test.

All participant activity, supervisory actions, and system events are date- and time-stamped and preserved within a secure audit trail to maintain digital chain-of-custody integrity.



Security & Access Controls

The platform is hosted within redundant cloud infrastructure supporting automated failover and disaster recovery protocols to ensure continuous system availability.

Security features include:

- ❖ SSL/TLS encrypted transmission
- ❖ Data encrypted at rest
- ❖ Role-based access controls
- ❖ Unique credential authentication
- ❖ Audit logging of all user activity
- ❖ CJIS-aligned data segregation

Immediate Reporting

BACTrack provides immediate reporting via cellular connectivity of each completed deep-lung breath alcohol test. Upon successful test completion, the system transmits in real time instantly to the BACTrack platform, providing supervising officers with immediate visibility.

Violation events do not wait for periodic reporting intervals; they are evaluated and escalated upon receipt. Alerts and escalations are generated immediately in accordance with Participating Entity-defined rules and supervision protocols.

If temporary connectivity is unavailable, encrypted test data is securely stored and automatically transmitted once service is restored, ensuring no loss of evidentiary information.

Accuracy & Speed of Reporting

BACTrack incorporates unique design features that ensure both accuracy of results and speed of supervisory visibility:

- ❖ Police-grade fuel-cell measurement for precise BrAC results
- ❖ Automated facial identity verification
- ❖ GPS capture at time of test
- ❖ Immediate cellular transmission of encrypted data
- ❖ Automated violation rule evaluation
- ❖ Configurable alert escalation routing and escalation protocols
- ❖ Monitoring Center review workflows for secondary oversight

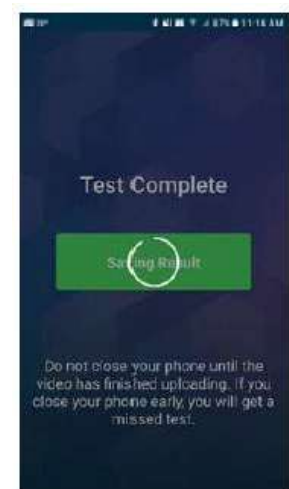
These integrated controls ensure that each test event is verified, securely transmitted, and evaluated without delay. Doing so minimizes manual intervention and reduces response time for supervision personnel.

Smartphone Application

The BACTrack smartphone application serves as the participant interface for breath testing. The app is fully integrated with the web-based management platform.

Through the application there are:

- ❖ Push notifications and/or SMS alerts for scheduled, random, and officer-initiated on-demand tests
- ❖ Step-by-step on-screen guidance for proper deep-lung breath sampling
- ❖ Real-time facial image capture during testing
- ❖ Automatic GPS capture at the time of each test
- ❖ Secure, encrypted data transmission to the monitoring platform



The application ensures that each test event is accurately documented, immediately transmitted, and securely recorded.

4. DESCRIBE THE ALERTS THAT CAN BE SET UP (TIME, TAMPER ALERTS, POSITIVE RESULT, LOW BATTERY, ETC.). DESCRIBE THE PROCESS FOR SETTING SYSTEM ALERTS FOR VIOLATIONS. INCLUDE THE ALERT INTERVALS AND HOW LONG IT WILL TAKE FOR THE HARDWARE TO COMMUNICATE WITH THE SOFTWARE. DESCRIBE HOW THE TECHNOLOGY REDUCES FALSE TAMPERS AND ENSURES ACCURATE ALERT NOTIFICATION.

RESPONSE: Track Group fully complies with the Attachment 02 Scope of Work, Category 3: Alcohol Monitoring GPS, alert and notification requirements.

Real-Time Data

All BACTrack test data is transmitted in real time via cellular connectivity. Within seconds of completion the secure BACTrack platform receives numeric BrAC results, tamper indicators, device status conditions, and missed-test events. Results are immediately evaluated and escalated in accordance with Participating Entity-defined rules and supervision protocols.



The image above demonstrates the presentation of a completed breath test by a program participant, including their BrAC levels, along with the location, date, and time of the test.

Results are immediately evaluated and escalated in accordance with Participating Entity-defined rules and supervision protocols.

There are no batch uploads or delayed polling intervals. Violation rules are evaluated immediately upon receipt. Alerts are without waiting for periodic reporting cycles.

If connectivity is temporarily unavailable, encrypted data is stored locally and transmitted automatically upon reconnection.

Alert Configuration

Authorized personnel configure alert parameters directly within the BACTrack web-based platform. Alerts may be customized at the individual participant level and may include:

- ❖ BrAC violation thresholds
- ❖ Missed or late test detection
- ❖ Suspicious or invalid breath samples
- ❖ Identity mismatch rules
- ❖ Low battery
- ❖ Connectivity interruption
- ❖ Low battery and connectivity thresholds

Users may define escalation routing, notification recipients, and delivery methods. Alerts may be delivered via SMS text message, email notification, or in-platform dashboard alerts. High-priority violations may be configured in advance. All configuration changes are date- and time-stamped and preserved within the audit log.



False Tamper Reduction

BACTrack incorporates multiple tamper-detection safeguards. These are designed to ensure accurate alert notification and reduce false positives. Safeguards include breath pattern validation, temperature monitoring thresholds, sensory integrity testing, facial image comparison, and sample validity analysis.

Any suspected tampering or non-compliant activity is immediately logged, transmitted, and flagged for supervisory review. The system distinguishes between invalid samples and confirmed violation events, minimizing unnecessary escalation. Only validated non-compliant conditions trigger alert generation.

5. DESCRIBE YOUR CUSTOMIZABLE REPORTING. HOW DOES THE REPORTING WORK WITH COURT REQUESTS AND CHAIN OF CUSTODY REQUIREMENTS FOR LEGAL PURPOSES.

RESPONSE: Track Group fully complies with the Attachment 02 Scope of Work, Category 3: Alcohol Monitoring GPS, reporting requirements.

Reporting Capabilities

Authorized users have round-the-clock access to comprehensive, customizable reporting tools within the BACKTrack platform. Reports may be viewed in-platform or downloaded/exported in multiple formats, including PDF and CSV, for supervisory review, administrative oversight, audit purposes, or court presentation.

Available reports include, but are not limited to:

- ❖ Chronological BrAC test history
- ❖ Positive result and violation reports
- ❖ Missed test reports
- ❖ Tamper and suspicious sample reports
- ❖ GPS location reports with mapped coordinates
- ❖ Participant activity summaries
- ❖ Device status and battery reports
- ❖ Compliance summaries
- ❖ Court-ready evidentiary reports

Supervising officers may query, sort, and generate reports for current or historical data. Reports may be participant-specific or agency-wide and reflect all associated identity verification images, GPS mapping, and supervisory review history.

Customizable Scheduling

Authorized users are able to view, create, and adjust a program participant's test schedules within the BACKTrack platform. Customized schedules may span single or multiple days and allow agencies to specify required test frequency based on supervision level or court order.

Random testing parameters may be defined within designated time windows, prompting automated impromptu or on-demand test requests within defined time windows. This flexibility allows Participating Entities to implement structured, graduated, or high-intensity supervision protocols as required.

Repeating BAC Test

☒ Repeat every week

Sun	M	T	W	T	F	Sat
☐	☐	☐	☐	☐	☐	☐

☐ Random Times

Test Time

Cancel

Save

Repeating BAC Test

☒ Repeat every week

Sun	M	T	W	T	F	Sat
☐	☐	☐	☐	☐	☐	☐

☒ Random Times

Test Time

End Time

No Random Tests

Cancel

Save

Random & On-Demand Testing Notifications

When a scheduled, random, or officer-initiated on-demand test is triggered, the BACTrack application notifies participants via text message and/or push notification that a breath test is required. Notifications are generated automatically by the platform in accordance with agency-defined testing rules and timelines.

All test notifications and participant responses are date- and time-stamped within the system, supporting supervisory oversight and evidentiary documentation.

Upon completion of each guided deep-lung breath test, the numeric BrAC result, facial verification image, and GPS location are instantly transmitted to the monitoring platform and reported for reporting purposes.

Chain of Custody & Evidentiary Integrity

Each test record includes:

- ❖ Numeric BrAC result
- ❖ Facial verification image
- ❖ GPS coordinates
- ❖ Device serial number
- ❖ Date and time stamp
- ❖ Supervisory review history
- ❖ Alert acknowledgment log

The BACTrack platform maintains comprehensive audit trails, including:

- ❖ Date and time stamps
- ❖ Device identifiers
- ❖ BrAC results
- ❖ Color image identity confirmation
- ❖ GPS location mapping
- ❖ Supervisory review actions
- ❖ Alert acknowledgements and escalation history

All user access and data interactions are recorded within immutable audit logs. Data retention is maintained in accordance with contractual requirements and regulatory standards. Exported reports preserve original timestamps and identifiers to ensure court defensibility.

The system maintains full digital chain-of-custody documentation from test initiation through supervisory review and escalation action.

6. DESCRIBE YOUR CUSTOMER SERVICE, INCLUDING AT LEAST THE FOLLOWING:

a. HOURS OF OPERATION.

RESPONSE: Track Group provides 24 hours per day, 7 days per week, 365 days per year (24/7/365) customer and technical support services throughout the duration of Master Agreement. Agency personnel have direct access via toll-free telephone, email, and secure web portal at all times. This includes after-hours, weekends, and holidays.

In addition to technical support, Track Group's dual Monitoring Centers, located in Aurora, IL and Cincinnati, OH, provide continuous operational oversight, alert review, and escalation support in accordance with Participating Entity-defined protocols.

Customer/Technical Support Specialists are fully training in BACTrack hardware operation, software navigation, enrollment procedures, alert configuration, reporting tools, and troubleshooting. Support services include:

- ❖ Device troubleshooting and diagnostics
- ❖ Software and reporting assistance
- ❖ Enrollment and configuration support
- ❖ Schedule and alert configuration guidance
- ❖ Connectivity and transmission issue resolution

This round-the-clock availability ensures uninterrupted supervision support and operational continuity for Participating Entities.

b. ORDER PROCEDURES (HOW LONG TO RESPOND TO ORDER, DELIVERY TIME FRAME). DELIVERY TIME AFTER RECEIPT OF ORDER? DESCRIBE ONLINE ORDERING PROCEDURES.

RESPONSE: Track Group maintains structured ordering procedures designed to ensure timely delivery and continuity of service.

Upon receipt of an authorized purchase order, Track Group provides order confirmation within one (1) business day. Standard BACTrack device orders are typically processed and shipped within two (2) to five (5) business days, subject to order volume and shipping location. Expedited shipping options are available upon request.

Participating Entities may submit orders through multiple channels, including:

- ❖ Direct submission to their assigned Account Manager
- ❖ Secure email submission
- ❖ Approved procurement portal or agency purchasing system

Track Group also supports coordinated bulk orders and phased deployments for larger implementations.

All shipments include device documentation, charging equipment, and activation instructions. Tracking information is provided upon shipment to ensure delivery verification.

C. PRODUCT REQUEST RESPONSE TIME (WHAT IS KEPT ON HAND AT OFFICE VS ORDERING PRODUCTS) – INVENTORY ON HAND.

RESPONSE: Track Group maintains standing inventory levels of BACTrack devices and related accessories to support routine agency needs, replacement units, and rapid deployment requirements.

Inventory is maintained at centralized fulfillment facilities to ensure consistent product availability. Standard stock includes:

- ❖ BACTrack handheld RAM devices
- ❖ Charging equipment
- ❖ Replacement components
- ❖ Device accessories

For routine product requests, orders are fulfilled from existing inventory whenever possible. In the event of high-volume requests exceeding standard inventory levels, replenishment orders are initiated immediately through established supply chain channels to minimize delay.

Track Group's inventory management practices are structured to support rapid response, minimize backorders, and ensure Participating Entities maintain uninterrupted monitoring capability.

7. HOW DO YOU COMPLY WITH LOCAL AND STATE REGULATIONS (WHAT TYPE OF RESEARCH DO YOU CONDUCT WHEN WORKING WITH A NEW ENTITY?)

RESPONSE: Track Group fully complies with all applicable federal, state, and local laws and regulations governing EM services, including RAM programs. Regulatory compliance is integrated into Track Group's Quality Management System (QMS) and operational governance processes.

When working with a new Participating Entity, Track Group conducts a structured regulatory review process to ensure alignment with jurisdiction-specific requirements. This process includes:

- ❖ Review of applicable state statutes governing alcohol monitoring, probation supervision, and evidentiary standards
- ❖ Evaluation of court admissibility requirements for breath alcohol testing and digital evidence
- ❖ Assessment of local policies related to participant privacy, data retention, and supervision protocols
- ❖ Review of telecommunications and connectivity regulations where applicable

Track Group's Performance Standards Manager initiates the compliance review process and coordinates with in-house Corporate Counsel to analyze any regulatory obligations affecting device configuration, reporting, escalation procedures, or data handling practices. Corporate Counsel reviews and approves any required operational or systemic adjustments to ensure adherence to jurisdictional requirements.

If new or revised regulations are enacted during the contract term, Track Group incorporates those requirements into its Products and Services at no additional cost to the Participating Entity. Regulatory updates are documented within the QMS, and any required modifications to supervision workflows, reporting outputs, data retention policies, or notification protocols are implemented in a controlled and auditable manner.

Track Group's QMS framework includes:

- ❖ Policies and procedures aligned with correctional standards
- ❖ Internal audits to verify compliance with operational controls
- ❖ Performance monitoring through defined KPIs
- ❖ Ongoing review of regulatory changes
- ❖ Independent third-party audit oversight where applicable

Through this structured regulatory research and governance process, Track Group ensures that BACTrack operations, reporting practices, data security, and evidentiary documentation remain fully compliant with applicable local and state requirements throughout the duration of the Master Agreement.

8. DESCRIBE THE ON-BOARDING PROCESS FOR NEW PARTICIPATING ENTITY.

RESPONSE: This section addresses onboarding at the Participating Entity (agency) level.



Track Group utilizes a structured implementation methodology to ensure efficient, compliant, and disruption-free onboarding of new Participating Entities for the BACTrack program. Upon contract award, a dedicated Account Manager and Implementation Project Manager are assigned as primary points of contact. This team oversees project planning, configuration, training, testing, and go-live coordination.

Implementation Planning & Configuration

The onboarding process begins with a formal kickoff meeting to review program objectives, supervision requirements, reporting needs, alert protocols, and regulatory considerations specific to the Participating Entity. During this phase, Track Group:

- ❖ Configures agency-specific supervision parameters, including violation thresholds, testing windows, alert routing rules, and escalation protocols
- ❖ Establishes user roles and role-based access controls
- ❖ Defines reporting templates and automated notification preferences
- ❖ Reviews data security, CJIS-aligned practices, and audit trail requirements

System Setup & Access

The BACTrack web-based management platform is provisioned for the Participating Entity with secure login credentials and role-based permissions. As a cloud-based solution, no on-premises installation is required. Authorized agency users may access the system via secure HTTPS connection from any standard web browser.

Training & Go-Live Support

Track Group provides structured training sessions for supervising officers, administrators, and monitoring personnel. Training includes:

- ❖ Participant enrollment procedures
- ❖ Test schedule configuration
- ❖ Alert management and escalation workflows
- ❖ Reporting and court documentation
- ❖ Monitoring Center interaction protocols

Training may be delivered virtually or onsite, depending on agency preference. Go-live support includes real-time assistance during initial enrollments and testing cycles.

Ongoing Account Management

Following implementation, the assigned Account Manager maintains regular communication to review performance metrics, reporting needs, regulatory updates, and any requested program adjustments. Continuous improvement and KPI tracking are incorporated into the program lifecycle to ensure compliance with Attachment 02 Scope of Work requirements.

9. DESCRIBE THE ON-BOARDING PROCESS FOR NEW CLIENTS. INCLUDE ANY INSTALLATIONS INFORM THAT MAY APPLY.

RESPONSE: This section addresses enrollment and activation of individual Product Users within an established Participating Entity.



The BACTrack breath alcohol monitoring system offers a straightforward, step-by-step procedure for enrolling program participants.

Step 1: Participant App Installation

The initial step involves installing the BACTrack monitoring application onto the participant's smartphone, accessible through the Apple App Store or Google Play Store. The application is compatible with current iOS and Android operating systems. No specialized installation hardware is required.

Step 2: Participant Profile Creation

Authorized agency personnel enter the participant's demographic and supervision information into the BACTrack web-based management platform.

This includes:

- ❖ Name and identifying information
- ❖ Address and contact details
- ❖ Assigned supervision officer
- ❖ Monitoring start date
- ❖ Testing schedule configuration (fixed, random, or on-demand)
- ❖ Violation thresholds and alert routing protocols

Step 3: Secure Enrollment Link

Once the participant's information is saved, a one-time use secure email link is automatically sent to the participant. The participant follows the instructions within the email to authenticate their identity and complete device pairing.

Step 4: Device Pairing & Activation

The BACTrack handheld device pairs to the participant's smartphone via secure Bluetooth connection. The participant completes an initial guided test to validate proper device functionality, facial verification, GPS capture, and data transmission. Upon successful validation, the device is activated within the platform.

Step 5: Schedule & Alert Confirmation

Configured testing schedules and alert protocols are transmitted immediately and become active. The participant begins receiving scheduled, random, or on-demand test notifications via push notification and/or SMS as configured by the Participating Entity.

Installation Requirements

BACTrack is a handheld, non-wearable device and does not require physical installation in a residence or workplace. The only requirements are:

- ❖ Compatible smartphone
- ❖ Cellular or Wi-Fi connectivity
- ❖ Standard AC charging outlet for device charging
- ❖ No in-home wiring, landline connection, or external equipment installation is required.

Monitoring & Activation Confirmation

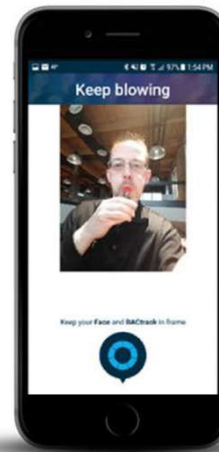
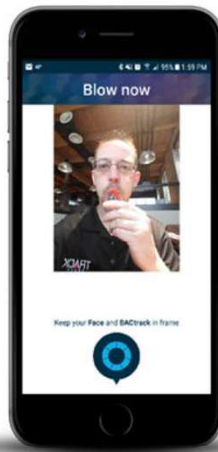
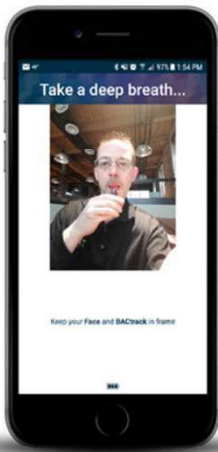
Upon activation, supervising officers and Monitoring Center personnel have immediate visibility into participant compliance status. All enrollment actions, initial test validations, and activation timestamps are recorded within the secure audit trail to maintain digital chain-of-custody integrity.

10. PROVIDE SCREENSHOTS SHOWING THE FUNCTIONALITY AND USER EXPERIENCE OF THE WEB-BASED PLATFORM AS WELL AS THE MOBILE PLATFORM.

RESPONSE: Track Group's web-based and mobile software platforms are not only modern and comprehensive, they're simple and intuitive by design. The following screen shots show the functionality and user experience of both our web-based and officer mobile app platforms in various capacities of the electronic monitoring workflow. While not a comprehensive and exhaustive list of all functionality, these should provide support for their ease-of-use and broad capabilities.



BACtrack mobile app prompts when testing



Track Group Demo

TRACK GROUP

BAC Tests Skyn Tests **Monitored Users** Managers Organizations My Account

Monitored Users Report
Download Inventory Report

Active

BACtrack Monitored Users Dashboard

User	Active	Joined	Organization	Next Test	Missed	Over Threshold	Invalid Videos
Tyler Symonds	Active	October 21 2020, 11:30a (Central Standard Time)	Track Group Demo	---	0	0	7
KH-N Testing 3	Active	September 17 2020, 10:28a (Pacific Standard Time)	Track Group Demo	---	3	0	1
Cass TestDemo	Active	July 09 2020, 3:15p (Central Standard Time)	Track Group Demo	---	1	0	8
Cassie Testing	Active	December 01 2020, 3:57p (Central Standard Time)	Track Group Demo	---	1	0	0
Mona Ghosh	Active	October 07 2019, 2:56p (Central Standard Time)	Track Group Demo	---	1	0	0
Franklin McGraw-BC	Active	May 30 2019, 4:34p (Eastern Standard Time)	Track Group Demo	---	0	0	0
PJ Tiger	Active	March 02 2019, 4:06p	Track Group Demo	---	1451	138	22
Lakin Hagerly	Active	February 13 2019, 2:34p (Central Standard Time)	Track Group Demo	---	0	0	1
Maria Gonzalez	Active	January 14 2019, 2:44p (Central Standard Time)	Track Group Demo	---	177	0	0
Johan Demo	Active	November 30 2018, 2:23p (Central Standard Time)	Track Group Demo	---	24	1	0
Matthew Swando	Active	November 26 2018, 9:56p (Adak Time)	Track Group Demo	---	2	0	0

TRACK GROUP

BAC Tests Skyn Tests **Monitored Users** Managers Organizations My Account

Cass BACTest
cassie.schmitt@trackgrp.com
[Request Invitation](#)
(815) 622-7771
Central Standard Time
DOB: 01/27/1995

Send Message
Messages
Notes

Track Group Demo
Manager: Cassie Schmitt

Awaiting Scheduled Test

Request Skyn Check In Now

2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	01

BACtrack Monitored User Dashboard

All Tests Review Needed(0) Invalid Video(2) Over Threshold(0) Missed(2)

Video	Date, Time	Result
Cassie Schmitt	February 27 2020, 5:01p (Central Standard Time)	0.000
Cassie Schmitt	August 24 2018, 2:13p (Central Standard Time)	0.000

Discrepancy between taken time and received time
* Denotes received time. All other completed tests show taken time.

1 of 1
Rows per page: 50

Map Satellite

Keyboard shortcuts Map data ©2025 Google Terms

Track Group Demo

TRACK GROUP

BAC Tests Skyn Tests Monitored Users Managers Organizations My Account

Cass BACTest
cassie.schmitt@trackgrp.com
(815) 822-7771
BAC Threshold: 0.0

BACtrack Test Scheduling Page

< October 2025 >

All times are Central Standard Time

Sun Mon Tue Wed Thu Fri Sat

28 29 30 01 02 03 04

05 06 07 08 09 10 11

12 13 14 15 16 17 18

Repeating Test

☒ Repeat every week

Sun	M	T	W	T	F	Sat
☒	☒	☒	☒	☒	☒	☒

Select All Days Select None

☐ Random Times ☒ 05:00pm Test Time

Cancel Save

BAC Tests Skyn Batches Location

All Tests Review Needed(0) Invalid Video(0) Over Threshold(0) Missed(11) Non-compliance report Download CSV

Video	Date, Time	Result
	September 22 2021, 1:02p (Eastern Time)	0.000
	September 22 2021, 11:01a (Eastern Time)	0.000
	September 22 2021, 10:47a (Eastern Time)	0.000
	September 22 2021, 9:06a (Eastern Time)	Missed

Discrepancy between taken time and received time
* Denotes received time. All other completed tests show taken time.

Previous 2 of 2

Map Satellite

Map

BACtrack Test Results with GPS locations

Map Satellite

Map

Video

0.04 / 0.08

Brian DEMO
brian.demo@trackgrp.com
(317) 336-3634
BAC Threshold: 0.01
Smartphone ID: 31ED4E0570F0
Model: BACtrack Mobile V2
Skyn ID: 31-4596-0-00070

Submitted Test

Submitted Test

0.000

Taken: Sept. 22, 2021, 10:47 a.m. (EDT)
Received: Sept. 22, 2021, 10:47 a.m. (EDT)
Self Initiated Test

Video Reviewed and Verified
Linda Zapata, September 23, 2021

Flag Video

11. ATTACH THE SERVICE LEVEL AGREEMENT FOR THE ALCOHOL MONITORING PRODUCT(S) YOU ARE PROPOSING.

RESPONSE: Track Group agrees to develop Service Level Agreements with Participating Entities that are in accordance with unique agency requirements and may include the following Performance Objectives.

1. Number of Product and/or Service malfunctions per day, week, and month, along with descriptions of the nature and cause of malfunctions and associated plans to avoid future errors.
2. Speed of proposer's resolution of malfunctions, errors, or other Product and Service maintenance requests.
3. Frequency of regular servicing and upkeep maintenance for devices, and adherence to any maintenance plan created by Participating Entities and proposer.
4. Adherence to court-ordered schedules for installation and removal of Products and Services.
5. Compliance with reporting deadlines and timelines agreed upon by Participating Entity and proposer.
6. Results of Participating Entity specific government evaluation forms documenting proposer performance.
7. Participating Entity satisfaction with training materials and presentations.
8. Participating Entity satisfaction with 24/7 help desk services at monitoring centers

In order to maintain these service level expectations, Track Group will track these metrics on a quarterly basis.



D. SCOPE OF WORK – CATEGORY 4: VALUE ADDED SERVICES

OFFERORS MAY PROPOSE VALUE ADDED SERVICES RELATED TO OFFENDER ELECTRONIC MONITORING. THE LEAD STATE AND NASPO RESERVE THE RIGHT NOT TO ALLOW ADDITIONAL SERVICES PROPOSED BY THE CONTRACTOR IN THE MASTER AGREEMENT.

AWARDS FOR CATEGORY 4 WILL NOT BE GIVEN TO OFFERORS WHO DO NOT ALSO QUALIFY FOR AN AWARD IN CATEGORY 1, 2, OR 3.

CONTRACTORS AWARDED CATEGORY 4 MAY NOT PROVIDE CATEGORY 4 SERVICES TO PURCHASING ENTITIES WHO ARE NOT ALSO UTILIZING THE CONTRACTOR’S SERVICES FROM CATEGORY 1, 2, OR 3.

RESPONSE: Track Group proposes the following value-added services directly related to offender electronic monitoring. Track Group understands and acknowledges that Category 4 services may only be provided to Purchasing Entities who are actively utilizing Track Group’s core monitoring services under Categories 1, 2, or 3.

All proposed value-added services are fully integrated within Track Group’s IntelliTrack platform and 24/7/365 Monitoring Center operations.



Victim Notification App

Track Group offers Empower™, a smartphone-based victim notification solution that integrates directly with the ReliAlert™ GPS monitoring device.

Empower™ creates a mobile geofence around the victim and provides early-warning proximity notification when an offender enters a predefined buffer or exclusion zone.

Key Features:

- ❖ Compatible with iOS and Android smartphones
- ❖ No additional device required — victim uses existing smartphone
- ❖ Real-time location transmission via cellular or Wi-Fi
- ❖ Automatic storage and retransmission of data if communication is temporarily interrupted
- ❖ Panic Button (real-time alarm notification and outbound call)
- ❖ Dispatch Button (initiates outbound call to preconfigured contact)

Within IntelliTrack, authorized personnel associate a victim with an offender profile and define mobile proximity and buffer zones. Once configured, proximity rules are continuously evaluated.

Victim Alert Types Include:

- ❖ Victim Proximity Buffer Entered
- ❖ Victim Proximity Violation
- ❖ Victim SOS
- ❖ Victim Communication Loss
- ❖ Victim Battery Critical
- ❖ Victim GPS Loss



All events are date- and time-stamped, recorded in IntelliTrack, and escalated according to Participating Entity-defined protocols. Monitoring Center personnel follow agency-defined response procedures in real time.

Authorized users may view both offender and victim locations within IntelliTrack's mapping interface, supporting investigative and supervisory decision-making.

This value-added service enhances victim safety while minimizing burden by eliminating the need for a secondary device.

Analytics – Predictive GPS Reporting

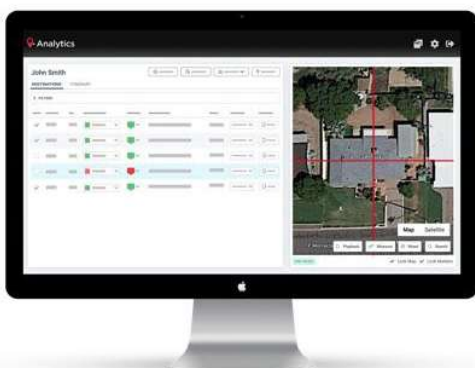
Track Group Analytics is an advanced GPS data analysis suite fully integrated with IntelliTrack. It enables Participating Entities to perform high-level review and interpretation of GPS monitoring data.



Viewing any more than a day's worth of GPS data is nearly impossible to make sense of without analytics



Analytics provides a visual summary of all locations visited on up to a month's worth of monitoring data



Investigate potentially concerning locations visited by frequency, duration, date and time



Pattern of life visualization of participant travel patterns – home, work, approved locations or unapproved new visits

Analytics provides visual summaries and pattern-of-life analysis for up to thirty (30) days of location data, allowing supervising personnel to identify behavioral trends, high-frequency destinations, and potential risk indicators.

Core Capabilities:

- ❖ Visual summary of all visited locations
- ❖ Destination and frequency analysis
- ❖ Stop duration evaluation
- ❖ Pattern-of-life assessment
- ❖ Travel route playback
- ❖ Shared location identification between monitored individuals



Analytics reduces the time required to review GPS data while enhancing insight into compliance and risk patterns. The platform supports investigative workflows used by state, local, and federal law enforcement agencies.

Analytics is currently included within surveillance training curricula at the U.S. Department of Homeland Security Federal Law Enforcement Training Center (FLETC), demonstrating operational credibility.

This value-added service strengthens investigative capability and supervision effectiveness beyond standard GPS monitoring.



T R A C K  G R O U P ®
SPECIALIZED CASELOAD UNIT

Data Analysis Service Offering

Track Group's Specialized Caseload Unit (SCU) is a dedicated team of highly trained GPS analysts and electronic monitoring specialists focused on supporting agencies that supervise high-risk populations. The SCU functions as an analytical extension of the Participating Entity, providing structured data review, investigative support, and actionable intelligence to enhance supervisory effectiveness.

The SCU enhances agency supervision capacity through advanced alarm and behavioral data analysis, including:

- ❖ First 48-hour analysis of newly enrolled high-risk participants
- ❖ Identification and review of top 25% alarm generators
- ❖ Pattern-of-life assessments and behavioral trend identification
- ❖ High-frequency location and movement analysis

In addition to proactive monitoring, the SCU provides investigative and incident-based support such as:

- ❖ Diagnostic reporting and corrective action recommendations
- ❖ Post-incident investigation and formal documentation
- ❖ Location correlation and timeline reconstruction
- ❖ Victim notification support, where applicable

For complex and elevated-risk cases, the SCU conducts focused high-risk case reviews, including:

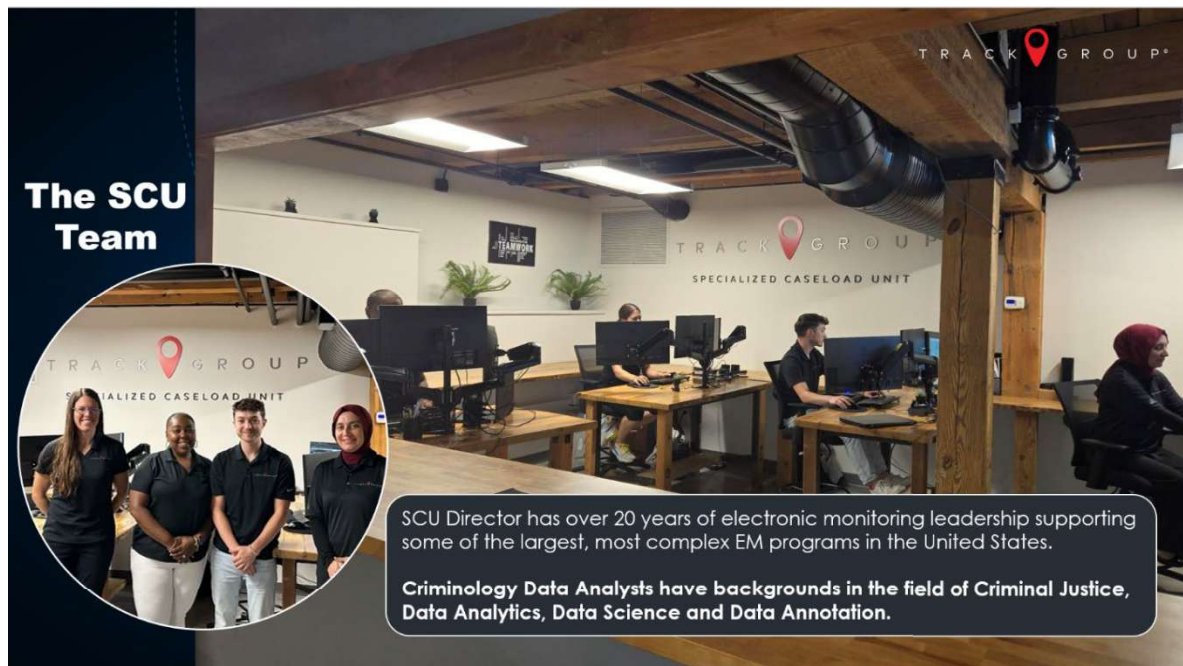
- ❖ Domestic violence proximity analysis
- ❖ Absconder tracking support
- ❖ Strategic summary reporting to assist supervisory decision-making

By transforming large volumes of GPS data into simplified, contextualized intelligence, the SCU allows supervising officers to focus on risk mitigation and intervention rather than manual data review.

This value-added service:

- ❖ Enhances officer efficiency
- ❖ Reduces alarm fatigue
- ❖ Improves early intervention capability
- ❖ Strengthens domestic violence enforcement strategies
- ❖ Provides analytical insight for complex and high-risk caseloads

Through specialized analysis and structured reporting, Track Group's SCU strengthens agency oversight and supports proactive, data-driven supervision.



Socrates 360



Check-In App

Socrates 360™ is a secure, smartphone-based monitoring and engagement platform designed to complement traditional electronic monitoring solutions. It provides Participating Entities with a flexible and scalable supervision tool that may be deployed for lower-risk individuals, utilized as a supplement to GPS or alcohol monitoring programs, or implemented as part of a graduated sanctions or step-down supervision model.

At its core, Socrates 360™ combines biometric identity verification with real-time location confirmation to ensure accountability during remote check-ins. During enrollment, a participant completes a three-sample voice registration process that establishes a unique voiceprint. Each subsequent check-in requires voice biometric authentication, allowing the system to automatically confirm identity using advanced voice recognition technology. If authentication fails, configurable retry thresholds and alert protocols are triggered in accordance with agency-defined rules, ensuring supervisory visibility while reducing unnecessary escalations.

Each check-in also captures real-time GPS location data, which is date- and time-stamped and mapped within the monitoring portal. This provides officers with immediate visibility into a participant's verified location at the time of contact. Location data is securely transmitted and stored within the platform, preserving supervisory documentation and evidentiary integrity.

Socrates 360™ supports fully customizable check-in schedules, allowing agencies to structure supervision according to individual risk level and program requirements. Capabilities include:

- ❖ Individualized or group-based check-in schedules
- ❖ Randomized reporting windows
- ❖ Officer-initiated, on-demand check-ins
- ❖ Automated push notification reminders to reduce missed check-ins

In addition to voice and GPS verification, Socrates 360™ incorporates secure video conferencing capabilities, enabling:

- ❖ Real-time face-to-face contact between officers and participants
- ❖ Reduced need for in-person reporting
- ❖ Enhanced engagement while maintaining structured oversight



The platform also enables structured self-reporting through agency-defined questionnaires. Supervising entities may require participants to respond to compliance questions related to employment, residence, treatment attendance, or behavioral expectations. Responses are evaluated within the system. Non-compliant answers automatically generate alerts for supervisory review.

Socrates 360™ supports rehabilitative engagement by providing access to: educational and life-skills programming, Employment readiness resources, and wellness/behavioral support materials.

Device Installation & Deinstallation – Service

Track Group offers professional installation and deinstallation services to Participating Entities that wish to supplement internal staffing resources or centralize electronic monitoring operations for greater efficiency and consistency. These services may be deployed during initial program launch, large-scale transitions from an incumbent vendor, ongoing daily operations, or high-volume court-ordered release events.



Installation services are performed by trained personnel and include on-site device fitting and activation, participant orientation with acknowledgment documentation, device testing and communication verification, enrollment data entry into the monitoring platform, and inventory logging with serial number verification. This structured process ensures that each device is properly assigned, fully operational, and accurately documented prior to participant release.

Deinstallation services are conducted with the same level of procedural control and documentation. Services include safe and documented device removal, equipment inspection, chain-of-custody documentation, and routing for device reset, refurbishment, or redeployment. All recovered equipment is processed in accordance with established quality assurance standards to maintain system integrity and asset accountability.

Track Group has successfully managed high-volume device transitions under compressed timelines, including nationwide migrations exceeding 20,000 devices during major cellular sunset events.

On-Site Account Manager – Service

Track Group proposes the optional assignment of a dedicated On-Site Account Manager to Participating Entities requiring enhanced program coordination, oversight, and operational support. The On-Site Account Manager serves as the primary point of contact and liaison between the Participating Entity and Track Group, ensuring seamless service delivery, performance accountability, and continuous program optimization.

Responsibilities may include oversight of enrollment and device deployment processes, coordination of inventory and logistics, facilitation of alarm management workflows, reporting and data analysis support, court and stakeholder coordination, participant orientation guidance, and reinforcement of agency staff training. The On-Site Account Manager operates under the direction of the Participating Entity and in full compliance with agency-defined policies, procedures, and supervision protocols.



This optional service model is particularly well-suited for agencies managing high-volume caseloads, specialized supervision populations, program expansions, or vendor transition periods. By providing dedicated on-site leadership and coordination, Track Group strengthens communication, enhances operational efficiency, and supports consistent, high-quality program performance while preserving full agency authority and oversight.

IT Consulting and Integration – Service

Track Group provides comprehensive IT Consultation and Integration Services to ensure secure, standards-based interoperability between IntelliTrack™ and Participating Entity systems. Our technical team collaborates directly with agency IT personnel to design, configure, test, and validate secure data exchanges with offender management systems, court systems, jail management systems, and other authorized third-party platforms.

Integration activities are incorporated into a structured Implementation Plan and coordinated through defined project phases, including requirements review, interface mapping, secure data transfer configuration, validation testing, and go-live support. IntelliTrack™ is a cloud-based platform accessed via secure HTTPS with 256-bit encryption and multi-factor authentication, requiring no local software installation, which reduces agency IT burden and accelerates deployment timelines.



Services may include custom API configuration, automated data feeds, single sign-on (SSO) configuration, secure file transfer protocol (SFTP) setup, historical data migration, and structured quality assurance testing to confirm accuracy, completeness, and digital chain-of-custody integrity of transmitted records. All integration work is performed in compliance with applicable security frameworks and supports Participating Entity ownership and control of all data generated under the Master Agreement.

Through dedicated project management oversight, documented milestones, controlled testing protocols, and ongoing technical support, Track Group ensures system integrations are reliable, secure, and aligned with agency operational workflows—enhancing efficiency, reducing manual data entry, and strengthening evidentiary integrity for court and supervisory purposes.

CUSTOMER SATISFACTION

1. PROVIDE EVIDENCE OF YOUR CUSTOMERS' SATISFACTION WITH YOUR PRODUCT OR SERVICES.

a. CLIENT RETENTION RATE DURING THE PAST 3 YEARS

RESPONSE: Over the past three years, Track Group has maintained a customer retention rate exceeding 95 percent across our government and law enforcement client base.

A significant driver of this retention is the performance capability of our monitoring devices, which have become operational non-negotiables for many legacy users. Features such as SecureCuff™ tamper detection technology, live three-way voice communication, and the longest battery life on the market provide agencies with enhanced supervision control, improved public safety, and reduced operational disruptions. These capabilities directly impact daily field operations and program outcomes, resulting in high client confidence and long-term customer satisfaction.

Equally important is the experience and responsiveness of our customer support organization. Track Group maintains seasoned account managers, field service personnel, and technical support staff who understand the operational realities of community supervision programs. Our proactive communication, rapid issue resolution, and hands-on support model contribute meaningfully to overall customer satisfaction and long-term retention.

Why Customers Stay with Track Group

- Highly Secure GPS Monitoring for High-Risk Offenders
- High Touch Service & Support
- Deep Roster of Experienced Staff
- Adoption of Innovations within the Market



Track Group Advantage – Electronic Monitoring Experience

 Derek Cassell Chief Executive Officer 18 years	 Lashonne Hollingsworth Director, SCU 10 years	 Ashley Bellman Senior Account Manager 10 years	 Chris Muscarel Director of Account Management 10 years	 Matt Swando Chief Revenue Officer 10 years
 Brian Barron Executive Director 10 years	 Julie Ringer Marion County Account Manager 10 years	 AJ Gigli Chief Marketing Officer 10 years	 Lisa Taylor Southeast Account Manager 10 years	 David Denny Global Development Executive 10 years



Track Group Indy Field Service Team

b. CUSTOMER SURVEYS/REFERENCES

RESPONSE: The following pages include client references that demonstrate experience in successfully implementing and managing electronic monitoring programs of varying size, scope, and complexity. These references reflect long-standing partnerships with government agencies and highlight our ability to deliver reliable technology, seamless transitions, and ongoing operational support. We encourage the Agency to contact the listed references to validate our performance, responsiveness, and commitment to program success.

COOK COUNTY ADULT PROBATION DEPARTMENT, ILLINOIS	
 ADDRESS	2650 S. California Avenue – B1, Chicago, IL, 60608
 CONTACT	Megan Volker, Chief of Adult Probation
 PHONE	Office: (773) 674-2737, Cell: (312) 415-8778
 EMAIL	Megan.Volker@cookcountyil.gov
DATE OF PROJECT	August 2018 - Present
BRIEF PROGRAM DESCRIPTION	
 Since 2018, Track Group has been providing ReliAlert™ GPS equipment and monitoring services to fulfill the electronic monitoring needs of Cook County, IL. The SecureCuff is utilized on 100% of DV caseload, in addition to those assessed a certain risk level. Cook County also utilizes the RF Beacon in residences where GPS signals are impaired. We provide 24/7/365 Monitoring Center services as an extension of the Cook County agencies, executing customized protocol sets and procedures respective of the agency, the caseload, offense type, and any associated victims within the population. Our MC utilizes a series of customized, standard and/or sequential steps with approved county scripts as determined by alarm type. Our MC communicates with clients, probation and pretrial officers, victims and law enforcement as required via client phone on file or via 2-3-way live call feature capability via the ReliAlert™ device. There is a combination of automatic texts, emails and live phone calls associated with officer notifications which are also pre-determined by customized protocol settings. Our MC operators also will engage the 100-dB siren, hard vibration feature, and rapid pursuit modes upon case needs and pre-determined response to specified alarms/violations and/or agency officer requests. Software integrations via APIs have been completed with multiple software providers, (i.e. Protocol, C5 case management, CCOMS, etc.) to allow efficiencies in operations and mitigate duplicative data entry steps and expedite investigation efforts. We provide standard regular reports and daily, weekly, biweekly and monthly intervals, as well as quarterly reviews as to the status of each respective program and leadership. The Specialized Caseload Unit (SCU) provides a subset of data driven analysis on similar intervals directly to leadership and on demand as necessary. Training is ongoing and provided regularly via on-site and virtual settings. Group and isolated on-boarding and refresher training available as necessary. This program was re-awarded to Track Group after a competitive procurement process in 2022 and today monitors over 3,400 individuals on GPS monitoring between the Sheriff, Adult & Juvenile Probation.	

FIRST JUDICIAL DISTRICT OF THE COMMONWEALTH OF PENNSYLVANIA	
 ADDRESS	1501 Arch Street Philadelphia, PA 19102
 CONTACT	Bennie Price, Deputy Director, Juvenile Program
 PHONE	(215) 313-5792
 EMAIL	Bennie.Price@courts.phila.gov
DATE OF PROJECT	2008 - Current
BRIEF PROGRAM DESCRIPTION	
 The First Judicial District established a comprehensive juvenile electronic monitoring program to enhance community supervision, reduce reliance on secure detention, and support structured reentry for youth under court-ordered supervision. When FJD sought to launch this initiative in 2008, there was no existing electronic monitoring framework in place. Through extensive consultation with FJD leadership, Track Group defined program parameters, case management workflows, and reporting requirements, ensuring alignment with FJD's goals of public safety, rehabilitation, family engagement, and equitable youth supervision. The resulting program utilizes Track Group's integrated monitoring ecosystem which supports real-time tracking, scheduling, alert management, officer workflows, and comprehensive reporting. Over the past sixteen years, the partnership has remained strong, enabling FJD to supervise thousands of juveniles safely in the community, promote accountability, and reduce confinement while supporting individualized case management. Track Group provides a comprehensive suite of services supporting FJD's juvenile electronic monitoring program. This includes the deployment of ReliAlert™ GPS tracking devices and SecureCuff™ high-security straps, along with full IntelliTrack software configuration, reporting, analytics, and ongoing system support. The program is further supported through dedicated staffing, including a full-time onsite Account Manager and part-time onsite personnel who assist with equipment installation, participant enrollment, and operational coordination. Track Group delivers continuous operational coverage through its 24/7 Live Monitoring Center and 24/7 Customer Support Services, ensuring timely alert review and responsive assistance for officers and agency staff. Additional services include equipment inventory management, logistics oversight, device maintenance and replacement, ongoing and refresher training for staff, technical troubleshooting, device servicing, and Subject Matter Expert (SME) court testimony. Together, these services create a stable, high-performance program that strengthens FJD's supervision capabilities and supports its rehabilitative and community-safety goals.	

MARION COUNTY COMMUNITY CORRECTIONS, INDIANA

 ADDRESS	140 E. Washington Street, Indianapolis, IN 46204
 CONTACT	Scott Hohl, Executive Director
 PHONE	(317) 327-1338
 EMAIL	Scott.Hohl@indy.gov
DATE OF PROJECT	2016 - Current

BRIEF PROGRAM DESCRIPTION



Marion County Community Corrections (MCCC) partnered with Track Group to transition and manage its Electronic Monitoring (EM) program, which included more than 4,000 active GPS and alcohol monitoring participants at the time of award. Track Group developed and executed a comprehensive 30-day transition and implementation plan in close coordination with MCCC leadership. A dedicated team with extensive EM experience oversaw participant enrollment, removal of the prior vendor's equipment, and installation of Track Group's devices—successfully transitioning an average of 150–200 participants per day. In addition, Track Group delivered in-person training to more than sixty (60) MCCC personnel across three locations. The transition was completed on schedule with no disruption to monitoring services and no loss of monitoring data.

Since implementation, MCCC has utilized Track Group's ReliAlert™ GPS devices, SecureCuff™ high-security straps, BACTrack breath alcohol monitoring system, IntelliTrack monitoring platform, and Analytics reporting tools. Track Group also established local operational support, including dedicated on-site personnel, to assist with daily program oversight and participant services. Additional services include 24/7/365 Live Monitoring Center support, customer and technical assistance, ongoing and refresher training, equipment maintenance and repairs, and expert court testimony. Today, Track Group actively monitors more than 4,300 participants daily in support of MCCC's Electronic Monitoring program.

C. VENDOR PERFORMANCE RATINGS

RESPONSE: PLAN. Track Group regularly is asked to conduct vendor performance ratings in response to competitive procurements. The following is an example of one such performance rating. Others will be made available upon request.

PAST AND PRESENT PERFORMANCE INFORMATION/QUESTIONNAIRE

Purpose: The Pretrial Services Agency for the District of Columbia (PSA) has issued a solicitation for the services identified in SECTION I below. As part of our evaluation process, PSA takes into consideration an Offeror's present and past performance history providing similar services. The purpose of this questionnaire is to obtain relevant performance history to assist in this evaluation effort.

SECTION I: AGENCY INFORMATION	
<i>This Section is to be completed by the PSA Contracting Office.</i>	
Solicitation Number: 959P0024Q0001	Contract Specialist/Contracting Officer: Deborah Murphy/Tamara Brown
Solicitation Title: Electronic Monitoring Services	Email Address: deborah.murphy@psa.gov
SECTION II: OFFEROR INFORMATION	
<i>This Section is to be completed by the Offeror who intends to submit a proposal in response to the above solicitation. Once Sections I and II have been completed, the Offeror should forward this questionnaire to their reference point of contact, requesting the reference complete the questionnaire and forward it directly, via email, to the Contract Specialist/Contracting Officer identified in Section I above. The Contract Specialist/Contracting Officer will provide receipt acknowledgement to both the Offeror and Respondent.</i>	
A. Offeror Information	
Name and Address: Track Group 200 E. 5th Ave., Ste 100 Naperville, IL 60563	Telephone Number: office: (877) 260.2010 mobile: (401) 269.9690
Point of Contact: Kyle Desjarlais	Email Address: kyle.desjarlais@trackgrp.com
B. Past/Present Contract Data	
Contract Number: 15504	Delivery/Task Order Number: Not Applicable
Point of Contact Name: Scott Hohl	Title: Executive Director
Phone Number: (317) 327-1338	Email: scott.hohl@indy.gov
Contract Type: Fixed Price	Contract Period of Performance (base + all option periods: 01/01/2018 To 01/01/2030
Contract Dollar Value (Base Year): \$3,580,402.00	Contract Dollar Value: (base and all option periods): \$21,482,413.00
Offeror Performed as the: Prime Contractor	Other (if applicable):
Brief description of services provided: In 2016, Marion County Community Corrections (MCCC) partnered with Track Group to provide electronic monitoring equipment, software and limited case management services to the Electronic Monitoring (EM) program. Through strategic collaboration and our commitment to MCCC, Track Group established a local office hiring personnel dedicated to providing MCCC's EM program with multiple levels of services. During the past eight (8) years, the services we provide include the provision of one (1) on-site full-time Senior Account Manager, one (1) on-site full-time Account Manager, one (1) on-site full-time Contract Manager, eleven (11) on-site full-time Technicians, three (3) on-site full-time Case Managers, and two full-time in-field Technicians. This dedicated team manages program operations and performs daily offender interaction either in office or by in-field visits, use of Risk Assessment Tools to determine services needed, drug and alcohol testing, reporting results and outcomes to the courts/judges. As well as assisting offenders with job placement referrals, continuing education programs, and referrals to substance abuse services. All logistics on the operations of this program are captured in Case Management Software to house all recorded data on services rendered, program progress, reports to courts. As well as manages equipment stock levels, coordinates equipment shipments, and oversees equipment maintenance and repairs. In addition, we expand our program support through our 24/7/365 Live Monitoring Center Services, 24/7/365 Live Monitoring Center Services, and Customer Support Services. Our commitment also involves conducting ongoing and refresher training courses, and Subject Matter Expert (SME) court testimony.	

PAST AND PRESENT PERFORMANCE INFORMATION/QUESTIONNAIRE

SECTION III: RESPONDENT INFORMATION	
<i>This Section is to be completed by the respondent (Reference Point of Contact). Once completed, please forward the questionnaire directly to the Contract Specialist/Contracting Officer identified in SECTION I above. The information you provide will assist the procuring agency in its evaluation effort and is greatly appreciated.</i>	
A. Reference/Respondent Information	
Name of Respondent: Scott Hohl	Contract Number: 15504
Title: Executive Director	Total Contract Value: \$21,482,413.00
Organizational Name: Marion County Community Corrections	Period of Performance: 01/01/2018 To 01/01/2030
Telephone Number: (317) 327-1338	Email Address: scott.hohl@indy.gov
Please identify any information known to be inaccurate as provided by the Offeror in Section II above.	
B. Performance Information Adjectival Rating Table (Rating Key)	
<i>Using the adjectival rating table below, choose the appropriated adjective that most accurately describes the contractor's performance or situation to the questions provided.</i>	
Adjectival Rating	Definition
Exceptional	Performance meets contractual requirements with many exceeded to your firms benefit The contractual performance of the element or sub-element being assess was accomplished with no more than a few minor problems for which corrective action taken by the contractor were highly effective.
Good	Performance meets contractual requirements with some exceeded to your firms benefit. The contractual performance of the element or sub-element being assessed was accomplished with no more than some minor problems for which corrective actions taken by the contractor were effective.
Satisfactory	Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor were satisfactory.
Marginal	Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions or the contractor's proposed actions appear only marginally effective or were not fully implemented.
Unsatisfactory	Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a serious problem(s) for which the contractor's corrective actions appear or were ineffective.
Neutral	Performance was not observed or not applicable to the current effort being reported against.

PAST AND PRESENT PERFORMANCE INFORMATION/QUESTIONNAIRE

C. Questionnaire		
No.	The Contractor:	Rating
1	Provided experienced managers and supervisors with the technical and administrative abilities needed to meet contract requirements.	Exceptional
2	Provided adequate project supervision.	Exceptional
3	Demonstrated ability to hire, retain, and replace, if necessary, qualified personnel during the contract period.	Good
4	Followed approved quality control plan.	Exceptional
5	Corrected deficiencies in timely manner and pursuant to their quality control procedures.	Exceptional
6	Provided timely resolution of contract discrepancies.	Exceptional
7	Identified problems as they occurred.	Exceptional
8	Suggested alternative approaches to problems.	Exceptional
9	Displayed initiative to solve problems.	Exceptional
10	Developed realistic progress schedules.	Good
11	Met established project schedules.	Exceptional
12	Submitted required deliverables in a timely manner.	Exceptional
13	Cooperated with Government personnel after award.	Exceptional
14	Submitted timely and accurate invoices.	Exceptional
15	How would you rate the contractor's overall performance?	Exceptional
16	Was the contractor ever issued a CURE or SHOW CAUSE notice under the referenced contract? If yes, please explain outcome in the remarks section below.	No
17	Would you award another contract to this contractor? If not, please explain in the remarks section below.	Yes
18	Is the contractor rated in the Contractor Performance Assessment Reporting System (CPARS), or commercial equivalent? If respondent is a commercial entity and a performance assessment was conducted, would you be willing to provide a copy to the Contracting Officer?	No
Additional Information or Remarks:		
Marion County Community Corrections completed a Request for Proposals for electronic monitoring services in November of 2023. After a 12-month process reviewing bids from multiple national providers of electronic monitoring, including a 2 month pilot process comparing the final three bidders equipment and software side by side, MCCC selected Track Group and sign a new 3-year contract to continue our partnership.		

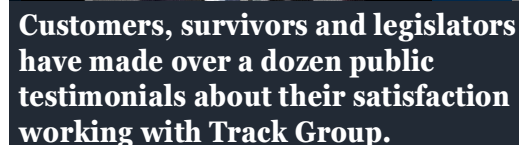
Your time and effort in completing this questionnaire will greatly assist our office in evaluating the Offeror's past and present performance history. This questionnaire is very general in nature and may not address all the information needed for the specific requirement. As such, the Contract Specialist/Contracting Officer or a member of our Technical Evaluation Panel may contact you for clarification of your responses above or for additional performance information relating more directly to our current requirement. Please do not forget to forward the completed questionnaire, along with any additional information you wish to share, directly to the individual identified in Section I above. Thank you once again for your assistance.

“My experience with Track Group has been excellent since January 2021 when I began directing the program here in Puerto Rico” – Janette Rodriguez, Director Department of Corrections and Rehabilitation Puerto Rico

"This technology gave me my life back. After seven months in hiding, I could finally go home, because I knew I was safe." Washington State Rep. Lauren Davis on the Empower program and House Bill 1715

“They can actually speak directly to the offender to say, “Hey you’re in violation. You’re not where you’re supposed to be’...and the ability to have that communication, that intervention, before that person commits another offense is really valuable.” Chief Tyler Bates, Brandon Police Service

TRACK GROUP®



2. PROVIDE A BRIEF HISTORY OF YOUR COMPANY.

RESPONSE: Track Group is a global leader in advanced electronic monitoring and supervision solutions serving federal, state, and local correctional agencies. Founded in 1995, the company was established with a mission to design secure, reliable GPS tracking systems specifically for the criminal justice market. With more than 25 years of experience in electronic monitoring, Track Group has grown into one of the largest Original Equipment Manufacturers (OEM) of EM solutions in the world.

In 2014, as part of a strategic expansion to strengthen research and development capabilities and broaden its product portfolio, Track Group completed several key acquisitions, including GPS Global Tracking & Surveillance System Ltd. (Israel), Emerge Monitoring, Inc. (Illinois), and G2 Research (Canada). Under new leadership, the company rebranded as Track Group and was incorporated in Wilmington, Delaware on August 5, 2016.

Today, Track Group serves more than 300 government agencies across over 40 U.S. states and 10 countries worldwide. The company has monitored more than one million justice-involved individuals under correctional supervision. Over the past five years, Track Group's public sector revenues have averaged approximately \$36 million annually.

Domestically, Track Group supports some of the largest metropolitan correctional programs in the United States, including agencies in Chicago, Detroit, Philadelphia, Phoenix, Indianapolis, Denver, Pittsburgh, Seattle, and Las Vegas. The company routinely manages high-volume programs involving thousands of monitored individuals in complex urban environments.



Track Group has demonstrated the operational capacity to rapidly deploy and transition large-scale monitoring programs. The company has successfully trained hundreds of agency personnel and migrated thousands of active monitoring devices within compressed implementation timelines, including completing transitions of over 20,000 devices during the nationwide sunset of 3G cellular networks.

Track Group employs more than 90 professionals and is led by a senior management team with over 100 years of combined experience in electronic monitoring. The company operates certified quality management systems, including ISO-certified fulfillment operations, ensuring rigorous manufacturing, testing, and service standards.

Track Group's core focus remains the design and support of dependable, scalable GPS tracking devices, complemented by mobile applications, alcohol monitoring technologies, analytics platforms, and secure monitoring software. This focused specialization has enabled Track Group to successfully win, implement, and sustain multi-agency electronic monitoring programs on a global scale. Track Group's mission continues to guide its operations: design advanced, reliable, and highly secure electronic monitoring systems that enhance public safety, reduce recidivism, and support fair administration of justice.

Track Group Advantage

Technology & Team you can trust. **The EM Company run by EM People.**

3. DESCRIBE YOUR COMPANY'S GROWTH DURING THE PAST THREE YEARS.

RESPONSE: Over the past three years, Track Group has achieved consistent year-over-year growth of approximately 10 percent annually. This sustained growth reflects increased adoption of our electronic monitoring solutions across federal, state, county, and municipal agencies, as well as continued expansion within existing customer programs.

Our growth has been driven by ongoing investment in device innovation, system reliability, and monitoring center infrastructure, combined with strong customer retention and expanded deployments among long-standing clients. Agencies have continued to scale their programs using our technology due to demonstrated device performance, operational reliability, and responsive support services. This steady annual growth underscores both market confidence in Track Group's solutions and our ability to scale operations while maintaining high service levels and performance standards.

4. DESCRIBE YOUR COMPANY'S EXPERIENCE PERFORMING THE SAME OR SIMILAR SCOPE OF WORK OR PROVIDING THE SAME OR SIMILAR DELIVERABLES TO OTHER PUBLIC SECTOR CUSTOMERS.

RESPONSE: Track Group has more than two decades of experience delivering electronic monitoring equipment, monitoring services, installation and removal services, system integration, training, and program management to federal, state, county, and territorial public sector agencies. Our experience directly aligns with large-scale GPS supervision programs, multi-agency coordination, public-sector system integration, and 24/7/365 monitoring center operations.

Track Group currently supports some of the largest and most operationally complex electronic monitoring programs in the United States.



Cook County, Illinois (Sheriff's Office, Adult & Juvenile Probation)

Track Group operates one of the largest unified county electronic monitoring programs in the nation, serving more than 3,400 active participants daily across multiple criminal justice divisions. The program includes high-risk domestic violence, sex offender, and violent offender populations. Services include full GPS deployment, on-site staffing, 24/7/365 monitoring, officer training, analytics, and integration with the County's case management system. The engagement required large-scale transition from legacy RF to GPS technology without disruption to ongoing supervision services.



Marion County Community Corrections, Indiana

Track Group manages a high-volume GPS and alcohol monitoring program supervising more than 4,300 active participants daily. At award, over 4,000 participants were transitioned from an incumbent provider within a 30-day implementation window. Services include a fully staffed local office, field operations, case management coordination, court reporting, and continuous monitoring services. The population includes high-risk gun, gang, and violent crime offenders, requiring enhanced tamper detection, live voice intervention, and structured alarm response protocols.



Illinois Office of Statewide Pretrial Services

Track Group provides a comprehensive suite of services to support the Illinois Office of Statewide Pretrial Services, including deployment of ReliAlert™ XC4 GPS devices and SecureCuff™ high-security tamper-resistant strap solutions. The program also utilizes Beacon RF in-home monitoring and fully configured IntelliTrack™ software, which includes system setup, officer training, analytics, and reporting. Track Group delivers continuous operational coverage through its 24/7/365 Monitoring Center and 24/7/365 Customer Support Services, ensuring uninterrupted supervision and rapid resolution of issues. Additional services include inventory management, logistics coordination, equipment maintenance, onboarding and refresher training for agency staff, troubleshooting and technical assistance, and device repair coordination. Track Group also provides Subject Matter Expert (SME) court testimony to support evidentiary and program requirements. We also intend to begin work on integrating Case Management Software (CSS) with our IntelliTrack mapping software via APIs at both enrollment/profile creation and violation events with handling procedures and transaction notes with each associated profile.



First Judicial District of Pennsylvania (Philadelphia)

Track Group partnered with the First Judicial District to design and implement a GPS monitoring program for court-ordered juvenile supervision. The program monitors more than 2,200 participants annually and required full program development, training, deployment, and operational integration within a large, urban court system consisting of geographic districts and specialized probation units.



Seminole County Sheriff's Office, Florida

Track Group supports a multi-year sheriff-led GPS supervision program serving more than 300 active participants daily. Services include device deployment, monitoring platform access, 24/7/365 monitoring services, training, court testimony, and ongoing program support, including successful transition from a prior vendor without service interruption.

Track Group has demonstrated the ability to deliver scalable, multi-jurisdictional electronic monitoring programs ranging from several hundred to more than 4,000 active participants per agency. Our experience spans county sheriff's offices, community corrections agencies, probation departments, and federal pretrial supervision authorities. We routinely manage complex transitions, integrate with public-sector case management systems, provide on-site and field staffing, and maintain continuous monitoring operations in compliance with state and federal requirements.

SOFTWARE INTEGRATION

DESCRIBE WHAT, IF ANY, SOFTWARE INTEGRATION SUPPORT THAT CAN BE PROVIDED BY THE CONTRACTOR TO INTEGRATE WITH A STATE'S OFFENDER MANAGEMENT SYSTEM, IF THE STATE CHOOSES TO.

RESPONSE: Track Group provides comprehensive software integration support to connect IntelliTrack with a State's Offender Management System (OMS), should the State elect to do so. IntelliTrack is built on an open, API-enabled architecture that supports secure, standards-based interoperability with correctional management systems, probation platforms, and enterprise justice information systems.

The platform supports structured, two-way data exchange through secure web services and APIs, enabling automated transfer of participant identifiers, demographic data, supervision status, device assignments, compliance events, violation alerts, and monitoring summaries. Integration capabilities include automated enrollment and deactivation workflows, real-time or scheduled synchronization of monitoring events, and centralized report storage within the State's system of record. These capabilities reduce duplicative data entry, improve data accuracy, and support unified case management.

Track Group offers flexible integration models aligned with the State's technical standards, including real-time API connections, event-driven updates, scheduled batch file transfers, and normalized data exports suitable for enterprise systems or data warehouses. No proprietary middleware is required, allowing phased implementation and scalable expansion.

Our technical team provides end-to-end integration support, including requirements analysis, data mapping, interface configuration, secure testing, validation, and coordinated deployment. All data exchanges are encrypted, role-based access controls are enforced, audit logs are maintained, and data ownership remains with the Participating Entity.

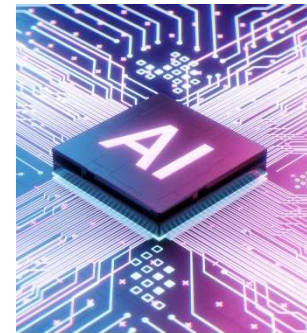
Integration Experience

- Real-Time Crime Centers - Integrations active with Motorola Aware & FUSUS (now owned by AXON)
- Case Management Platforms - Integrations with Tyler Technologies, Coris, C5, Peregrine
- Gunshot Detection Systems - Track Group GPS integrated with ShotSpotter™ & real-time 911 crime database

ARTIFICIAL INTELLIGENCE TECHNOLOGIES

DESCRIBE WHAT, IF ANY, ARTIFICIAL INTELLIGENCE TECHNOLOGIES YOU WILL BE USING IN YOUR PERFORMANCE OF A MASTER AGREEMENT RESULTING FROM THIS RFP AND HOW AND FOR WHAT PURPOSES SUCH TECHNOLOGIES WOULD BE USED. INCLUDE ANY FUTURE PLANS FOR USE OF AI FOR PRODUCTS AND/OR SERVICES.

RESPONSE: Track Group approaches the use of Artificial Intelligence (AI) in electronic monitoring with deliberate governance, operational safeguards, and a clear focus on improving service delivery rather than replacing human judgment in supervision decisions. At present, AI technologies are used in a limited, support-oriented capacity within our Monitoring Center to enhance efficiency, consistency, and response time.



Currently, our 24/7 Monitoring Center utilizes a custom-developed AI-powered knowledge assistance tool designed to support monitoring center operators during live support interactions with supervising officers. When officers contact the Monitoring Center for technical assistance, the AI tool rapidly surfaces relevant troubleshooting guidance, policy-aligned procedures, and device-specific support documentation in real time. This enables operators to provide accurate, consistent, and timely responses, reduces resolution time, and improves overall customer experience. The AI tool functions as a decision-support resource for trained personnel and does not independently generate enforcement actions, supervision decisions, or automated outcomes.

Looking forward, Track Group envisions expanding AI-assisted capabilities within our monitoring software platform to further support agency personnel. Planned enhancements include embedded help-desk assistance within the user interface to provide officers with expedited access to guidance before contacting the Monitoring Center. This may include AI-assisted retrieval of user manuals, report-generation instructions, and system navigation support to streamline workflows and reduce response time.

We are also exploring the future integration of AI-enabled chat agents within the monitoring application environment. These tools would assist officers in quickly accessing requested information, such as guidance on report generation, clarification of tracking data displays, or navigation of historical location records. Any such implementation would function as an informational support layer and would not autonomously alter supervision parameters, enforcement thresholds, or case outcomes.

Track Group remains committed to responsible AI development. All current and future AI applications will adhere to strict data security standards, agency data ownership requirements, and applicable privacy regulations. AI tools are designed to augment human expertise, enhance operational responsiveness, and improve service quality while maintaining full transparency, human oversight, and agency control.

SUPPLY CHAIN

DESCRIBE THE SUPPLY CHAIN FOR ELECTRONIC MONITORING EQUIPMENT. HOW LONG IS THE LEAD TIME TO ACQUIRE EQUIPMENT? WHERE IS IT SHIPPED FROM? ARE THE PRODUCTS MADE OUTSIDE OF THE USA?

RESPONSE: Track Group is one of the world's largest Original Equipment Manufacturers (OEM) of electronic monitoring solutions and maintains direct oversight of device design, manufacturing, procurement, logistics, and fulfillment. As the OEM, Track Group controls component sourcing, production scheduling, quality assurance, inventory allocation, and distribution, ensuring supply continuity and scalability for Participating Entities.

Electronic monitoring equipment is manufactured in the United States, with certain electronic components sourced from established global suppliers, including Taiwan, Japan, China, Israel, and Hong Kong. Final assembly, staging, quality control testing, and distribution are managed through Track Group's U.S.-based fulfillment operations. Our fulfillment facility operates under ISO 9001 and ISO 14001 certified processes to ensure consistent quality, reliability, and environmental compliance.

Track Group maintains active inventory levels to support immediate program deployment and ongoing operational demand. Because we manage our own production planning as the OEM, we forecast demand, maintain buffer inventory, and allocate equipment based on rollout schedules and projected growth. Under standard conditions, equipment is shipped within one (1) business day of order confirmation from maintained inventory. Standard ground delivery within the continental United States averages approximately two (2) business days, with expedited and overnight shipping available for urgent needs.



Supply Chain

- Track Group's inventory (while stressed) was never fully depleted during Covid-19
- ISO-9001, 14001 & 169-49 certified / full assembly, QA, sanitization, packaging and distribution
- FedEx Ground Standard 3-day shipping / P1 Overnight delivery (optional)
- Provide Mass Volume U.S.-based manufacturing services for Sony, Dell and General Motors

All monitoring services, including our 24/7/365 Monitoring Center, headquarters operations, and program support personnel, are U.S.-based, further strengthening centralized supply oversight and lifecycle management.

Track Group also manages the full equipment lifecycle, including maintenance, repair, refurbishment, and warranty replacement. Devices are fully warranted for the duration of the contract, excluding irreparable damage or loss. In the event of malfunction, replacement equipment is staged and shipped promptly to avoid disruption of supervision services.

Track Group's contract manufacturing strategy is intentionally built around resilience, quality control, and proven scale. Even during the unprecedented global supply chain disruption caused by COVID-19, our inventory—while stressed—was never fully depleted, ensuring uninterrupted service continuity for our agency partners. Our U.S.-based manufacturing facility is ISO 9001, ISO 14001, and IATF 16949 certified and performs full device assembly, quality assurance, sanitization, packaging, and distribution under one roof. This vertically integrated approach enhances quality control, shortens lead times, and reduces third-party risk. Standard fulfillment is supported through FedEx Ground three-day shipping, with optional P1 Overnight delivery for urgent operational needs.

Importantly, this same facility provides mass-volume U.S.-based manufacturing services for globally recognized brands including Sony, Dell, and General Motors—demonstrating the rigor, scalability, and operational maturity behind our production model. For Track Group's end users, this translates directly into reliable device availability, consistent product quality, rapid deployment capability, and long-term supply chain confidence.



While extreme weather events or carrier disruptions may affect transit times, Track Group's maintained inventory, domestic fulfillment operations, and expedited shipping capabilities mitigate supply chain risk and ensure reliable service continuity for Participating Entities.

QUALITY ASSURANCE

1. WHAT ARE YOUR QUALITY ASSURANCE MEASURES AND HOW ARE THEY HANDLED IN YOUR ORGANIZATION?

RESPONSE: Track Group maintains a comprehensive Quality Management System (QMS) designed to ensure the reliability, performance, and continuous improvement of all electronic monitoring products and services delivered under this Master Agreement. Our QMS is accredited to ISO 9001:2015 and is supported by ISO 14001 certification at our U.S.-based fulfillment facility for the design, development, and service provision of electronic monitoring technology. This structured framework ensures that quality controls are embedded across manufacturing, testing, deployment, monitoring operations, and lifecycle management.



Our Quality Management System is organized around a corporate quality policy that commits Track Group and its strategic partners to delivering high-quality, continually improving services. The QMS includes documented policies and procedures aligned with correctional requirements, internal supervision and oversight protocols, formal compliance audits, performance measurement against defined KPIs, and independent third-party audits. A designated Performance Standards Manager oversees the ongoing maintenance and enhancement of the QMS, including the collection and analysis of performance data and reporting to executive leadership. Employees are trained on quality standards and KPIs to ensure accountability and a culture focused on exceeding minimum performance thresholds.

Track Group also operates a fully implemented Total Quality Management (TQM) program. Quality is defined internally as exceeding customer expectations in everything we do. The Quality Improvement Process engages all employees in identifying opportunities to enhance product performance, operational efficiency, and customer satisfaction. This process applies to sourcing, inspection, manufacturing, delivery, installation, monitoring, servicing, removal, and disposal of all electronic monitoring equipment and services.

As the Original Equipment Manufacturer of the proposed GPS devices, Track Group maintains direct control over manufacturing quality standards. Prior to shipment, all devices undergo rigorous automated and manual testing protocols at our U.S.-based fulfillment facility. Each device is validated using Track Group's proprietary Functional Tester, which objectively measures and confirms operational performance prior to deployment. Functional validation includes GPS operation and signal sensitivity, cellular voice and data communication, cellular signal strength, power and charging systems, audio functionality, strap tamper detection, button operation, and LED indicators. This process ensures that every device is field-ready, reliable, and compliant with operational standards.

Quality oversight includes continuous representation on the manufacturing and assembly lines to audit adherence to work instructions and quality procedures. All testing equipment is developed, provided, and maintained by Track Group's in-house engineering team, ensuring calibration integrity and consistent validation standards. Our quality assurance framework incorporates ISO-based continuous improvement methodologies and Six Sigma practices to detect errors, prevent recurrence, and proactively address emerging issues.



In addition to pre-deployment validation, Track Group provides full warranty coverage on leased devices for the duration of the contract and any renewal periods, excluding irreparable damage or loss. Warranty coverage includes routine maintenance, standard repairs, and prompt replacement of malfunctioning equipment to prevent disruption of supervision services. This lifecycle support structure ensures ongoing reliability, performance continuity, and service stability for Participating Entities.

Through certified quality systems, rigorous device testing, structured performance oversight, and comprehensive warranty and lifecycle management, Track Group ensures that all electronic monitoring equipment and services meet the highest standards of reliability, operational readiness, and continuous improvement.

2. DESCRIBE YOUR RETURN POLICY FOR HARDWARE.

RESPONSE: Track Group maintains a structured and responsive hardware return and replacement policy designed to ensure uninterrupted supervision services and minimal operational disruption for Participating Entities. As the Original Equipment Manufacturer (OEM), Track Group manages the full lifecycle of its electronic monitoring devices, including repair, refurbishment, replacement, and warranty administration.

If a device is believed to have malfunctioned, or is not operating in accordance with performance standards, the Participating Entity may notify Track Group's 24/7/365 Customer Support or their Dedicated Account Manager to initiate a return and replacement request via our Return Merchandise Authorization (RMA) process. RMA's can be issued either through the software, or upon request to a dedicated account manager. Upon verification, replacement equipment is promptly staged and shipped from our U.S.-based fulfillment center to prevent disruption of monitoring services. Standard ground shipping is utilized for routine replacements, with expedited and overnight options available when operationally necessary.



Returned devices are processed through our U.S.-based fulfillment and quality control facility, where they undergo formal intake inspection, diagnostic evaluation, and performance testing using standardized quality assurance protocols. Devices determined to be repairable are refurbished in accordance with ISO-certified processes and returned to active inventory only after passing full functional validation testing. Devices deemed irreparable are securely decommissioned and disposed of in accordance with environmental and data security standards.

All leased equipment is fully warranted for the duration of the contract and any renewal terms, excluding irreparable damage, loss, or misuse. Warranty coverage includes routine maintenance, standard repairs, and replacement of defective equipment at no additional cost to the Participating Entity. Track Group coordinates all return shipments, provides return authorization guidance, and maintains clear documentation of returned equipment to preserve accountability and chain-of-custody integrity.

This structured return and refurbishment process ensures equipment reliability, rapid replacement, quality-controlled reissuance, and continuous service stability for Participating Entities.



IMPLEMENTATION AND PROMOTION

1. DESCRIBE YOUR COMPANY'S EXPERIENCE WORKING WITH CONTRACTING COOPERATIVES.

RESPONSE: Track Group has extensive experience working with national and state-level contracting cooperatives and understands the compliance, reporting, pricing integrity, and promotional requirements associated with cooperative purchasing vehicles. Track Group is an incumbent vendor currently awarded under the NASPO ValuePoint Electronic Monitoring portfolio (awarded 2023), where we have successfully supported Participating Entities in leveraging cooperative procurement to deploy GPS monitoring services efficiently and in full compliance with contract terms.



In addition to NASPO ValuePoint, Track Group has held a General Services Administration (GSA) Schedule contract since 2023. Across each cooperative contract, Track Group adheres strictly to required implementation protocols, administrative fee reporting, pricing compliance requirements, approved marketing guidelines, and contract usage reporting standards. Our internal compliance, finance, and sales operations teams are experienced in managing cooperative contract obligations to ensure transparency, audit readiness, and contractual integrity. Through these cooperative partnerships, Track Group has supported agencies seeking efficient, compliant procurement pathways while maintaining full alignment with cooperative governance requirements.

2. LIST THE COOPERATIVES THROUGH WHICH YOU CURRENTLY HAVE A CONTRACT, AND PROVIDE SALES VOLUME INFORMATION FOR EACH. IDENTIFY ANY RESTRICTIONS ON PRICING AND SALES (E.G., MOST-FAVORED NATION CLAUSES) IMPOSED BY YOUR OTHER COOPERATIVE CONTRACTS.

RESPONSE: Track Group currently holds contracts through the following cooperative purchasing programs:

- ❖ NASPO ValuePoint (Electronic Monitoring Portfolio) - \$79,600.17 in sales in 2025
- ❖ U.S. General Services Administration (GSA) Schedule - \$954,155.39 in sales in 2025

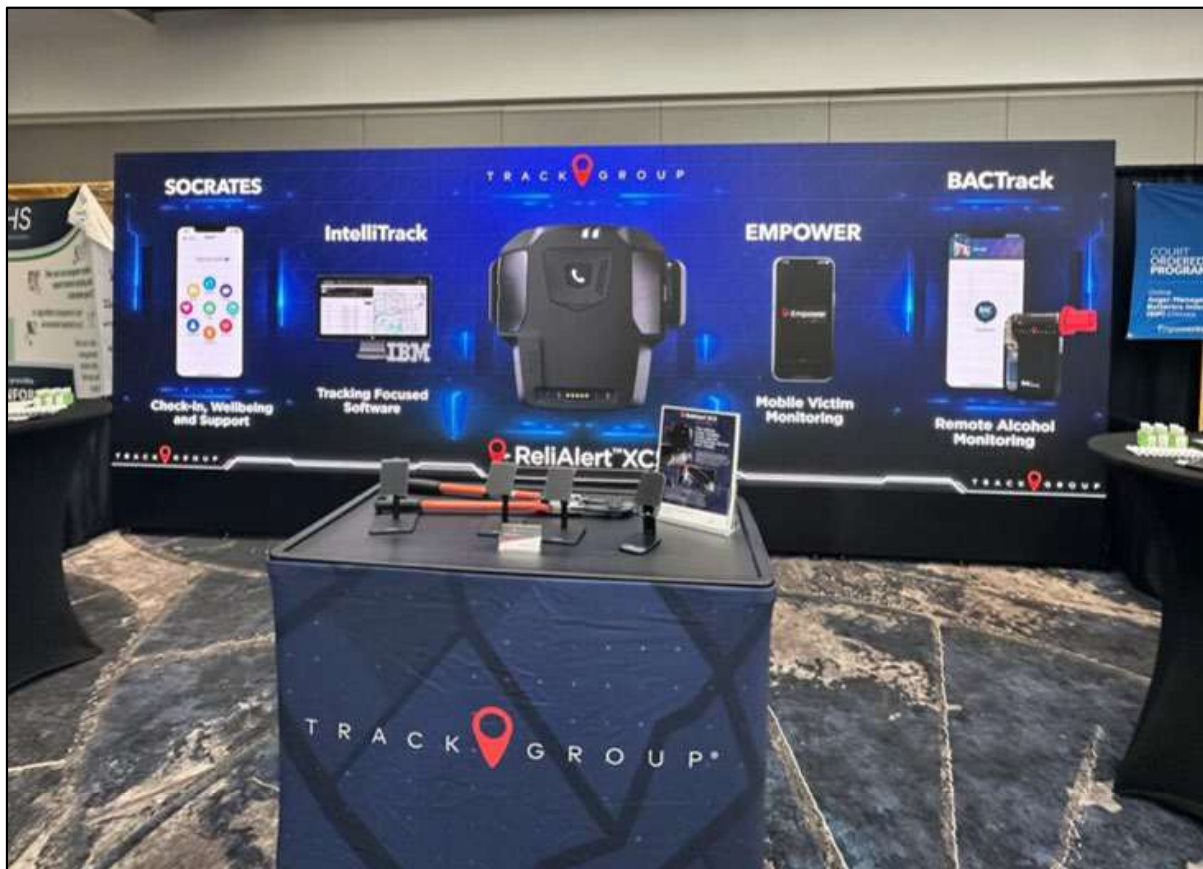
Track Group complies with all pricing provisions applicable to each cooperative agreement. Certain cooperative contracts may contain pricing parity or most-favored-customer language consistent with public procurement standards. Track Group maintains internal pricing governance controls to ensure compliance with any such provisions while preserving flexibility to respond to jurisdiction-specific scope requirements, volume variations, and service-level differences. No cooperative agreement held by Track Group imposes restrictions that would prevent participation in or compliance with the terms of a NASPO ValuePoint Master Agreement resulting from this solicitation.

3. DESCRIBE HOW YOU INTEND TO MARKET YOUR MASTER AGREEMENT AND ENCOURAGE PARTICIPATION AMONG POTENTIAL PARTICIPATING ENTITIES, INCLUDING STATE GOVERNMENTS.

RESPONSE: Track Group will implement a structured, multi-channel marketing and engagement strategy to promote the Master Agreement and encourage adoption among Participating Entities, including state governments, political subdivisions, and eligible public sector agencies. Our approach is focused on visibility, education, and coordinated outreach to ensure agencies clearly understand the value, pricing advantages, and streamlined procurement benefits of utilizing the Master Agreement.

Track Group will leverage its established national presence and long-standing relationships with state, county, and municipal correctional agencies to promote the availability of the Master Agreement. Our Business Development and Government Relations teams will proactively communicate with existing and prospective public sector clients to inform them that electronic monitoring solutions are available through the NASPO cooperative vehicle, emphasizing procurement efficiency, pre-negotiated pricing, and compliance with competitive solicitation requirements.

We will actively collaborate with NASPO ValuePoint to align marketing efforts, including participation in NASPO-hosted conferences, webinars, regional meetings, and cooperative procurement forums. Track Group will incorporate the NASPO ValuePoint logo and Master Agreement information into approved marketing materials, digital campaigns, email outreach, and proposal responses to eligible entities. Educational materials will clearly outline how to execute Participating Addenda and access Master Agreement pricing.



In addition, Track Group will utilize its internal CRM and government outreach platforms to identify eligible agencies within participating states and conduct targeted communications to procurement officials, correctional leadership, and program administrators. Our outreach strategy includes direct engagement meetings, product demonstrations, informational webinars, and coordination with state procurement offices to support onboarding under the Master Agreement.

Through coordinated outreach, cooperative marketing alignment with NASPO ValuePoint, targeted engagement with state procurement and correctional leadership, and clear educational materials on contract utilization, Track Group will actively promote the Master Agreement and encourage widespread adoption among eligible Participating Entities nationwide.

4. DESCRIBE FEATURES OF THE DEDICATED WEBSITE YOU WILL BE SETTING UP FOR THIS MASTER AGREEMENT, INCLUDING, AS APPLICABLE, CUSTOMIZED PRICE LISTS FOR EACH PARTICIPATING ENTITY, STAFF CONTACT INFORMATION, AND ONLINE ORDERING CAPABILITIES.

RESPONSE: Track Group will maintain a dedicated NASPO ValuePoint Master Agreement webpage designed to provide Participating Entities with centralized, transparent, and easy access to contract information, pricing, ordering procedures, and support resources. The website will be structured to ensure clarity, compliance with Master Agreement requirements, and ease of navigation for procurement officials, program administrators, and authorized users.

The dedicated webpage will include a clear overview of the Master Agreement scope, awarded product categories, and services available under the contract. It will outline Participating Addendum procedures, instructions for initiating participation, and guidance for procurement offices on how to access NASPO Master Agreement pricing and terms. Contract documents, including the Master Agreement and applicable amendments (as permitted), will be accessible for reference.

Customized pricing information will be made available to Participating Entities in accordance with approved Master Agreement pricing and Participating Addenda. Where entity-specific pricing adjustments or terms apply, secure access controls will be utilized to ensure that only authorized users may view customized pricing schedules. This approach ensures pricing integrity while supporting transparency and compliance with cooperative procurement standards.

The website will prominently display dedicated staff contact information, including the NASPO Contract Director, Account Manager, and Customer Support contacts. Contact details will include direct phone numbers and email addresses to facilitate efficient communication. Additionally, the site will provide information on 24/7/365 Monitoring Center support and technical assistance.

Online ordering capabilities will be supported through structured order request forms or secure electronic submission processes. Participating Entities will be able to submit product and service requests electronically, initiate account setup, and request quotations in alignment with Master Agreement pricing. Orders will be routed through Track Group's internal contract management and logistics systems to ensure accurate pricing application, order confirmation, and fulfillment tracking.

The dedicated NASPO webpage will also include educational resources, such as product summaries, implementation guidance, training information, and FAQs related to Master Agreement usage. Updates to pricing (as allowed), product enhancements, or administrative changes will be reflected promptly to ensure current and accurate information.

5. DESCRIBE THE STAFF AND OTHER RESOURCES THAT WILL BE ALLOCATED TO YOUR MASTER AGREEMENT AND THE TRAINING YOU WILL PROVIDE TO STAFF TO ENSURE THEIR FAMILIARITY WITH MASTER AGREEMENT TERMS AND PRICING AND THEIR COMPLIANCE THEREWITH.

RESPONSE: Track Group will allocate dedicated personnel and compliance infrastructure to administer and support the NASPO Master Agreement. Oversight will be led by a designated Contract Director responsible for governance, performance oversight, and adherence to all Master Agreement terms. A dedicated NASPO Account Manager will serve as the primary liaison for Participating Entities and will coordinate Participating Addenda execution, onboarding, and ongoing contract administration. This leadership team is supported by Sales Operations, Finance and Reporting, Legal, Logistics, and Compliance personnel to ensure consistent application of pricing, reporting, and contractual requirements across all participating jurisdictions.

Track Group utilizes a centralized ERP and contract management system configured specifically for NASPO cooperative contracts. Approved pricing schedules, contract identifiers, and Participating Addenda terms are embedded within system controls to prevent deviation from awarded pricing. Only authorized and trained personnel may generate NASPO quotations. Any permissible pricing updates are subject to executive and finance review prior to implementation.

All employees authorized to transact under the Master Agreement receive formal training on cooperative procurement requirements, Master Agreement terms, pricing structures, reporting obligations, and Participating Addenda variations. Training is incorporated into onboarding and reinforced through periodic compliance briefings, documented policy updates, and supervisory review. Sales, finance, and support personnel are specifically trained on pricing integrity controls. If dealers or partners are utilized, they are contractually required to comply with the same pricing and reporting standards and are subject to oversight and audit.

Track Group conducts periodic internal audits of NASPO-related transactions to validate pricing accuracy, reporting completeness, and contractual compliance. Our Finance and Reporting team is responsible for aggregation and submission of required sales reports. This structured governance and training framework ensures staff remain fully familiar with Master Agreement obligations and maintain continuous compliance throughout the term of the Agreement.

6. DESCRIBE HOW YOU INTEND TO ENCOURAGE ADOPTION AND USAGE OF YOUR MASTER AGREEMENT BY PARTICIPATING AND PURCHASING ENTITIES.

RESPONSE: Track Group will encourage adoption and usage of the Master Agreement through a coordinated strategy focused on education, accessibility, procurement efficiency, and ongoing engagement with Participating and Purchasing Entities. Our approach emphasizes demonstrating the operational, financial, and administrative advantages of utilizing a competitively awarded cooperative contract vehicle.

First, Track Group will actively educate state procurement officials, correctional leadership, and program administrators on the benefits of utilizing the Master Agreement, including streamlined procurement processes, pre-negotiated pricing, compliance with competitive solicitation requirements, and reduced administrative burden. Our Business Development and Government Relations teams will conduct direct outreach, informational briefings, and product demonstrations to highlight how agencies can quickly and compliantly implement electronic monitoring solutions through the Master Agreement.

Second, we will simplify participation by providing clear guidance on executing Participating Addenda, accessing pricing, and initiating orders. Our dedicated NASPO Contract Director and Account Manager will work directly with procurement offices to facilitate timely onboarding, assist with entity-specific requirements, and support simultaneous negotiations where necessary. By reducing procedural complexity and offering responsive support, we make participation straightforward and efficient.

Track Group will also leverage its established relationships with state and local agencies to promote the availability of the Master Agreement during renewal cycles, program expansions, and new technology evaluations. Agencies currently utilizing electronic monitoring services outside of cooperative vehicles will be informed of the opportunity to transition to the Master Agreement for pricing consistency and procurement efficiency.

We will further encourage adoption by demonstrating measurable program outcomes, operational reliability, and scalability. Through data-driven presentations, case studies, and performance metrics, Track Group will reinforce the value of utilizing a nationally awarded contract supported by ISO-certified quality systems, 24/7/365 monitoring operations, and OEM-controlled supply chain management.

7. DESCRIBE YOUR APPROACH TO NEGOTIATION OF PARTICIPATING ADDENDA. DESCRIBE THE EXTENT TO WHICH YOU WILL PROVIDE PARTICIPATING ENTITIES FLEXIBILITY IN INCORPORATING ENTITY-SPECIFIC LANGUAGE INTO THEIR PARTICIPATING ADDENDA. (E.G., DO YOU REQUIRE ENTITIES TO PROVIDE STATUTORY CITATIONS FOR THEIR ENTITY-SPECIFIC LANGUAGE? ARE YOU ABLE TO DEVOTE RESOURCES TO SIMULTANEOUS NEGOTIATION OF MULTIPLE PARTICIPATING ADDENDA?)

RESPONSE: Track Group approaches the negotiation of Participating Addenda with a collaborative, transparent, and solutions-oriented process designed to respect each Participating Entity's statutory and regulatory requirements while preserving the integrity of the Master Agreement. Our objective is to facilitate efficient execution of Participating Addenda while ensuring compliance with both the Master Agreement and the entity's governing laws.

Negotiations are led by Track Group's designated NASPO Contract Director, supported by Legal Counsel, Finance, and operational leadership as needed. Upon receipt of a Participating Entity's draft addendum or required modifications, Track Group conducts a structured legal and operational review to identify any provisions that may conflict with the Master Agreement or established pricing structure. We engage directly with the entity's procurement and legal representatives to address questions, clarify intent, and resolve language concerns in a timely and cooperative manner.

Track Group provides reasonable flexibility in incorporating entity-specific terms, particularly where required by state statute, regulation, or internal procurement policy. While we do not require statutory citations in every instance, we may request clarification or reference to applicable statutory authority when proposed language materially modifies risk allocation, indemnification, data security obligations, or other substantive contractual terms. This ensures that modifications are legally grounded and appropriately aligned with the entity's authority.

We recognize that many Participating Entities require tailored provisions related to data security, governing law, insurance, invoicing procedures, payment terms, or reporting requirements. Track Group evaluates such provisions in good faith and works to accommodate them where feasible, provided they do not conflict with the foundational terms of the Master Agreement.

Track Group has the organizational capacity and dedicated resources to negotiate multiple Participating Addenda simultaneously. Our Contract Director and Legal team routinely manage parallel negotiations across jurisdictions and maintain structured tracking systems to monitor status, revisions, and approval workflows. This enables efficient turnaround times and minimizes delays in onboarding new Participating Entities.

TRANSITION PLAN ACTIVITIES

- 📍 **Transition Evaluation** - As needed, the Agency will have the opportunity to evaluate and provide feedback to Track Group's transition and implementation team. Track Group will make necessary adjustments to ensure a successful program transition.
- 📍 **Program Evaluation** - Post implementation and successful transition, the Agency will have the opportunity as needed to evaluate the electronic monitoring programs performance. Track Group will collaborate with the Agency to address any deficiencies in the program.
- 📍 **Ongoing Evaluation** - Track Group Dedicated Account Management, will be in contact with the Agency's personnel on an ongoing basis as determined by the County to ensure satisfactory program performance.

8. DESCRIBE YOUR ABILITY TO PROVIDE PRODUCTS AND SERVICES IMMEDIATELY UPON EXECUTION OF A MASTER AGREEMENT AND PARTICIPATING ADDENDA.

RESPONSE: Track Group is fully prepared to provide products and services immediately upon execution of the Master Agreement and applicable Participating Addenda. As the Original Equipment Manufacturer of our electronic monitoring devices, we maintain direct control over manufacturing, inventory allocation, fulfillment operations, and deployment scheduling. This vertically integrated structure allows us to initiate service delivery without reliance on third-party production timelines.

Track Group maintains active inventory levels at our U.S.-based fulfillment facility to support rapid deployment and immediate program start-up. Standard equipment orders are fulfilled from maintained stock and shipped within one (1) business day of order confirmation under normal conditions. Ground delivery within the continental United States typically averages at two (2) business days, with expedited and overnight shipping available when required.

In parallel with equipment fulfillment, our implementation and onboarding teams are positioned to begin coordination activities immediately following contract execution. A Dedicated Contract Director and Account Manager will be assigned to the Participating Entity to initiate kickoff meetings, confirm deployment schedules, coordinate logistics, and finalize implementation planning. Because IntelliTrack is cloud-based and does not require on-site software installation, authorized users can be provisioned secure system access immediately upon account setup.

Our 24/7/365 U.S.-based Monitoring Center and Customer Support teams are continuously operational and do not require ramp-up time to support new Participating Entities. Training, whether virtual or in-person, can be scheduled promptly, and enrollment of program participants may begin as soon as devices are delivered, and agency personnel are credentialed within the platform.

For large-scale rollouts or complex transitions from an incumbent vendor, Track Group utilizes a structured implementation framework to ensure orderly deployment; however, this planning does not delay our ability to begin service delivery. Devices, system access, and monitoring services are available immediately upon contract activation.

9. DESCRIBE HOW YOU WILL ENSURE SUMMARY AND DETAILED SALES INFORMATION IS PROMPTLY, COMPLETELY, AND ACCURATELY REPORTED TO YOU BY YOUR DEALERS, PARTNERS, AND RESELLERS FOR AGGREGATION AND REPORTING TO NASPO VALUEPOINT IN COMPLIANCE WITH THE TERMS OF YOUR MASTER AGREEMENT.

RESPONSE: Track Group maintains structured internal controls and centralized reporting systems to ensure that all summary and detailed sales information is promptly, completely, and accurately captured and reported. All transactions conducted under the Master Agreement, whether executed directly by Track Group or through authorized dealers, partners, or resellers, are required to flow through our centralized contract management and financial reporting systems.

Authorized dealers, partners, and resellers are contractually obligated to comply with Master Agreement pricing, reporting timelines, and data submission requirements. Reporting obligations are incorporated into their agreements and include standardized sales data elements such as Participating Entity identification, product or service category, quantities, unit pricing, total sales value, and transaction dates. Dealers and partners are required to submit sales data within defined reporting intervals to ensure timely aggregation.

Track Group utilizes a centralized ERP and sales tracking platform configured to identify NASPO-specific transactions. Unique contract identifiers and pricing codes are embedded within our systems to ensure that all Master Agreement sales are properly categorized and segregated from non-NASPO transactions. This structure prevents misclassification and supports accurate aggregation of both summary and detailed sales data.

Our Finance and Reporting team is responsible for reconciling submitted dealer and reseller reports against internal invoicing and order fulfillment records to validate completeness and accuracy. Variances are investigated and resolved prior to submission of required reports to NASPO ValuePoint. This reconciliation process includes supervisory review and documented verification procedures to ensure compliance with Master Agreement reporting requirements.

Track Group also conducts periodic internal audits of cooperative contract activity to confirm adherence to pricing controls, reporting timelines, and documentation standards. Dealers and resellers are subject to compliance monitoring, and failure to meet reporting obligations may result in corrective action consistent with contractual requirements.



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 **ReliAlert™**



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 **IntelliTrack**

Initial, Ongoing and Refresher Training at NO additional cost.



Attachment 07

OFFEROR INFORMATION, ACKNOWLEDGEMENTS, AND CERTIFICATIONS

Offeror must provide complete responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.**

I. OFFEROR INFORMATION

- A. Company's Full Legal Name:** Track Group
- B. Primary Business Address:** 200 E. 5th Avenue, Suite 100, Naperville, IL 60563
- C. Federal Tax Identification Number:** 87-0543981
- D. Entity Type:**
 - ☐ Sole Proprietorship
 - ☐ Partnership
 - ☐ Limited Liability Company
 - ☒ Corporation
- E. Artificial Intelligence Disclosure.** Was artificial intelligence technology used in the development or completion of any portion of this proposal? (Check one of the below.)
 - ☒ Yes
 - ☐ No

II. BUSINESS DETAILS

- A. Company Website.** Provide a URL for your company's website.

www.trackgrp.com

- B. Company History.** Provide a brief history of your company, including the year of its founding and any material acquisitions or mergers in which it has been involved.

Track Group is a global leader in advanced electronic monitoring and supervision solutions serving federal, state, and local correctional agencies. Founded in 1995, the company was established with a mission to design secure, reliable GPS tracking systems specifically for the criminal justice market. With more than 25 years of experience in electronic monitoring, Track Group has grown into one of the largest Original Equipment Manufacturers (OEM) of EM solutions in the world.

In 2014, as part of a strategic expansion to strengthen research and development capabilities and broaden its product portfolio, Track Group completed several key acquisitions, including GPS Global Tracking & Surveillance System Ltd. (Israel), Emerge Monitoring, Inc. (Illinois), and G2 Research (Canada). Under new leadership, the company rebranded as Track Group and was incorporated in Wilmington, Delaware on August 5, 2016.

Today, Track Group serves more than 300 government agencies across over 40 U.S. states and 10 countries worldwide. The company has monitored more than one million justice-involved individuals under correctional supervision. Over the past five years, Track Group's public sector revenues have averaged approximately \$36 million annually.

Domestically, Track Group supports some of the largest metropolitan correctional programs in the United States, including agencies in Chicago, Detroit, Philadelphia, Phoenix, Indianapolis, Denver, Pittsburgh, Seattle, and Las Vegas. The company routinely manages high-volume programs involving thousands of monitored individuals in complex urban environments.



C. Company Size. Identify the number of employees working for your company.

Track Group currently employs 92 individuals.

D. Ownership Structure. Describe your company's ownership structure.

Track Group is a publicly traded company with active subsidiaries in the US, Canada and Puerto Rico.

E. Litigation. List all claims of non-performance or breach from customers in excess of \$5,000, including all pending litigation matters (including civil, criminal, or appellate) or criminal convictions in the past 5 years for the company and all principals. Attach an additional document if necessary.

See attached documentation.

III. PROPOSAL CONTACT

The Proposal Contact must be able to respond timely to communications from the Lead State. Offeror must, within 24 hours, notify the Lead State of any change to Offeror's Proposal Contact.

- A. Proposal Contact Name:** Matthew Swando
- B. Proposal Contact Title:** Chief Revenue Officer
- C. Proposal Contact Email:** matthew.swando@trackgrp.com
- D. Proposal Contact Phone Number:** (720) 883-7424

IV. ACKNOWLEDGEMENTS AND CERTIFICATIONS

By signing below and submitting a response to this RFP, Offeror acknowledges and certifies the following:

A. Debarment. (Check one of the below.)

- ☒ Neither Offeror nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in public procurement or contracting by any governmental department or agency.
- ☐ Offeror cannot certify the statement above, and Offeror will affix a written explanation to this attachment for review by the Lead State. If after reviewing Offeror's written explanation the Lead State determines it is not in the best interest of the Lead State, Participating Entities, or Purchasing Entities to award Offeror a Master Agreement, the Lead State may reject Offeror's proposal.

B. Non-collusion.

1. This proposal has been developed independently by Offeror and has been submitted without collusion and without any agreement, understanding, or planned common course of action with any other Offeror or supplier of Deliverables in a manner designed to limit fair and open competition.
2. The contents of this proposal have not been communicated by Offeror or its employees or agents to any person not an employee or agent of Offeror and will not be communicated to any such persons prior to the RFP Close Date.

C. Data Disclosure to Foreign Governments and Prohibited Technology. (Check one of the below.)



- ☒ Offeror is not an entity subject to laws, rules, or policies potentially requiring disclosure of, or provision of access to, customer data to foreign governments or entities controlled by foreign governments, and Offeror's offerings do not contain, include, or utilize components or services supplied by any entity subject to the same. Offeror's offerings also do not contain, include, or utilize covered technology prohibited under Section 889 of the National Defense Authorization Act, as amended.
- ☐ Offeror cannot certify all statements above, and Offeror will affix a written explanation to this attachment for review by the Lead State. If after reviewing Offeror's written explanation the Lead State determines it is not in the best interest of the Lead State, Participating Entities, or Purchasing Entities to award Offeror a Master Agreement, the Lead State may reject Offeror's proposal.

D. Conflicts of Interest. (Check one of the below.)

- ☒ Offeror represents that none of its officers or employees are officers or employees of the Lead State and that none of its officers or employees have a conflict of interest as defined by the laws, rules, or policies of the Lead State.
- ☐ Offeror cannot certify the statement above, and Offeror will affix a written explanation to this attachment for review by the Lead State. If after reviewing Offeror's written explanation the Lead State determines it is not in the best interest of the Lead State, Participating Entities, or Purchasing Entities to award Offeror a Master Agreement, the Lead State may reject Offeror's proposal.

E. Required Insurance. Offeror agrees to acquire insurance from an insurance carrier or carriers licensed to conduct business in each Participating Entity's state at the levels prescribed in Attachment 04, Sample Master Agreement. Offeror understands that this requirement is mandatory and will not be negotiated by the Lead State.

F. NASPO ValuePoint Administrative Fee. Offeror agrees to pay an administrative fee and submit summary and detailed sales reports to NASPO ValuePoint in accordance with Attachment 04, Sample Master Agreement. All costs proposed by Offeror must be inclusive of the NASPO ValuePoint administrative fee. Offeror understands that the requirements in this section are mandatory and will not be negotiated by the Lead State.

G. Marketing Plan. If awarded a Master Agreement resulting from this RFP, within 30 days of execution of the Master Agreement, Offeror will meet with NASPO ValuePoint marketing personnel to review and track progress on the marketing plan described by Offeror in Attachment 08, Offeror Response Worksheet.

H. Confidential, Proprietary, or Protected Information. As set forth in Attachment 01, RFP Terms and Conditions, if Offeror is claiming any portion of its proposal as confidential, proprietary, or protected, Offeror must complete the required sections of Attachment 11, Claim of Business Confidentiality, and submit with Offeror's proposal a redacted copy of Offeror's proposal, which must be clearly marked as such. Offeror may not mark pricing or Offeror's entire proposal as confidential, proprietary, or protected. Submission of a Claim of Business Confidentiality does not guarantee that information claimed by Offeror as confidential, proprietary, or protected will not be subject to disclosure in accordance with applicable public information laws, rules, and policies. If Offeror fails to submit a redacted copy of Offeror's proposal, or fails to claim information as confidential, proprietary, or protected in compliance with this RFP, Offeror releases the Lead State, NASPO, NASPO members, and entities represented on the Multistate Sourcing Team from any obligation to keep the information confidential and waives all claims of liability arising from disclosure of the information.

Request for Proposals for
ELECTRONIC MONITORING

Issued by the State of Nevada
Solicitation Number 99SWC-S3474



- I. **Cancellation and Transfer.** Offeror understands and agrees that the Lead State may, as set forth in Attachment 01, RFP Terms and Conditions, cancel this RFP or transfer this RFP to a new Lead State if the Lead State determines that such transfer is in the best interest of the Lead State and potential Participating Entities and Purchasing Entities.
- J. **Conditional Awards.** Offeror understands that awards and execution of a Master Agreement are conditional as set forth in Attachment 01, RFP Terms and Conditions, and Offeror agrees to hold the Lead State and NASPO harmless and release the Lead State and NASPO from any liability for damages arising from non-award or non-execution of a contract.
- K. **Understanding of the RFP.** Offeror has read the RFP in its entirety and understands and agrees to comply with all requirements set forth therein. Any conflicts in the materials composing the RFP and any issues relating to the content of the RFP, including instructions, requirements, or specifications Offeror believes to be ambiguous, unduly restrictive, erroneous, anticompetitive, or unlawful, have been brought to the attention of the Lead State using the process described in the RFP for asking questions or, if applicable, by filing a protest. In accordance with Attachment 01 RFP Terms and Conditions, Offeror acknowledges and understands that any protest, claim, dispute, or action based upon a conflict or issue described herein must be filed no later than the RFP Close Date, and Offeror waives the right to file any protest, claim, dispute, or action based upon a conflict or issue described herein if not filed by the RFP Close Date.

Signature

The undersigned is one of the following:

1. The Offeror, if Offeror is an individual;
2. A partner in the company, if Offeror is a partnership; or
3. An officer or employee of the responding corporation having authority to sign on its behalf, if Offeror is a corporation.

By signing below, the undersigned warrants that the representations made and the information provided in Offeror's proposal are true, correct, and reliable for purposes of evaluation for a potential contract award. The submission of inaccurate or misleading information may be grounds for disqualification from contract award and may subject the undersigned, Offeror, or both to suspension or debarment proceedings, as well as other remedies available to the Lead State by law, including termination of any Master Agreement awarded to Offeror.

OFFEROR:



Signature

02/25/2026

Date

Derek Cassell
Printed Name

Chief Executive Officer
Title

derek.cassell@trackgrp.com
Email Address

877-260-2010
Phone Number

DISCLOSURE OF CLAIMS OF NON-PERFORMANCE/PENDING LITIGATION MATTERS

Track Group has provided a list of claims of non-performance or breach from customer in excess of \$5,000, including all pending litigation matters (including civil, criminal, or appellate) or criminal convictions in the past 5 years for the company and all principals.

Claims of non-performance or breach from customer in excess of \$5,000:

- **Track Group Chile SpA. v. Republic of Chile.** On January 24, 2022, Track Group Chile SpA, a previously-wholly-owned subsidiary of Track Group, Inc., initiated a judicial action in the Court of Justice of Chile to settle a contract dispute with the Republic of Chile. The Company asserts that it has complied with its contractual obligations and that any delays in so doing were not attributable to the Company. On June 27, 2024, the case was dismissed pursuant to a settlement agreement.

All pending litigation matters (including civil, criminal, or appellate) or criminal convictions in the past 5 years for the company and all principals:

- **Michael Matthews v. Track Group, Inc., et al.** On December 13, 2022, Plaintiff Michael Matthews filed a complaint in the Circuit Court of Cook County, Illinois against the Company and other defendants alleging wrongful arrest and incarceration and a deprivation of his rights following his purportedly erroneous violation of home monitoring program requirements. The case is presently stayed until Mr. Matthew's criminal case is concluded and the stay lifted.
- **Latavion Crowder v. Track Group, Inc., et al.** On July 25, 2025, Latavion Crowder filed a complaint against the Company in the Circuit Court of Cook County, Illinois naming the Company as a defendant and alleging claims of strict products liability, negligence, and breach of warranty related to injuries allegedly sustained by Crowder from an electronic monitoring device. The Company disputes the allegations contained in the complaint and will defend the case vigorously. The case remains pending.
- **Anamaria Beldie, as the Administrator of the Estate of Lacramioara Beldie v. Track Group, et al.** On November 19, 2025, a complaint seeking in excess of \$50,000 was filed against the Company in Cook County, Illinois alleging negligence and product liability with respect to the monitoring services and monitoring device provided by the Company. The Company disputes the allegations contained in the complaint and will defend the case vigorously. The case remains pending.



Attachment 10

PROPOSED MODIFICATIONS TO SAMPLE MASTER AGREEMENT

The Lead State may, but is not obligated to, consider proposed modifications to Attachment 04, Sample Master Agreement.

Provisions of the Sample Master Agreement that are generally inapplicable to, incompatible with, or unsuitable for the subject of this RFP should be brought to the attention of the Lead State using the process described in this RFP for asking questions and will be addressed only at the sole discretion of the Lead State.

Offeror-specific modifications to the Sample Master Agreement may be proposed as part of Offeror's proposal in this attachment but are **strongly discouraged**. The quantity, breadth, and nature of modifications proposed by Offeror may be considered in the Lead State's evaluation of Offeror's proposal and of its risks, costs, and benefits to the Lead State and potential Participating Entities and Purchasing Entities. Proposing excessive or overly restrictive modifications, or proposing modifications upon which Offeror's proposal is conditioned, may result in Offeror's proposal being deemed non-responsive.

Offeror's Proposed Modifications. (Check one of the below.)

- ☒ Offeror has no proposed modifications to Attachment 04, Sample Master Agreement.
- ☐ Offeror proposes the modifications set forth in the table below and **will submit with Offeror's proposal a redlined copy of Attachment 04, Sample Master Agreement** incorporating each proposed modification. Offeror understands, acknowledges, and agrees to comply with the following:
- The Lead State will not consider any proposed modification that:
 - Is not submitted in this attachment;
 - Is not accompanied by an explanation as required in this attachment;
 - Is not reflected in redlined edits to the Sample Master Agreement and submitted with Offeror's proposal;
 - Merely references another document or a URL; or
 - Modifies the NASPO ValuePoint administrative fee.
 - Offerors may propose additional terms but must include them in this attachment and must clearly identify where any terms conflict with the Sample Master Agreement.
 - If Offeror is awarded a Master Agreement resulting from this RFP, a comparison of Attachment [X], Sample Master Agreement and Offeror's accepted modifications thereto may be posted on the NASPO ValuePoint website for examination by potential Participating Entities and Purchasing Entities.
 - Each of the following fields **must** be completed for each proposed modification to the Sample Master Agreement:
 - **Sample Master Agreement Section Reference:** The page, section, or paragraph in the Sample Master Agreement that is the subject of Offeror's proposed modification.
 - **Sample Master Agreement Language:** The language in the Sample Master Agreement that the Offeror is proposing to modify.
 - **Proposed Changes and Alternate Language:** The Offeror's proposed changes to the Sample Master Agreement language including, if applicable, Offeror's proposed alternate language.
 - **Justification for Proposed Change:** Offeror's justification for the proposed change.

Request for Proposals for
ELECTRONIC MONITORING

Issued by the **State of Nevada**
Solicitation Number 99SWC-S3474



- **Risk and Benefits of Acceptance:** Offeror's analysis of the risk and benefits to the Lead State, Participating Entities, or Purchasing Entities—including quantifiable costs or cost savings—if Offeror's proposed change is accepted by the Lead State.

Sample Master Agreement Section Reference	Sample Master Agreement Language	Proposed Changes and Alternate Language	Justification for Proposed Change	Risk and Benefits of Acceptance

[Add additional rows as needed.]



Attachment 11

CLAIM OF BUSINESS CONFIDENTIALITY

Offeror's Claims of Business Confidentiality. (Check one of the below.)

- ☐ Offeror is not claiming any information within Offeror's proposal as confidential, proprietary, or protected. (Check box and skip to **Signature** section below.)
- ☒ Offeror claims the information set forth in the table below as confidential, proprietary, or protected and **will submit with Offeror's proposal a redacted copy of Offeror's proposal**, which must be clearly marked as such. Offeror understands, acknowledges, and agrees to comply with the following:
- Each of the following fields **must** be completed for each claim asserted by Offeror:
 - **Proposal Section Reference:** The page, section, or paragraph in Offeror's proposal containing the information claimed to be confidential, proprietary, or protected.
 - **Confidential Information:** A description of the information claimed to be confidential, proprietary, or protected.
 - **Basis for Claim:** Pursuant to [NRS 333.333](#), only proprietary information may be labeled a trade secret as defined in [NRS 600A.030\(5\)](#). Trade secret:
 - Means information, including, without limitation, a formula, pattern, compilation, program, device, method, technique, product, system, process, design, prototype, procedure, computer programming instruction or code that:
 - Derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by the public or any other persons who can obtain commercial or economic value from its disclosure or use; and
 - Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.
 - **Explanation:** Explanation of how the information claimed to be confidential, proprietary, or protected meets the definition of one of the bases above.
 - **Offeror may not mark pricing or Offeror's entire proposal as confidential, proprietary, or protected.**

Proposal Section Reference	Confidential Information	Basis for Claim	Explanation
Section I, D (Technology), A.; Attachment	CONFIDENTIAL_Track Group IntelliTrack SOC 2 Type 2 Report - 2025.05.31	System/procedure that is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.	Track Group's SOC 2 Type 2 Report details Track Group's methods and approaches to security, and is thus protected pursuant to statute as a trade secret.

[Add additional rows as needed.]

**Request for Proposals for
ELECTRONIC MONITORING**

Issued by the **State of Nevada**
Solicitation Number 99SWC-S3474



Signature

By signing below, the undersigned certifies under penalty of perjury that the representations made and the information provided herein are true and correct and may be relied upon by the Lead State for purposes of determining the validity of Offeror's claim(s). Offeror understands that submission of a Claim of Business Confidentiality does not guarantee that information claimed by Offeror as confidential, proprietary, or protected will not be subject to disclosure in accordance with applicable public information laws, rules, and policies. Offeror further agrees that if Offeror fails to submit a redacted copy of Offeror's proposal, or fails to claim information as confidential, proprietary, or protected in compliance with this RFP, Offeror releases the Lead State, NASPO, NASPO members, and entities represented on the Multistate Sourcing Team from any obligation to keep the information confidential and waives all claims of liability arising from disclosure of the information.

OFFEROR:



Signature

02/25/2026

Date

Derek Cassell
Printed Name

Chief Executive Officer
Title

derek.cassell@trackgrp.com
Email Address

877-260-2010
Phone Number