



Response Requirement 01 Technical Proposal Response Document

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

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

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

I. Selection of Category(ies) of Needs

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

- ☐ **Category 1: Radio Frequency Monitoring ("RFM"):** Electronic monitoring service is used for home detention. Product User wears a proposer-provided body-attached ankle bracelet transmitter that communicates by radio frequency with a home receiver. The home receiver transmits data to the vendor's monitoring center by landline telephone or by cellular communication. Monitoring center reports curfew violations and equipment status alerts to the designated Participating Entity officer or program manager by email, text message, or manual voice message pursuant to established protocols.
- ☐ **Category 2: Alcohol Monitoring ("AM"):** Electronic monitoring is performed through a proposer-provided home breath analysis unit connected by landline or cellular network to the proposer's monitoring center. Product User's identity is confirmed through a voice or imaging recognition system and test results are transmitted to the proposer's monitoring center by landline or cellular communication. Test results and equipment status alerts are sent to the designated Participating Entity officer or program manager by email, text message, or manual voice message pursuant to established protocols.
- ☒ **Category 3: GPS Satellite Monitoring ("GPSM"):** An electronic monitoring program is provided through a body-attached one-piece device or a multi-device system that provides location tracking and cellular data and voice communication to the proposer's monitoring center. On a scheduled (active, hybrid or passive) basis, tracking data is communicated to the proposer's monitoring center who then communicates violations and equipment status alerts via email, text message, or manual voice message to the Product User and/or the Participating Entity's designated officer or program manager pursuant to established protocols.

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



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

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

Alternative yet innovative use cases may be awarded under Category 4. depending on proposer response(s) and proposed information technology solution(s) and service(s). Some areas of interest include smartphone technology, victim notification services, and/or cross-jurisdiction tracking. Alternative solutions are defined as those Products and Services not included in the Categories of Need. This optional response category will be awarded at the Lead State's discretion.

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

The Lead State reserves the right to request additional information from the proposer as needed to verify, substantiate, or otherwise approve each alternative solution and/or Product and Service proposed.

III. Submittal Response Requirement

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

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



Proposer Name: Track Group, Inc.

Category of Need: Category 3: GPS Satellite Monitoring (“GPSM”)

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

Item	Requirement	Response
1.0	Describe proposer’s qualifications and experience to provide the proposed Products and Services as an awarded Master Agreement Contractor for this Category of Need. Proposer shall describe qualifications and experience inclusive of specific public sector experience including project client, project scope, project budget, and timeframe over which the products and services were provided and/or performed. In particular, proposer shall highlight project experience working with states and/or other public entities including local governments over the past five years.	<u>PRODUCTS AND SERVICES</u> Track Group is a global leader in providing the most innovative, scalable, and proven electronic monitoring and supervision solutions used by federal, state, and local community correction agencies in the United States and government correctional agencies abroad. Our proposed products and services for Category 3: GPS Satellite Monitoring (“GPSM”) include • <u>GPS Device</u> Brand Name: ReliAlert™/Gen: XC (ReliAlert™) • <u>Accompanying Software</u> Brand Name: IntelliTrack Brand Name: IntelliTrack Mobile App • <u>Monitoring Services</u> Our proposed GPSM system is fully supported by our 24/7/365 Live U.S. based Monitoring Center Services. Our Monitoring Center is staffed with live, multi-lingual operators, supervisors, team leaders, and customer/technical support who will provide Participating Entities with alarm monitoring, immediate violation notifications, assist with equipment and software inquires, equipment troubleshooting or any other issue. Our proposed GPSM system and services are currently being used by 300 federal, state, and local community correction agencies in 48 states within the U.S as well as internationally with government agencies, partners, and private entities. Over the last 5 years of public sector contracting, Track Group revenues averaged \$36M annually. To date, Track Group has monitored over 1 million individuals.



QUALIFICATIONS

With over 27 years' of EM experience, Track Group serves some of the nation's largest metropolitan EM programs in cities like Chicago, Detroit, Las Vegas, Washington D.C, and Indianapolis to name a few. Each of these programs not only monitors diverse and challenging populations with similar technical requirements but seeks outcome-focused and Evidence-Based approaches to their monitoring programs.

Below and on the following pages, we have provided prime examples of our project experience with states, local governments, and other public entities whom we have partnered with, providing the same goods and services as sought after in Category 3: GPS Satellite Monitoring ("GPSM").

PROJECT EXPERIENCE NO. 1

CLIENT: COOK COUNTY, ILLINOIS

BUDGET: \$31,995,961.75

TIMEFRAME: FIVE (5) YEAR PROJECT TIMEFRAME

SCOPE: Industry wide, Cook County's Electronic Monitoring Program stands as one of the largest GPS ankle monitoring contracts in the world. In 2019, Cook County partnered with Track Group to operate and manage their electronic monitoring program across the Sheriff's Office, Adult Probation and Juvenile Probation Departments. At the time of award, the Cook County Adult & Juvenile Probation Department's had over 550 active participants on GPS. While the Cook County Sheriff's Office utilized older Radio Frequency (RF) devices to monitor over 3,000 participant caseloads. Through consultation with Track Group, CCSO made the decision to shift the entirety of their program to GPS monitoring.

Due to the COVID-19 Pandemic, Track Group worked in collaboration with key Cook County personnel to strategically develop a transition/implementation plan and schedule for system integration, office training and participant's equipment swap-out and enrollment while adhering to the strict CDC guidelines and recommended protocols. To ensure a seamless and timely transition of all activities, we assembled a team with strong EM experience and trained them on the strict CDC guidelines and recommended protocols. This team was solely dedicated to Cook County during the sixty (60) day transition/implementation plan.



Working together on transition/implementation activities while adhering to the strict CDC rules, our dedicated team worked in three (3) shifts (morning, afternoon, and swing). Our dedicated team was responsible for participant check-in and program assignment (GPS, victim notification monitoring, and/or home detention), removal of previous vendor's EM devices, participant enrollment and installation of our EM equipment. As well as provided comprehensive training on our monitoring system and EM devices to all three department's personnel.

In addition, our IT Development Team worked with Cook County to fully integrate our IntelliTrack system with Cook County's case management system of choice, reducing labor, and increasing program efficiencies. While our Monitoring Center implemented protocols for all three programs and developed a highly detailed escalation plan to aid Adult Probation personnel with the complex logistics of running a successful Domestic Violence Supervision Program.

Track Group successfully completed all implementation requirements, milestones and timelines set forth by Cook County. During the transition/implementation phase, Cook County did not experience any disruption in monitoring services nor experienced any interruption or loss of monitoring data.

SERVICES PROVIDED AND/OR PERFORMED: Since the beginning of our partnership, Cook County has utilized the same Products and Services as sought after in Category 3: GPS Satellite Monitoring ("GPSM"). In addition to our proposed ReliAlert™ GPS device, and monitoring platform, IntelliTrack, we also provide additional products to Cook County's EM program such as our high-security strap – SecureCuff™, our victim notification app – Empower and our in-home Beacon device.

During the past four (4) years, the services we provided for Cook County's EM program include two (2) full-time, on-site employees who perform daily juvenile-specific interactions, regional field services, and case management-integration. As well as our 24/7/365 Live Monitoring Center Services, Customer/Technical Support Services, a Dedicated Contract Manager, a Dedicated Account Manager, a Program Manager, along with additional program support from regional account managers. In addition, we perform ongoing/refresher training courses, expert court testimony and routine maintenance/repairs of equipment.

As of today, we actively monitor over 3,400 participants daily for Cook County's EM program.



PROJECT EXPERIENCE NO. 2

CLIENT: FIRST JUDICIAL DISTRICT OF THE
COMMONWEALTH OF PENNSYLVANIA

BUDGET: \$6,775,312.00

TIMEFRAME: THREE (3) YEAR PROJECT TIMEFRAME

SCOPE: First Judicial District of the Commonwealth of Pennsylvania (FJD) is organized into geographic districts, specialized probation units, and aftercare units. In 2008, FJD partnered with Track Group to build, manage, and operate a new EM program for youths placed on Electronic Monitoring (EM) supervision through court order. At the time of the award, FJD did not have an electronic monitoring program in place and was tasked with implementing a GPS monitoring program as an alternative to sentencing juveniles to detention centers.

Using our vast industry knowledge and extensive EM experience, we consulted and collaborated with key FJD stakeholders to identify, and develop program parameters, specific participant requirements, and the overall goals of the program. Working together, we effectively designed an EM program tailored to meet all FJD's specific electronic monitoring requirements and reporting needs.

In addition, we worked in alliance with key FJD personnel, to develop an implementation plan and schedule for officer training and enrollment and equipment installation for an estimated 250 participants. To ensure a seamless and timely implementation of all activities, we assembled a team with extensive EM experience who were solely dedicated to FJD during the five (5) day transition/implementation plan.

Working together on transition/implementation activities, our dedicated team was responsible for participant check-in and program assignment (GPS, and/or home detention), participant enrollment and installation of our EM equipment. As well as providing comprehensive, on-site training on our monitoring system and EM devices to over 50 FJD personnel.

Track Group successfully completed all implementation requirements, milestones and timelines set forth by FJD. During the implementation phase, FJD did not experience any disruption in monitoring services nor experienced any interruption or loss of monitoring data.



SERVICES PROVIDED AND/OR PERFORMED: Since the beginning of our partnership, FJD has utilized the same Products and Services offered in Category 3: GPS Satellite Monitoring ("GPSM"). In addition to our proposed ReliAlert™ GPS device, and monitoring platform, IntelliTrack, we also provide additional products for FJD's EM program such as our high-security strap, SecureCuff™, and our static reporting tool – Analytics.

During the past eleven (11) years, the scope of services we provide for the FJD's program includes a full-time on-site Account Manager, and a part-time on-site employee who performs all court-ordered sentencing of monitoring equipment, enrollment into the case management system and installation/removal on behalf of officers, allowing elevated performance in participant case management and increased face time between officers and participants. As well as our 24/7/365 Live Monitoring Center Services, Customer/Technical Support Services, a Dedicated Contract Manager, a Dedicated Account Manager, a Program Manager, along with additional program support from regional account managers. In addition, we perform ongoing/refresher training courses, expert court testimony and routine maintenance/repairs of equipment.

As of today, we actively monitor over 2,200 participants annually for FJD's EM program.

PROJECT EXPERIENCE NO. 3

CLIENT: MARION COUNTY COMMUNITY CORRECTIONS, INDIANA

BUDGET: \$28,176,350.00

TIMEFRAME: SEVEN (7) YEAR PROJECT TIMEFRAME

SCOPE: Marion County Community Corrections (MCCC) partnered with Track Group to operate and manage their Electronic Monitoring (EM) program. At the time of contract award, MCCC had over 4,000 active participants on GPS and alcohol that needed to be transitioned/implemented to the Track Group devices and systems. Working in collaboration with key MCCC personnel, we developed a transition plan and schedule for officer training and participant's equipment swap-out and enrollment. To ensure a seamless and timely transition of all activities, we assembled a team with extensive EM experience who were solely dedicated to MCCC during the thirty (30) day transition/implementation plan.



Working together on transition/implementation activities, MCCC personnel were responsible for participant check-in and program assignment (GPS, alcohol, home detention). While our dedicated team was responsible for participant enrollment, removal of previous vendor's EM devices, and installation Track Group's assigned EM equipment which resulted in approximately 150-200 participants fully transitioned per day.

Track Group was also responsible for training over sixty (60) MCCC personnel on Track Group's monitoring system and equipment. Comprehensive training was provided in person to three (3) different MCCC locations, with over ten (10) training sessions to accommodate all MCCC personnel. Track Group's dedicated team remained on-site throughout the transition/implementation stage providing any additional support as needed to ensure successful transition of all activities. Track Group's Dedicated Program Director met regularly with key MCCC personnel to provide any recommendations on alarm protocols, navigation of monitoring system and assistance on our EM devices.

Track Group successfully completed all implementation requirements, milestones and timelines set forth by MCCC. During the transition/implementation phase, MCCC did not experience any disruption in monitoring services nor experienced any interruption or loss of monitoring data.

SERVICES PROVIDED AND/OR PERFORMED: Since the beginning of our partnership, MCCC has utilized the same Products and Services as sought after in Category 3: GPS Satellite Monitoring ("GPSM"). In addition to our proposed ReliAlert™ GPS device, and monitoring platform, IntelliTrack, we also provide additional products for MCCC's EM program such as our high-security strap, SecureCuff™, our breath alcohol monitoring system – BACtrack and our statical reporting tool – Analytics.

During the past seven (7) years, the services we provided for MCCC's EM program includes opening a local office employing thirty (30) on-site full-time, Case Managers, one (1) on-site full-time Account Manager, and one (1) on-site full-time Contract Manager, who perform daily participant interaction either in office or by infield 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 the participants 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.

Additional services we provide to MCCC's program includes our 24/7/365 Live Monitoring Center Services, Customer/Technical Support Services, additional program support from our regional account managers. As well as perform ongoing/refresher training courses, expert court testimony and routine maintenance/repairs of equipment.

As of today, we actively monitor over 4,300 participants daily for Marion County Community Correction's EM program.

PROJECT EXPERIENCE NO. 4

CLIENT: PRETRIAL SERVICES AGENCY FOR THE DISTRICT OF COLUMBIA

BUDGET: \$4,161,456.00

TIMEFRAME: SIX (6) YEAR PROJECT TIMEFRAME
The Pretrial Services Agency for the for

SCOPE: the
District of Columbia (PSA) is an independent entity within the Court Service and Client Supervision Agency (CSOSA) in the Executive Branch of the Federal government. PSA has served the District of Columbia for 50 years and is widely recognized as a leader in the pretrial field services. PSA's strategic goals focus on effectiveness of mission accomplishment which includes solutions to enhance the supervision of defendants in the community. PSA's use of electronic monitoring to assist in the supervision of certain defendants released from custody supports the Agency's strategic goals for continued pretrial release, maximizing court appearance, and minimizing rearrest.

In 2019, PSA partnered with Track Group to operate and manage their electronic monitoring program. At the time of award, PSA over 350 active defendants on GPS that needed to be transitioned/implemented to the Track Group EM devices and systems. Working in collaboration with key PSA personnel, we developed a transition/implementation plan and schedule for officer training and defendant's equipment swap-out and enrollment. To ensure a seamless and timely transition of all activities, we assembled a team with extensive EM experience who were solely dedicated to PSA during the thirty (30) day transition/implementation plan.



Working together on transition/implementation activities, our dedicated team worked was responsible for participant check-in and program assignment (GPS, and/or home detention), removal of previous vendor's EM devices, participant enrollment and installation of our EM equipment. We also provided comprehensive training on our monitoring system and EM devices to PSA personnel.

During the transition/implementation phase, our IT Development Team worked with key PSA personnel to fully integrate our IntelliTrack system with their case management system PRISM reducing labor, and increasing program efficiencies.

Track Group successfully completed all implementation milestones and requirements set forth by PSA. During the transition/implementation phase, PSA did not experience any disruption in monitoring services nor experienced any interruption or loss of monitoring data.

SERVICES PROVIDED AND/OR PERFORMED: Since the beginning of our partnership, PSA has utilized the same Products and Services as sought after in Category 3: GPS Satellite Monitoring ("GPSM"). In addition to our proposed ReliAlert™ GPS device, and monitoring platform, IntelliTrack, we also provide additional products for PSA's EM program such as our high-security strap, SecureCuff™.

During the past four (4) years, the services we provide for the PSA's program includes three (3) full-time on-site employees and one (1) part-time on-site employee. Daily defendant-specific interactions and in-field services which includes installation/removal, maintenance, and retrieval, of all electronic monitoring equipment utilized daily by PSA as well as daily compliance reports and expert court testimony. As well as our 24/7/365 Live Monitoring Services, Customer Support Services, a Dedicated Contract Manager, a Dedicated Program Manager, along with additional program support from regional account managers, ongoing/refresher training courses, and routine maintenance/repairs of equipment.

Additionally, contract performance is closely monitored and evaluated monthly by PSA Contracting Officer Representatives (CORs) through a Quality Assurance Surveillance Plan (QASP) that provides a systematic method to evaluate performance for that stated contracted services. The QASP is evaluated by the following rating categories: Exceeds Expectations, Meets Expectations, and Not Meeting Expectations. Track Group has



continuously exceeded and/or met all these requirements throughout the duration of this contract.

As of today, we actively monitor over 500 participants daily for Pretrial Services Agency for the District of Columbia's EM program.

PROJECT EXPERIENCE NO. 5

CLIENT: SEMINOLE COUNTY SHERIFF'S OFFICE,
FLORIDA

BUDGET: \$2,075,000.00

TIMEFRAME: FIVE (5) YEAR PROJECT TIMEFRAME

SCOPE: Seminole County Sheriff's Office (SCSO) program was designed to alleviate jail overcrowding while ensuring community monitoring compliance with domestic violence, pre-trial, and early release of participants.

In 2015, SCSO partnered with Track Group to operate and manage their Electronic Monitoring Program. At the time of award, SCSO had over 200 active offenders on GPS that needed to be transitioned/implemented to the Track Group devices and systems. Working in collaboration with key SCSO personnel, we developed a transition/implementation plan and schedule for officer training and offender's equipment swap-out and enrollment. To ensure a seamless and timely transition of all activities, we assembled a team with extensive EM experience who were solely dedicated to SCSO during the fourteen (14) day transition/implementation plan.

Working together on transition/implementation activities, our dedicated team worked was responsible for offender check-in and program assignment (GPS, victim notification monitoring and/or home detention), removal of previous vendor's EM devices, offender enrollment and installation of our EM equipment. As well as provided comprehensive training on our monitoring system and EM devices to over 50 SCSO personnel.

Track Group successfully completed all implementation milestones and requirements set forth by SCSO. During the transition/implementation phase, SCSO did not experience any disruption in monitoring services nor experienced any interruption or loss of monitoring data.

SERVICES PROVIDED AND/OR PERFORMED: Since the beginning of our partnership, SCSO has utilized the same Products and Services as sought after in Category 3: GPS Satellite

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		Monitoring ("GPSM"). In addition to our proposed ReliAlert™ GPS device, and monitoring platform, IntelliTrack, we also provide additional products for SCSO's EM program such as our high-security strap – SecureCuff™, our victim notification app – Empower and our in-home Beacon device. During the past eight (8) years, the services we have been providing to SCSO's EM program includes a Dedicated Contract Manager, a Dedicated Account Manager, a Program Manager, along with additional program support from off-site regional account managers. As well as our 24/7/365 Live Monitoring Services, Customer Support Services, ongoing/refresher training courses, expert court testimony, and routine maintenance/repairs of equipment. As of today, we actively monitor over 300 participants daily for Seminole County Sheriff's Office EM program.
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Section 1.0 Qualifications, Experience, General Requirements, and Industry Knowledge

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2.0	Proposer is expected to serve as a one-stop shop to meet all the requirements for this Category of Need and those requirements of this RFP. If proposer is unable to provide the full value chain of Products and Service the proposer may subcontract or partner with other entities to provide a specific Product or Service, or part of a Product or Service not 100% provided by the proposer. Describe how proposer will serve as a one-stop shop to provide proposed Products and Service for this Category of Need.	<u>PRODUCT RESOURCES</u> Track Group is among the largest Original Equipment Manufacturer (OEM) of electronic monitoring solutions in the world. We are fully positioned, prepared, and capable of serving as a one-stop-shop on delivering the goods and services that meet all the requirements as sought after Category 3: GPS Satellite Monitoring ("GPSM"). Unlike anyone else, our core focus is building and designing the industry's safest, most reliable GPS monitoring devices. This is our sole mission as a Company. As one of the world's leading electronic monitoring manufacturers in-tune with the market, we have a deep understanding that reentry into the community requires both the structure and accountability that Electronic Monitoring (EM) brings to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. Being the OEM not only gives us direct-line access to supply chain management, but affords us the capability to allocate equipment inventory to meet the volume required for program roll-out as well as the ability to swiftly accommodate additional



supply as needed.

Furthermore, we provide full equipment warranty coverage on our devices (with the exception of irreparable damage or loss). Along with routine maintenance and standard repairs throughout the life of the contract and any additional renew options **at no additional cost**.

SERVICE RESOURCES

We are an EM company run by EM people. We recognize what matters most is having trust in both the technology used and the company behind it. We employ some of the most experienced EM professionals from around the world who are 100% committed to and solely focused on delivering the industry's most reliable and scalable GPS tracking equipment and program support services.

Our approach to serving as a one-stop shop is simple. To be a **"True Partner"** through open line of communication, collaboration, and transparency. We will deliver an effective electronic monitoring program proven to be sustainable, dependable, and cost-effective.

We have a proven track record in successfully planning, implementing, and managing the operations of existing, new, and customized EM programs for some of the largest, most complex electronic monitoring programs in the world. However, for Track Group, it is not all about the large complex programs. We as a company are committed to providing the same thoughtful planning and resources to all our clients regardless of the size of the program.

Included in our Category 3 proposed products are all of the currently available technologies and complimentary monitoring solutions utilized in the GPS monitoring industry today. From our domestic violence victim notification app, Empower™ to our optional steel-reinforced SecureCuff™, RF Beacon and Pattern-of-Life-based predictive Analytics suite, Track Group is proposing a truly one-stop-shop for GPS monitoring products and services. Presently, there are no GPS monitoring tools offered on the market that Track Group does not provide or was not an industry innovator of.

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3.0	For this Category of Need, identify all subcontractor(s) by legal business name, including a contact name, email address, phone number and website. This list must include all subcontractors that proposer will utilize to implement, service and/or Perform the proposed Product and Service offerings.	Track Group does not intend to utilize subcontractors to implement, service and/or perform our proposed product and service offerings.

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4.0	Commercial Due Diligence: For this Category of Need, provide an analysis including but not limited to; social, political, and regulatory understanding of the electronic monitoring industry and the applicable laws, and regulations pertaining specifically to proposed Products and Services.	The electronic monitoring industry has endured numerous social, political, and regulatory changes that have had an impact on the industry. Most recently, the Covid-19 pandemic introduced significant changes on all of the aforementioned fronts. Socially, our industry saw an increase in adoption of monitoring technology in response to concerns around social distancing in custodial settings. While social concerns emerged around the increase in otherwise detained persons now being supervised in the community, the recidivism data proved that the vast majority of individuals monitored in the community did not commit new crimes while under electronic monitoring. Politically, while there is debate around the application of electronic monitoring in jail/prison depopulation settings, electronic monitoring in general has garnered bipartisan support due to continued research supporting its efficacy. In terms of laws and regulations impacting the industry, bail reform bills across several states now afford pretrial detainees the opportunity to post bond via cashless bail initiatives. As a result of the increase in pretrial defendants residing in the community, local jurisdictions have seen an increase in the use of electronic monitoring to address public safety concerns. Additionally, some states have passed bills calling for tampering with electronic monitoring devices to be considered felony offense.

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5.0	Legal Due Diligence: For this Category of Need, provide an analysis including but not limited to; legal issues within the electronic monitoring industry and/or litigation pertaining to proposed Products and Services.	The electronic monitoring industry, and particularly GPS-based electronic monitoring, has evolved over the past decade, as have legal issues associated with the industry. Most recently, legal issues including bail reform, provision of victim services, and privacy concerns have come into focus. Many states are considering or are presently enacting bail reform, including the elimination of cash bail, which has the potential to increase the number of participants subject to GPS-based electronic monitoring. At the same time, enforcement agencies have sought to expand the availability of attendant services (e.g., location-based notifications, one-touch connection to monitoring center, etc.) that serve victims associated with those participants subject to electronic monitoring. Also, as more data privacy focused laws are enacted, balancing the rights to privacy of participants and victims alike has taken on an increased importance. Both informed consent of, and clear program guidelines governing participants and victims alike, are paramount to the success of an electronic monitoring program. A robust GPS-based electronic monitoring program involves numerous stakeholders, including the electronic monitoring service provider, using agencies, prosecutors, defense counsel, judges, participants, and victims. Not all parties view the program through the same lens, which can result in litigation surrounding agency electronic monitoring protocols, program rules, violations, and judicial actions. Additionally, GPS-based electronic monitoring technology depends on a variety of technologies beyond simply GPS (e.g., telephone, cellular, Wi-Fi, ethernet, etc.), none of which are without error. Performance issues, whether real or perceived, can also form the basis of litigation.

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6.0	Products and Services: For this Category of Need, describe proposer's expertise and qualifications in sourcing, delivering, implementing/installing, servicing, maintaining, removing and disposing of proposed Products and Services, as applicable.	Over the last 20 years, Track Group has been a leading manufacturer in the electronic monitoring industry. We have extensive experience in sourcing, delivering, implementing/installing, servicing, maintaining, removing, and disposing of products after end-of-life. Track Group provides the proposed electronic monitoring products and services to over 300 customers in 9 countries and employs over 160 employees. With a senior management team with over 100 years of combined electronic monitoring experience, we have one of the most experienced leadership teams in the industry. Over the last 5 years of public sector contracting, Track Group revenues averaged \$36M annually. Domestically, Track Group provides the proposed electronic monitoring products and services to some of the largest cities in America. Cities like Chicago, Detroit, Philadelphia, Phoenix, Indianapolis, Denver, Pittsburgh, Seattle, Las Vegas and Washington D.C. rely on Track Group to deliver electronic monitoring products and services to thousands of high-risk Product Users in diverse and challenging settings. With each new customer, Track Group's highly qualified team of field operatives coordinate and provide on-site training, mobilization and transition services from contract execution to completion of deployment. In settings where active Product Users are in the thousands, Track Group has time after time successfully trained hundreds of agency staff and migrated thousands of monitoring devices in under 30 days. When products come to end-of-life, as they did after the recent sunset of 3G cellular networks, Track Group coordinated and executed the replacement of and transition out of over 20,000 end of life products.



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7.0	Information Technology Solutions For this Category of Need, describe proposer's expertise and qualifications in sourcing, delivering, implementing/installing, servicing, maintaining, and removing proposed information technology solutions including but not limited to any proposed Licensed Software.	Track Group has extensive experience successfully scaling and supporting Information Technology Solutions to of the size and scope NASPO both currently supports and aspires to with this next contract cycle. In terms of scalability, there are currently only seven other programs globally that monitor over 4,000 individuals per day. Track Group operates three of these seven programs, having successfully mobilized transitions from other competitor devices to monitor over 1 million individuals to date across nine countries. While each of our new Participating Entity IT deployments will be unique, Track Group is highly experienced in accommodating custom information technology solutions for some of the largest and high-profile electronic monitoring programs in the world. While less common amongst our competitors, implementing complex data integrations to multiple disparate systems is a strength of Track Group's. Given the high-risk nature of some programs, we are often chosen not just because of the high-security features of our device, but also because of our experience sourcing, delivering, implementing/installing, servicing and maintaining systems integrations that surface key public safety information to law enforcement agencies we serve. For example, with several of the references mentioned herein, Track Group has API integrations to both native and off the shelf case management platforms that save time and reduce dual entry. In others, we are integrated to platforms like real-time crime databases and even live gunshot detection systems like Shotspotter™. Our ability to be flexible with Information Technology integrations and deployments is one of the many reasons the largest EM programs in the U.S. rely on Track Group.

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Item	Requirement	Response
8.0	Demonstrated Public Sector Experience and Performance. Proposer must have been in business for a minimum of five (5) years providing this proposed Category of Need and must demonstrate specific public sector experience as defined by having been legally contracted to perform work for a governmental client including but not limited to; a local and/or county, state or federal entity in the last five (5) years. Describe how proposer will meet this requirement.	Track Group has been a leading manufacturer who has been legally contracted to perform the work, technology and services described in this Category of Need (GPS) to the public sector for over 20 years. We have extensive experience performing the work described herein under awarded government contracts to over 300 customers in 9 countries including 48 states in the U.S. where we operate at the federal, state, county and local levels. Over the last 5 years of public sector contracting, Track Group revenues averaged \$36M annually. Domestically, Track Group provides the proposed electronic monitoring products and services to some of the largest cities in America. Cities like Chicago, Detroit, Philadelphia, Phoenix, Indianapolis, Denver, Pittsburgh, Seattle and Washington D.C. rely on Track Group to deliver electronic monitoring products and services to thousands of high-risk Product Users in diverse and challenging settings. With each new customer, Track Group's highly qualified team of field operatives coordinate and provide on-site training, mobilization and transition services from contract execution to completion of deployment. Globally, there are only 7 contracts with over 4,000 active Product Users. Track Group currently holds 3 of these contracts. Please see our references for details on each, which have all been awarded to Track Group in the last 5 years.

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Item	Requirement	Response
9.0	Product and Service Delivery and Performance Requirement: For this Category of Need, proposer must provide delivery and service continuity of all Products and Services proposed and awarded under the Master Agreement to all fifty states, as well as the District of Columbia and U.S. territories. In addition, proposer's "brick and mortar" locations inclusive of all data centers must be based in the United States. Describe how proposer will meet this requirement.	Track Group understands and fully complies with this requirement. Track Group has been providing the proposed electronic monitoring products and services to over 300 customers across 48 states in the U.S. and commits to the delivery of services for this Category of Need (GPS) to all 50 states as well as the District of Columbia and U. S. territories – most of whom, we already serve. Track Group provides the proposed electronic monitoring products and services to some of the largest cities in America. Cities like Chicago, Detroit, Philadelphia, Phoenix, Indianapolis, Washington D.C., Denver, Seattle, and Las Vegas rely on Track Group to deliver electronic monitoring products and services to thousands of high-risk Product Users in diverse and challenging settings. In addition to our corporate headquarters in Naperville, IL, Track Group has brick and mortar locations in Indianapolis, IN, Philadelphia, PA, and Washington D.C. Our U.S. based IBM data centers are located in Dallas, TX, and Washington D.C. Our 24/7/365 Monitoring Center is located in Aurora, Illinois while our manufacturing and fulfillment center is located in Glendale Heights Illinois.

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Item	Requirement	Response
10.0	Staffing and Project Management Requirements: Proposer must appoint Key Contractor Personnel, at no additional cost for the term of the Master Agreement. Key Contractor Personnel shall be the primary point-of-contact for all account-based customer service needs of the Participating Entity including but not limited to the scheduling of onsite visits, coordination of User training. Product User training, service request(s) and issue resolution. Proposer shall provide an adequate level of staffing required to fully and consistently provide all Products and Services and accommodate fluctuations in Participating Entity need. Proposer shall ensure that all proposer staff are fully trained, qualified, and licensed in order to comply with any Participating Entity specific requirements including background check policies. Proposer staff shall adhere to background checks at no additional expense to the Participating Entity. Describe how proposer will meet these requirements.	Track Group has a proven track record in successfully planning, implementing, and managing customized electronic monitoring programs for some of the largest, most complex electronic monitoring programs in the world. However, for Track Group, it is not all about the large complex programs. We as a company are committed to providing the same thoughtful planning and resources to all our clients regardless the size of the program and all Participating Entities will be provided the same thoughtful planning and resources we've provided to small, medium, large, and complex programs worldwide. Upon the Participating Entity's contract award, Track Group will appoint primary point-of-contact for all account-based customer service needs of the Participating Entity including but not limited to the scheduling of onsite visits, coordination of User training. Product User training, service request(s) and issue resolution as well as a secondary point-of-contact as backup at no additional cost for the term of the Master Agreement. We understand that each Participating Entity needs are different, to ensure consistent operations of Products and Services and to accommodate fluctuations in Participating Entity's program, Track Group will assign adequate level of staffing to who will be fully trained, qualified, and licensed employees who will comply with any Participating Entity specific requirements including background check policies. These assigned employees will adhere to background checks at no additional expense to the Participating Entity.



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

Item	Requirement	Response
11.0	Compliance with Federal, State and Local Laws and Participating Entity Regulations: Proposer shall comply with federal, state and local laws and those regulations required by the Participating Entity. If awarded under this Category of Need, proposer must incorporate any new federal, state, or local regulations into their Products and Services at no additional expense to the Participating Entity. Describe how proposer will meet these requirements.	Track Group will comply with federal, state, and local laws and regulations as required by the Participating Entity. If awarded under this Category of Need, Track Group will comply and incorporate any new federal, state, or local regulations into their Products and Services at no additional expense to the Participating Entity. As part of our Quality Management System (QMS) the Track Group Performance Standards Manager will review any applicable federal, state, and local laws and or regulations required by a new Participating Entity. Additionally, our in-house Corporate Counsel will then be engaged by the Performance Standards Manager to review and sign-off on any operational or systemic changes to the organization brought about by any new federal, state or local regulations impacting our electronic monitoring operations/service or changes impacting the Participating Entity. This is a routine aspect of our Corporate Counsel's duties for Track Group. These requirements will be documented within our QMS and any relevant KPI's will be created and included in our performance management reporting. The QMS will be organized using: • Policies and procedures that align with Corrections requirements and delivery of a high-quality service • Audits of compliance with policies, procedures, and outputs to confirm compliance with the QSM • Assessment of evidence (for example, KPIs), and feedback from the Participating Entity on the quality of the service • Independent audit by a third-party assessor. The Performance Standards Manager will have responsibility, among other things, for maintaining and developing the QMS, collating data for reports and presenting them to the Account Managers, Contract Director, and General Manager for review.

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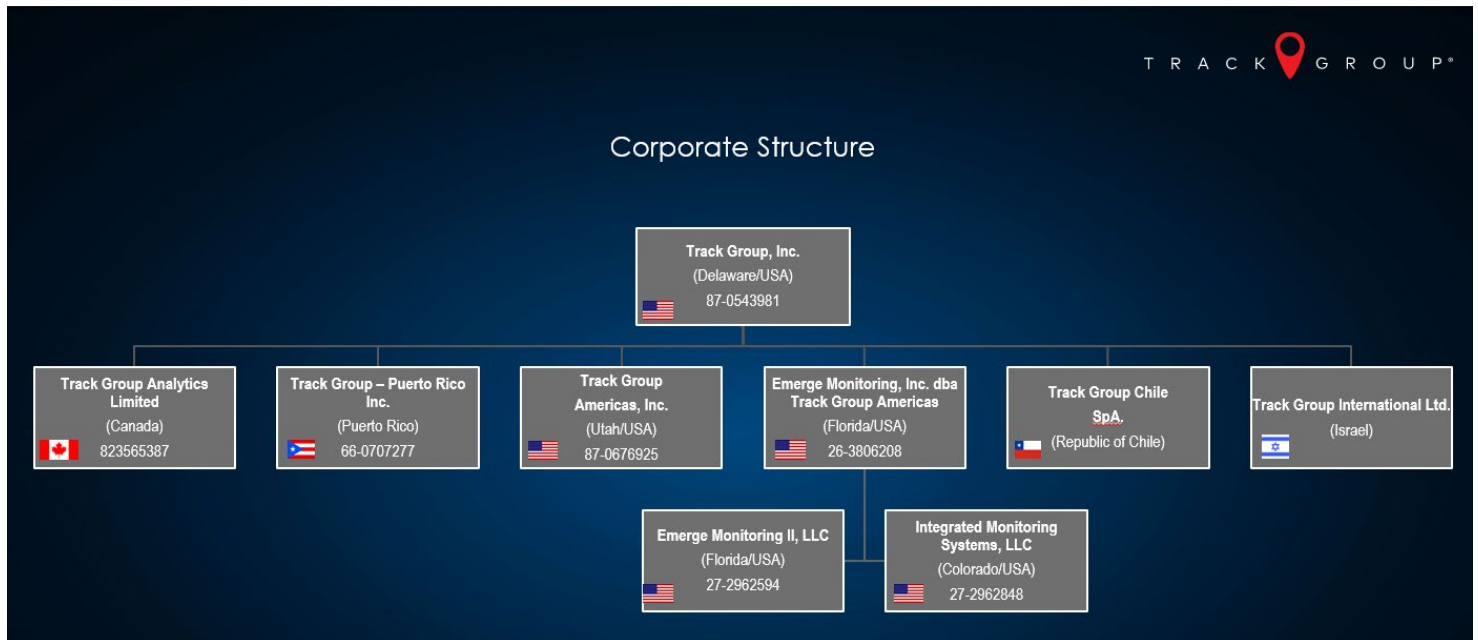
Section 1.0 Qualifications, Experience, General Requirements, and Industry Knowledge

Item	Requirement	Response
12.0	Describe proposer's organization, including any parent companies, subsidiaries, affiliates, and other related entities. Include an organization chart showing each of the above referenced entities. Is proposer's company publicly traded or is it privately held? Also, describe the ownership structure of Proposer's organization, including any significant or controlling equity holders.	<u>ORGANIZATION STRUCTURE</u> Track Group, Inc. (Track Group) designs, manufactures, and markets location tracking devices. The Company develops and sells a range of related software, services, accessories, networking solutions, and monitoring applications. Its products and services include a full-range of one-piece global positioning system (GPS) tracking devices; a device-agnostic operating system, and a portfolio of software applications, including smartphone, alcohol monitoring solutions, victim protection applications, and predictive analytics, and a variety of accessory, service, and support offerings. Its products and services are sold through its direct sales force, as well as through value-added resellers. It sells to government customers on the federal, state, and local levels in the United States and to members of various Ministries of Justice internationally. Track Group is the parent company with eight wholly-owned subsidiaries that are listed below. • Track Group Americas, Inc. • Track Group Analytics Limited • Emerge Monitoring, Inc. dba Track Group Americas • Track Group – Puerto Rico Inc. • Track Group Chile SpA. • Track Group International Ltd • Emerge Monitoring II, LLC • Integrated Monitoring Systems, LLC <u>ORGANIZATION CHART</u> We have provided an organization chart showing each of the above referenced entities on the following page. <u>COMPANY AND OWNERSHIP STRUCTURE</u> Track Group, Inc. is a publicly traded company on the OTCQX® market. The company currently trades under the ticker symbol "TRCK".



Response Continued for Item 12.0 – Describe proposer’s organization, including any parent companies, subsidiaries, affiliates, and other related entities. Include an organization chart showing each of the above referenced entities

TRACK GROUP ORGANIZATION CHART





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

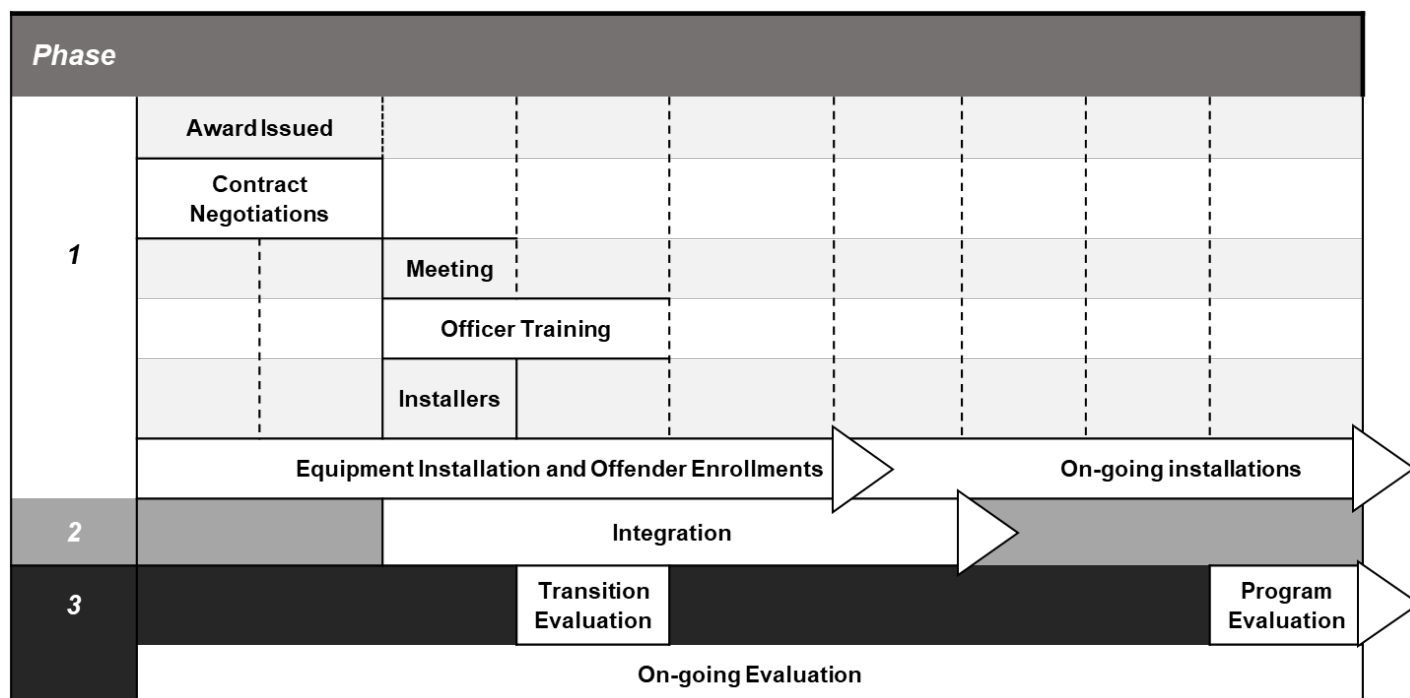
Item	Requirement	Response
13.0	Scenario: An incumbent contractor on the current Washington NAPSO ValuePoint Master Agreement for electronic monitoring in a given Participating Entity is no longer on the 22PSX0021 Master Agreement and the Participating Entity executes a Participating Addendum with your company as an awarded Contractor. Describe how as an awarded Contractor proposer will work with the incumbent contractor and the Participating Entity to ensure a transition that is in the best interest of the Participating Entity. Attach a transition plan which documents that proposer would implement to ensure key milestones, user acceptance testing and staffing strategies and successfully provided to the Participating Entity undergoing this hypothetical transition.	Track Group has a proven track record in successfully planning, implementing, and managing customized electronic monitoring programs for some of the largest, most complex electronic monitoring programs in the world. However, for Track Group, it is not all about the large complex programs. We as a company are committed to providing the same thoughtful planning and resources to all our clients regardless the size of the program. Any Participating Entity will be provided with the same thoughtful planning and resources we've provided to small, medium, large, and complex programs worldwide. As the awarded Contractor, Track Group will schedule an initial meeting with key Participating Entity's decision makers and Track Group's Executive Management team. During this initial meeting we will formally discuss and identify key integration requirements, timeframes, and delivery that is in the best interest of the Participating Entity. As well as the following: • Review and collaborate Participating Entity's program goals and objectives. • Review and collaborate Participating Entity's monitoring protocols. • Review and collaborate Participating Entity's trainings needs. Upon the initial meeting, Track Group will coordinate and work with the incumbent contractor on the date and timeframe of the transition to ensure a smooth and seamless transition from incumbent contractor. During the transition, Track Group will assist the incumbent contractor in the transfer of information to include but not limited to identification, curfew, any applicable waivers, and zone information for all subjects being monitored at the time of the transition to ensure a smooth and seamless transition of data for all individuals being monitored at the time of the transition of data into our IntelliTrack System. In addition, we will have our personnel on-site to assist the incumbent contractor in equipment swap-out ensuring a smooth transition of Product Users while minimizing any disruption to the Participating Entity's program. <i>*On the following pages, we have provided our transition plan that can be customized to meet each Participating Entity's needs and requirements.</i>



Response Continued for Item 13.0 – Attach a transition plan which documents that proposer would implement to ensure key milestones, user acceptance testing and staffing strategies and successfully provided to the Participating Entity undergoing this hypothetical transition.

TRANSITION PLAN

Our Transition Plan has three (3) phases. Below and on the following pages we have provided our approach that illustrates the steps taken during transition so that it can serve as a foundation for finalizing a formal plan with the key Participating Entity's personnel guidance and input.



PHASE ONE: TRANSITION ACTIVITIES

- 📍 **Contract Award/Negotiations** - An initial meeting will be scheduled with Track Group's key executive management and key Participating Entity personnel to review, discuss, and finalize contract Terms and Conditions. During this meeting program goals, milestones, officer training & locations, implementation timelines along with integration requirements and delivery will be discussed and finalized.
- 📍 **Transition Plan Meeting** - Track Group will meet with the key Participating Entity personnel to discuss Implementation the Participating Entity's Project Plan, based upon the known requirements then assemble a kick-off meeting with Track Group's Transition Team to review early project plan parameters and tasks that can be managed prior to the formal Transition Project Plan being finalized.
- 📍 **Pre-Planning Transition** – Track Group's Transition Team will begin transition based on the early project plan parameters and tasks. Once the formal Implementation Plan is approved and finalized, project status meetings are held with Track Group's Contract Manager, Program Manager, Track Group's Transition



Team, and Executive Management to ensure the Participating Entity's project is on-schedule and tasks are being completed as expected. The Contract Manager and/or Program Manager will provide updates to key the Participating Entity Leadership on expected milestones and progress.

- 📍 **Personnel Training** – On-site training on all contracted products and software to Participating Entity personnel the location determined by the Participating Entity.
- 📍 **Installer Evaluation** – Assess and make and staffing adjustments needed based on projected populations at related office locations.

PHASE TWO: TRANSITION ACTIVITIES

- 📍 **Transition In - Equipment Installations/Swap-out and Product User Enrollment** - After the kick-off meeting, the Contract Manager, will work with the Dedicated Account Manager and program's Inventory Manager, to place an equipment order to ensure equipment (and spares), consumables, tools, etc. can be shipped for an on-time delivery to meet the agreed upon on-site, Product User installation schedule.

As part of the initial meetings, Track Group and key Participating Entity personnel will discuss and agree on installation locations and timeframe, when Product Users are to be scheduled to come into the Participating Entity locations. Delivery of equipment consumables and tools will be adjusted based upon the identified installation locations. Based upon the installation schedule, Track Group's Program Manager will allocate the experienced Trainers/Installers from Track Group's Transition Team appropriately; and may pull other experienced Trainers/Installers to be on-site should the schedule dictate.

Track Group will request that the Participating Entity provide a daily list of the Product Users to have equipment installed, that includes first name/last name and equipment type to be installed. Track Group's installers will utilize this list to ensure correct installations and to keep track of daily installations.

- 📍 **Equipment Swap-out** - Track Group prefers to have technicians from the incumbent contractor present for the scheduled equipment installation/swap-out phase to ensure time efficiencies for the Participating Entity, Track Group, and the Product Users; as well as to lessen the risk removal issues. Track Group's installers would then work in conjunction with these representatives on a daily basis with the scheduled Product Users. If the incumbent contractor is unwilling to provide on-site representatives to assist in equipment removals, Track Group will require some training/instructions on how to remove their equipment safely and effectively. Additionally, Track Group will request packing materials, returns authorization forms and shipping labels for the equipment returns. Installers will be required to log the serial numbers and equipment types on the return forms, then retain a copy of the returns list for both Track Group and the Participating Entity' records.

Records Transfer and Return - To assure for a smooth transition in with minimal disruptions, Track Group will request that the Participating Entity schedule a meeting with the current electronic monitoring vendor to discuss and plan the activities of transition out and Implementation. During this meeting, Track Group, key the Participating Entity' personnel, and the incumbent contractor will agree to the method in which Track Group will receive Product User, officer, and Participating Entity data as well as the required delivery date for the data and equipment installation/swap-out date.

- 📍 Track Group will ensure that the required data transfer delivery date is within a reasonable window prior



to the scheduled installations. The Program Manager, Dedicated Account Manager, and Track Group trainers will ensure data records are received and available in Track Group's monitoring software.

- 📍 **Monitoring Software Implementation** - Track Group's monitoring software – IntelliTrack, is cloud-based and does not require any "implementation." IntelliTrack is accessed over a secure link via SSL on HTTPS with 256-bit encryption; an authorized username and password is required for login. All communication with the browser happens via HTTP requests and web socket communication over TCP/IP and no other protocols are required for the proper functioning of the application. Since IntelliTrack is cloud-based there is no installation on any the Participating Entity' computer hardware. Training on IntelliTrack will be provided in Track Group's training sessions as detailed in the Training section of this proposal.
- 📍 **Ongoing Evaluations** - Throughout Phase 2, Contract Manager will regularly meet with key Participating Entity personnel and leadership to ensure a successful transition.

PHASE THREE: TRANSITION ACTIVITIES

- 📍 **Transition Evaluation** - As needed, the Participating Entity 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 Participating Entity will have the opportunity as needed to evaluate the electronic monitoring programs performance. Track Group will collaborate with the Participating Entity to address any deficiencies in the program.
- 📍 **Ongoing Evaluation** - Track Group Dedicated Account Management, will be in contact with the Participating Entity's personnel on an ongoing basis as determined by the Participating Entity to ensure satisfactory program performance.

TRANSITION SCHEDULE (DRAFT)

On the following pages we have provided a draft outline of our Transition Schedule that illustrates the events, milestones, and project deliverables. However, upon negotiations and contract execution, the required timeframes provided will be modified based on these meetings and a formal Transition Schedule will be developed with the input of key Participating Entity personnel.

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Transition Schedule (Draft)

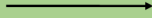
		Days/Weeks													
TRANSITION TASK AND DELIVERABLES		1	2	3	4	5	6	7	8	9	10	11	12	13	14
Participating Entity'S CONTRACT AWARD/NEGOTIATIONS		Responsible Party													
Contract Award Notification	Participating Entity														
Initial Meeting Set-up with key Participating Entity stakeholders	Participating Entity & Track Group														
Contract Negotiations	Participating Entity & Track Group														
Contract Execution	Participating Entity														
MILESTONES: CONTRACT EXECUTION															
CONTRACT/PROGRAM KICK-OFF MEETING		Responsible Party													
Initial, on-site meeting with Participating Entity stakeholders to discuss relevant contract terms, program goals, Implementation schedule	Participating Entity & Track Group														
Initial, on-site meeting to finalize training schedule (dates, locations, # of Participating Entity personnel), implementation schedule; data Implementation from current vendor; initial equipment delivery requirements	Participating Entity & Track Group														
Meeting to discuss Participating Entity system integration parameters	Participating Entity & Track Group														
Submit revised Implementation Plan for final approval	Track Group														
Approve Implementation Plan	Participating Entity's Personnel														
MILESTONES: APPROVED IMPLEMENTATION PLAN AND TRAINING PLAN.															
IMPLEMENTATION PLANNING		Responsible Party													
Identify, quantify and develop equipment/accessories delivery schedule for Implementation	Track Group														
Review Participating Entity's contract parameters and Transition Schedule with Track Group Implementation team	Track Group														
Review any customization requirements for IntelliTrack interface and/or reports as required by contract and develop roadmaps	Track Group														
Review requirements for integration into Participating Entity system and develop integration plan	Track Group														
Meeting with Participating Entity Personnel and current vendor to discuss data and equipment Implementation activities and schedule	Track Group, incumbent contractor & Participating Entity Personnel														
Coordinate and complete Track Group's internal staff training on the Participating Entity's program requirements and implementation plan	Track Group														
Confirmation of Participating Entity's personnel training (locations, dates/times and number of personnel per session)	Track Group														
MILESTONES: DEVELOP IMPLEMENTATION PLAN. DEVELOP SYSTEM INTEGRATION PLAN. TRACK GROUP PERSONNEL COMPLETE TRAINING ON PARTICIPATING ENTITY'S CONTRACT REQUIREMENTS.															
EQUIPMENT/DATA & DEVELOPMENT PLANNING		Responsible Party													
Place equipment/accessories order for trainings and transition based upon developed delivery schedule	Track Group														
Development work on customized changes to IntelliTrack interface, database and reports to meet contract requirements	Track Group														
Development work, as needed, for integration into the Participating Entity's system	Track Group														
Finalize plan for the Participating Entity's monitored individual/Officer data to IntelliTrack	Track Group														
MILESTONES: FINALIZE PLAN FOR OFFICER/MONITORED INDIVIDUAL/DATA ENTRY TO INTELLITRACK. EQUIPMENT/ACCESSORIES ORDER PLACED FOR PARTICIPATING ENTITY'S PROGRAM.															

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Transition Schedule (Draft)

Transition Schedule (Draft)		Days/Weeks													
TRANSITION TASK AND DELIVERABLES		1	2	3	4	5	6	7	8	9	10	11	12	13	14
SYSTEM INTERGRATION TESTING		Responsible Party													
Develop system integration test plan for the Participating Entity's system integration	Track Group														
Submit plan to the Participating Entity for review and approval	Track Group														
Perform test on system integration	Track Group & Participating Entity														
Report system integration results to the Participating Entity	Track Group														
Change Management - as needed based upon test results and requests from the Participating Entity	Track Group														
Implement system integration	Track Group														
MILESTONE: SUCCESSFUL TEST OF SYSTEM INTEGRATION; SYSTEM IMPLEMENTATION.															
Participating Entity PERSONNEL TRAINING		Responsible Party													
Training agendas distributed to the Participating Entity for review and approval	Track Group														
Training agendas approved	Participating Entity														
Training materials shipped to training sites	Track Group														
Training equipment delivery to training sites	Track Group & Participating Entity														
Participating Entity Personnel Training	Track Group & Participating Entity														
Administrator Training	Track Group & Participating Entity														
Mutually develop schedule for monitored individual equipment implementation	Track Group & Participating Entity														
Schedule monitored individuals for equipment implementation	Participating Entity														
Confirm onsite equipment inventory for monitored individual equipment implementation	Track Group														
MILESTONES: Participating Entity'S PERSONNEL COMPELTE TRAINING. APPROVED SCHEDULE FOR monitored individual EQUIPMENT AND IMPLEMENTATION.															
IMPLEMENTATION															
monitored individual/Participating Entity Personnel data input into IntelliTrack System	Track Group & Participating Entity														
Equipment Implementation of all active monitored individuals	Track Group														
MILESTONES: PROGRAM IMPLEMENTATION COMPLETED.															
POST-PROGRAM IMPLEMENTATION EVALUATION & ANALYSIS															
Project evaluation & analysis of implementation	Track Group & Participating Entity	ONGOING (throughout contract term) 													
Project evaluation & analysis of Participating Entity's system integration	Track Group & Participating Entity	ONGOING (throughout contract term) 													
Ongoing/Supplemental Training (On-site or Web Based)	Track Group	ONGOING (throughout contract term) 													
Ongoing Technical and Customer Support	Track Group	ONGOING (throughout contract term) 													
Change Management	Track Group	ONGOING (throughout contract term) 													
MILESTONES: SUCCESSFUL PROGRAM IMPLEMENTATION AND ON-GOING PROGRAM MAINTENCE															



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

Item	Requirement	Response
14.0	Transition Planning: The current NASPO ValuePoint Electronic Monitoring contract is set to expire 05/30/2023 and Master Agreement awards for 22PSX0021 are intended to be made in early May 2023. Describe how proposer will allocate the appropriate resources including account management, legal and administrative staff to effectively and efficiently execute Participating Addendums with Participating Entities. What do Participating Entities need to know to efficiently and effectively identify, implement and maximize utilization of proposed Products and Services under this Category of Need?	<u>TRANSITION METHODOLOGY</u> Track Group is fully prepared to enter into a Master Agreement in early May 2023, and shortly thereafter begin providing technologies and services to participating Entities. Our Mobilization and Transition Team will follow a standard Prince II project management methodology, dividing our activities into clear and manageable workstreams, and providing regular clear and accurate progress reports to the State. We will align this methodology with NASPO terminology and language so that we have a common understanding of what is required, and how we will achieve it. <u>TRANSITION OBJECTIVES / RESOURCE ALLOCATION</u> The objective of our Mobilization and Transition Plan will be to ensure that Track Group delivers all equipment, systems, and training to Corrections to enable an on-time commencement of services by: Collaborating effectively with both NASPO and any new Participating Entities, and the incumbent technology supplier to enable a smooth transition phase without disruption to ongoing services. All appropriate resources are added to the transition team, including our legal and administrative staff to ensure Participating Addendums and any amendments are reviewed and understood by both parties during execution, mobilization & transition. The account management team will completing and deliver training plans in good time to make sure all staff at the Participating Entity and Track Group are ready to deliver on day one of transition. Our Manufacturing team will build all physical equipment and then deliver, test, and distribute it to any new Participating Entities in good time for day-one of transition. Our IT team will deploy a dedicated agency and secure login access to our IntelliTrack Electronic Monitoring System and training all Participating Entity staff prior to transition commencement. Administrative staff will ensure all equipment and system instructions, operations manuals and any standing operating



procedures are complete and distributed to all respective employees across new Participating Entities.

TRANSITION PLAN – PARTICIPATING ENTITIES NEED TO KNOW

In order for Participating Entities to efficiently and effectively identify, implement and maximize utilization of the proposed Products and Services, the plan will, therefore:

- Be detailed and subject to a clear management process.
- Ensure activities and objectives are allocated realistic timeframes.
- Include clearly identified milestones.
- Identify and mitigate risks, challenges, and assumptions.
- Have appropriate resources with qualified and experienced personnel.
- Implement a clear handover process as Track Group's contract management transitions to mobilization.
- Include a defined process for managing and meeting any new Participating Entity's legislative requirements.
- Include a defined process for testing and assuring systems, processes, and equipment prior to going live.
- Be subject to clear governance arrangements.
- Have clear plans and agreements for collaborating with the new Participating Entity, the incumbent suppliers, and both the incumbent technology and any Field Service Provider(s).
- Clearly identify dependencies on the new Participating Entity and other parties, including the incumbent technology provider.
- Include a clear strategy for engaging and communicating with stakeholders.
- Maintain a comprehensive asset register for the equipment to provide visibility of where it is and its status, for example, in storage (by location), in use (by user).



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

Item	Requirement	Response
15.0	For this Category of Need, what factors contribute to the reliability and Uptime of proposer's Products and Services? Are there specific geographic areas of the United States where proposed Products and Services do not work or do not perform with 100% availability?	The factors that contribute most to the reliability and uptime of our products and services are continuity in our manufacturing process and stability in our cloud computing capabilities. In addition to the 20+ years of electronic monitoring design and engineering experience, Track Group's ISO-certified manufacturing facility ensures continuity of our manufacturing process and thus sustained reliability in the field. Our cloud partner, IBM provides us with on-demand cloud infrastructure as a service to Track Group, allowing us to create scalable bare metal server, virtual server, or hybrid computing environments, via IBM Cloud IaaS's Customer Portal, leveraging global data centers and points of presence (PoP). There are no geographic areas of the United States where our Products and Services are unable to perform. The cellular and GPS technology in the ReliAlert™ tracking device was designed to be highly advanced in both GPS satellite tracking and cellular technology. Unlike GPS tracking devices that only utilize the U.S. GPS (Navistar) constellation of 31 satellites orbiting Earth, the ReliAlert™ device can utilize the Navistar, GLONASS, GALILEO, and QZSS constellations adding an additional 48 satellites (a total of 79 potential satellites) when determining primary location fixes. This is not a common capability in the offender monitoring industry and affords ReliAlert™ the ability to connect to more satellites resulting in a higher yield and higher confidence of location fixes ensuring maximum accuracy. The GPS technology in the ReliAlert™ uses both autonomous and assisted GPS services. GPS signal processing is augmented by A-GPS and uses SBAS (WAAS, EGNOS, MSAS, GAGAN) precision correction services. A-GPS provides enhanced locationing and Time-To-First-Fix in low GPS signal strength environments. SBAS provides location drift correction resulting from environmental factors that distort GPS signal transmission. In addition, the ReliAlert™ device also tracks through cellular networks and their respective roaming partners ensuring access to multiple cellular towers throughout the U.S for communications (cellular triangulation) when GPS becomes unavailable ensuring location is constant. Because of these design features, the tracking capabilities of the ReliAlert™ have proven to track and report the individual's location 24/7/365 with maximum uptime.



Proposer Name: Track Group, Inc.

Category of Need: Category 3: GPS Satellite Monitoring (“GPSM”)

Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
1.0	Scenario: I am a Product User who must wear and/or use the proposed Products and Services. Proposer Response to: For this Category of Need, and for each proposed Product and/or Service proposed under this Category of Need, explain how my data is: 1. Extracted by the proposed Products and Services. 2. Stored by the proposer, proposer’s subsidiaries, affiliates and/or other entities and those of any subcontractor(s). 3. Utilized by the proposer, proposer’s subsidiaries, affiliates and/or other entities and those of any subcontractor(s). 4. Protected by the proposer, proposer’s subsidiaries, affiliates and/or other entities and those of any subcontractor(s).	<u>HANDLING OF PARTICIPANT DATA</u> Track Group understands the critical importance of protecting personal data of the people supervised with its products and services and our responsibilities to ensure we collect, store, process, and transmit data securely. We equally understand how we must only keep personal data for so long as we require it, or the law dictates we must keep it. We will then have to destroy it. Track Group is used to working within such legal frameworks, for example, our operations in the United Kingdom have to meet the European Union’s General Data Protection Regulation (GDPR) which has been incorporated into UK law under the Data Protection Act 2018. In the U.S. we hold contracts with federal agencies operating in a FEDRamp certified data center in Washington D.C. which is NIST compliant and upholds the highest government standards for the protection and handling of personal identifiable data. Track Group’s response to how Product User’s data is: 1. It is worth noting that Track Group and our partners will not be collecting, processing or using data from device users. It will be collected by the Participating Entities and hosted on IntelliTrack. We will only collect data that is provided by Participating Entities – we will not collect data from device wearers directly. 2. We will only store personal data on IntelliTrack, our software monitoring platform relating to individuals wearing devices, hosted within our redundant IBM data centres in Dallas, TX and Washington, D.C.. otherwise. 3. Track Group does not expect to process personal data relating to individual device wearers –Participating Entity staff will do so using IntelliTrack. Data transmitted between the device and IntelliTrack over the cellular network will only contain non-personalised data (for example, the device unique identification number).

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		4. All data will be securely stored, and we will agree with Participating Entities during the negotiation phase the length of time they require us to hold personal data of device wearers. We will never disclose personal data relating to device wearers – it will be for Participating Entities to do so. Participating Entity staff will have individual log-ins to IntelliTrack to access personal data rather than Track Group disclosing it to them. We have processes in place to automatically delete data from IntelliTrack after a set period of time determined by Participating Entities beyond which you no longer require us to hold it – we will give you warning of where we intend to delete data to instruct us otherwise.
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Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
2.0	Is artificial intelligence employed by proposer for any Products and Services under this Category of Need? If yes, please explain.	Track Group does not employ artificial intelligence or any Products and Services under Category 3: GPS Satellite Monitoring (“GPSM”)

Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
3.0	For Products and Services proposed under this Category of Need, what country(ies) are Products and/or Services or components of Products and Services sourced from? Describe the reliability of proposer’s Product and Service supply chain(s).	The proposed products for this category are manufactured in the United States with some components sourced from the countries of Taiwan, Japan, China, Israel & Hong Kong. The proposed Services (i.e., our 24/7/365 Monitoring Center and staff, headquarters, and program operations staff) are sourced from the United States on average, Track Group devices operate with less than a 1% out of box failure rate and less than 5% RMA rate in the field. Track Group ships 95% of the customer orders on-time in 2023.



Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
4.0	What are the greatest risk(s) to proposer's Product and Service supply chain(s)? How will proposer meet an increase in demand for Products and Services under this Category of Need?	The greatest risk to the Track Group Supply Chain is a major disruption to the global component supply chain. There has been significant improvements in stability of supply chain and component availability in 2023. The COVID-19 pandemic prompted Track Group to revisit its contingent supplier records and strengthen our secondary supply chain resources. To meet an increase in demand for Products and Services under this Category of Need, Track Group is already in the process of the following: 1. Track Group is in the process of stocking a finished goods inventory location. This will give us device availability to meet daily customer demands and build devices based on future forecasts. 2. Track Group has purchased and is storing some long-lead time components. Having these components readily available helps to build new devices when business ramps up. 3. Diversification of Suppliers. Track Group has partnered with and approved additional component suppliers. Inventory Planning and Procurement is primarily highly outsourced to our OEM partners but has augmented this channel with additional providers. Having more component providers helps mitigate the problems of single-sourcing.

Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
5.0	Describe the primary cost drivers for the proposed Products and Services under this Category of Need.	The primary cost drivers are device build costs and monitoring service costs. These two primary factors drive the per diem pricing model used in the electronic monitoring industry. Behind device build costs are the expenses related to engineering, sourcing components, manufacturing, repairing, and shipping. As well as monthly cellular costs associated with device communication. Behind the monitoring services costs are software development, IT architecture and security, data center related expenses, monitoring center infrastructure, and staffing in the monitoring center.



Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
6.0	Describe the proposed methodology to protect the security and confidentiality of Product User and User data and information proprietary to Participating Entities or subject to special statutory protection, including but not limited to; Product User personal information, personal identifiable information and health information. - Describe proposer's experience, qualifications and capabilities in protecting highly sensitive and confidential information. - Is the proposer a business associate as it relates to HIPAA?	Security is a fundamental principle in the design of IntelliTrack and is enforced at all layers of the application. IntelliTrack is accessed over a secure link via SSL on HTTPS with 256-bit encryption where a unique, authorized username and password are required for login. All communication with the browser happens via HTTP requests and web socket communication over TCP/IP. Single-Sign-On (SSO) and multi-factor authentication (MFA) are available on request. By default, our system has Transport Layer Security (TLS) enabled to encrypt respondent traffic. All other communications with the system are sent over TLS connections, which protects communications by using both server authentication and data encryption. This ensures that user data in transit is safe, secure, and available only to intended recipients. - Track Group understands the critical importance of protecting personal data and our responsibilities to ensure we collect, store, process, and transmit data securely. We equally understand how we must only keep personal data for so long as we require it, or the law dictates we must keep it. We will then have to destroy it. Track Group is used to working within such legal frameworks, for example, our operations in the United Kingdom must meet the European Union's General Data Protection Regulation (GDRP) which has been incorporated into UK law under the Data Protection Act 2018. It contains very similar standards on organisations as the Privacy Act 2020 and we, therefore, feel comfortable with operating within the framework of the Act and complying with it. - Track Group is not a business associate pursuant to HIPAA.



Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
7.0	For proposer staff that work remotely and/or telework, describe how proposer safeguards Product User data and User data and other data deemed necessary to be protected by the Participating Entity.	IntelliTrack is accessed over a secure link via SSL on HTTPS with 256-bit encryption where a unique, authorized username and password are required for login. IntelliTrack requires login credentials that contain a unique identifier that is token-based for authentication and authorization for access. Upon authentication with the system, a user is authorized for certain access based upon their assigned role (or roles). This information is encoded in an encrypted token which indicates to both the UI and the application layer what screens and data the user is authorized to see, as well as what actions or data modifications the user is allowed to perform. The data layer is entirely isolated from the end-user and is only accessible via the internal network through the application layer. User data in our database is logically separated by account-based access rules, and user accounts have unique usernames and passwords that must be entered each time a user logs in. Upon resignation or termination of a user's account all historical data remains in the system.

Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
8.0	Describe current security screening practices for proposer's employees, and any ongoing security screening that may take place during the Master Agreement term. Include a description of any security clearances or certifications that proposer requires of its employees.	Track Group holds itself to the highest standards of ethics and integrity and expects our employees to adopt and follow the same standards. Once a candidate has moved into the "job offering" phase, a preliminary background check and illicit substance testing are performed by qualified/certified entities to verify identity, employment qualifications, education, and to ensure there is no criminal history or illicit substance abuse. All candidates must pass both prior to employment. Furthermore, we have clients at the Federal level that require personnel performing work under their contract to obtain security clearances and/or certification(s) prior to and during contract fulfillment. This includes: • Federal Clearance Level on Security for Contractors • Declaration for Federal Employment • Federal Clearance Preliminary Background • Federal Clearance Fingerprint • Fair Credit Report Act of 1970 • Personal Identity Verification (PIV)

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Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
9.0	Is proposer SOC 2 compliant? If yes, please explain how and provide proof.	Track Group's IntelliTrack software application resides within two 100% fully redundant IBM cloud data centers. The IBM System is SSAE 16, ISO 27001, SOC2 and Safe Harbor Compliant and the Infrastructure covers redundant networking, power, and Infrastructure. Our systems are monitored by IBM Managed Services 24 hours, seven days a week; augmented by our IT team to ensure that our physical environment is both stable and secure. The location is hardened against physical intrusion, and server room access is limited to certified employees. All of our controls (inside and outside the data center) are vetted by third-party auditors. <i>We have attached our IBM Softlayer_US_SOC2 Bridge Letter & SOC-2 Report in the CTSOURCE Portal as evidence.</i>

Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
10.0	Has proposer or a subcontractor which proposer will utilize under this Master Agreement been subject to a data Breach in the last 12 months? If yes, please describe the breach incident(s).	Track Group does not intend to utilize any subcontracts under this Master Agreement. We recognize the importance of securely protecting the highly confidential data that we collect during and after our contract fulfillment with our clients and have network security for over the past two decades we have securely safeguarded our client's sensitive information without incident.

Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
11.0	Does proposer have cyber insurance? If so, please provide proof including a copy of proposer's certificate of insurance and the declaration page. This information will be kept confidential.	



Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
12.0	How will proposer ensure a Participating Entity can audit the reliability and uptime of proposed Products and Services under this Category of Need?	<u>QUALITY MANAGEMENT SYSTEM</u> To ensure that Participating Entities can audit the reliability and uptime of our proposed products and services, Track Group will implement a Quality Management System (QMS). Track Group has a QMS that is accredited to ISO 9001:2015. Our QMS will be organized using: • A corporate policy committing the company, and our strategic partners, to achieving a continually improving high quality service • Policies and procedures that align with Corrections requirements and delivery of a high-quality service • Supervision, advice, and guidance for staff to assure the quality of their works • Audits of compliance with policies, procedures, and outputs to confirm compliance with the QSM • Assessment of evidence (for example, KPIs), and feedback from Corrections on the quality of the service • Independent audit by a third-party assessor. A Performance Standards Manager will have responsibility, among other things, for maintaining and developing the QMS, collating data for reports and presenting them to the Account Managers, Contract Director, and General Manager for review. We will train our people on the QMS and each of the KPIs, together with how we will achieve them. We will instill among them that the KPIs are Track Group's minimum performance standard, but we should devote our attention and energy to exceeding them, where we can. We will consult our staff regularly, sharing with them our performance, and celebrating where we have overachieved. We will also seek their feedback and incentivize them to come up with new ideas about how we can improve performance further or make the business operations more efficient and effective.



Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
13.0	What reporting will proposer provide to a Participating Entity to document compliance with Exhibit C. requirements for Uptime and System Availability?	Per Track Group's Quality Management System (QMS) a Performance Standards Manager will provide to a Participating Entity reporting that allows them to document our compliance with Exhibit C's requirements for Uptime and System Availability. We will use a range of metrics and data sources to demonstrate how we have achieved each of the KPIs. These will range from data from IntelliTrack, our software monitoring platform, that is date and timestamped to protect its integrity; the number of complaints received (and outcomes); and the outcome of projects to implement change to confirm there was no impact on Corrections' operations (beyond any agreed with you in advance). Our Performance Team will create weekly dashboard reports for review by the Contract Director and Account Managers at their operational review meetings with the Participating Entity. If performance were to fall below an acceptable standard, we will explore with the Participating Entity the root cause and agree measures to recover the situation. Missing performance standards will form part of the operational risk register and this will be kept updated to provide an early warning if we are at risk of failing a KPI so that further mitigating measures can be taken to address it. Regional Account Managers will monitor performance against the KPIs throughout the year identifying where there may be a potential problem so that they can intervene quickly and rectify the situation before it becomes an issue. For example, Account Managers will assist Participating Entities with monitoring stock levels against the inventory system and, where they notice a sudden increase in used of a particular device, they will courier additional devices so that the region always has sufficient equipment available to meet operational needs. Our SLAs with each Participating Entity will require them to notify the Track Group Account Managers at once if there is a real risk of missing a KPI or there has been a failure. Our priority will be to support the Participating Entity to recover the situation. We will then undertake a review with the partner on the cause of situation and what we can collectively do to prevent a re-occurrence in the future. We will share this learning with NASPO.

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Section 2.0 Data Use, Supply Chains, and Information Technology

Item	Requirement	Response
14.0	For this Category of Need, provide a detailed delivery and shipping plan that can be offered to any Participating Entity. Describe how proposer will fill orders and ship Products and, specify timeframes, and include logistical capabilities that allow proposer to meet urgent requests. Ensure proposer notes any circumstances in Participating Entity location and/or Product User location that may result in delays and/or prolonged timeframes for Product delivery and/or Service issues.	Being the OEM not only gives us direct-line access to supply chain management, but affords us the capability to allocate equipment inventory to meet the volume required for program roll-out as well as the ability to swiftly accommodate additional supply as needed. Upon receipt of order request, Track Group's Logistics team coordinates with our U.S. based fulfillment center on volume of products and destination for order shipment to ensure Participating Entity's delivery requirements are met. Timeframes are specific to each Participating Entity's requirements. However, our typical method of shipment is via ground, and we have the capability to expedite shipping to overnight delivery to meet urgent requests. Weather related and natural disaster circumstances would be the main factors in delays and/or prolonged timeframes for Product delivery to Participating Entity's and/or Product User's location.



Proposer Name: Track Group, Inc.

Category of Need: Category 3: GPS Satellite Monitoring (“GPSM”)

Section 3.0 Product Specifications

Item	Requirement	Response
1.0	Product Specifications: Proposer shall only propose new equipment that has been properly registered and certified under the Federal Communication Commission (“FCC”) rules and regulations, as applicable. All equipment must be new, clean, damage free, and in operative order. Remanufactured or refurbished devices are not permitted under the resulting Master Agreement. Furthermore, the proposer shall identify all anticipated products, technologies, services scheduled for discontinuation and/or scheduled end-of-life that are anticipated during the initial term of the Master Agreement. Proposer shall ensure all Products and Services proposed incorporate best-in class functionality related to charging capabilities, connectivity flexibility (not just Wi-Fi), tampering resistance, Product User fit and feel, and water resistance. Proposer shall provide Product and Service upgrades as they become available at no additional charge to the Purchasing Entity. Per including but not limited to; the standards set by the Federal Department of Justice on electronic surveillance and/or monitoring, all Products and Services proposed under this RFP shall meet the following requirements: 1. Operate in active, passive and hybrid modes.	<u>PRODUCT AND SERVICES PROVIDED</u> There are no products, technologies, and/or services scheduled for discontinuation or scheduled end-of-life during the initial term of the Master Agreement. All equipment provided under the resulting Master Agreement will be new, clean, damage-free, and in operative order. <u>FCC CERTIFICATION</u> The proposed ReliAlert™ device is certified under cellular and electrical standards plus environmental stress and durability standards and meets all applicable FCC rules, codes, and regulations as applicable. • FCC Certification No. TPO-OTD41. <u>CONNECTIVITY FLEXIBILITY</u> The cellular and GPS technology in the ReliAlert™ device was designed to provide optimal location performance to enable real-time tracking capabilities. The ReliAlert™ is a not only is a multifunctional smart-device, but was designed with one of the largest GPS antennas available on the market. The device’s tracking capabilities consists of GPS, cellular (LTE/GSM) and embedded RF receiver technology and was specifically designed to continuously monitor, track, and report the whereabouts of Product Users’ on a real-time basis 24 hours a day, 365 days a year. The GPS technology in the ReliAlert™ uses both autonomous and assisted GPS services. GPS signal processing is augmented by A-GPS and uses SBAS (WAAS, EGNOS, MSAS, GAGAN) precision correction services. A-GPS provides enhanced locationing and Time-To-First-Fix in low GPS signal strength environments. SBAS provides location drift correction resulting from environmental factors that distort GPS signal transmission. Unlike most GPS tracking devices that only utilize the U.S. GPS (Navistar) constellation of 31 satellites orbiting Earth,

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2. Be capable of being worn on the Product User's ankle. 3. Be lightweight and small. 4. Be sealed and water resistant. 5. Be hypoallergenic and must not pose a safety risk or hazard to the Product User wearing the unit or to Participating Entity personnel. 6. Be easily attached to and removed from the Product User by Participating Entity personnel in less than ten (10) minutes. 7. Be durable and shock-proof. 8. Connect to the proposer's server(s) through a cellular network. 9. Be configurable to utilize multiple cellular towers within the Participating Entity for optimum Product User location tracking. 10. Recognize wi-fi availability and roaming on cellular networks other than that of the primary cellular service provider. 11. Be supplied with a rechargeable battery that operates on standard 110-volt household current and can maintain a charge for a minimum of 16 hours. 12. Be supplied with the functionality for Participating Entity personnel to communicate with the Product User through the Product and/or Service which may include but may not be limited to; by voice, text, tone, vibration, light emitting diode, liquid crystal display.) 13. Be supplied with a backup location system in the event a GPS signal is not present.	ReliAlert™XC4 can utilize the Navistar, GLONASS, GALILEO, and QZSS constellations adding an additional 48 satellites (a total of 79 potential satellites) when determining primary location fixes or traces. This is not a common capability in the offender monitoring industry and affords ReliAlert™ the ability to connect to more satellites resulting in a higher yield and higher confidence of location fixes ensuring location point accuracy. <u>TAMPER</u> The proposed ReliAlert™ device has built-in, internal sensors the continuously monitors communications signals, strap connectivity and case shell closure and was designed to recognize tamper/removal attempts. All tamper/removal attempts are immediately identified (in real-time), generating an alarm into our monitoring system, IntelliTrack and our Monitoring Center. Once an alarm is generated, our 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 to the Participating Entity's authorized personnel. <u>FIT & FEEL</u> The proposed ReliAlert™ device was ergonomically designed to fit securely and comfortably around Product User's ankle. The device can support any ankle circumferences and will not unduly restrict daily activities of the Product User. <u>UPGRADES</u> The products and services being proposed are the most recent model/version released. If at any time during the term of the Master Agreement an upgrade becomes available, Track Group will present the upgraded to the Participating Entity at no additional cost. <u>MEETING THE REQUIREMENTS (1-16)</u> 1. The proposed ReliAlert™ device possesses the capabilities to operate in active, passive and hybrid modes. These modes are set within our monitoring software, IntelliTrack, therefore, there is no need to change equipment or software. Additionally, at any time within IntelliTrack, Participating Entity's authorized users
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14. Accurately restrict a Product User to the geofenced area(s) established by the Participating Entity which may include but not be limited to a range of 35 to 150 linear feet of the Product User's home and/or residence and be able to report the location of a Product User outside any structure and/or building. 15. Accurately track time on an internal clock that is automatically set with periodic time checking to verify accuracy. 16. Collect and store GPS location points at a frequency not less than once every minute. Describe how proposer will meet these requirements.	can change tracking level as required. 2. The proposed ReliAlert™ is a durable, robust one-piece system that was ergonomically designed to fit securely and comfortably to the ankle and will not unduly restrict the activities of the Product User. 3. The proposed ReliAlert™ is small and lightweight. The device can be worn under traditional pants and will not unduly restrict the activities of the Product User. 4. The proposed ReliAlert™ device is sealed and water-resistant. - IP68 Certification No. 44917a128 5. The proposed ReliAlert™ device along with standard strap and optional SecureCuff™ are constructed of hypoallergenic materials. The ReliAlert™ device poses no safety/health hazards to the Product User or anyone else. 6. The proposed ReliAlert™ device is user-friendly and easy to install and remove. Trained personnel are able to complete the installation/removal process in less than 10 minutes. Track Group will provide Participating Entity's personnel with training on the operations and installation/removal of the devices at no additional cost. 7. The proposed ReliAlert™ device is durable, reliable, and shock-resistant, water-resistant and functions reliably under normal conditions (environmental and atmospheric). The device is certified under cellular and electrical standards, plus environmental stress, and durability standards. We have provided certification numbers below as evidence. • Durability/Impact resistance (IK07 rating) IEC 62262 Certification No. t44p18a133 • Mechanical & Environmental Stress IEC 60068 Certification No. t44p17a246 • Batter Seal IEC 62133 Certification No. NL-33876 • Battery Transportation UN38.3 Certification No. NCR18650BD In addition, the ReliAlert™ device battery has built-in safety protection from over-charge, over-discharge, over-temp, over-voltage, and over-current at the device battery
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		level. In addition, the ReliAlert™XC4 device has its own independent safety protection to protect device and the Product User from over over-voltage and over-current. This includes both TVS (Transient Voltage Suppression) and an electrical fuse. Safety testing has included transient voltages up to 10,000 volts. Furthermore, the ReliAlert™ device's AC wall adapter is UL certified, over-current & short circuit protection and is certified with the Department of Energy power efficiency rating = Class VI. 8. The proposed ReliAlert™ device has the ability to connect to our IntelliTrack server(s) through cellular network. 9. The proposed ReliAlert™ device has the ability to be configured to utilize multiple cellular towers within the Participating Entity for optimum Product User location tracking. 10. The proposed ReliAlert™ device utilizes LTE/GSM cellular networks and their respective roaming partners to ensure access to multiple cellular towers and networks throughout the United States for communications. 11. The proposed ReliAlert™ device boasts the longest battery life in the industry - 72+ hours operational use on a single, 2-hour charge. The battery in the ReliAlert™ is encased, durable and rechargeable via standard 110-volt household current. Furthermore, the ReliAlert™ device automatically identifies and communicates via vibration to alert the Product User to charge the device. The ReliAlert™ device can be charged at any time by the Product User either by the provided standard A/C 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. 12. The proposed ReliAlert™ is the only one-piece tracking device offered in the electronic monitoring industry with patented on-board, two-way live voice communication technology and on-board 95-decibel siren. The direct live voice communication capability not only distinguishes our offer from all other vendors in the field but has also proven valuable and depended upon by our
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		clients in terms of real-time intervention and response protocols to non-compliant situations. Not only does the direct live voice communication allow our Monitoring Center to resolve alerts in real time directly with Product Users but it also has a direct impact on a reduction in alarm handling workload by Participating Entity's supervision officers. This is just another positive impact that the ReliAlert™ device will have on the Participating Entity's EM program. In addition to our monitoring center, the Participating Entity's supervising officers will have the ability to call the Product User through the bracelet (via a 3-way patch with our center). Often times, a call from the supervisor through the bracelet can prove highly effective in resolving a critical alert. It is important to note that all calls with the Product User through the device are digitally recorded and may be accessed by the Participating Entity at any time. Furthermore, the unique feature of the 95-decibel siren becomes a first line of defense in many cases when it comes to righting a wrong, turning a Product User away from an exclusion zone they just entered, deterring a tamper attempt, or prompting the Product User to charge the battery upon a critical low battery alarm. 13. In addition to the geo-satellite-based location technology, the proposed ReliAlert™ device also utilizes multiple types of secondary cellular-based location tracking through both location-based services (LBS) as well as cell tower triangulation, similar to advanced forward link trilateration (AFLT), to determine locations in the absence of GPS signal. This method of device location measures the signal transmission time between a minimum of three cell towers ensuring location is constant. 14. The proposed ReliAlert™ device is a "smart-device" with the ability to report the location of a Product User outside any structure and/or building. The device's on-board processor was designed to capture and store all the Product User's applicable inclusion/exclusion zones and schedule information entered into our Central Host system, IntelliTrack. Our in-home Beacon has three (3) programable ranges (Low, Medium, and High) providing the Participating Entity with an effective way to monitor Product Users. Authorized Participating Entity's personnel can customize ranges that include but not be limited to a
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range of 35 to 150 linear feet for each Product Users to meet specific monitoring parameters.

The ReliAlert™ device can store up to **500 inclusion/exclusion zones** and can store more than **29,050 recorded events**. The device continuously updates its GPS location information, and assesses Product User's location every two (2) seconds against the stored inclusion/exclusion zones and schedules. When a ReliAlert™ device confirms a violation, an alarm is immediately transmitted to IntelliTrack in real-time – **the ReliAlert does not need to verify information from our IntelliTrack**. Unlike other competitors' systems, notification does not wait for the next "reporting interval." Once the alarm is received, notification protocols established by the Participating Entity are followed.

15. The proposed ReliAlert™ has an internal clock designed to time stamp and store all detected monitoring events. Real Time Clock (RTC) is initialized and reaffirmed by valid GPS fixes (i.e., from extremely accurate atomic clocks onboard GPS satellites). If insufficient GPS reception is available, the initial clock setting is set by querying the current time from cellular service - until a valid GPS fix is re-established.

16. As a standard, The proposed ReliAlert™ captures and transmits a Product User's information once every minute during compliance status and transmits violation alarms when they occur in real-time. Once an alarm is generated, the device's tracking and transmission rate increases to once every 15 seconds.



Proposer Name: Track Group, Inc.

Category of Need: Category 3: GPS Satellite Monitoring (“GPSM”)

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

Item	Requirement	Response
1.0	For this Category of Need: Service Level Agreements: Participating Entity may negotiate their own Service Level Agreements (“SLAs”) per Exhibit C. At a minimum, proposer shall meet the following requirements including but not limited to: A. Exhibit C. Service Level Agreement and Maintenance and Support B. Performance Objectives Performance objectives will inform collection of data, reporting of outcome metrics, and monitoring of trends in performance. The performance metrics below are distinct from service level agreements, which are described in the scope of work. Final metrics to track proposer performance, along with the methods by which key data will be collected and reviewed, will be agreed upon through Participating Addendum between Participating Entity and awarded Contractor. Metrics may include measures to track activities conducted, efficiency, service quality, outcomes, and equity. Metrics may be reviewed by Participating Entity, or by third-party entities in partnership with Participating Entity, to monitor and audit performance, safety, and adherence to data security protocols. Participating Entity may address additional metrics in their respective Participating Addendum. Significant	<u>SERVICE LEVEL AGREEMENTS:</u> Track Group agrees to develop Service Level Agreements with Participating Entities that are in accordance with Exhibit C and meet 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.

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	metrics to be collected by the awarded Contractor, reviewed by the Participating Entity, and used to evaluate the awarded proposer's performance may include: 1. Number of Product and/or Service malfunctions per day, week, and month, along with descriptions of the nature and cause of malfunctions and associated plans to avoid future errors. 2. Speed of proposer's resolution of malfunctions, errors, or other Product and Service maintenance requests. 3. Frequency of regular servicing and upkeep maintenance for devices, and adherence to any maintenance plan created by Participating Entities and proposer. 4. Adherence to court-ordered schedules for installation and removal of Products and Services. 5. Compliance with reporting deadlines and timelines agreed upon by Participating Entity and proposer. 6. Results of Participating Entity specific government evaluation forms documenting proposer performance. 7. Participating Entity satisfaction with training materials and presentations. 8. Participating Entity satisfaction with 24/7 help desk services at monitoring centers Describe how proposer will meet these requirements.	
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Section 4.0 Service Level Agreements and Additional Requirements for Products and Services

Item	Requirement	Response
2.0	Service Requests from Participating Entity and/or Product User: 1. Proposer shall respond to Product and Service request(s) from the User and Product User per the Participating Entity's Participating Addendum. 2. Product User damage as defined as Product User misuse, neglect or abuse of an installed Product and/or Service will not be covered by proposer, and proposer may bill the Purchasing Entity and/or Product User, at a fee schedule negotiated per the Participating Entity's Participating Addendum. Maintenance, Support and Servicing Agreements For Products and Services: 1. Participating Entity may negotiate and incorporate into its Participating Addendum, Product maintenance, support and/or servicing agreements for any Products and/or Services purchased outright, leased and/or rented by the Participating Entity. 2. Unless otherwise determined by the Participating Entity, pricing shall be based on a flat rate monthly fee which at a minimum includes but is not limited to; proposer time and materials, and preventative maintenance. The term of such an agreement cannot exceed the useful life of the Product(s) and/or Services rendered as determined by either the Product and/or Service manufacturer and/or the Participating Entity. Maintenance, Support and Servicing Technicians, Preventative	<u>SERVICE REQUESTS FROM PARTICIPATING ENTITY AND/OR PRODUCT USER:</u> 1. Track Group agrees to respond to Product and Service request(s) from the User and Product User per the Participating Entity's Participating Addendum. 2. Track Group acknowledges Product User damage as defined and understands that we will not be held responsible to cover Product User damage to installed Product and/or Service. Track Group will comply to negotiate a fee schedule that includes Product User damage per the Participating Entity's Participating Addendum. <u>MAINTENANCE, SUPPORT AND SERVICING AGREEMENTS FOR PRODUCTS AND SERVICES:</u> 1. Track Group acknowledges and understands that Participating Entities may negotiate and incorporate into its Participating Addendum, Product maintenance, support and/or servicing agreements for any Products and/or Services purchased outright, leased and/or rented by the Participating Entity. 2. Track Group acknowledges and understands that the pricing shall be based on a flat rate monthly fee which at a minimum includes but is not limited to; proposer time and materials, and preventative maintenance, unless otherwise determined by the Participating Entity. Track Group understands the term of such an agreement cannot exceed the useful life of the Product(s) and/or Services rendered as determined by either the Product and/or Service manufacturer and/or the Participating Entity and will fully comply. <u>MAINTENANCE, SUPPORT AND SERVICING TECHNICIANS, PREVENTATIVE MAINTENANCE AND REPAIR PARTS AND SERVICE LOGS:</u> 1. Track Group acknowledges this required specification and will fully comply to providing an adequate quantity of maintenance, support, and servicing technicians



Maintenance and Repair Parts and Service Logs: 1. Proposer shall provide an adequate quantity of maintenance, support and servicing technicians ("Service Technicians") to accommodate the diverse needs and fluctuation in volume of service requests within each respective Participating Entity. 2. Service Technicians shall be trained by the Original Equipment Manufacturer ("OEM") and obtain and retain for the Term of the Participating Addendum, licensed and/or certified per the manufacturer. 3. Preventative Maintenance & Repair Parts, if applicable: Proposer shall: i. Perform all preventative maintenance services at the Product manufacturer's directed intervals, or as specified by a Participating Addendum. ii. Guarantee the availability of repair parts for a minimum of five (5) years after the Participating Entity's acceptance of any Product(s). iii. Ensure all Product components, spare parts, and ancillary equipment that is supplied under the Master Agreement, must conform to manufacturer specifications including for use interfacing with proposed information technology solution(s). iv. Be responsible for ensuring that any repair parts are operable and installed in accordance with manufacturer specifications. v. Ensure repair parts are new. 4. Service Logs: Proposer shall:	("Service Technicians") to accommodate the diverse needs and fluctuation in volume of service requests within each respective Participating Entity. 2. Track Group acknowledges this required specification. Being the OEM, Track Group will fully comply to obtain, train, retain, and licensed and/or certify Service Technicians for the Term of the Participating Addendum, per the manufacturer. <u>3. PREVENTATIVE MAINTENANCE & REPAIR PARTS, IF APPLICABLE:</u> Proposer shall: i. Track Group acknowledges the required specification described herein and will fully comply to perform all preventative maintenance services at the Product manufacturer's directed intervals, or as specified by a Participating Addendum. ii. Track Group acknowledges the required specification described herein. Being the OEM, Track Group will guarantee the availability of repair parts for a minimum of five (5) years after the Participating Entity's acceptance of any Product(s). iii. Being the OEM, Track Group acknowledges the required specification described herein and will fully comply. iv. Track Group acknowledges the required specification described herein. Being the OEM, Track Group will ensure any repair parts are operable and installed in accordance with manufacturer specifications. v. Track Group acknowledges the required specification described herein. Being the OEM, Track Group will ensure repair parts are new. <u>4. SERVICE LOGS:</u> Proposer shall: i. Track Group acknowledges the required specification described herein and will fully comply to maintain a digital service log that describes any preventative maintenance and/or repair services performed by Service Technicians and track any additional information as warranted by the
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i. Maintain a digital service log that describes any preventative maintenance and/or repair services performed by Service Technicians and track any additional information as warranted by the Participating Entity. ii. Provide digital service log(s) and/or requested information from the Participating Entity within three (3) calendar days of written request. Product and Service Delivery Specifications: 1. Proposer may be required to provide a shipping quote prior to order placement from a Participating Entity. 2. Proposer must ship Product(s) within three (3) calendar days from the date of Participating Entity request, and all shipments must be Freight on Board ("FOB") Destination, unless otherwise specified by the Participating Entity. 3. Proposer must also be able to ship Product(s) overnight in emergency cases as deemed necessary by the Participating Entity and pursuant to the timeframes specified in the Participating Entity's Participating Addendum. Monitoring Services and Requirements for Products and Services: 1. Proposer shall maintain secure central monitoring center(s) with an uninterruptible power supply, within the United States. Proposer's monitoring center(s) shall be equipped with redundant internet and telephone connectivity, as well as all other equipment required for performance of all monitoring activities required pursuant to the proposed and awarded Products and Services under the Master	Participating Entity. ii. Track Group acknowledges the required specification described herein and will fully comply with providing digital service log(s) and/or requested information from the Participating Entity within three (3) calendar days of written request. <u>PRODUCT AND SERVICE DELIVERY SPECIFICATIONS:</u> 1. Track Group acknowledges the required specification described herein and will fully comply to provide a shipping quote prior to order placement from a Participating Entity as required. 2. Track Group acknowledges the required specification described herein and will fully comply to ship Product(s) within three (3) calendar days from the date of Participating Entity request, and all shipments must be Freight on Board ("FOB") Destination, unless otherwise specified by the Participating Entity. 3. Track Group acknowledges the required specification described herein and will fully comply to ship Product(s) overnight in emergency cases as deemed necessary by the Participating Entity and pursuant to the timeframes specified in the Participating Entity's Participating Addendum. <u>MONITORING SERVICES AND REQUIREMENTS FOR PRODUCTS AND SERVICES:</u> 1. Track Group acknowledges the required specification described herein and fully complies. Track Group's primary Monitoring Center and backup Monitoring Center are located in the United States. Both our primary and backup Monitoring Centers are located in a secure building. Our Monitoring Center's technical and network security infrastructures were designed and built to with uninterruptible power supply and are equipped with redundant internet and telephone connectivity, as well as all other equipment required for performance of all monitoring activities required pursuant to the proposed and awarded Products and Services under the Master Agreement. Our Monitoring Center's system communication architecture of primary circuitry and backup maintains internet connectivity systems and telephony that provides
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Agreement. 2. In order to monitor Product User activity including activities in violation as defined by each respective Participating Entity's Participating Addendum, monitoring Service(s) must be staffed and operate continuously, twenty four (24) hours per day, seven (7) days per week, and three hundred sixty five (365) days per year ("24/7/365"). 3. At a minimum, proposer shall perform data backup on a daily basis to prevent data loss due to power failure 4. Proposer shall provide monitoring Service(s) and indicate proposed availability, scheduling, system uptimes, downtimes, and performance metrics and any other information pursuant to the Exhibit C. redline submittal. 5. Proposer's monitoring staff shall be OEM trained staff and include staff that can effectively and efficiently deliver technical assistance to the Users and Participating Entity staff and when applicable, to the Product User. i. Proposer's monitoring center operations staff must be fully trained in all proposed Products and Services including software platforms, and fulfill the requirements codified in each Participating Addendum with respect to monitoring Services. performance metrics and any other information pursuant to the Exhibit C. redline submittal. 5. Proposer's monitoring staff shall be OEM trained staff and include staff that can effectively and efficiently deliver technical assistance to the Users and Participating Entity staff and when applicable, to the Product User.	redundancy. The facilities are protected by full-time battery backup with redundant emergency power generators. Both our primary and backup Monitoring Center Facilities have backup power sources and heating and cooling. These redundancy measures give Track Group the capability of maintaining continuous operations in the event of failures of normal utility power. 9. Connectivity - Our monitoring center has a total of three T1 trunk lines and 140 Session Initiation Protocol (SIP) for incoming calls. This allows our customers to call our Monitoring Center at any time without experiencing a busy signal and allows our Monitoring Center operators to support our customers simultaneously without delay. As of today, our monitoring center has never experienced our T1 lines in a busy state. Furthermore, our Monitoring Center recording system has the ability to record 120 simultaneous calls and store recordings for up to 5 years. The system records all inbound and outbound calls at the Monitoring Center and recordings can be retrieved via the following search fields: Date, Time, Inbound or Outbound Telephone Number, Workstation, and User/Specialist. Wave files can be delivered to customers upon request. 9. Redundant System - The Center uses Avaya Enterprise Communications servers that run on a converged network; there is no single point of failure with this system, which maximizes uptime. The servers are scalable to accommodate volume fluctuations and Avaya provides 24-hour support. Avaya Enterprise Communications servers are integrated with our IVR system which is geographically redundant and is VOIP-enabled, allowing for 100% full redundancy. 9. Power Source - Both our Monitoring Center facilities have backup power, including UPS and Generators that exist on the premises. Power Distribution Units (PDU) and electrical panels exist on the premises and have multiple electrical plugs in different circuits, are wired to different Uninterruptable Power Supplies (UPS) and are equipped with backup generators that are independent of the main power source. These redundancy measures give Track Group the capability of maintaining
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i. Proposer's monitoring center operations staff must be fully trained in all proposed Products and Services including software platforms, and fulfill the requirements codified in each Participating Addendum with respect to monitoring Services. Product User Monitoring and Activity Reports: i. Proposer shall provide digital activity reports for all Products and Services deployed by the Participating Entity. Participating Addendums will specify exact activity report content but at a minimum include, but not be limited to, the following: a. Product User missed calls and/or notifications b. Product User non-compliance with pre-determined Product User curfews c. Product User location d. Malfunctions of Product User equipment e. Product User tampering with the Product transmitter or receivers and any other components f. Detection of Product's low power or battery i. Inclusion, exclusion and zone violations upon occurrence. ii. Proposer reports shall be accessible from any web-enabled computer, and proposer shall provide login credentials for Users. Printing, and downloading of activity reports both scheduled and on-demand, should be in a standard format (Word, Excel, PDF) unless otherwise specified by the Participating Entity. iii. Proposer's proposed monitoring information technology solution must	continuous operations in the event of failures of normal utility power. 9. Ventilation and Temperature Control – Both our monitoring center facility and our data center facility have heating and cooling (HVAC) mechanisms such as CRAC units, CRAH units, air handlers, and/or chillers to monitor and control temperature and humidity for each monitoring facility. 9. Backup Monitoring Center - Track Group's primary monitoring center is located in Aurora, Illinois while our backup monitoring center is located in Anderson, Indiana. Our backup Monitor Center is set-up in the same manner as our prime Monitoring Center. Track Group has the capability to transfer monitoring functions in the event of failures of normal utility power. Due to geographic distance between the primary and backup monitoring center facilities, which are serviced by separate electrical grids and Network Access Points, our back up monitoring center facility would remain fully operational in the event power loss or natural/manmade disaster. 9. Disaster Recovery Plans – Track Group has monitored over 1 million Product Users for 300 community correction agencies in 40 states domestically and globally in 9 countries. Based on these experiences we have prepared a thorough disaster recovery plan, so our staff and the government agencies and private partners understand what contingencies are in place for if/when emergency situations arise. As such, we have responded to and maintained operations in a number of emergency or crisis situations, and we never lost access to the host system nor experienced any interruption or loss of monitoring data. 2. Track Group acknowledges the required specification described herein and fully complies. Our Monitoring Center services are solely dedicated to monitoring Product Users on electronic monitoring and home confinement programs. Our U.S. based Monitoring Center Services continuously operates 24/7/365 (including holidays) ensuring Participating Entities have round-the-clock support.
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have the ability for the referring Users to enroll, terminate, modify, generate reports, add notes and otherwise perform Product User case activities by fax, email, and/or telephone. Monitoring Service Requirements: i. If Proposer is authorized by a Participating Entity to invoicing a Product User directly, proposer must establish in writing with the Participating Entity the fee schedule including but not limited to any late fees. Proposer must comply with any Participating Entity's directive and timeline for installing or removing Products and Services. ii. Upon written request of the Users and/or Product User, proposer must disclose information pertaining to how Product User data is collected and utilized by the proposer and/or any subcontractor. 11. Training Requirements for Users and Product Users: i. Proposer shall provide a web-based, on-site, and/or on-line training option(s) for both Participating Entity authorized Users and Product Users for Category of Need awarded. Proposer training materials must be available both in a digital format and upon request, paper format, unless otherwise specified by a Participating Entity. ii. Proposer Product and Services training shall be tailored for Participating Entity authorized Users and Product Users and include but not be limited to: a. Operation of the Product and/or Service including any software. b. Installation, deactivation, removal and operation of Products and Services.	Furthermore, our Monitoring Center is staffed with live, bi-lingual operators, supervisors, team leaders, and customer and technical support teams. These teams will not only monitor Product User(s) activities including but not limited to activities in violation as defined by each respective Participating Entity's Participating Addendum but will also assist Participating Entity with inquiries on Product User(s), software assistance, equipment troubleshooting, or inquiries any other issues. 3. Track Group acknowledges the required specification described herein and fully complies. Our IntelliTrack databases are fully backed up nightly by Track Group database administrators. In addition, database logs are backed up every five (5) minutes, which allows Track Group to restore to any point in time in the unlikely event of bad data or data corruption. Nightly backups are stored in a compressed and encrypted format with 256-bit encryption. Once a week, a full database backup is performed. Incremental and log backups are stored for 7 days allowing us to restore to any five (5) minute point in time during the previous seven (7) days. The encrypted and compressed backups are copied off-site via an IBM process (Evault) for disaster recovery. Database backups are verified as part of the backup process and database backups perform integrity checks and comparisons as part of the backup process. All backups are also compressed, encrypted, and copied offsite using eVault for disaster recovery purposes. 4. Track Group acknowledges the required specification described herein and fully complies with Exhibit C Service Level Agreement and Maintenance and Support with no redlines. Track Group is the developer (OEM) and sole owner of our database and software platform, IntelliTrack. Our IT Operations team fully maintains and monitors all aspects of IntelliTrack's software application and servers. 9. <u>Availability/Downtime</u> – Our IntelliTrack system was designed to be highly available and resides in a clustered environment allowing for automated and instantaneous database failover in event of a data problem. The IntelliTrack system uses multiple, load balanced, web server nodes allowing for continuous uptime in the event of a node failure. System maintenance occurs on a per node level, allowing continued system operation even during maintenance with minimal downtime. At present, we are running with
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c. Product and Service return processes. d. Other as specified by the Participating Entity. iii. Proposer shall provide the training within ten (10) calendar days of Participating Entity's request unless otherwise specified in the Participating Addendum. iv. Upon request of the Participating Entity, proposer shall provide Participating Entity employee(s) virtual training for any new Product and Service features, at no additional charge to the Participating Entity. v. Proposer may offer additional training beyond the requirements outlined above, for a flat rate fee including per Exhibit B. Price Schedule. This fee may be negotiated by the Participating Entity and memorialized within a Participating Addendum. vi. Proposer shall provide digital user-manuals for each Product proposed under each proposer awarded Category of Need, and provide unlimited access to on-line resources, if available, at no charge to the Participating Entity. iii. At a minimum, Proposer shall provide a toll-free phone number for any technical support issue and/or service request required by a Participating Entity. Contractor shall respond to any support and/or service request within two (2) hours of Participating Entity's initial request for assistance. Participating Entity reserves the right to enact more comprehensive response times per their Participating Addendum. Describe how proposer will meet these requirements.	an approximate 99.999% uptime on the IntelliTrack server, with occasional brief scheduled maintenance downtime for software updates and released, usually for less than 15 minutes. 📍 Uptime – Since launch, IntelliTrack has experienced no unexpected downtime. At present, we are running with an approximate 99.999% uptime on the IntelliTrack server. 📍 Performance Metrics – In an effort to maintain adequate performance levels, our ISMS team tracks the following quarterly performance metrics – Corrective actions created, corrective actions completed, # of breach incidents, availability of server metrics – total user minutes, minutes of unavailability, % unavailability. 📍 Scheduling – We periodically update IntelliTrack's software with new features and functionalities and/or patches, as necessary. These updates occur typically every six to eight weeks. All software updates must pass quality assurance and performance testing before they are approved for release. Once approved, we then schedule the new update for release. Immediately following the update release, a second quality assurance and performance testing is performed to ensure new features and functionalities are functioning properly. These software updates are seamless and typically take five (5) minutes or less. These software updates do not disrupt monitoring services nor interrupt/loss monitoring data. Any new software updates that have new features/functions for end user (client), we provide a new software release letter with information illustrating these new features and functionalities. 📍 Redundancy – Our IntelliTrack software application resides within two (2) IBM 100% redundant data centers. All components of the IntelliTrack architecture are configured in either active-active or active-passive pairs or groups so that all services remain available even during critical system failures. In the case of active-passive pairs, all failover to the passive system is handled automatically allowing immediate failover without manual intervention. Each application node is configurable so that it can run any combination of services which best meet the load characteristics of the
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system, with a minimum of two nodes running each service at any given time, allowing for **100% full redundancy** of application services

9. **Backups** – IntelliTrack databases are fully backed up nightly by Track Group database administrators. In addition, database logs are backed up every five (5) minutes, which allows Track Group to restore to any point in time in the unlikely event of bad data or data corruption. Nightly backups are stored in a compressed and encrypted format with 256-bit encryption. Once a week, a full database backup is performed. Incremental and log backups are stored for 7 days allowing us to restore to any five (5) minute point in time during the previous seven (7) days. The encrypted and compressed backups are copied off-site via an IBM process (Evault) for disaster recovery. Database backups are verified as part of the backup process and database backups perform integrity checks and comparisons as part of the backup process. All backups are also compressed, encrypted, and copied offsite using eVault for disaster recovery purposes.

9. **Uninterruptible Power Source** – Our IntelliTrack software application resides within two IBM data centers.

Both data centers have backup power, including UPS and Generators that exist on the premises. Power Distribution Units (PDU) and electrical panels exist on the premises and have multiple electrical plugs in different circuits, wired to different Uninterruptable Power Supplies (UPS) and are equipped with backup generators that are independent of the main power source. Additionally, both data centers have heating and cooling (HVAC) mechanisms such as CRAC units, CRAH units, air handlers and/or chillers to monitor and control temperature and humidity for each monitoring facility.

Due to geographic distance between servers (located more than 950 miles apart) provides us the capability of maintaining continuous operations with 100% failover protection and has prevented the loss of any information and data during event in the event of short-term commercial power losses.



	5. Track Group acknowledges the required specification described herein and fully complies. Our Monitoring Center employees are trained in every facet of our Company's equipment, software, and hardware. Our Monitoring Center employees fully possess the capability to effectively, and efficiently deliver technical assistance to the Product User(s) and Participating Entity staff and when applicable, to the Product User. i. Track Group acknowledges the required specification described herein and fully complies. Our Monitoring Center employees are trained in every facet of our Company's Products, Services and software and will and fulfill the requirements codified in each Participating Addendum with respect to monitoring Services. 6. Track Group acknowledges the required specification described herein and fully complies. Participating Entities will have unlimited access to and an unlimited number of service requests by the Participating Entity regarding Product User inquiries and/or service requests. 7. Track Group acknowledges the required specification described herein and fully complies. Track Group will maintain and retain Product User data including but not limited to: term of home/residential detention, curfew, schedule modification, Product assignment and configuration, violations, Product status, and any other data sets required by the Participating Entity. 8. Track Group acknowledges the required specification described herein and fully complies. Our monitoring system, IntelliTrack allows authorized Participating Entity's personnel to completely customize, edit, and modify methods and parameters of violation notification for each Product User. methods for notification of Users and Product Users. Notifications include immediate/next calendar day notifications via secure email, cellular text message and live phone voice call/message. <u>PRODUCT USER MONITORING AND ACTIVITY REPORTS:</u> ii. Track Group acknowledges the required specification described herein and will fully comply to provide Participating Entity with digital activity reports for all Products and Services deployed that would include but not
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limited to all mentioned report activities listed. Track Group understands that Participating Addendums will specify exact activity report content

Furthermore, IntelliTrack provides a number of standard/preconfigured on-demand reports that are available 24/7/365 to Participating Entity's authorized users. These reports include Product User's current or historical data, activity, curfew violations, and other alert conditions information. Participating Entity's authorized users have the option to view, download (saved) and print reports on a single Product User or all Product Users on the Participating Entity's program.

MONITORING SERVICE REQUIREMENTS:

- i. Track Group acknowledges the required specification described herein and will fully comply with any Participating Entity's directive and timeline for installing or removing Products and Services. As well as directly invoicing a Product User in writing with the Participating Entity the fee schedule including but not limited to any late fees if authorized by a Participating Entity.
- ii. Track Group acknowledges the required specification described herein and will fully comply with disclosing information pertaining to how Product User data is collected and utilized by the proposer and/or any subcontractor upon written request of the Users and/or Product User.

11. TRAINING REQUIREMENTS FOR USERS AND PRODUCT USERS:

- i. Track Group acknowledges the required specification described herein and will fully comply to provide a web-based, on-site, and/or on-line training option(s) for both Participating Entity authorized Users and Product Users for Category of Need awarded.

Track Group will provide digital and/or paper format training materials as specified by a Participating Entity.

- ii. Track Group acknowledges the required specification described herein and will fully comply with providing tailored Product and Services training as described by the Participating Entity to authorized Users and Product Users.

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		Training will include but is not limited to the operational use and functions of products, associated equipment, as well as how to install/remove devices, hardware troubleshooting. As well as navigation of the software platform, Product User enrollment, creation of inclusion/exclusion zones, curfews/schedules (overrides), violation notifications, reports, equipment inventory, troubleshooting, and Officer mobile app. iii. Track Group acknowledges the required specification described herein and will fully comply to provide the training within ten (10) calendar days of Participating Entity's request unless otherwise specified in the Participating Addendum. iv. Track Group acknowledges the required specification described herein and will fully comply to provide Participating Entity employee(s) virtual training for any new Product and Service features, at no additional charge to the Participating Entity upon request. v. Track Group acknowledges the required specification described herein and will offer additional training beyond the requirements outlined above, for a flat rate fee including Exhibit B. Price Schedule. Track Group understands that This fee may be negotiated by the Participating Entity and memorialized within a Participating Addendum. vi. Track Group acknowledges the required specification described herein and will fully comply to provide digital user-manuals for each Product proposed under each proposer awarded Category of Need, and provide unlimited access to on-line resources, if available, at no charge to the Participating Entity. iii. Track Group acknowledges the required specification described herein and will fully comply to provide a toll-free phone number for direct access to our 24/7/365 Live Monitoring Center Services who will respond to any support and/or service request within two (2) hours of Participating Entity's initial request for assistance on any technical support issue and/or service request required by a Participating Entity. Track Group understands that Participating Entity reserves the right to enact more comprehensive response times per their Participating Addendum and will comply.
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Proposer Name: Track Group, Inc.

Category of Need: Category 3: GPS Satellite Monitoring ("GPSM")

Section 5.0 Best Value

Item	Requirement	Response
1.0	Explain and substantiate with data how Participating Entities are receiving best value for the proposed Products and Services under this Category of Need?	Our proposed GPSM system and services are currently being used by 300 federal, state, and local community correction agencies in 48 states within the U.S as well as internationally with government agencies, partners, and private entities. Over the last 5 years of public sector contracting, Track Group revenues averaged \$36M annually. To date, Track Group has monitored over 1 million individuals. While Track Group is rarely the lowest priced option on the market, our unique, high-security features not only offer enhanced supervision, but they also provide value through highly desirable capabilities that save time and money. For example, the ReliAlert™ device is the only one-piece tracking device available on in the electronic monitoring industry with on-board, patented problem-solving features such as two/three-way live voice communication technology and 95-decibel siren. The direct live voice communication capability not only distinguishes our offer from all other vendors in the field but has also proven valuable and depended upon by our customers in terms of real-time intervention and response protocols to non-compliant situations. Not only does the direct live voice communication allow our monitoring center to resolve alerts in real time directly with Product Users, but it also has a direct impact on a reduction in alarm handling workload by the Participating Entity's personnel. In addition to our Monitoring Center, Participating Entity's personnel will have the ability to call the Product Users directly through the device (via a 3-way patch with our center). Often times, a call from the Participating Entity's supervisor through the device can prove highly effective in resolving a critical alert. In addition, the ReliAlert™ device allows the Product User to place a call (via a button on top of the device) directly to the Monitoring Center in cases of emergency. It is important

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		to note that all calls with the Product Users through the device are digitally recorded and may be accessed by the Participating Entity's authorized personnel at any time. The unique feature of the 95-decibel siren becomes a first line of defense in many cases when it comes to righting a wrong, turning a Product User away from an exclusion zone they just entered, or deterring a tamper attempt. In addition, the device's 95-db siren can assist Participating Entity's personnel or other corrections officials attempting to locate/apprehend a Product User and to find them much more quickly and safely.
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Proposer Name: Track Group, Inc.

Category of Need: Category 3: GPS Satellite Monitoring (“GPSM”)

Section 6.0 Quality Control & Assurance Protocols and Customer Service Delivery

Item	Requirement	Response
1.0	Quality Control/Assurance Plan: Provide a quality control/quality assurance plan that will be used for including but not limited to; the sourcing, inspection, delivery, implementation/installation maintenance, servicing, removal and disposal of proposed Products and Services under this Category of Need.	<u>QUALITY CONTROL MANAGEMENT PROCESS</u> Track Group has a fully developed and implemented a Total Quality Management Program. This was implemented after intensive training sessions with the entire management team. We manage the quality process and use well accepted tools and techniques of problem-solving methods. We continue to totally commit ourselves to learning, teaching, and using quality methods in managing the corporation. At Track Group, quality is defined as: “Exceeding the expectations of our customers in everything we do.” The Quality Improvement Process is an extraordinary opportunity for our company to apply its innovative spirit even more effectively to the growing needs of our customers. The Quality Improvement Process is a way to manage, fully utilizing one of our greatest assets – its people. The Quality Improvement Process is a way of ensuring exceptional customer satisfaction through the involvement of all employees in producing and delivering quality products and services. The following plan is used for but not limited to; the sourcing, inspection, delivery, implementation/installation maintenance, servicing, removal and disposal of proposed Products and Services under the GPSM Category of Need. <u>QUALITY CONTROL MANAGEMENT/ASSURANCE PLAN</u> Track Group is the Original Equipment Manufacturer (OEM) of the proposed ReliAlert™ GPS location device. Our quality systems and standards conform with the highest quality systems standards. Our U.S. based fulfillment facility holds a certification to ISO 9001 and 14001 for “the design, development and service provision of Electronic Monitoring technology applied to devices, services, and systems for the electronic monitoring of people.” This formal quality control program detects errors in monitoring, prevents future errors, and provides quality assurance for the electronic monitoring services provided under this Contract.



Prior to being shipped to a client, all ReliAlert™ devices go through a rigorous and digital testing as well as manual quality testing protocols. Our Quality Assurance plan applies standardized approaches to prevent avoidable errors and proactively identifies customer issues early to minimize the risk of disruption to customer activities. Further, the program incorporates newly identified issues into the process to avoid future occurrences. This has three key benefits:

1. Product controls ensure the hardware and software meet the Client's current requirements.
2. Operational controls make certain the full capabilities suite is used.
3. Infrastructure controls keep the underlying system components functioning properly.

We manage our quality processes through continuous improvement based on ISO standards and Six Sigma practices. A full review of all data is conducted to ensure optimal performance and that the device is rugged, reliable, and field ready. For all newly manufactured and repaired devices this includes automated performance validation using Track Group's proprietary Functional Tester which objectively measures system performance and assures that devices meet operational performance standards. Operations validated by Functional Tester: GPS operation, GPS signal sensitivity, cellular modem operation (voice & data), cellular signal sensitivity, power & charging system, audio quality, strap tamper, button operation and LED operation.

We have constant representation on the manufacturing and assembly line to oversee quality and audit and ascertain strict adherence to work instructions. All test equipment is developed, provided, and maintained by Track Group's in-house engineers.

Furthermore, We completely warranty our devices with the exception of irreparable damage or loss. Warranty coverage includes routine equipment maintenance and standard repairs, and we will replace any device in the event of a malfunction or failure.

All devices will be covered under warranty throughout the life of the contract as well as any additional contract renewal options. This warranty coverage will be provided on all leased equipment at no additional cost.

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		The Participating Entity's assigned Account Manager will assist with standard/routine equipment maintenance and repairs of equipment and will coordinate all repairs, shipments, and replacements of devices in need of maintenance and repairs.
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Section 6.0 Quality Control & Assurance Protocols and Customer Service Delivery

Item	Requirement	Response
2.0	Customer Service Policy(ies): Provide proposer's customerservice policy including those of any subcontractors that proposer will utilize under this Category of Need.	<u>CUSTOMER SERVICE TEAMS</u> The follow Customer Service teams will be available to manage ad-hoc support requests from the simplest to the most complex. Within each, a quality management policy is developed is followed to ensure Participant Entity determined KPI's are being met and reported on as needed, typically monthly or quarterly. <u>CUSTOMER/TECHNICAL SUPPORT SERVICES TEAM</u> Our Customer/Technical Support Services Team will provide Corrections with offsite, advanced troubleshooting and issue assessment and analysis. The team is staffed by highly trained technicians who are focussed on a timely resolution of issues and analysis requests. This Team will dedicate however many hours are necessary to deliver the extraordinary customer service Track Group is most recognised for by clients. <u>24/7/365 LIVE MONITORING CENTRE SERVICE TEAM</u> Track Group's 24/7/365 Monitoring Center is staffed with live, multi-lingual operators on each shift; along with supervisors and team leaders to monitor all alerts generated by devices. Our personnel are highly-trained operators and provide clients with immediate, real-time alert notifications via telephone (cellular or landline), text message or email in response to pre-established priority of alerts set by a Participating Entity. <u>ACCOUNT MANAGEMENT TEAM</u> This team will focus on ensuring the Participating Entities needs and expectations are met by systematic customer contact. This will include assisting with enrolling those being monitored, suspending alert notifications, tracking device wearers, training activities, and implementation of new programme requirements. This team will be dedicated to ensuring all of the Participating Entities expectations are meet with the highest level of service.



PROJECT MANAGEMENT TEAM

For significant analysis requests, Track Group employs a flexible and scalable project management and implementation methodology, which is the application of knowledge, skills, industry-standard best practices, tools, and techniques to meet project outcomes. Change management, information sharing, and ongoing support will all be areas of concern addressed by our methodology to help ensure excellent business continuity and successful implementation and adoption of the new solution. Each developed work product will be stored and maintained in an internal Project Tracking Database and will be consistently reviewed. Information stored in the database will include, but not be limited to:

Project planning documents (Project Charter, Quality Assurance Plan, Configuration)

Management Plan, Project Management Plan, Communication Plan)

Project Tracking documents (Project Plan, Progress Reports, Project Scope Document)

Software and technology product requirements approval status

Risks, issues and jeopardies (Issue Submission Form, Risks and Issue Log, Issue Management Plan, Risk Management Plan)

Change requests and change controls (Change Control Form, Change Control Plan)

Using the Project Tracking Database, Track Group's Implementation Project Manager, will maintain a complete, documented audit trail of all project activities.



Proposer Name: Track Group, Inc.

Category of Need: Category 3: GPS Satellite Monitoring (“GPSM”)

Section 7.0 Product and Service User Training

Item	Requirement	Response
1.0	For Participating Entities: Describe proposer’s training strategy inclusive of materials, delivery methodologies and scheduling relative to the proposed Products and Services under this Category of Need and differentiate between training for Product Users and Users (Participating Entity staff).	<u>TRAINING STRATEGY FOR PARTICIPATING ENTITIES:</u> Track Group is committed to providing a level of training that is unparalleled. We follow the same principles to achieve the very best outcomes – competence, experience, and knowledge. We have successfully trained small, medium, and large government agencies around the world on our products and services and these experiences and lessons learned have not only assisted us in creating ideal training curriculums that are necessary to implement and manage EM programs, but to ensure training is consistent and successful to all Participating Entity’s personnel. Initial, ongoing and refresher training will be provided to the Participating Entity at no additional cost. Upon Participating Entity’s contract execution, an initial meeting will be scheduled with Track Group’s executive management team and the Participating Entity’s key stakeholders to formally discuss and agree upon, the training curriculum outline, course materials, objectives, timeframes, and outcomes. The following Training Plan Agenda serves as a guide as to how we plan to approach training for the Participating Entity’s personnel on the products, software system, and services. However, we understand that this training plan and schedule sessions will be customized once meetings and discussions are held between Track Group and key Participating Entity’s stakeholders and when we have a better understanding of the Participating Entity’s personnel roles, and your specific program needs. <u>SAMPLE OF TRAINING PLAN AGENDA</u> Pre-Planning Training Meeting - Scheduled within 1-2 business days after contract execution. Attendees: Track Group/Key Participating Entity stakeholders Sample Meeting Agenda: Discuss the following topics



	• Review Proposed Training Plan • Review/Provide System Requirements • Review/Provide Monitoring Objective Form • Review Alarms & Alarm Protocol Options • Equipment Delivery Dates, Times, Location(s) • Finalize Training Plan After this initial planning meeting, the Participating Entity's dedicated Track Group Contract Manager, dedicated Track Group Program Manager and dedicated Track Group Account Manager will work with Track Group's Inventory Manager to ensure devices, spares, all consumables, and tools are delivered to the agreed upon training location(s) beforehand to allow sufficient time for staging of devices for training and transitioning. Track Group's dedicated team of qualified instructors will provide in-depth training tailored to the specific needs of the Participating Entity. Initial in-depth training will be conducted by our knowledgeable and experienced instructors either in-person at the Participating Entity's specified location(s) or virtual/online (if needed). Initial, ongoing and refresher training is provided at no additional cost. <u>PARTICIPATING ENTITY USER TRAINING</u> Training sessions are typically completed within 1.5 to 2 days. Upon completion of Officer/Administration training course, the instructor will evaluate and assess each agency personnel's proficiency level and identify if additional training is needed. Training course curriculum completion certificates will be provided to the Participating Entity's personnel who successfully complete the training. <u>PRODUCT USER TRAINING</u> Upon enrollment and device installation, oral and written/digital instructions will be provided to the Product User on the operational use of the EM device such as low battery notifications, how to charge the device, meaning of LED lights, and how to use the call button during emergency situations
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Section 7.0 Product and Service User Training		
Item	Requirement	Response
2.0	Specific to this Category of Need: Scenario: I am a Participating Entity User installing your Product. Proposer Response: 1. How will proposer train me to use the Product properly? Scenario: I am a Participating Entity User using your Services and/or proposed information technology solution. Proposer Response: How will proposer train me to use your Services and/or proposed information technology solution to full potential?	<u>SCENARIO:</u> I AM A PARTICIPATING ENTITY USER INSTALLING YOUR PRODUCT We provide two training courses: “Officer Training” and “Administrator Training.” Both training courses include the operational use and functions of products, installation/removal, and troubleshooting. Navigating the monitoring software platform, Product User enrollment, creation of inclusion/exclusion zones, alarm notification and procedures and navigating and use of the officer Mobile app will be covered. Our dedicated team of qualified instructors will provide Participating Entity personnel with initial in-depth training. Sample of Officer Training session is below. <u>PARTICIPATING ENTITY OFFICER TRAINING</u> • ELECTRONIC MONITORING SOLUTIONS – Instruction on the operational use and functions of products and all associated equipment, as well as how to install/remove devices, hardware troubleshooting, etc. • MONITORING SOFTWARE – Includes but not limited to navigation of the IntelliTrack software platform, Product User enrollment, creation of inclusion/exclusion zones, curfews/schedules (overrides), creation of alcohol test schedules, populating reports, equipment inventory, troubleshooting, and Officer mobile app. • PROGRAM SUPPORT SERVICES – The Participating Entity will be provided with a toll-free number for direct access to our 24/7/365 live Monitoring Center Services and Customer/Technical Support Services who will provide telephone/on-line support to Participating Entity’s personnel with equipment and software trouble-shooting or any other issue. <u>SCENARIO:</u> I AM A PARTICIPATING ENTITY USER USING YOUR SERVICES AND/OR PROPOSED INFORMATION TECHNOLOGY SOLUTION.



Administrator Training is a more advanced training course. Designated agency administrators are taught key functions such as how to set-up users in the system, assign roles and responsibilities for each user allowing for more fine-grained control over what data information and product features each user can access. As well as managing user information including adding/removing users, modifying user data information etc.

Our dedicated team of qualified instructors will provide Participating Entity personnel with initial in-depth training. Sample of Administrator Training session is below.

PARTICIPATING ENTITY ADMINISTRATOR TRAINING

- **ELECTRONIC MONITORING (EM) DEVICES** – Instruction on the operational use and functions of products and all associated equipment, as well as how to install/remove devices, hardware troubleshooting, etc.
- **MONITORING SOFTWARE ADMINISTRATOR'S ROLE** – Includes but not limited to navigation of the IntelliTrack software platform, enrolling authorized agency users, assigning roles and responsibilities, managing user information (including adding/removing users, modifying user data information, assigning procedures/protocols), as well as Product User enrollment, creation of inclusion/exclusion zones, curfews/schedules (overrides), creation of alcohol test schedules, populating reports, equipment inventory, troubleshooting, and Officer mobile app.
- **PROGRAM SUPPORT SERVICES** – The Participating Entity will be provided with a toll-free number for direct access to our 24/7/365 live Monitoring Center Services and Customer/Technical Support Services who will provide telephone/on-line support to agency personnel with equipment and software trouble-shooting or any other issue.

Upon completion of initial Officer Training” and “Administrator” training course, the instructor will evaluate and assess each Participating Entity personnel’s proficiency levels and identify if additional training is needed. Training course curriculum completion certificates will be provided to the Participating Entity’s personnel who successfully complete the training.



Section 7.0 Product and Service User Training

Item	Requirement	Response
3.0	Specific to this Category of Need: Scenario: I am a Product User using your Product and/or Service. Proposer Response: How will proposer training me to effectively use the Product and/or Service?	<u>SCENARIO:</u> HOW WILL PROPOSER TRAINING ME TO EFFECTIVELY USE THE PRODUCT AND/OR SERVICE? In order to ensure proper and timely training course curriculum, we recommend a classroom size of 15-20 personnel for the Participating Entity's personnel, per session. This allows our instructors to address and effectively respond to any questions or concerns presented by agency personnel. However, we have the ability to accommodate larger size groups as well as provide concurrent training sessions simultaneously if needed. Training sessions are typically completed within 1.5 to 2 days. Upon completion of Officer/Administration training course, the instructor will evaluate and assess each Participating Entity personnel's proficiency level and identify if additional training is needed. Training course curriculum completion certificates will be provided to the Participating Entity's personnel who successfully complete the training. Track Group will provide all necessary materials for training on the operational use and functions of all contracted Products and Services. This includes access to software platform, Products, all associated equipment, tools, and supplies. In addition, user manuals will be provided in either digital and/or paper format for each Participating Entity's staff member being trained at no additional cost. Your dedicated Track Group Account Manager will provide on-going and refresher training to Participating Entity Administrators, existing users, and new-users, both on-site and on-line as requested at no additional cost.



Proposer Name: Track Group, Inc.

Category of Need: Category 3: GPS Satellite Monitoring ("GPSM")

Section 8. Monitoring Services

Item	Requirement	Response
1.0	For this Category of Need, describe what steps proposer takes to detect and prevent misuse or tampering of Products and Services.	The ReliAlert™ device is the only one-piece tracking device available in the electronic monitoring industry that offers patented problem-solving features such as on-board two/three-way live voice communication technology, on-board 95-decibel siren and optional 1.5" wide hardened-steel high-security strap that provides extreme cut-resistance. These one-of-kind capabilities not only deter tampering, and prevent absconding but are highly effective in resolving tamper attempts and/or non-compliant situations. They can be used as the first line of defense for non-compliant circumstances or in many cases when it comes to righting a wrong, turning a Product User away from an exclusion zone they just entered, or deterring a tamper attempt or prompting the Product User to charge the battery upon a critical low battery alarm. In addition to these one-of-a-kind capabilities, the ReliAlert™ device has advanced communications/signal technology, built-in internal sensors and an on-board processor. The ReliAlert™ device is sealed and continuously monitors communications signals, strap connectivity, case closure and was designed to recognize tamper/removal attempts and communications signals. Track Group's straps feature the best tamper detection available. Many GPS device straps on the market utilize some sort of electrical tamper detection and one-size straps that require cutting-to-fit at the time of installation. Any imperfections in these cuts can make straps prone to false tamper alarms and electric based circuits are prone to circumvention. For that reason, Track Group incorporates an optical circuit and fixed size straps to minimize false tamper alarms. The standard strap for ReliAlert™ has dual, braided stainless-steel cables encased in the outer edges and a fiber-optic strand embedded in the center. These braided stainless-steel cables provide rigidity that prevents the monitored individual from heating up and stretching the

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ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



plastic to remove it without severing the strap. If the embedded fiber-optic strand is compromised in any way, a “Strap Tamper” alarm is immediately generated.

The patented and exclusive design in the optional SecureCuff™ features a 1.5” wide hardened-steel band and the same fiber-optic technology as the standard strap for tampering notification. This additional security adds critical lead time law-enforcement responding to “strap tamper” alarms.

When a ReliAlert™ device confirms a violation, an alarm is immediately transmitted to IntelliTrack and our Monitoring Center in real-time – **Unlike other competitors’ systems, the ReliAlert™ does not need to verify information from our IntelliTrack system, nor does the device to wait** for the next “reporting interval” to transmit violation.

As a standard, the ReliAlert™ device captures and transmits Product User’s data once every minute to IntelliTrack and transmit alarms as they occur in **real-time** regardless the monitoring mode (active/passive/hybrid). Once an alarm is generated, the device’s tracking and **transmission rates increase to once every 15 seconds.**



Proposer Name: Track Group, Inc.

**Section 9 : Optional Submittal
Category 4. Value-Added Technology and Services:**

Item	Requirement	Response
1.0	Proposer shall submit a response conforming to the requirements in this section. For each alternative solution and/or system proposed, Proposer shall provide the following: A. A detailed summary of each alternative solution and/or system proposed and its advantages to this contract portfolio. B. A detailed listing of the manufacturer(s) and model number(s) of all equipment proposed, including but not limited to detailed specifications, manuals, and the examples of how the equipment is deployed in service and/or operated. C. A detailed written summary outlining how the alternative system meets each service requirement specified in the RFP. D. A detailed written summary of how the alternative system integrates into a single reporting system. Provide a sample of the report. Proposer shall provide a comprehensive narrative and supporting proposal for all value-added technology and services proposed. Do not submit any price or cost information in this response requirement as it must be included per Exhibit	<u>A. DETAILED SUMMARY OF PROPOSED/VALUE ADDED SOLUTIONS</u> As a leading electronic monitoring manufacturer in-tune with the market, Track Group is acutely aware that providing reliable, scalable, proven monitoring solutions, coupled with high-level support services are crucial to successfully supervise, track, and monitor Product Users while in the community. As well as to increase public safety, prevent crime, reduce recidivism, and support the fair administration of justice in close collaboration with the community. We recognize that each individual's journey through the court system is unique and monitoring levels differ for each person. Due to the caseload size and complexities of these Product Users, Participating Entities needs an electronic monitoring system that provides scalability to accommodate fluctuating caseloads and that enables the Participating Entity to effortlessly create customized monitoring parameters for each Product User who are released back into the community on GPS Satellite Monitoring. The product, services, and enhancing value-added solutions being proposed not only meet and exceed the requirements as described in Category 3: GPS Satellite Monitoring ("GPSM") but allows for flexibility to meet the changing monitoring needs of the Participating Entity's program. Track Group is fully positioned, prepared and capable of delivering Participating Entities with our unique and scalable solution to address the availability, reliability, and adjustable levels of monitoring needs. We can assure you that the products, software, and services being proposed for Category 3: GPS Satellite Monitoring ("GPSM") have proven highly dependable, sustainable, and cost-effective by our customers. <i>*We have provided detailed summaries on the proposed product and services and alternative solutions below.</i>



B. Cost Proposal and Narrative for Category 4. Value Added Technology and Services submittal.

PROPOSED GPS DEVICE

 **ReliAlert™ XC4**
by TRACK GROUP



Track Group's flagship GPS device, ReliAlert™ is a one-piece system that sets the standard for reliability, safety, and performance in the electronic monitoring industry and acts as a "force multiplier," providing Participating Entity with extra monitoring capabilities.

The device was ergonomically designed to fit securely and comfortably to the program participant's ankle. The device's technology consists of GPS, cellular (LTE/GSM) and embedded RF receiver technology that continuously tracks and reports program Product Users' whereabouts on a real-time basis 24 hours a day, 365 days a year.

Furthermore, the ReliAlert™ is the **only one-piece GPS device available in the market today with patented on-board, two-way live voice communication technology and onboard 95-decibel siren.**

The direct live voice communication capability not only distinguishes our offer from all other vendors in the industry but has also proven valuable and depended upon by our customers in terms of real-time intervention and response protocols to non-compliant situations.

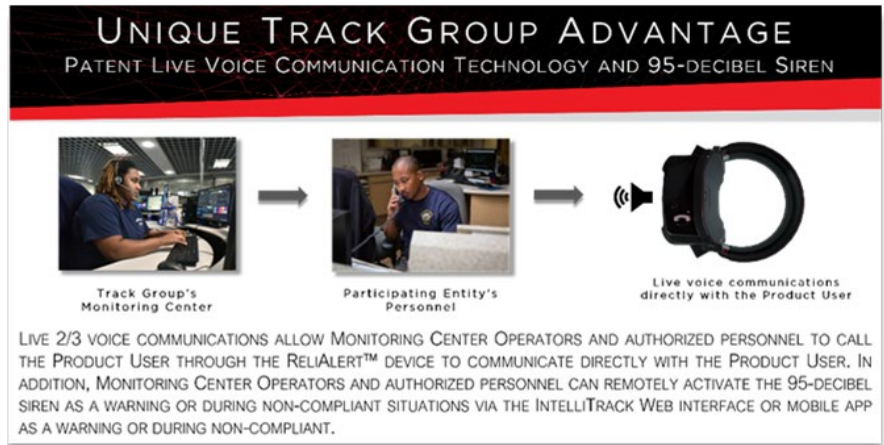
Not only does the direct live voice communication allow our monitoring center to resolve alerts in real time directly with program participants, but it also has a direct impact on a reduction in alarm handling workload by Participating Entity's supervision personnel. This is just another positive impact that the ReliAlert™ will have on the Participating Entity's program. In addition to Track Group's monitoring center, Participating Entity's personnel will have the ability to call the Product Users through the device (via a 3-way patch with our center). Often times, a call from the supervisor through the device can prove highly effective in resolving a critical alert. It is important to note that all calls with the Product Users through the device are digitally recorded and may be accessed by authorized personnel at any time.

The unique feature of the 95-decibel siren becomes a first line of defense in many cases when it comes to righting a wrong, turning a Product Users away from an exclusion zone they just entered, or deterring a tamper attempt. In addition, the device's 95-db siren can assist Participating Entity's personnel or other corrections



officials attempting to locate/apprehend a Product Users and to find them much more quickly and safely.

Track Group's Monitoring Center operators and/or authorized Participating Entity's personnel can remotely activate the 95-decibel siren via the IntelliTrack Web interface or mobile app.



DEVICE FIT

The ReliAlert™ device was ergonomically designed to fit securely and comfortably on the ankle and will not unduly restrict the daily activities of the Product Users. The single-use, standard strap and is adjustable in length to support any ankle circumferences (youth and adult) and is pre-cut and is available in 16 sizes (half-inch increments).

DEVICE SAFETY AND CERTIFICATION

The ReliAlert™ device exceed the highest level of SAR personal safety standards for cellular devices. The ReliAlert™ device along with standard strap are constructed of hypoallergenic materials. The ReliAlert™ device and standard strap does not contain any sharp edges and poses no safety/health hazards to the Product Users or anyone else.

The device is durable, reliable, shock, water resistant and functions reliably under normal conditions (environmental and atmospheric). The ReliAlert™ meets all applicable FCC rules, codes, and regulations and is certified under cellular and electrical standards, plus environmental stress and durability standards IEC 60068 and IEC 62262 (IK07 level) impact resistance.

We have provided certification and lab report numbers as evidence of the device's safety below.



TEST TYPE	RELIAlertXC4 ACCREDITATION
📍 Device Safety Levels	FCC – No.TPO-OTD41
📍 Water Submersion- 20-foot depth	IP68 – No. 44p17a128
📍 Battery Seal	IEC 62133 – No.NL-33876
📍 Battery Transportation	UN38.3 – No.NCR18650BD
📍 Mechanical & Environmental Stress	IEC 60068 – No. t44p17a246
📍 Impact Resistance - Durability (IK07 Rating)	IEC 62262 – No. t44p18a133
📍 Audio/Communication Technology	IEC 62368-1 – No. 103469529CHI-001
📍 Cellular Operations	PTCRB – No.88843
📍 Safety/Communications - Europe (EC)	1999/5/EC – No.142140157/AA/00
📍 Safety/Communications - Industry Canada(IC)	RSP-100 –No.6512A-OTD41

PROTECTION OF POWER SURGES

In addition to the ReliAlert™ device's battery has built-in safety protection from over-charge, over-discharge, over-temp, over-voltage, and over-current at the device battery level. In addition, the ReliAlert™ device has its own independent safety protection to protect device and the Product Users from over over-voltage and over-current. 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, over-current & short circuit protection and is certified with the Department of Energy power efficiency rating = Class VI.

LOCATION TECHNOLOGY

The cellular and GPS technology in the ReliAlert™ device was designed to provide optimal location performance to enable real-time tracking capabilities. The ReliAlert™ is a multifunctional smart-device that consists of GPS, cellular and embedded RF receiver technology that was specifically designed to continuously monitor, track, and report the whereabouts of Product Users on a real-time basis **24 hours a day, 365 days a year**.

The GPS technology in the ReliAlert™ uses both autonomous and assisted GPS services. GPS signal processing is augmented by A-GPS and uses SBAS (WAAS, EGNOS, MSAS, GAGAN) precision correction services. A-GPS provides enhanced locationing and Time-To-First-Fix in low GPS signal strength environments. SBAS provides location drift correction resulting from environmental factors that distort GPS signal transmission.

Unlike most GPS tracking devices that only utilize the U.S. GPS (Navistar) constellation of 31 satellites orbiting Earth, the ReliAlert™ device can utilize the Navistar, GLONASS, GALILEO, and QZSS constellations adding an additional 48 satellites (a total



of 79 potential satellites) when determining primary location fixes or traces. This is not a common capability in the GPS monitoring industry and affords ReliAlert™ the ability to connect to more satellites resulting in a higher yield and higher confidence of location fixes **ensuring location point accuracy**.

CELLULAR/SECONDARY LOCATION TECHNOLOGY

In addition to having the ability to access Navistar, GLONASS, GALILEO, and QZSS satellite constellations, the ReliAlert™ device also has secondary location technology through cellular 4G LTE with 3G/2G fallback (Verizon/ATT) networks and their respective roaming partners. The enables the device to communicate with multiple cellular towers and networks throughout the United States thus providing the widest cellular coverage possible.

The device's cellular-based location tracking technology is through both location-based services (LBS) as well as cell tower triangulation, similar to advanced forward link trilateration (AFLT), to determine locations in the absence of GPS signal. This method of device location measures the signal transmission time between a minimum of three cell towers. These cellular towers and networks also enable ReliAlert™ to provide secondary location information when GPS becomes unavailable **ensuring location is constant**.

ACTIVE/PASSIVE/HYBRID MODES

The ReliAlert™ device can be set to active, passive or hybrid monitoring. At any time, authorized users can switch tracking levels (modes) for a Product User within the IntelliTrack software therefore there is no need to swap out equipment.

JAMMING/SHIELD ASSIGNMENT

The ReliAlert™ device has GPS Anti-jamming thru advanced digital filtering (a 25 db improvement over conventional GPS receivers). In the event GPS signals are blocked/masked the device generates "GPS Signal Lost" alert to IntelliTrack.

ENCRYPTED DATA COMMUNICATIONS

The device communicates via 4G LTE with 3G/2G fallback (Verizon/ATT), able to transmit data and SMS during voice calls. Data communications between the ReliAlert™ device and the application server are designed to prevent tracing and duplication. All message contents are encrypted using AES encryption providing message secrecy. Additionally, each message includes an authentication tag which ensures the message contents have not been altered. The message format is also proprietary and



		includes a unique identifier which must be known in order to communicate with the device. These protections put in place ensure all data collected and transmitted is protected from unauthorized use. All ReliAlert™ devices are explicitly programmed to establish a data connection and communicate only with the IntelliTrack destination server. The data connection cannot be established with a request external to the device so the connection is impervious to IP impersonation techniques such as IP spoofing. All data transferred to and from a ReliAlert™ device are represented in encoded hexadecimal or binary format. There is no use of clear (readable) text. Data communications between the ReliAlert™ device and the application server are individually coded and encrypted end-to-end using AES <u>LOCATION POINTS</u> As a standard, the ReliAlert™ device captures and transmits a Product User's information once every minute during compliance status and transmits violation alarms when they occur in real-time. Once an alarm is generated, the device's tracking and transmission rate increases to once every 15 seconds. Our Central Host system, IntelliTrack receives, records, and stores all data transmitted from the ReliAlert™ device. With each transmission, the ReliAlert™ device identifies and communicates the following information. <table><tr><td>📍 Location Points</td><td>📶 Cellular Strength Signal</td></tr><tr><td>📍 Approximate Address</td><td>📍 Type of Event/Alarm</td></tr><tr><td>📍 Direction and Speed of Travel</td><td>📍 Date and Time of Event/Alarm</td></tr><tr><td>📍 Number of Satellites Engaged</td><td>📍 Battery Strength</td></tr></table> At any time within IntelliTrack, authorized users can view Product User's current or historical data along with other key information. Additionally, the "Product User Situation" screen includes summary side panel that allows authorized users to drill-down into more specific details. <u>EVENT AND ALARM NOTIFICATIONS</u> The ReliAlert™ GPS device is a "smart-device". The device's on-board processor was designed to capture and store all program participant applicable inclusion/exclusion zones and schedule information entered into our Central Host system, IntelliTrack. The ReliAlert™ GPS device can store up to 500 inclusion/exclusion zones and can store more than 29,050	📍 Location Points	📶 Cellular Strength Signal	📍 Approximate Address	📍 Type of Event/Alarm	📍 Direction and Speed of Travel	📍 Date and Time of Event/Alarm	📍 Number of Satellites Engaged	📍 Battery Strength
📍 Location Points	📶 Cellular Strength Signal									
📍 Approximate Address	📍 Type of Event/Alarm									
📍 Direction and Speed of Travel	📍 Date and Time of Event/Alarm									
📍 Number of Satellites Engaged	📍 Battery Strength									



		recorded events. The device continuously updates its GPS location information, and assesses program participant location every two (2) seconds against the stored inclusion/exclusion zones and schedules. When a ReliAlert™ device confirms a violation, an alarm is immediately transmitted to IntelliTrack in real-time – the ReliAlert does not need to verify information from our IntelliTrack. Unlike other competitors’ systems, notification does not wait for the next “reporting interval.” Once the alarm is received notification protocols established by the Participating Entity are followed. As a standard, the ReliAlert™ captures and transmits program participant data once every minute to IntelliTrack with alarms as they occur in real-time. Once an alarm is generated, the device’s tracking and transmission rates increase to once every 15 seconds and our Monitoring Center follows the pre-established protocols set by the Participating Entity. Automated notification methods include text message and email, while live phone calls are provided by our 24/7/365 Live Monitoring Center Operators. The ReliAlert™ device identifies and communicates the following alarm and event information into our central host system, IntelliTrack. <table><tr><td>📍 Inclusion Zone Violation</td><td>📍 Communications Loss</td></tr><tr><td>📍 Inclusion Zone Compliance</td><td>📍 Communications Loss ESC</td></tr><tr><td>📍 Exclusion Zone Violation</td><td>📍 Battery Critical</td></tr><tr><td>📍 Exclusion Zone Compliance</td><td>📍 Battery Critical Escalated</td></tr><tr><td>📍 Exclusion Buffer Zone Entered</td><td>📍 Device Shutdown</td></tr><tr><td>📍 Exclusion Buffer Zone Exited</td><td>📍 Critical Internal Hardware</td></tr><tr><td>📍 Strap Tamper</td><td>📍 Beacon Violation</td></tr><tr><td>📍 Case Tamper</td><td>📍 Beacon Compliance</td></tr><tr><td>📍 No GPS</td><td>📍 Beacon Moved</td></tr><tr><td>📍 No Movement</td><td>📍 Beacon Battery Low</td></tr><tr><td>📍 No GPS Escalated</td><td>📍 Beacon Battery Critical</td></tr></table> <u>BATTERY - OPERATIONAL USE AND CHARGING</u> The ReliAlert™ device boasts the longest battery life in the industry - 72+ hours operational use on a single, 2-hour charge. The battery in the ReliAlert™ is encased, durable, rechargeable and emits a signal indicating its location every 60 seconds during the course of its 3-year battery life. 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	📍 Inclusion Zone Violation	📍 Communications Loss	📍 Inclusion Zone Compliance	📍 Communications Loss ESC	📍 Exclusion Zone Violation	📍 Battery Critical	📍 Exclusion Zone Compliance	📍 Battery Critical Escalated	📍 Exclusion Buffer Zone Entered	📍 Device Shutdown	📍 Exclusion Buffer Zone Exited	📍 Critical Internal Hardware	📍 Strap Tamper	📍 Beacon Violation	📍 Case Tamper	📍 Beacon Compliance	📍 No GPS	📍 Beacon Moved	📍 No Movement	📍 Beacon Battery Low	📍 No GPS Escalated	📍 Beacon Battery Critical
📍 Inclusion Zone Violation	📍 Communications Loss																							
📍 Inclusion Zone Compliance	📍 Communications Loss ESC																							
📍 Exclusion Zone Violation	📍 Battery Critical																							
📍 Exclusion Zone Compliance	📍 Battery Critical Escalated																							
📍 Exclusion Buffer Zone Entered	📍 Device Shutdown																							
📍 Exclusion Buffer Zone Exited	📍 Critical Internal Hardware																							
📍 Strap Tamper	📍 Beacon Violation																							
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📍 No Movement	📍 Beacon Battery Low																							
📍 No GPS Escalated	📍 Beacon Battery Critical																							



	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 he/she must begin charging the device. In the event the device has not been charged by the Product Users, vibration alerts increase, a “Battery Critical” alarm is generated in the IntelliTrack system, and an alarm notification is sent to our Monitoring Center and/or designated personnel. If the device is still not charged after these battery alert notifications, a “Battery Critical Esc” alarm is generated in the IntelliTrack system. <u>BATTERY - POWER/CONSUMPTIONS</u> The ReliAlert™ device has various ways in which it maximizes battery operation time. One such way is by the use of GPS receiver Power Save Modes. When the GPS signal is strong, the receiver is able to enter a lower power consumption mode and maintain good location fixes. At a time when GPS signal weakens, the receiver is able to re-enter acquisition mode in an attempt to obtain a greater GPS fix. Conversely, when GPS is unavailable or deemed invalid, the location mode will switch to using cellular location. Upon detection that GPS signal is now available, the location mode will change back to using GPS. <u>SLEEP MODE FUNCTION</u> Track Group also introduced the industry’s first “Sleep Mode” function. The “Sleep Mode” function on the ReliAlert™ allows Participating Entity’s personnel the ability to obtain limited location/tamper notification as well as, increases the opportunity for device recovery if a Product Users willfully does not charge the device. When battery is at a critical level but prior to shutdown status being reached, the devices can be configured to enter “Sleep Mode” rather than powering down completely. This unique feature helps to
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conserve remaining battery life in excess of ten (10) days. During "Sleep Mode", the device will wake up every six (6) hours for up to ten (10) minutes attempting to acquire GPS and transmit generated events. Additionally, it will automatically wake up in the event of Tamper or Exclusion Zone violations and reports these events as they occur. The "Sleep Mode" function allows Participating Entity's personnel the ability to track a lost device after the Product Users assumes the device has depleted its battery since no LED lights are displayed on the device while it is in "Sleep Mode".

INTERNAL CLOCK

The ReliAlert™ device has an internal Real Time Clock (RTC) Real Time Clock (RTC) is initialized and reaffirmed by valid GPS fixes (i.e. from extremely accurate atomic clocks onboard GPS satellites). If insufficient GPS reception is available, the initial clock setting is set by querying the current time from cellular service - until a valid GPS fix is re-established. If there is no GPS reception and no cellular service, timestamp will be used from Track Group's communications server(s).

MEMORY STORAGE

The ReliAlert™ has a memory storage of 18+ days when cellular communication is unavailable. The device has an internal clock designed to time stamp and store all detected monitoring events and is designed to consistently search for a cellular connection. Once re-established, all stored data is automatically communicated to the IntelliTrack System. Additionally, if the battery becomes depleted and the device shuts down, all un-transmitted data is maintained, then transmitted once the device is powered up and cellular communication is established.

INTERNAL DIAGNOSTICS

The ReliAlert™ device has various built-in diagnostic checks and is fully able to problem-solve and resolve any malfunctioning issue itself by rebooting applicable modules. However, in the case where a device cannot self-recover, a "Critical Internal Hardware" alert notification is generated in IntelliTrack indicating that the device requires to be recalled from the field for hands on repair.

DEVICE INSTALLATION AND KIT

The ReliAlert™ device is user-friendly and easy to install and remove. Trained personnel are able to complete the installation/removal process under ten (10) minutes. Track Group will provide Participating Entity's personnel with in-depth training on the operations and installation/removal of the devices. Easy-to-



understand quick-reference guides are included in the training documentation package.

Each ReliAlert™ device kit comes with a written user guide (digital can also be provided) and a nine (9) foot standard A/C wall charging cord that is provided to the Product Users. Upon installation, both oral and written instructions (user guide) are provided to the Product Users on when the device's battery needs to be charged, how to charge the device, details on LED color meanings and how to use the call button during emergency situations.

PROPOSED SOLUTION – RF BEACON

Beacon



To tightly restrict a Product Users to a home or other designated area, Track Group is proposing a more modern solution as an alternative to the traditional Radio Frequency systems. This enhanced monitoring is accomplished by pairing our one-piece multifunctional GPS device, ReliAlert™ with our RF **Beacon** device.

The Beacon device is a completely self-contained, short-ranged RF transmitting station that communicates via RF signal to the assigned ReliAlert™ device which in-turn transmits Product User's data and device operations to IntelliTrack via cellular networks. Therefore, the Beacon device **does not require a landline telephone line or AC electrical power to function/operate.**

Use of in-home Beacon in conjunction with GPS monitoring increases the ability to maintain critical Product User location information and provides the Participating Entity with an effective way to more accurately "tether" a Product Users to a specific location, like home. "House Arrest" functionality not only allows the Participating Entity to set schedules in which the assigned ReliAlert™ device is required to be within a pre-specified communication range of the RF Beacon during a certain time period but also allows the Product Users to attend court-ordered appointments/programs as well as participate in additional school/work activities.

INSTALL/REPLACEMENT/TAMPER

What makes this solution unique is that our in-home **Beacon is not worn, carried, or charged by the Product Users** therefore, it will not unduly restrict the activities or require any active participation by the Product Users. The Beacon device is a completely self-contained, short-ranged transmitting station that is easily attached



	to a wall within the Product User's dwelling. The Beacon does not require tools to install and is field replaceable/interchangeable. Furthermore, the Beacon device has a built-in internal motion sensor and was designed to recognize tampers/removal attempts. If the Beacon is moved in any way after installation and arming, a "Beacon Tamper" alarm is immediately transmitted to IntelliTrack, and our Monitoring Center Operators follow the pre-established protocols set by the Participating Entity. <u>CURFEW/SCHEDULES</u> At any time within our monitoring software, authorized users can easily create, edit, and delete multiple schedules. Additionally, users also have the ability to add overrides to a schedule allowing for flexibility when exceptions to a Product User's schedule need to be accommodated, i.e., court-ordered appointments/programs, work schedule, appointments, holidays. <u>CUSTOMIZABLE RANGES</u> Our in-home Beacon has three (3) programable ranges (Low, Medium, and High) providing the Participating Entity with an effective way to monitor Product Users. Authorized Participating Entity's personnel can customize ranges that include but not be limited to a range of 35 to 150 linear feet for each Product Users to meet specific monitoring parameters. During the installation set up process, the Beacon indicates a positive receipt of audible signal to and from the assigned device with a strong, low range frequency band that both aids in transmission through walls and construction while also reducing the chances of RF interference thus resulting in fewer false/negative alerts and exhibits far greater reliability. If the assigned ReliAlert™ device is not within a pre-specified communication range of the RF Beacon the device will alarm is immediately transmitted to IntelliTrack, and our Monitoring Center Operators follow the pre-established protocols set by the Participating Entity. The following Beacon alarm and event information into our central host system, IntelliTrack. 📍 Beacon Compliance 📍 Beacon Noncompliance 📍 Beacon Tamper 📍 Beacon Low Battery 📍 Beacon Battery Critical 📍 Beacon Critical Internal Hardware
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ENCRYPTED TRANSMISSION

As previously described, the ReliAlert™ device is the RF receiver, along with being a GPS device and the Beacon is the Radio Frequency transmitter. The Beacon transmits data via Radio Frequency signal to the assigned ReliAlert™ device, which in turn utilizes cellular communication networks to communicate information to the IntelliTrack system.

The Beacon emits an **individually coded signal every 20 seconds** on a continuous basis. Data transmissions are unique to each individual transmission and all transmissions are AES-128 encrypted **so all transmitted data is encrypted and secured end-to-end and there is no duplication.**

BATTERY OPERATIONAL LIFE

The Beacon device is powered by internal batteries that provide in **excess of three (3) years** of operation (**no other external power source is required**) and provides early warning of low battery condition approximately **two (2) weeks** prior to full depletion.

BEACON ASSIGNMENT

Both the ReliAlert™ and Beacon device have their own unique serial number on the back of the device. These serial numbers are capable of withstanding exposure to common Product Users activity and cleaning products.

During the enrollment, the ReliAlert™ and Beacon serial number is assigned and activated to the Product Users creating a link between the devices and the Product User. Additionally, a unique feature of the Beacon is that **a single Beacon can be assigned to an infinite number of ReliAlert™ devices and up to ten (10) Beacons can be assigned to a single ReliAlert™ device.**

VALUE-ADDED SOLUTION - HIGH-SECURITY STRAP



The ReliAlert™ device offers an optional high-security strap for higher-risk populations. **SecureCuff™** was designed to be extremely cut-resistant, deters tampering and to prevent Product Users from absconding.

SecureCuff's **patented and exclusive design features a 1.5" wide hardened-steel band** and the same fiber-optic technology as the standard strap for tampering notification. This additional security adds critical



lead time law-enforcement responding to “strap tamper” alarms.

SecureCuff™ is constructed of hypoallergenic materials and attaches around the ankle with proprietary, non- commercial metal security screws and cover plates to prevent removing.

SecureCuff™ is reusable and available in 13 pre-cut sizes (half-inch increments) that supports any ankle circumferences (youth and adult).

VALUE-ADDED SOLUTION - VICTIM NOTIFICATION



As the innovator and first-to-market manufacturer of electronic monitoring paired with app-based victim notification technology, Track Group is proud to offer **Empower**. Empower is a Smartphone victim notification app that creates a “mobile” geo-zone around a victim and works in conjunction with the Product User’s ReliAlert™ device. Empower provides reliable, early warning notification to the victim when they are in close proximity to the Product User.

What makes this system unique is that the victim is only required to carry a Smartphone with the Empower app installed. This removes the stigma and inconvenience of carrying an additional device and **significantly reduces the risk of a victim losing or forgetting to take a secondary device with them.**

The Empower app is downloaded on the victim’s personal or Participating Entity provided smartphone. Empower is compatible with both Android and iOS smartphones and available for download through Apple and Google App Stores.

VICTIM MONITORING

IntelliTrack provides an easy, step-by-step process to associate a victim with an offender/abuser. Within IntelliTrack’s interface, authorized personnel can access the offender’s/abuser’s profile page and add the victim’s information along with mobile proximity and mobile buffer zone information, thus creating a link between offender/abuser and victim.

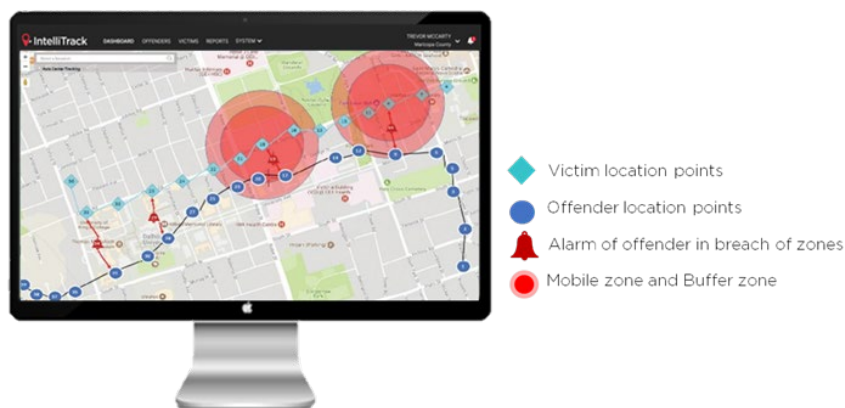
Once the Empower app is installed on the victim’s Smartphone, the offender’s/abuser’s set mobile proximity and mobile buffer zones are automatically linked to the victim. The Empower app transmits (via the cellular carrier or Wi-Fi) the victim’s location data approximately once every minute to IntelliTrack where the system



	continuously assesses offender/abuser compliance. Furthermore, in the event data communications are lost, the Empower app stores the victim's location data and immediately transmits this information once communication resumes. <u>ALARMS NOTIFICATIONS</u> Empower has a Panic button and a Dispatch button for the victims to use in emergencies. The Dispatch button initiates an outbound call to a pre-configured phone number where the Panic button immediately sends an alarm (in real-time) to IntelliTrack and our monitoring center and also initiates an outbound call to a pre-configured phone number. As a standard, the ReliAlert™ captures and transmits Product User data once every minute to IntelliTrack with alarms as they occur in real-time. Once an alarm is generated, the device's tracking and transmission rates increase to once every 15 seconds and our Monitoring Center follows the pre-established protocols set by the Participating Entity. Automated notification methods include text message and email, while live phone calls are provided by our 24/7/365 Live Monitoring Center Operators. The ReliAlert™ device identifies and communicates the following victim alarm information to IntelliTrack and Monitoring Center. All alarms and events are automatically identified, dated and time-stamped and are viewable to authorized users. 📍 Victim GPS Compliance 📍 Victim Proximity Buffer Entered 📍 Victim Proximity Buffer Exited 📍 Victim Proximity Violation 📍 Victim Proximity Violation Compliance 📍 Victim SOS 📍 Victim Communication Loss 📍 Victim Communication Resumed 📍 Victim No GPS 📍 Victim Battery Critical 📍 Victim Battery Critical Escalated 📍 Victim Battery Shutdown <u>VIEWING VICTIM LOCATION</u> Authorized users can access IntelliTrack 24/7/365 from any computer, laptop Smartphone or tablet with an internet connection. Within IntelliTrack's mapping interface, authorized users can view both offender/abuser and victim locations. Victim's traces are
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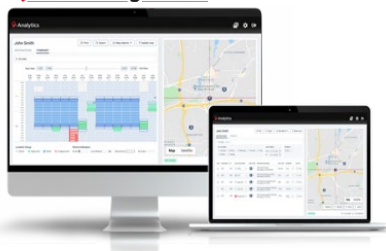


diamond-shaped while the Product User's traces are blue circles, and the red bell indicates location of breach zone. The red circles represent proximity zone and buffer zone (dark red is the proximity zone; light red represents the buffer zone). The image below illustrates a visual of a Product User and victim location points within IntelliTrack.



VALUE-ADDED SOLUTION – GPS DATA REPORTING TOOL

Analytics



Track Group Analytics is a suite of software applications used to analyze GPS tracking data. It performs the data analysis in minutes and provides a user-friendly interface to interact with the results. Analytics provides a visual summary of all locations visited on up to a month's worth of monitoring data and helps

officers/Participating Entity's personnel investigate potentially concerning locations visited by frequency, duration, date, and time. The software is currently in use by State and Local Police, Federal Police, Intelligence Organizations and Militaries in the Western world. In addition to a broad user base, Track Group's Analytics is also in the current Surveillance Training curriculum at the US DHS Federal Law Enforcement Training Center (FLETC)

IntelliTrack captures and stores all data transmitted from the ReliAlert™ device. Analytics, which is accessed through IntelliTrack, is a solution that allows authorized users to view Product Users location data where they can easily disseminate



travel and stop patterns.

ANALYTICS KEY FEATURES:

- 📍 **Summarizes Product User GPS Data:** Reduces overall time spent reviewing Product Users GPS data by at least 20%, while providing greater insight.
- 📍 **Visual Summary:** Provides visual summary of all locations visited up to a month's of monitoring data.
- 📍 **Pattern of Life Summary:** Provides a quick assessment tool to determine compliance with approved locations and unapproved new visits.
- 📍 **Destination Summary:** Identifies locations where the Product Users is spending time; along with the frequency and time spent
- 📍 **Data interpretation:** Allows supervising officers/Participating Entity's personnel to quickly review aggregate Product User's patterns from week-to-week to identify potential at-risk behavior and more rapidly address flight risks.

ACCOMPANYING SOFTWARE SYSTEM

IntelliTrack is Track Group's database and monitoring software platform. IntelliTrack is a secure, cloud-based application that provides the foundation for seamlessly and securely connecting devices, delivering trusted data to the cloud, and value through analytics. IntelliTrack was designed and built with a deep respect for both officers and supervising personnel to provide a unified platform that is scalable and user-friendly.



This secure, cloud-based application gives the Participating Entity the ability to not only collect, but store, analyze, assess individual monitoring data, and manage Product User monitoring parameters. The IntelliTrack system receives, records, and stores all data transmitted from our proposed EM solutions and is available for viewing by authorized personnel within the web-based software interface.

Since IntelliTrack is web-based it does not require any software to be installed on any of the Participating Entity's machines, nor does it require the browser to download any application code that depends on any given operating system. Additionally, this secure,



	robust system is user-friendly and is accessible to authorized personnel 24/7/365 from any computer, laptop, smartphone, or tablet. Furthermore, Track Group proudly offers IntelliTrack - Mobile App. This mobile version of the IntelliTrack was designed to work on Android-based and iOS (Apple)-based smartphones and tablets and does not require using a web- browser for access. IntelliTrack mobile app allows in-field officers/Participating Entity's personnel the ability to easily access individual monitoring data and effectively monitor Product User s while in the community. Track Group's mobile app has a built-in proximity feature that not only allows an officer/Participating Entity's personnel to view any Product User who is in close proximity but provides turn-by-turn directions from the mobile device to the participant's current location. In addition to being able to access monitoring data quickly in the field, Officers/Participating Entity's personnel also have the ability to activate the 95-decibel siren and/or initiate a vibrate command to effectively warn the Product User to stop undertaking counterproductive behavior or as a warning that the Product Users is in a restricted area. The siren can also be used to help Participating Entity's personnel or other corrections officials attempting to locate/apprehend a Product User to find them more quickly and more safely. We are offering IntelliTrack Mobile App at no additional cost. <u>PARTICIPATING ENTITY SECURE ACCESS</u> Security is a fundamental principle in the design of IntelliTrack and is enforced at all layers of the application. The system uses a token-based authentication and authorization system. Upon authentication with the system, a user is authorized for certain access based upon their assigned role (or roles). This information is encoded in an encrypted token which indicates to both the UI and the application layer what screens and data the user is authorized to see, as well as what actions or data modifications the user is allowed to perform. The data layer is entirely isolated from the end-user and is only accessible via the internal network through the application layer. IntelliTrack is a secure cloud-based application that is accessed over a secure link via SSL on HTTPS with 256-bit encryption. An authorized username and password are required to log in. User data in our database is logically separated by account-based access rules.
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PARTICIPATING ENTITY USER ROLES

Authorized users are registered in the system by the Participating Entity Administrator from within the main application. All access within the system is role-based and fully configurable, allowing fine-grained control over what data and product features each authorized user can access.

User data is logically segregated by account-based access rules and roles. Authorized users have their own unique username and password that is required to be entered each time a user logs in. As such, Participating Entity Administrators have the ability to manage user roles (e.g., add, edit, and delete Product User information including, but not limited to, participant curfew hours etc.) and controls access to the system across and defines authentication policies for increased security.

UNLIMITED USERS/TRANSACTIONS

Track Group's database and software platform, IntelliTrack software application resides within two (2) IBM 100% redundant data centers. IntelliTrack is built using a distributed multi-node architecture, which was designed to enable scaling. Our IntelliTrack system supports both vertical and horizontal scalability, on either bare-metal or virtualized hardware, providing many scalability options. Additionally, each node can be configured to run one, some or all of the available services, allowing the server profile to be finely adjusted to meet specific performance demands. IBM Cloud hosting allows us to quickly provision and deploy new nodes as required. This allows for an unlimited number of simultaneous user access and/or transactions such as uploads/downloads, report printing, creating/editing Product User monitoring parameters/schedules along with other functions concurrently without impact on performance, speed, or quality to the system.

REAL-TIME ACCESS TO PRODUCT USER DATA

As a standard, the ReliAlert™ device transmits location points once every minute during compliance status and transmits violation alarms when they occur in **real-time**. Therefore, Product User monitoring data is near real-time. Furthermore, at any time, authorized users can access Product User information on either a single or multiple participants to view, enter and/or modify data. This includes enrollment/removal, profile information, tracking/location information (current/historical), event/alert information, battery status, Geozone and schedules, device inventory as well as, access to on-demand/standard reports to view, download and/or print.



MAPPING CAPABILITIES

IntelliTrack's interface uses Google Maps™ for all mapping activities. Track Group's development team ensures that any updates released by Google Maps™ are updated into the IntelliTrack software interface to reflect the most current mapping information available.

Within IntelliTrack, authorized users can switch between standard view, satellite view, hybrid, and street view as well as zoom in, zoom out, and drag to pan. Geographical landmarks like water features, schools, parks, day-care centers, stores, and other significant features are all evident and identifiable.

Additionally, IntelliTrack's interface allows authorized users to customize which geographical features and data layers to be displayed on a particular map on one or multiple Product Users.

PRODUCT USER ENROLLMENT

IntelliTrack provides an easy, step-by-step process to enroll Product Users. The "Product User Profile" page allows authorized users to provide detailed information on the Product Users. Product User detailed information includes but not limited to Name, Participating Entity Identification, Address (i.e., home/work/school), equipment serial number, assigned Officer(s), multiple phone numbers, multiple photos of the Product Users, physical appearance, supervision level, special alerts (such as safety concerns, etc.)

- **Step 1. "Product User Profile"** – Input Product User demographics and key details such as name, addresses (work/home), D.O.B., photos, physical descriptors (e.g., race, sex, height, and weight), case number, criminal charge information, risk level, as well as the assigned supervision officer(s); assigned GPS device/Beacon(s); zones; alert and notification protocols; current monitoring status, tracking history photo and vehicle information.
- **Step 2. "Device Assignment"** – Create a case for the Product Users that is the basis for the assignment of the device and the associated collection of the details that define the monitoring requirement; then add a device, select a service offering and assign a protocol set (if applicable). At this point, the device/Product User can be activated, or users can activate at a later time.
- **Step 3. "Product User Associates"** – This optional step allows authorized users to record information about the network of people with whom the Product Users is associated. Along

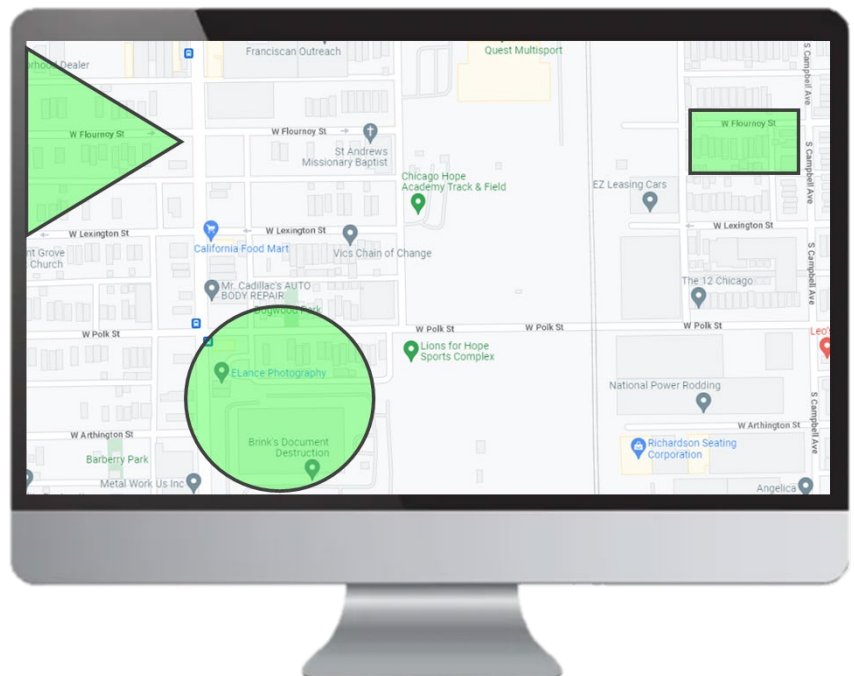


with typical personal information, users can capture the type of association (e.g., victim, acquaintance, contact), determine if the person is already in IntelliTrack, if that person was/is a Product Users and allows the user to create a Geozone around the Product User's addresses if necessary.

- **Step 4 . "Zones and Schedules"** – authorized users can create multiple GeoZones (Inclusion/Exclusion zones) and schedules.

INCLUSION/EXCLUSION/BUFFER ZONES

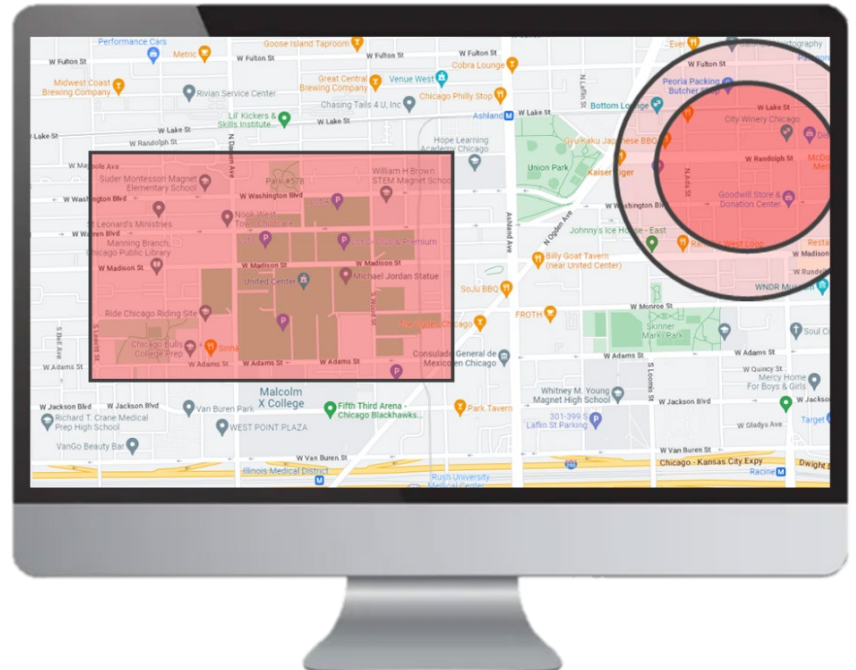
Inclusion, exclusion, and buffer zones can be easily created in the shape of a square, polygon, circle or by freehand. Placement of zones can be done by searching for a specific address or visually from the map if an address is not available and can be modified or deleted as needed by authorized personnel. All active inclusion and exclusion zones are viewable in IntelliTrack's mapping interface while reviewing a Product User's tracking data. Once zones are created, they can easily be modified by authorized personnel within the same screen and if needed, zones can be deleted as well; however, not if they are currently assigned to an active Product Users.



The image above illustrates created inclusion zones

Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



The image above illustrates a created exclusion/buffer zone (light red circle)

In addition, IntelliTrack has an “Participating Entity Library”. If a Participating Entity’s user creates a zone for a Product Users and believes that this particular zone could be utilized by other officers throughout the Participating Entity, they can add the zone to the “Agency’s Library”. Any existing zone in the “Agency’s Library” can be easily copied into any Product User’s inclusion/exclusion zones. Note - The exact zone and base schedule parameters (no overrides) will then be copied and placed into the Product User’s inclusion/exclusion detail; at which point, authorized users can easily modify the schedule or zone shape if needed.

PRODUCT USER CURFEW/SCHEDULING

Within the IntelliTrack interface, authorized users can easily create, edit, and delete schedules. Additionally, users also have the ability to add overrides to a schedule allowing for flexibility when exceptions to a Product User’s schedule need to be accommodated, i.e., work schedule, appointments, holidays.

As an alternative method to creating schedules for Product Users who spend the majority of their time at home, authorized users can create appointments. Additionally, appointments can also be set up as recurring by clicking on the “Recurring” checkbox located under



the “Geozone Type” field. Users can then set the frequency of the appointment and select the type of frequency by single or multiple days.

PRODUCT USER LOCATION DATA

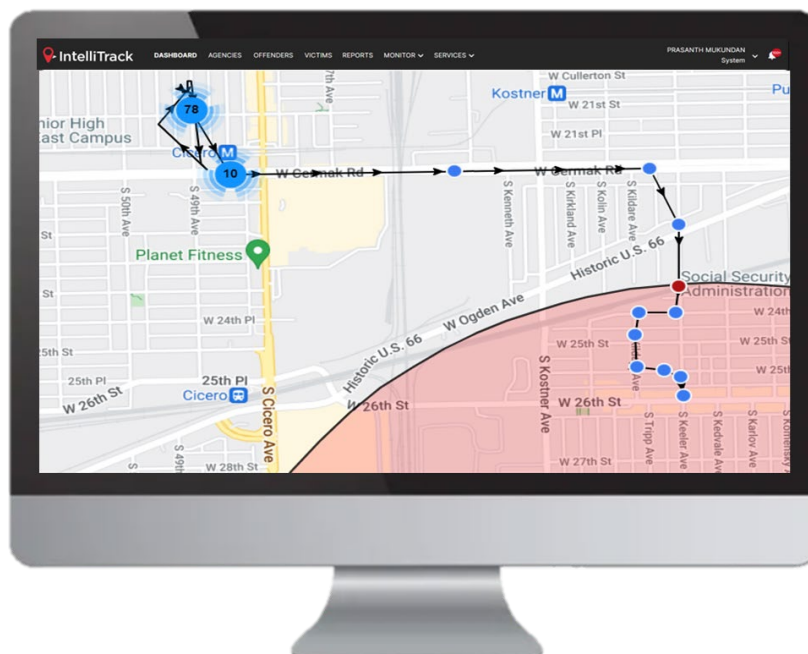
At any time within IntelliTrack, authorized users can view a Product User’s location, events, and alarms along with other key Product User information. Additionally, the “Product User Situation” screen includes a Product User’s summary side panel that allows authorized users to drill-down into more specific details relating to an individual Product User.

The Product User’s information automatically loads and plots the last 12 hours however, this can be customized to meet needs. Furthermore, users may also customize searches by selecting default search timeframes from a dropdown box or just inputting/selecting the date range from a calendar.

ON-DEMAND PRODUCT USER LOCATING

At any time within IntelliTrack, authorized users may access the Product User’s device through the “Device Command and Control panel”. This screen not only allows users to send Audio and Vibration Alerts but allows for on-demand location through the “**Status Update**” – a command which prompts the device to transmit its current location and mapping data to the software system – where it is viewable to authorized users.

Furthermore, IntelliTrack allows authorized users to set the device on “**Rapid Pursuit**” – a command that will force the device to increase data transmission rates (of location points) into IntelliTrack. Product Users location information that is transmitted is received in longitude/latitude format. Location points plotted on the map are based solely on these latitude/longitude coordinates and show the direction along with the date and time and are viewable to authorized users.



The Image above illustrates Rapid Pursuit mode indicated through the Device Command and Control panel.

ON-DEMAND DEVICE AUDIO & VIBRATION ALERTS

- **Voice Command** - The ReliAlert™ device is the only one-piece GPS device available in the market today with on-board, two/three-way live voice communication technology. This patented technology enables authorized personnel to instantaneously communicate with the Product Users in real-time.

Additionally, ReliAlert™ allows the Product Users to place a call (via a button on top of the device) directly to the Monitoring Center in cases of emergency. All calls to and from the ReliAlert™ device are automatically digitally recorded, time stamped, and archived so that audio files can be provided upon request.

- **Audio Command** - As part of a violation protocol or at any time via the IntelliTrack interface, authorized users and/or Monitoring Center operators can initiate an audio alert on any Product User's device.

Unique to the ReliAlert™ device, Monitoring Center operators and/or authorized personnel can **activate the 95-decibel siren via Track Group's IntelliTrack and Mobile app**. This



activation can be included in a violation protocol and completed by the Monitoring Center or can be done independent of a violation at the request of authorized personnel. The siren can be activated to effectively warn the Product Users to stop undertaking counterproductive behavior or to warn citizens that the Product Users is in an area where they should not be located. The siren can also be used to help Participating Entity's personnel or other corrections officials attempting to locate/apprehend a Product Users to find them much more quickly and safely. Additionally, through the IntelliTrack interface or Mobile App, authorized personnel and/or Monitoring Center operators can also initiate an audio command on any Product User's device.

- **Vibration Command** - Authorized personnel and/or Monitoring Center operators can also initiate a vibrate command on any Product User's ReliAlert™ device via the IntelliTrack interface or mobile app.

CUSTOMIZING OF ALARMS NOTIFICATIONS

IntelliTrack allows authorized users to completely customize protocol of alarms/notifications for each Product Users and how each should be handled by Track Group's monitoring center. As a standard, alarm notifications are sent when they occur in real-time. These notification protocols can be set for none, some or all alarms generated by our Monitoring Devices including zone violation, strap, and case tampers. Automated notification methods include text message and email, while live phone call notifications are made by our Monitoring Center Operators.

VIEWING AND PROCESSING OF ALARMS

Our IntelliTrack platform includes a Monitoring Center Interface that easily lays out the steps required to be followed for each of the Participating Entity's protocol set. Once a violation is detected by the EM device, an alarm is generated (**in real-time**) in IntelliTrack. The alarm is then posted to our Alarms Queue within the Monitoring Center. Once the alarm is received by the monitoring center, the Participating Entity's protocol steps are followed. Once completed, all information regarding that alarm is recorded and stored (i.e., type of alarm, location, date, time, time of acceptance, operator who handled the alarm, and when alarm was cleared) in the "Product User Profile" where it is viewable by authorized users.

IntelliTrack has a variety of options to report system alerts/notifications which include e-mails, text messages, push notifications and live phone calls. In addition, the "Officer's



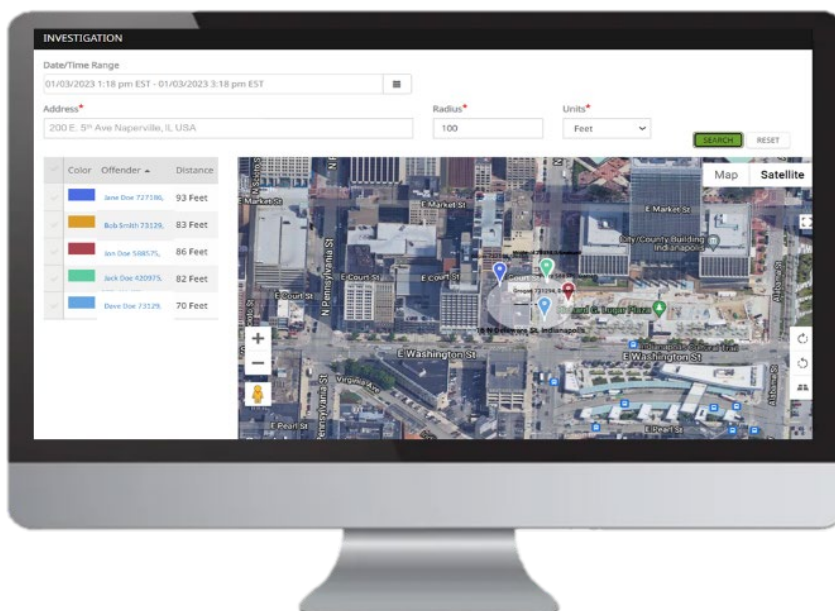
Dashboard” provides visual alarm notifications via a red bell on the upper right corner.

FILTERS & TIMELINES

At any time within IntelliTrack, authorized users can view a Product User’s location, events, and alarms along with other key Product User information. Authorized users have the ability to easily create customize searches by simply entering specific date/range and time/timeframe. When viewing tracking information, tracking points and data are in numerical, sequential order and allow for incremental point by point viewing.

CRIME MAPPING

IntelliTrack allows authorized users to determine if any Product Users wearing the ReliAlert™ device are/were in the vicinity of a fixed location. The investigation analysis feature seamlessly integrates into the monitoring software module. Authorized users enter the location address, select a distance around that location, and specify a timeframe. Any devices that meet the criteria will be displayed. The interface places a circle centered on the address of the queried parameters and displays all Product Users that are/were in the location during a specified period of time. The application sorts the list of Product Users in order of the nearest location to the address point.



The image above illustrates the viewing of assigned ReliAlerts within the vicinity of a fixed location.



DEVICE INVENTORY

IntelliTrack's Inventory module includes equipment information. All devices have a unique serial identification number that is entered during acceptance testing to provide serial number information. Prior to being shipped, the device's serial number is entered into IntelliTrack's inventory module linking that specific device to the customer it is being shipped to. These serial numbers are engraved into the back face of the device and are capable of withstanding exposure to common wearer activity and cleaning products.

The inventory module is fully searchable and allows authorized personnel to track and monitor the usage of equipment. The inventory module stores device serial number information and inventory location. It also indicates "Device Assignment Status" that provides information on devices that are activated, assigned to a Product User, or unassigned. While the "Inventory Status" provides information on devices that are new, available, out for repair, deactivated, in RMA or decommissioned. Additionally, at any time, authorized users can access inventory information to either view, download and/or printed.

B. MANUFACTURER, MODEL NUMBERS AND SPECIFICATIONS

Track Group is Original Equipment Manufacturer (OEM) of the Proposed Products, Services and Value-Added Solutions.

BRAND NAME	MODEL NO.	GENERATION NO.	MANUFACTURER
ReliAlert™	OTD4.1	XC4	Track Group
Beacon	B03	None	Track Group
SecureCuff™	SC2.0	None	Track Group
Empower - App	None	v. 1.2.5	Track Group
Analytics - Software	None	v2.0	Track Group

PRODUCT SPECIFICATIONS AND MANUALS

Track Group has provided product specification sheets on the proposed ReliAlert™ GPS device, Beacon RF Device, and Empower victim notification app on following pages.

****We have attached the manuals at the end of this document.***



ReliAlert™XC4 is the only one-piece GPS device with **patented 3-way voice communication** to assist intervention efforts, now on the LTE network with increased battery life.

Track Group's patented **SecureCuff™** helps address the critical "strap cut" issue so prevalent in juveniles and high-risk adult offenders. It significantly reduces the number of officer response hours attempting to locate offenders who have absconded and is not offered by any other manufacturer.



Introducing ReliAlert™XC4 and SecureCuff™
See it at trackgrp.com
trackgrp.com/patents

TRACK GROUP



Technical Specifications

RELIALERT™XC4 SPECIFICATIONS

- **LTE:** 4G mobile communication technology
- **GPS Operation:** updates location and assesses compliance every 2 seconds
- **GPS Accuracy:** 6.5ft (2.0m) in optimal conditions; within 50ft (15m) under normal operating conditions
- **GPS Anti-Jamming:** advanced, adaptive digital filtering (25 db improvement over conventional GPS receiver)
- **On-Board Processing:** zones and curfews stored on-device are assessed for compliance every 2 seconds
- **Secondary Locationing Technology:** cellular triangulation utilized automatically when GPS is unavailable
- **Battery Life:** Nearly 3 days of battery life at 1 minute tracking and reporting intervals with up to 2 weeks of backup power in sleep mode
- **Sleep Mode:** Designed to extend monitoring capabilities by entering a low-power state when device charging has been neglected
- **Charging:** Standard chorded AC charging or mobile on-body charging capabilities
- **On-Board Voice Communication:** two/three-way, live voice communication available at any time
- **Siren:** 95 db, activated via software by Monitoring Center or agency users
- **Memory Storage:** approximately 18 days at one-minute tracking and reporting intervals
- **Multiple Monitoring Levels:** available via the software - no equipment change required
- **Tracking/Reporting Interval:** configurable to one or five minutes
- **Embedded RF Technology:** works in conjunction with RF Beacon
- **Alerts:** voice, siren, LED, vibration, audio tones
- **Anti-Tamper Capability:** strap and case tamper technology
- **Standard Strap:** pre-sized and cut-resistant with fiber-optics for tamper detection
- **SecureCuff™:** extremely cut-resistant with encased hardened steel band and fiber-optics for tamper detection
- **Waterproof:** IP68 Certified to 20ft (6m)
- **Operating Temperatures:** -4 to +140 F (-20 to +60 C)
- **Cellular:** 4G LTE with 3G/2G fallback (Verizon/ATT), able to transmit data and SMS during voice calls



Advanced Features Include

TWO/THREE-WAY VOICE COMMUNICATION

allows Track Group operators and agency officers to call the offender via the ReliAlert™XC4 device at any time – providing real-time violation intervention and reducing the effort spent by officers attempting to communicate with offenders.

ONBOARD 95-db SIREN

is a unique feature on the ReliAlert™XC4 device that can be activated by the Track Group Monitoring Center as part of a violation protocol. The siren alerts victims and the public to an offender violation, helps safely assist officers with offender recovery and improves public safety.

SECURECUFF™

is an optional, patent-pending, hardened steel encased security cuff for high-risk offenders. The SecureCuff™ provides valuable, extra response time for officers when offenders are attempting to abscond. When used in conjunction with live voice intervention, ReliAlert™XC4 becomes the premier GPS solution for monitoring challenging offender populations.



Introducing ReliAlert™XC4 and SecureCuff™

See it at trackgrp.com
trackgrp.com/patents





Since the ReliAlert device demonstrates such outstanding GPS performance, in most cases a beacon is not necessary and is only used if GPS reception has proven to be insufficient. If a location that an offender regularly visits, such as home or work, has insufficient GPS coverage, a beacon may be used to ensure location information via the beacon's RF location reporting functionality.

Technical Specifications

RF BEACON

- 3.2 oz and 2.5" x 2.5" x 1.0" in size (100gm and 6.35 x 6.35 x 2.54cm).
- Continuous RF monitoring
- Motion detection
- Three (3) year battery operation life
- Low battery alarm
- No phone or external power required
- Can be paired with an infinite number of Shadow™ devices



Introducing Beacon
See it at trackgrp.com
trackgrp.com/patents

TRACK GROUP



Empower

by TRACK GROUP

Peace of Mind.

Introducing **Empower**, the first of its kind smartphone application that creates a "mobile" geo-zone around a victim and works in conjunction with the offenders tracking device, ReliAlert, to provide a reliable, early warning notification to the victim when they are in close proximity to the offender.



SIMPLE & EASY TO USE

This unique system **only requires a victim to carry a smartphone with the app installed.**

The app provides location tracking and communicates with Track Group's system; as well as enabling direct communication with the monitoring center and law enforcement.

Introducing Empower
See it at trackgrp.com
trackgrp.com/patents

TRACK GROUP

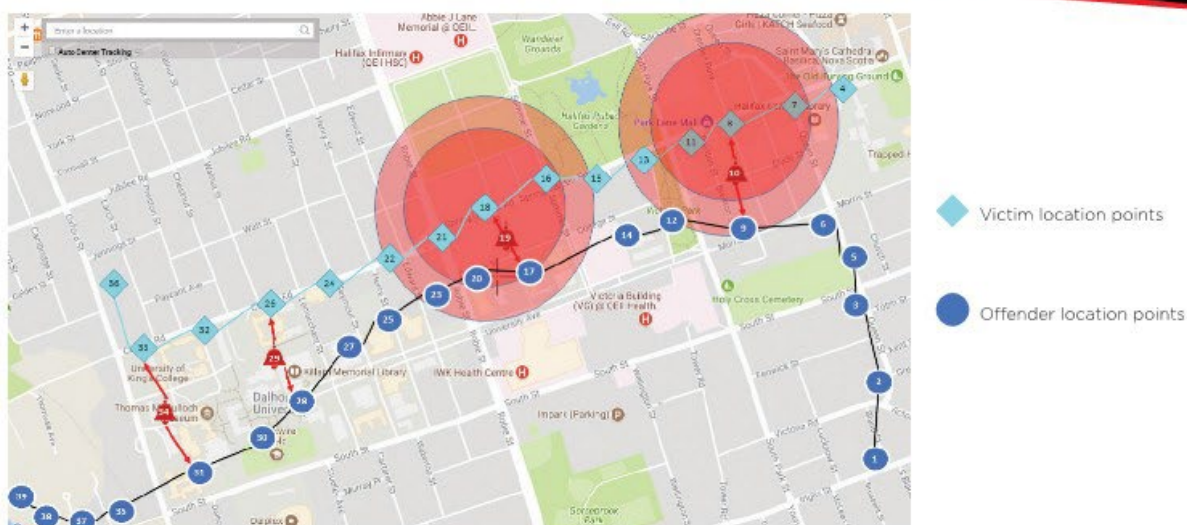
Request for Proposals for
ELECTRONIC MONITORING PRODUCTS AND SERVICES

Issued by the State of Connecticut
Solicitation Number 22PSX0021



SPECIFICATIONS

- **Data Communication:** victim location, alarm and phone information is transmitted via the victim's cellular carrier or Wi-Fi
- **Tracking/Reporting Intervals:** approx. once per minute
- **Panic Button:** sends alarm to the Track Group monitoring center and system; and initiates an outbound call to a configured phone number
- **Dispatch Button:** initiates outbound call to a configured phone number



Once the app is installed, it communicates automatically with Track Group's system and syncs the smartphone with the offender's tracking device; activating the **"mobile zone"** created by officers. **This zone moves with the smartphone** and an alert is generated if the offender breaches the zone parameters.

Introducing Empower
See it at trackgrp.com
trackgrp.com/patents

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Section 9 : Optional Submittal Category 4. Value-Added Technology and Services: CONTINUED

Item	Requirement	Response
1.0		<u>C. ALTERNATIVE SYSTEM</u> Track Group is not proposing an Alternative System. Our accompany software system, IntelliTrack is a single integrated system that receives, records, and stores all data transmitted from the proposed ReliAlert™, Beacon and Empower. <u>D. ALTERNATIVE SYSTEM REPORTING</u> IntelliTrack provides a number of standard/preconfigured on-demand reports that are available 24/7/365 to Participating Entity's authorized users. Authorized users have the option to view, export, filter, and/or print current or historical data a single Product User or all Product Users on the Participating Entity's program. In addition, Track Group Analytics is a suite of software applications used to analyze GPS tracking data. It performs the data analysis in minutes and provides a user-friendly interface to interact with the results. Analytics provides a visual summary of all locations visited on up to a month's worth of monitoring data and helps officers investigate potentially concerning locations visited by frequency, duration, date, and time. The software is currently in use by State and Local Police, Federal Police, Intelligence Organizations and Militaries in the Western world. In addition to a broad user base, Track Group's Analytics is also in the current Surveillance Training curriculum at the US DHS Federal Law Enforcement Training Center (FLETC) IntelliTrack captures and stores all data transmitted from the ReliAlert™ device. Analytics, which is accessed through IntelliTrack, is a solution that allows authorized users to view Product Users' location data where they can easily disseminate travel and stop patterns. Track Group understands that each Participating Entity's reporting requirements are different. We have the ability to create customized reports to the system to meet the Participating Entity's specific reporting needs upon request. Below we have provided a list of standard/preconfigured on-demand reports that are available through IntelliTrack with a brief description of what the report entails.



INTELLITRACK STANDARD REPORTS

- 📍 **Agency Activations** – Activations including Product User and device details.
- 📍 **Agency Activations** – Activations including Product User and device details.
- 📍 **Agency Deactivations** – Deactivations including Product User and device details.
- 📍 **Agency Product User** – Product User details within an agency.
- 📍 **Alarm Details** – List of all alarms, including type, time and impacted GeoZone and Schedule (if applicable) that occurred during the selected time frame grouped by Product User 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 Product Users and the protocol set that is assigned to each.
- 📍 **Most Recent Alarms** – List of the most recent alarm for each Product User 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 Product Users in the agency (or assigned to an officer), grouped by officer.
- 📍 **Geozone Summary** – Displays the GeoZone(s) and Schedule(s) for each Product User (or the selected Product User) in the agency, grouped by officer.
- 📍 **Suspended Alarm** – Summary of alarms that were suspended for a Product User
- 📍 **Battery Charging** – Displays a summary of battery charging events for ReliAlert devices
- 📍 **Court Report** – A report detailing the locations a Product User has been.
- 📍 **Device Inventory** – Device inventory and status for an agency.



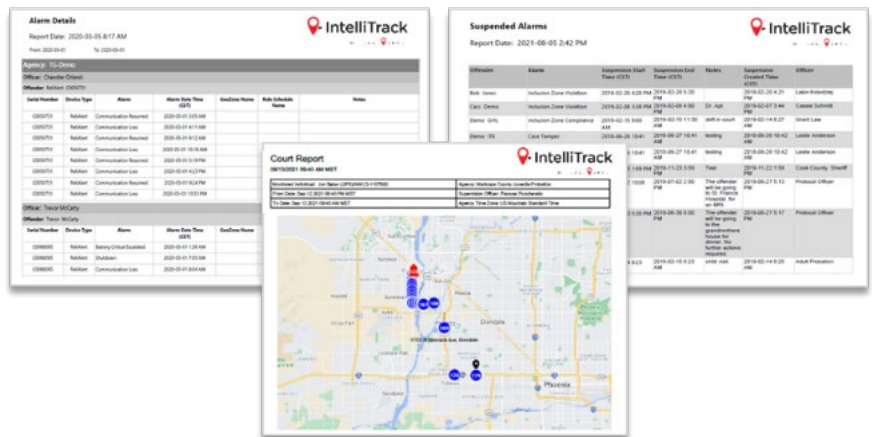
ANALYTICS REPORTS

- 📍 **Daily Itinerary Report** – A report detailing a list of a day-by-day, hour-by-hour of the Product User's activities and destinations along with levels of interest flags.
- 📍 **Highlight Summary Report** – A report with a graphic image that details the amount of time spent at locations along with times traveled.
- 📍 **Destination Visit Report** – A report that details the locations that are visited before and after a specific destination.

****On the following pages we have provided samples of these reports.***

IntelliTrack

Sample Reports



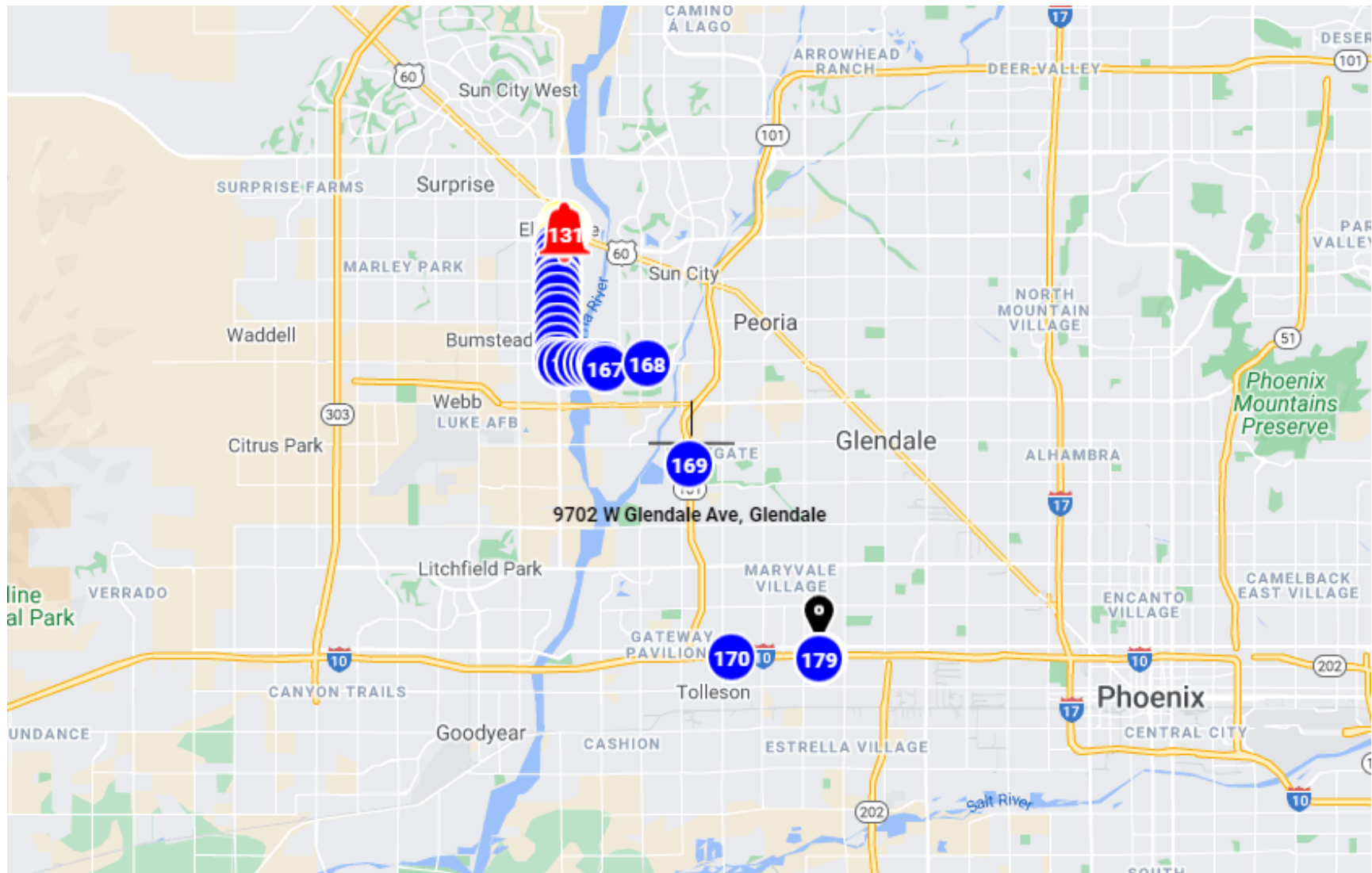
TRACK GROUP®

200 E 5th Ave., Suite 100 | Naperville, IL 60563
1-877-260-2010 | info@trackgrp.com | trackgrp.com

Court Report

09/13/2022 09:40 AM MST

Monitored Individual: Jon Baker (JIPS)(NW) D-1107693	Agency: County Juvenile Probation
From Date: Sep 12 2022 09:40 PM MST	Supervision Officer: Frances Poncherello
To Date: Sep 13 2022 09:40 AM MST	Agency Time Zone: US Mountain Standard Time



Event #	Event name	Fix Quality	Date	Location	Notes
179	Trace	High	09/13/2022 09:38 AM MST	7150 W Roosevelt St # 145, Phoenix, AZ 85043, USA	
178	Trace	High	09/13/2022 09:33 AM MST	7150 W Roosevelt St # 145, Phoenix, AZ 85043, USA	
177	Charge Start	High	09/13/2022 09:33 AM MST	7150 W Roosevelt St # 145, Phoenix, AZ 85043, USA	
176	Trace	High	09/13/2022 09:28 AM MST	7150 W Roosevelt St c108, Phoenix, AZ 85043, USA	
175	Trace	High	09/13/2022 09:23 AM MST	7150 W Roosevelt St, Phoenix, AZ 85043, USA	
174	Trace	High	09/13/2022 09:18 AM MST	7150 W Roosevelt St, Phoenix, AZ 85043, USA	
173	Trace	High	09/13/2022 09:13 AM MST	7150 W Roosevelt St c108, Phoenix, AZ 85043, USA	
172	Trace	High	09/13/2022 09:08 AM MST	7150 W Roosevelt St Ste 151, Phoenix, AZ 85043, USA	
171	Trace	High	09/13/2022 09:03 AM MST	7150 W Roosevelt St b143, Phoenix, AZ 85043, USA	
170	Trace	High	09/13/2022 08:58 AM MST	8710 W Roosevelt St, Tolleson, AZ 85353, USA	
169	Trace	High	09/13/2022 08:53 AM MST	W Maryland Ave, Glendale, AZ 85305, USA	
168	Trace	High	09/13/2022 08:48 AM MST	8932 N 105th Ln, Peoria, AZ 85345, USA	
167	Trace	High	09/13/2022 08:43 AM MST	8880 N 114th Ave, Peoria, AZ 85345, USA	
166	Trace	High	09/13/2022 08:43 AM MST	11402 W Puget Ave, Peoria, AZ 85345, USA	
165	Trace	High	09/13/2022 08:42 AM MST	11442 W Puget Ave, Peoria, AZ 85345, USA	
164	Trace	High	09/13/2022 08:42 AM MST	11604 N Agua Fria Ranch Rd, Youngtown, AZ 85363, USA	
163	Trace	High	09/13/2022 08:42 AM MST	11608 W Olive Ave, Glendale, AZ 85307, USA	
162	Trace	High	09/13/2022 08:41 AM MST	W Olive Ave, Glendale, AZ 85307, USA	
161	Trace	High	09/13/2022 08:41 AM MST	9019 N 121st Ave, El Mirage, AZ 85335, USA	
160	Trace	High	09/13/2022 08:41 AM MST	115 W Olive Ave, Youngtown, AZ 85363, USA	
159	Trace	High	09/13/2022 08:41 AM MST	12280 W Olive Ave, El Mirage, AZ 85335, USA	
158	Trace	High	09/13/2022 08:40 AM MST	12280 W Olive Ave, El Mirage, AZ 85335, USA	
157	Trace	High	09/13/2022 08:40 AM MST	9305 N El Mirage Rd, El Mirage, AZ 85335, USA	

Event #	Event name	Fix Quality	Date	Location	Notes
156	Trace	High	09/13/2022 08:40 AM MST	9705 N El Mirage Rd, El Mirage, AZ 85335, USA	
155	Trace	High	09/13/2022 08:40 AM MST	10111 N El Mirage Rd, El Mirage, AZ 85335, USA	
154	Trace	High	09/13/2022 08:39 AM MST	10341 N El Mirage Rd, El Mirage, AZ 85335, USA	
153	Trace	High	09/13/2022 08:39 AM MST	11006 N El Mirage Rd, El Mirage, AZ 85335, USA	
152	Trace	High	09/13/2022 08:39 AM MST	11201 N El Mirage Rd, El Mirage, AZ 85335, USA	
151	Trace	High	09/13/2022 08:38 AM MST	11513 N 123rd Ln, El Mirage, AZ 85335, USA	
150	Trace	High	09/13/2022 08:38 AM MST	11954 N El Mirage Rd, El Mirage, AZ 85335, USA	
149	Trace	High	09/13/2022 08:38 AM MST	12301 N 123rd Dr, El Mirage, AZ 85335, USA	
148	Trace	High	09/13/2022 08:38 AM MST	12306 W Charter Oak Rd, El Mirage, AZ 85335, USA	
147	Trace	High	09/13/2022 08:37 AM MST	12302 W Scotts Dr, El Mirage, AZ 85335, USA	
146	Trace	High	09/13/2022 08:37 AM MST	13017 N 123rd Dr, El Mirage, AZ 85335, USA	
145	Trace	High	09/13/2022 08:37 AM MST	13300 N El Mirage Rd, El Mirage, AZ 85335, USA	
144	Trace	High	09/13/2022 08:36 AM MST	13501 N El Mirage Rd, El Mirage, AZ 85335, USA	
143	Trace	Medium	09/13/2022 08:36 AM MST	12232 W Thunderbird Rd, El Mirage, AZ 85335, USA	
142	Trace	Medium	09/13/2022 08:36 AM MST	12232 W Thunderbird Rd, El Mirage, AZ 85335, USA	
141	Trace	Medium	09/13/2022 08:36 AM MST	12232 W Thunderbird Rd, El Mirage, AZ 85335, USA	
140	Trace	Medium	09/13/2022 08:35 AM MST	12232 W Thunderbird Rd, El Mirage, AZ 85335, USA	
139	Trace	Medium	09/13/2022 08:35 AM MST	12232 W Thunderbird Rd, El Mirage, AZ 85335, USA	
138	Trace	Medium	09/13/2022 08:35 AM MST	12232 W Thunderbird Rd, El Mirage, AZ 85335, USA	
137	Trace	Medium	09/13/2022 08:34 AM MST	12216 W Thunderbird Rd, El Mirage, AZ 85335, USA	
136	Trace	Medium	09/13/2022 08:34 AM MST	13802 N Palm St, El Mirage, AZ 85335, USA	
135	Trace	Medium	09/13/2022 08:34 AM MST	14018 N Palm St, El Mirage, AZ 85335, USA	
134	Trace	Medium	09/13/2022 08:34 AM MST	14202 N Palm St, El Mirage, AZ 85335, USA	

Event #	Event name	Fix Quality	Date	Location	Notes
133	Trace	Medium	09/13/2022 08:33 AM MST	14403 N Palm St, El Mirage, AZ 85335, USA	
132	Trace	Medium	09/13/2022 08:33 AM MST	14401 N Primrose St, El Mirage, AZ 85335, USA	
131	Inclusion Zone Violation	High	09/13/2022 08:33 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
130	Trace	High	09/13/2022 08:28 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
129	Trace	High	09/13/2022 08:23 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
128	Trace	High	09/13/2022 08:18 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
127	Trace	High	09/13/2022 08:13 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
126	Trace	High	09/13/2022 08:08 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
125	Trace	High	09/13/2022 08:03 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
124	Trace	High	09/13/2022 07:58 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
123	Trace	High	09/13/2022 07:53 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
122	Trace	High	09/13/2022 07:48 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
121	Trace	High	09/13/2022 07:43 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
120	Trace	High	09/13/2022 07:38 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
119	Trace	High	09/13/2022 07:33 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
118	Trace	High	09/13/2022 07:28 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
117	Trace	High	09/13/2022 07:23 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
116	Trace	High	09/13/2022 07:18 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
115	Trace	High	09/13/2022 07:13 AM MST	14213 N Primrose St, El Mirage, AZ 85335, USA	
114	Trace	High	09/13/2022 07:08 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
113	Trace	High	09/13/2022 07:03 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
112	Trace	High	09/13/2022 06:58 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
111	Trace	High	09/13/2022 06:53 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	

Event #	Event name	Fix Quality	Date	Location	Notes
110	Trace	High	09/13/2022 06:48 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
109	Trace	High	09/13/2022 06:43 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
108	Trace	High	09/13/2022 06:38 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
107	Trace	High	09/13/2022 06:33 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
106	Trace	High	09/13/2022 06:28 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
105	Trace	High	09/13/2022 06:22 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
104	Trace	High	09/13/2022 06:17 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
103	Trace	High	09/13/2022 06:12 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
102	Trace	High	09/13/2022 06:07 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
101	Trace	High	09/13/2022 06:02 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
100	Trace	High	09/13/2022 05:57 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
99	Trace	High	09/13/2022 05:52 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
98	Trace	High	09/13/2022 05:47 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
97	Trace	High	09/13/2022 05:42 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
96	Trace	High	09/13/2022 05:37 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
95	Trace	High	09/13/2022 05:32 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
94	Trace	High	09/13/2022 05:27 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
93	Trace	High	09/13/2022 05:22 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
92	Trace	High	09/13/2022 05:17 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
91	Trace	High	09/13/2022 05:12 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
90	Trace	High	09/13/2022 05:07 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
89	Trace	High	09/13/2022 05:02 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
88	Trace	High	09/13/2022 04:57 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	

Event #	Event name	Fix Quality	Date	Location	Notes
87	Trace	High	09/13/2022 04:52 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
86	Trace	High	09/13/2022 04:47 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
85	Trace	High	09/13/2022 04:42 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
84	Trace	High	09/13/2022 04:37 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
83	Trace	High	09/13/2022 04:32 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
82	Trace	High	09/13/2022 04:27 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
81	Trace	High	09/13/2022 04:22 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
80	Trace	High	09/13/2022 04:17 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
79	Battery Low	High	09/13/2022 04:15 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
78	Trace	High	09/13/2022 04:12 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
77	Trace	High	09/13/2022 04:07 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
76	Trace	High	09/13/2022 04:02 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
75	Trace	High	09/13/2022 03:57 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
74	Trace	High	09/13/2022 03:52 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
73	Trace	High	09/13/2022 03:46 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
72	Trace	High	09/13/2022 03:41 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
71	Trace	High	09/13/2022 03:36 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
70	Trace	High	09/13/2022 03:31 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
69	Trace	High	09/13/2022 03:26 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
68	Trace	High	09/13/2022 03:21 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
67	Trace	High	09/13/2022 03:16 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
66	Trace	High	09/13/2022 03:11 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
65	Trace	High	09/13/2022 03:06 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	

Event #	Event name	Fix Quality	Date	Location	Notes
64	Trace	High	09/13/2022 03:01 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
63	Trace	High	09/13/2022 02:56 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
62	Trace	High	09/13/2022 02:51 AM MST	14213 N Primrose St, El Mirage, AZ 85335, USA	
61	Trace	High	09/13/2022 02:46 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
60	Trace	High	09/13/2022 02:41 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
59	Trace	High	09/13/2022 02:36 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
58	Trace	High	09/13/2022 02:31 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
57	Trace	High	09/13/2022 02:26 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
56	Trace	High	09/13/2022 02:21 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
55	Trace	High	09/13/2022 02:16 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
54	Trace	High	09/13/2022 02:11 AM MST	14213 N Primrose St, El Mirage, AZ 85335, USA	
53	Trace	High	09/13/2022 02:06 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
52	Trace	High	09/13/2022 02:01 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
51	Trace	High	09/13/2022 01:56 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
50	Trace	High	09/13/2022 01:51 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
49	Trace	High	09/13/2022 01:46 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
48	Trace	High	09/13/2022 01:41 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
47	Trace	High	09/13/2022 01:36 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
46	Trace	High	09/13/2022 01:31 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
45	Trace	High	09/13/2022 01:26 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
44	Trace	High	09/13/2022 01:21 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
43	Trace	High	09/13/2022 01:15 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
42	Trace	High	09/13/2022 01:10 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	

Event #	Event name	Fix Quality	Date	Location	Notes
41	Trace	High	09/13/2022 01:05 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
40	Trace	High	09/13/2022 01:00 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
39	Trace	High	09/13/2022 12:55 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
38	Trace	High	09/13/2022 12:50 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
37	Trace	High	09/13/2022 12:45 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
36	Trace	High	09/13/2022 12:40 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
35	Trace	High	09/13/2022 12:35 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
34	Trace	High	09/13/2022 12:30 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
33	Trace	High	09/13/2022 12:25 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
32	Trace	High	09/13/2022 12:20 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
31	Trace	High	09/13/2022 12:15 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
30	Trace	High	09/13/2022 12:10 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
29	Trace	High	09/13/2022 12:05 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
28	Trace	High	09/13/2022 12:00 AM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
27	Trace	High	09/12/2022 11:55 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
26	Trace	High	09/12/2022 11:50 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
25	Trace	High	09/12/2022 11:45 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
24	Trace	High	09/12/2022 11:40 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
23	Trace	High	09/12/2022 11:35 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
22	Trace	High	09/12/2022 11:30 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
21	Trace	High	09/12/2022 11:25 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
20	Trace	High	09/12/2022 11:20 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
19	Trace	High	09/12/2022 11:15 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	

Event #	Event name	Fix Quality	Date	Location	Notes
18	Trace	High	09/12/2022 11:10 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
17	Trace	High	09/12/2022 11:05 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
16	Trace	High	09/12/2022 11:00 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
15	Trace	High	09/12/2022 10:55 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
14	Trace	High	09/12/2022 10:49 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
13	Trace	High	09/12/2022 10:44 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
12	Trace	High	09/12/2022 10:39 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
11	Trace	High	09/12/2022 10:34 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
10	Trace	High	09/12/2022 10:29 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
9	Trace	High	09/12/2022 10:24 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
8	Trace	High	09/12/2022 10:19 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
7	Trace	High	09/12/2022 10:14 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
6	Trace	High	09/12/2022 10:09 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
5	Trace	High	09/12/2022 10:04 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
4	Trace	High	09/12/2022 09:59 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
3	Trace	High	09/12/2022 09:54 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
2	Trace	High	09/12/2022 09:49 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	
1	Trace	High	09/12/2022 09:44 PM MST	14209 N Primrose St, El Mirage, AZ 85335, USA	

Note #	Note
1	Email(s) were sent as per protocol requirements.

Event Name And Description



Trace	Standard location information from the device
Charge Start	Charger has been connected to the device and charging begins
Inclusion Zone Violation	Monitored Individual has entered a designated inclusion zone in violation of set schedule (confinement area)
Battery Low	Device has not been charged; notification automatically made to the Monitored Individual via device vibrations

Activations Report

Report Date: Oct 5 2022 8:14AM

From: Aug 01, 2022

To: Sept 30, 2022

Agency: TG-Demo

Officer: Heather Humphreys

Offender	Case Number	Device Serial Number	Device Type	Activation Date/Time (CST)
Elliot Stabler		C0072893	ReliAlert	Feb 5 2022 11:58PM

Officer: Heather Humphreys

Offender	Case Number	Device Serial Number	Device Type	Activation Date/Time (CST)
Peter Stone		C0072893	ReliAlert	Feb 5 2022 11:58PM

Officer: Protocol Officer

Offender	Case Number	Device Serial Number	Device Type	Activation Date/Time (CST)
Olivia Benson	cf41r213	C0049526	ReliAlert	Feb 4 2022 2:36PM

Agency Offender Report

Report Date: 2022-10-05 08:25

Offender	Phone	Case Number	Offender Address	Age	Device Serial Number	Most Recent Status Change (Central Standard Time)	Curent Device Status	Officer
John Munch	Mobile: 8772602010		200 E. 5TH Ave Naperville, Illinois 60563	21	C0067533	2022-12-07 18:35	Active	Protocol Officer
Odafin Tutuola	Mobile: 88772602010	1245	200 E. 5TH Ave Naperville, Illinois 60563	20		2022-11-11 11:01	Active	Cassie Schmitt
Donald Cragen	Home: 78772602010	19JD060156	200 E. 5TH Ave Naperville, Illinois 60563	17		2022-11-08 11:29	Pre-Active	Juvenile Probation
Katriona Tamin	Mobile: 8772602010		200 E. 5TH Ave Naperville, Illinois 60563	39		2022-10-09 09:52	Pre-Active	Adult Probation
Monique Jefferies	Mobile: 8772602010		200 E. 5TH Ave Naperville, Illinois 60563	26	75829749	2022-09-20 15:44	Active	Heather Humphreysi
George Huang	Mobile: 8772602010		200 E. 5TH Ave Naperville, Illinois 60563	37	C0050821	2022-09-20 12:37	Active	Heather Humphreysi
Erin Lindsay	Mobile: 8772602010		200 E. 5TH Ave Naperville, Illinois 60563	45		2022-08-08 15:15	Active	Trevor McCarty
Danny Burrell	Mobile: 8772602010		200 E. 5TH Ave Naperville, Illinois 60563	25	75814113	2022-08-02 14:41	Active	Cassie Schmitt
Simon Marsden	Work: 8772602010	7895643	200 E. 5TH Ave Naperville, Illinois 60563	51	C0056166	2022-07-11 16:17	Active	Chris Muscari
Sarah Trent	Mobile: 8772602010	123658974	200 E. 5TH Ave Naperville, Illinois 60563	34	C0044524	2022-06-25 09:19	Active	Chris Muscari

Alarm Details

Report Date: 2022-10-05 8:17 AM

From: 2022-10-01

To: 2022-10-01

Agency: TG-Demo

Officer: Chandler Orlandi

Offender: ReliAlert C0050731

Serial Number	Device Type	Alarm	Alarm Date Time (CST)	GeoZone Name	Rule Schedule Name	Notes
C0050731	ReliAlert	Communication Resumed	2022-03-01 3:05 AM			
C0050731	ReliAlert	Communication Loss	2022-03-01 4:11 AM			
C0050731	ReliAlert	Communication Resumed	2022-03-01 9:12 AM			
C0050731	ReliAlert	Communication Loss	2022-03-01 10:18 AM			
C0050731	ReliAlert	Communication Resumed	2022-03-01 3:19 PM			
C0050731	ReliAlert	Communication Loss	2022-03-01 4:23 PM			
C0050731	ReliAlert	Communication Resumed	2022-03-01 9:24 PM			
C0050731	ReliAlert	Communication Loss	2022-03-01 10:33 PM			

Officer: Heather Humphreys

Offender: Trevor McCarty

Serial Number	Device Type	Alarm	Alarm Date Time (CST)	GeoZone Name	Rule Schedule Name	Notes
C0068065	ReliAlert	Battery Critical Escalated	2022-03-01 1:36 AM			
C0068065	ReliAlert	Shutdown	2022-03-01 7:03 AM			
C0068065	ReliAlert	Communication Loss	2022-03-01 8:04 AM			
C0068065	ReliAlert	Communication Loss Escalated	2022-03-01 6:04 PM			

Assigned Protocol

Report Date: 2022-010-05 2:31 PM

Offender	Case Number	Assigned Officer	Protocol Set Name
Steve Harris	1111111111	Adult Probation	Cass ReliAlert Protocol
Sinday Cahill		Heather Humphreys	Unhinged Offender
Steve McLeish	12345	Lakin Kolodziej	ReliAlert Standard
Bonnie Clark		Heather Humphreys	Unhinged Offender
Barry Barucza	CR451218TR	Lakin Kolodziej	Lakin's Victim Protocol
Arthur Grossman	19JD00001	Juvenile Probation	Juvenile EM
Harlan Arliss		Protocol Officer	Lakin's Victim Protocol
Kathy Linahan	gps1234	Adult Probation	Distributor Test
Bruce Nelson	19cr50415	Lakin Kolodziej	Lakin's Victim Protocol
Frank Higgins	ip19cr555201	Adult Probation	Unhigde offenders
Tom Villard	185450	Heather Humphreys	Juvenile EM
Clarence Gilyard		Officer Test	Unhinged Offender
Peter Stone		Heather Humphreys	Unhinged Offender

Deactivations

Report Date: 2022-010-05 2:34 PM

From: 2022-09-01

To: 2022-10-05

Agency: TG-Demo					
Officer: Cassie Schmitt					
Offender	Case Number	Serial Number	Device Type	Deactivation Date/ Time (CST)	Tracking Duration (Days)
Melinda Warner		C0072875	ReliAlert	2022-02-12 12:41 PM	98
Officer: Heather Humphreys					
Offender	Case Number	Serial Number	Device Type	Deactivation Date/ Time (CST)	Tracking Duration (Days)
Frank Bucci	1236485	C0041041	ReliAlert	2022-02-10 9:52 AM	232
Officer: Heather Humphreys					
Offender	Case Number	Serial Number	Device Type	Deactivation Date/ Time (CST)	Tracking Duration (Days)
Rebecca Hendrix		C0072893	ReliAlert	2022-02-05 11:55 PM	6
Officer: Heather Humphreys					
Offender	Case Number	Serial Number	Device Type	Deactivation Date/ Time (CST)	Tracking Duration (Days)
Tom McAndrew		C0072893	ReliAlert	2022- 02- 05 11:55 PM	6
Officer: Protocol Officer					
Offender	Case Number	Serial Number	Device Type	Deactivation Date/ Time (CST)	Tracking Duration (Days)
Rita Wills	cf41r213	C0049526	ReliAlert	2022-02-04 2:40 PM	

Device Inventory Summary

Report Date: 2022-10-05 2:21 PM



Customer: TG-Demo				
Device Type	Active	Inactive	RMA	Total Devices
Beacon	2	4	0	6
Phone	10	9	0	19
ReliAlert	11	12	0	23
Shadow	3	10	0	13
Total	26	35	0	61

Most Recent Alarms Report



Oct 5 2022 8:36AM

by TRACK GROUP

Agency: Malaysia		
Officer: Test Officer		
Offender	Alarm	Alarm Date Time (Singapore Standard Time)
Amanda Rollins	Communication Loss Escalated	May 18 2022 10:32AM
Olivia Benson	Communication Loss Escalated	May 18 2022 10:34AM
Agency: TG-Demo		
Officer: Heather Humphreys		
Offender	Alarm	Alarm Date Time (Central Standard Time)
CJ Swigler	Communication Loss Escalated	Aug 16 2022 3:27PM
Officer: Cassie Schmitt		
Offender	Alarm	Alarm Date Time (Central Standard Time)
CassTest Shadow	Communication Loss Escalated	Aug 16 2022 9:24AM
CassTest Test	Communication Loss Escalated	Feb 14 2022 2:32PM
Officer: Chandler Orlandi		
Offender	Alarm	Alarm Date Time (Central Standard Time)
ReliAlert Beacon	Communication Loss Escalated	Oct 1 2022 9:53PM
ReliAlert C0050731	Communication Loss Escalated	Mar 5 2022 4:52AM
Shadow Beacon	Communication Loss Escalated	Oct 4 2022 11:31PM
Officer: Heather Humphreys		
Offender	Alarm	Alarm Date Time (Central Standard Time)
Rafael Barba	Communication Loss Escalated	Sep 26 2022 9:33AM
Nick Amaro	Communication Loss Escalated	Jul 25 2022 12:28PM
Officer: Heather Humphreys		
Offender	Alarm	Alarm Date Time (Central Standard Time)
Tom McAndrew	Communication Loss Escalated	Feb 26 2022 5:20AM

Offender Alarm Summary Report



From: Oct 01, 2022

To: Oct 05, 2022

Agency: TG-Demo

Officer: Heather Humphreysi

Offender: ReliAlert C0050731

Alarm	Occurrences
Case Tamper	2
Communication Loss	17
Communication Loss Escalated	1
Communication Resumed	17
Shutdown	1
Total	38

Officer: Trevor McCarty

Offender: CJ Swigler

Alarm	Occurrences
Battery Critical	1
Battery Critical Escalated	1
Communication Loss	1
Communication Loss Escalated	1
Shutdown	1
Total	5

Offender GeoZone Schedule Report



by TRACK GROUP

Agency: TG-Demo							
Officer: Heather Humphreys Admin							
Offender	GeoZone Name	GeoZone Type	Schedule Name	Schedule Applies	Day of Week	Start Time (Central Standard Time)	End Time (Central Standard Time)
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	00:00	00:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	00:00	00:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	00:00	00:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	01:00	02:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	01:00	02:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	01:00	02:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	03:30	04:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	03:30	04:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	03:30	04:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	05:00	06:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	05:00	06:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	05:00	06:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	07:30	08:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	07:30	08:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	07:30	08:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	09:30	10:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	09:30	10:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	09:30	10:59
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	11:30	13:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	11:30	13:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	11:30	13:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	14:00	15:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	14:00	15:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	14:00	15:29
Offender1 ITK-6782	Exclusion zone	Exclusion	Exclusion1.1	Schedule	Sunday	16:00	16:59

ReliAlert Battery Charging Report

Report Date: 10-05-2022

From:09-21-2022

To: 09-22-2022

Agency: Track Group Demo						
Officer: Heather Humphreys						
Offender	Device Serial Number	Start Time	Charge Done Time	End Time	Charge Duration (dd:hh:mm:sec)	Voltage Start/End
ReliAlert C0050731	C0050731	2/21/2022 1:17:06 PM	2/21/2022 1:17:20 PM		0:00:00:14	4.2v - 4.2v
ReliAlert C0050731	C0050731	2/21/2022 11:41:08 PM	2/21/2022 11:41:16 PM		0:00:00:08	4.2v - 4.2v
ReliAlert C0050731	C0050731	2/22/2022 4:58:25 AM	2/22/2022 4:58:30 AM		0:00:00:05	4.2v - 4.2v
Agency: Malaysia						
Officer: Chandler Orlandi						
Offender	Device Serial Number	Start Time	Charge Done Time	End Time	Charge Duration (dd:hh:mm:sec)	Voltage Start/End
ReliAlert C0050731	C0050731	2/22/2022 2:17:06 AM	2/22/2022 2:17:20 AM		0:00:00:14	4.2v - 4.2v
ReliAlert C0050731	C0050731	2/22/2022 12:41:08 PM	2/22/2022 12:41:16 PM		0:00:00:08	4.2v - 4.2v
ReliAlert C0050731	C0050731	2/22/2022 5:58:25 PM	2/22/2022 5:58:30 PM		0:00:00:05	4.2v - 4.2v
Agency: TG-Demo						
Officer: Heather Humphreys						
Offender	DeviceSerial Number	Start Time	Charge Done Time	End Time	Charge Duration (dd:hh:mm:sec)	Voltage Start/End
ReliAlert C0050731	C0050731	2/21/2022 12:17:06 PM	2/21/2022 12:17:20 PM		0:00:00:14	4.2v - 4.2v

Suspended Alarms



by TRACK GROUP

Report Date: 2022-10-05 2:42 PM

Offender	Alarm	Suspension Start Time (CST)	Suspension End Time (CST)	Notes	Suspension Created Time (CST)	Officer
Jane Doe	Inclusion Zone Violation	2022-02-20 4:20PM	2022-02-20 5:20PM		2022-02-20 4:21PM	Lakin Kolodziej
Cass Demo	Inclusion Zone Violation	2022-02-08 3:38PM	2022-02-08 4:00PM	Dr. Apt	2022-02-07 3:44PM	Cassie Schmitt
Demo GHL	Inclusion Zone Compliance	2022-02-15 9:00AM	2022-02-15 11:30AM	Deft in court	2022-02-14 8:27AM	Grant Law
Demo ITK	Case Tamper	2022-06-26 10:41AM	2022-06-27 10:41AM	testing	2022-06-26 10:42AM	Tom McAndrew
Demo ITK	Strap Tamper	2022-06-26 10:41AM	2022-06-27 10:41AM	testing	2022-06-26 10:42AM	Jason Bell
Bob Smith	Inclusion Zone Violation	2022-11-23 1:59PM	2022-11-23 3:59PM	Test	2022-11-22 1:59 PM	Heather Humphreys
William Lewis	Shutdown	2022-07-02 10:00AM	2022-07-02 2:00PM	The offender will be going to St. Francis Hospital for an MRI.	2022-06-27 5:13 PM	Heather Humphreys
William Lewis	Shutdown	2022-06-30 5:30 PM	2022-06-30 8:00PM	The offender will be going to the grandmothers house for dinner. No further actions required.	2022-06-27 5:17 PM	Heather Humphreys
John Munch	Exclusion Zone Compliance	2022-02-14 8:23 AM	2022-02-15 8:23 AM	child visit	2022-02-14 8:25 AM	Heather Humphreys

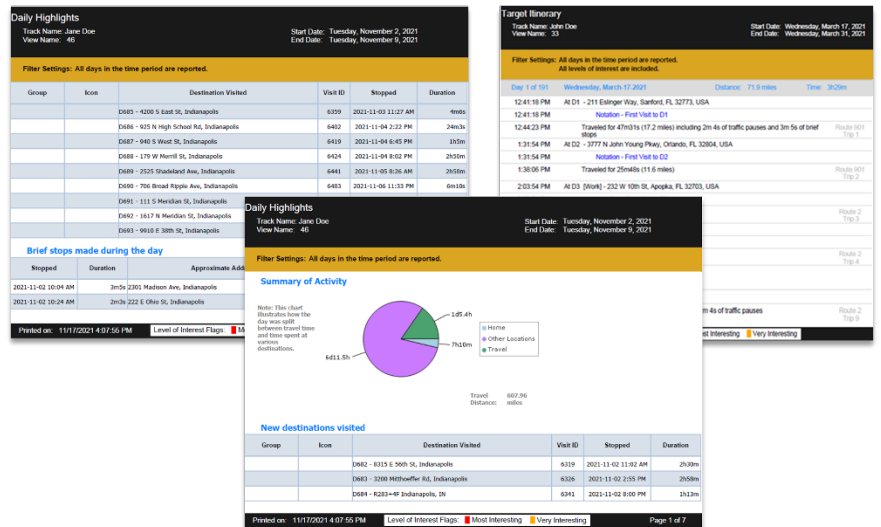
Alarm Protocol Details

Report Date: 2022-10-05 2:28 PM

Track Group-Demo									
Heather Humphreys ReliAlert Protocol									
BatteryCrit									
Step	Typ	Processing Ty	Performed	From	To	Action	Recipient	Contact Method	Notes
Required	Manual		Always	08:36	08:36	Text Message	Officer	Mobile Phone	
Required	Manual		Always	09:36	09:36	Text Message	Officer	Mobile Phone	
Required	Manual		Always	22:36	22:36	Text Message	Officer	Mobile Phone	
BatteryCritESC									
Step	Typ	Processing Ty	Performed	From	To	Action	Recipient	Contact Method	Notes
Required	Manual		Always	08:37	08:37	Text Message	Officer	Mobile Phone	
Required	Manual		Always	09:37	09:37	Text Message	Officer	Mobile Phone	
Required	Manual		Always	22:37	22:37	Text Message	Officer	Mobile Phone	
Required	Manual		Always	08:37	08:37	Call	Offender	Offender Device	
Required	Manual		Always	09:37	09:37	Call	Offender	Offender Device	
Required	Manual		Always	22:37	22:37	Call	Offender	Offender Device	
Required	Manual		Always	02:00	10:00	Call	Officer	Mobile Phone	
Required	Manual		Always	03:00	11:00	Call	Officer	Mobile Phone	
Required	Manual		Always	16:00	00:00	Call	Officer	Mobile Phone	
BeaconBatCritESC									
Step	Typ	Processing Ty	Performed	From	To	Action	Recipient	Contact Method	Notes
Required	Manual		Always	08:45	08:45	Text Message	Officer	Mobile Phone	
Required	Manual		Always	09:45	09:45	Text Message	Officer	Mobile Phone	
Required	Manual		Always	22:45	22:45	Text Message	Officer	Mobile Phone	

Analytics

Sample Reports



TRACK GROUP®

200 E 5th Ave., Suite 100 | Naperville, IL 60563
1-877-260-2010 | info@trackgrp.com | trackgrp.com

Target Itinerary

Track Name: John Doe
View Name: 33

Start Date: Wednesday, March 17, 2021
End Date: Wednesday, March 31, 2021

Filter Settings: All days in the time period are reported.
All levels of interest are included.

Day 1 of 191 Wednesday, March-17-2021 Distance: 71.9 miles Time: 3h29m

12:41:18 PM	At D1 - 211 Eslinger Way, Sanford, FL 32773, USA	
12:41:18 PM	Notation - First Visit to D1	
12:44:23 PM	Traveled for 47m31s (17.2 miles) including 2m 4s of traffic pauses and 3m 5s of brief stops	Route 901 Trip 1
1:31:54 PM	At D2 - 3777 N John Young Pkwy, Orlando, FL 32804, USA	
1:31:54 PM	Notation - First Visit to D2	
1:38:06 PM	Traveled for 25m48s (11.6 miles)	Route 901 Trip 2
2:03:54 PM	At D3 [Work] - 232 W 10th St, Apopka, FL 32703, USA	
2:03:54 PM	Notation - First Visit to D3	
2:59:38 PM	Traveled for 3m5s (2536.1 feet)	Route 2 Trip 3
3:02:43 PM	At D4 - 30 Davis Ct, Apopka, FL 32703, USA	
3:02:43 PM	Notation - First Visit to D4	
3:17:13 PM	Traveled for 10m19s (3.7 miles)	Route 2 Trip 4
3:27:32 PM	At D5 - 1507 Camel Ct, Apopka, FL 32712, USA	
3:27:32 PM	Notation - First Visit to D5	
3:35:46 PM	Traveled for 17m33s (4.7 miles) including 1m 1s of traffic pauses	Route 2 Trip 5
3:53:19 PM	At D6 - 41 W 10th St, Apopka, FL 32703, USA	
3:53:19 PM	Notation - First Visit to D6	
4:11:57 PM	Traveled for 2m3s (1561.7 feet)	Route 2 Trip 6
4:14:00 PM	At D7 - 634 S Lake Ave, Apopka, FL 32703, USA	
4:14:00 PM	Notation - First Visit to D7	
4:19:09 PM	Traveled for 1m2s (1102.4 feet)	Route 2 Trip 7
4:20:11 PM	At D8 - 264 W 7th St, Apopka, FL 32703, USA	
4:20:11 PM	Notation - First Visit to D8	
4:55:15 PM	Traveled for 8m14s (1 mile) including 8m 16s of brief stops	Route 2 Trip 8
5:03:29 PM	At D9 - 445 W 13th St, Apopka, FL 32703, USA	
5:03:29 PM	Notation - First Visit to D9	
5:06:35 PM	Traveled for 19m37s (7.9 miles) including 2m 4s of traffic pauses	Route 2 Trip 9

Target Itinerary

Track Name: John Doe
View Name: 33

Start Date: Wednesday, March 17, 2021
End Date: Wednesday, March 31, 2021

Filter Settings: All days in the time period are reported.
All levels of interest are included.

5:26:12 PM	At D10 - 6700 Silver Star Rd, Orlando, FL 32818, USA	
5:26:12 PM	Notation - First Visit to D10	
5:29:18 PM	Traveled for 22m44s (9 miles) including 2m 4s of traffic pauses	Route 2 Trip 10
5:52:02 PM	At D3 [Work] - 232 W 10th St, Apopka, FL 32703, USA	
6:32:14 PM	Traveled for 14m22s (5.1 miles) including 3s of traffic pauses	Route 1 Trip 11
6:46:36 PM	At D11 - 2362 Pickford Cir, Apopka, FL 32703, USA	
6:46:36 PM	Notation - First Visit to D11	
7:05:10 PM	Traveled for 14m27s (5.5 miles) including 1m 2s of traffic pauses	Route 1 Trip 12
7:19:37 PM	At D12 - 262 W Michael Gladden Blvd, Apopka, FL 32703, USA	
7:19:37 PM	Notation - First Visit to D12	
7:27:52 PM	Traveled for 2m4s (961.3 feet)	Route 1 Trip 13
7:29:56 PM	At D3 [Work] - 232 W 10th St, Apopka, FL 32703, USA	
8:11:14 PM	Traveled for 1m2s (472.4 feet)	Route 1 Trip 14
8:12:16 PM	At D13 - 907 S Washington Ave, Apopka, FL 32703, USA	
8:12:16 PM	Notation - First Visit to D13	
8:13:17 PM	Traveled for 6m10s (0.7 miles) including 1m 2s of traffic pauses	Route 1 Trip 15
8:19:27 PM	At D14 - 940 S Central Ave, Apopka, FL 32703, USA	
8:19:27 PM	Notation - First Visit to D14	
8:20:28 PM	Traveled for 1m1s (1345.1 feet)	Route 1 Trip 16
8:21:29 PM	At D13 - 907 S Washington Ave, Apopka, FL 32703, USA	
9:15:03 PM	Traveled for 6m11s (2.1 miles)	Route 1 Trip 17
9:21:14 PM	At D15 - 489 E Keene Rd, Apopka, FL 32703, USA	
9:21:14 PM	Notation - First Visit to D15	
9:24:04 PM	Traveled for 5m25s (2 miles)	Route 1 Trip 18
9:29:29 PM	At D3 [Work] - 232 W 10th St, Apopka, FL 32703, USA	

Destination Visits

Track Name: John Doe
View Name: 46
Destination: D5 - 10901 Pendleton Pike, Indianapolis

Start Date: Thursday, February 25, 2021
End Date: Thursday, November 18, 2021

**Filter Settings: All days in the time period are reported.
All levels of interest are included.**

ID	Date	Day	Stopped	Until	Duration	Coming From	Going To	LoI	Latitude	Longitude
12	2021-02-26	Fri	12:07 AM	1:04 AM	57m32s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D6 - 5755 N German Church Rd, Indianapolis	3	39.861414	-85.973813
43	2021-02-28	Sun	6:06 PM	6:23 PM	17m28s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D12 - 11805 Pendleton Pike, Indianapolis	3	39.861684	-85.972983
195	2021-03-10	Wed	8:51 AM	8:54 AM	3m6s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861409	-85.973729
203	2021-03-10	Wed	10:37 PM	10:43 PM	6m10s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861459	-85.973797
228	2021-03-13	Sat	5:17 PM	5:23 PM	5m5s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D58 - 7235 E 96th St, Indianapolis	3	39.861503	-85.973868
346	2021-03-21	Sun	1:22 PM	1:48 PM	25m41s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D72 - 5840 W 86th St, Indianapolis	3	39.861585	-85.973089
425	2021-03-25	Thu	1:36 PM	1:47 PM	11m19s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D81 - 5835 Sunnyside Rd, Indianapolis	3	39.861517	-85.973651
435	2021-03-26	Fri	7:48 AM	7:56 AM	7m13s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861439	-85.973079
457	2021-03-27	Sat	11:56 AM	12:14 PM	18m31s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.86143	-85.973084
471	2021-03-28	Sun	10:22 AM	10:28 AM	6m10s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861418	-85.97374
478	2021-03-29	Mon	10:07 AM	10:24 AM	16m27s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.86153	-85.973332
507	2021-03-30	Tue	2:50 PM	2:54 PM	4m7s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861506	-85.973371

Destination Visits

Track Name: John Doe

View Name: 46

Destination: D5 - 10901 Pendleton Pike, Indianapolis

Start Date: Thursday, February 25, 2021

End Date: Thursday, November 18, 2021

ID	Date	Day	Stopped	Until	Duration	Coming From	Going To	LoI	Latitude	Longitude
510	2021-03-30	Tue	5:24 PM	5:49 PM	25m43s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D11 - 10635 Pendleton Pike, Indianapolis	3	39.861446	-85.973109
531	2021-03-31	Wed	11:29 PM	11:40 PM	11m20s	D97 - 3553 N Temple Ave, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861469	-85.973844
654	2021-04-05	Mon	8:11 PM	8:24 PM	12m22s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D134 - 11135 Pendleton Pike, Indianapolis	3	39.86139	-85.973766
667	2021-04-06	Tue	7:12 PM	7:14 PM	2m3s	D136 - 17 W 22nd St, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861517	-85.973825
695	2021-04-08	Thu	7:16 AM	7:23 AM	6m9s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861466	-85.973721
748	2021-04-13	Tue	9:11 AM	9:16 AM	5m8s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.86151	-85.973837
791	2021-04-16	Fri	11:17 PM	11:21 PM	4m6s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861522	-85.973837
849	2021-04-21	Wed	6:53 PM	6:58 PM	5m9s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861512	-85.973646
859	2021-04-22	Thu	7:43 AM	7:45 AM	2m3s	D132 - 10833 E 56th St, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861424	-85.973695
900	2021-04-23	Fri	2:50 PM	2:54 PM	3m6s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861427	-85.973736
906	2021-04-24	Sat	1:47 PM	1:57 PM	10m18s	D87 - 5736 Lee Rd, Indianapolis	D81 - 5835 Sunnyside Rd, Indianapolis	3	39.861467	-85.973777
948	2021-04-26	Mon	3:46 PM	3:49 PM	3m4s	D183 - 2411 W 16th St, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861531	-85.973785
987	2021-04-27	Tue	2:11 PM	2:16 PM	5m8s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861573	-85.973801
1020	2021-04-29	Thu	9:15 AM	9:23 AM	8m13s	D4 [Home] - 5662 Cheval Ln, Indianapolis	D4 [Home] - 5662 Cheval Ln, Indianapolis	3	39.861576	-85.973047

Daily Highlights

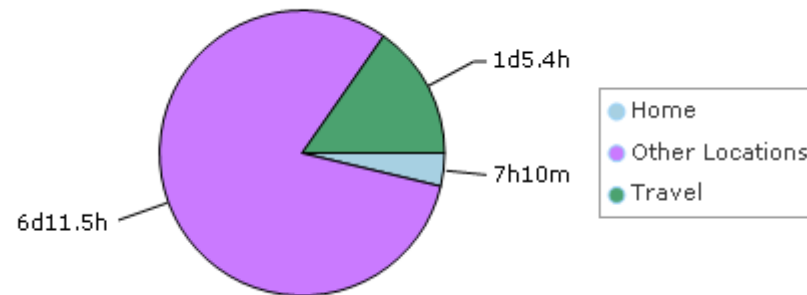
Track Name: Jane Doe
View Name: 46

Start Date: Tuesday, November 2, 2021
End Date: Tuesday, November 9, 2021

Filter Settings: All days in the time period are reported.

Summary of Activity

Note: This chart illustrates how the day was split between travel time and time spent at various destinations.



Travel Distance: 607.96 miles

New destinations visited

Group	Icon	Destination Visited	Visit ID	Stopped	Duration
		D682 - 8315 E 56th St, Indianapolis	6319	2021-11-02 11:02 AM	2h30m
		D683 - 3200 Mitthoeffer Rd, Indianapolis	6326	2021-11-02 2:55 PM	2h58m
		D684 - R283+4F Indianapolis, IN	6341	2021-11-02 8:00 PM	1h13m

Daily Highlights

Track Name: Jane Doe
View Name: 46

Start Date: Tuesday, November 2, 2021
End Date: Tuesday, November 9, 2021

Filter Settings: All days in the time period are reported.

Group	Icon	Destination Visited	Visit ID	Stopped	Duration
		D685 - 4200 S East St, Indianapolis	6359	2021-11-03 11:27 AM	4m6s
		D686 - 925 N High School Rd, Indianapolis	6402	2021-11-04 2:22 PM	24m3s
		D687 - 940 S West St, Indianapolis	6419	2021-11-04 6:45 PM	1h5m
		D688 - 179 W Merrill St, Indianapolis	6424	2021-11-04 8:02 PM	2h50m
		D689 - 2525 Shadeland Ave, Indianapolis	6441	2021-11-05 8:26 AM	2h58m
		D690 - 706 Broad Ripple Ave, Indianapolis	6483	2021-11-06 11:33 PM	6m10s
		D691 - 111 S Meridian St, Indianapolis	6489	2021-11-07 1:51 AM	8m53s
		D692 - 1617 N Meridian St, Indianapolis	6495	2021-11-07 3:15 AM	21m38s
		D693 - 9910 E 38th St, Indianapolis	6529	2021-11-07 5:19 PM	7m11s

Brief stops made during the day

Stopped	Duration	Approximate Address	Route/Trip
2021-11-02 10:04 AM	3m5s	2301 Madison Ave, Indianapolis	Travel from Home [R6/T3578]
2021-11-02 10:24 AM	2m3s	222 E Ohio St, Indianapolis	Travel from Home [R6/T3579]

Daily Highlights

Track Name: Jane Doe
View Name: 46

Start Date: Tuesday, November 2, 2021
End Date: Tuesday, November 9, 2021

Filter Settings: All days in the time period are reported.

Stopped	Duration	Approximate Address	Route/Trip
2021-11-02 10:50 AM	2m3s	8005 E 42nd St, Indianapolis	Travel from Home [R6/T3580]
2021-11-02 10:56 AM	3m5s	8205 E 56th St, Indianapolis	Travel from Home [R6/T3580]
2021-11-02 5:54 PM	2m3s	3308 N, 3308 Mitthoeffer Rd	Travel from Home [R3/T3586]
2021-11-02 6:04 PM	2m3s	3200 Mitthoeffer Rd, Indianapolis	Travel from Home [R3/T3587]
2021-11-02 6:48 PM	2m52s	3308 Mitthoeffer Rd, Indianapolis	Travel from Home [R3/T3589]
2021-11-03 6:08 AM	5m8s	7211 Madison Ave, Southport	Hub-centered Errands [R22/T3598]
2021-11-03 3:42 PM	3m4s	7910 Michigan Rd, Indianapolis	Hub-centered Errands [R14/T3605]
2021-11-03 4:06 PM	2m3s	3321 W 86th St, Indianapolis	Hub-centered Errands [R14/T3606]
2021-11-03 6:22 PM	3m5s	5480 Georgetown Rd, Indianapolis	Hub-centered Errands [R14/T3608]
2021-11-04 5:24 AM	3m7s	4002 Madison Ave, Indianapolis	Miscellaneous Trips [R23/T3615]
2021-11-04 10:28 AM	2m3s	2900 Madison Ave, Indianapolis	Hub-centered Errands [R22/T3616]
2021-11-04 10:56 AM	3m5s	2829 Madison Ave, Indianapolis	Hub-centered Errands [R22/T3617]
2021-11-04 4:44 PM	2m3s	4745 W 16th St, Indianapolis	Miscellaneous Trips [R18/T3625]
2021-11-04 6:26 PM	2m3s	921 S West St, Indianapolis	Miscellaneous Trips [R18/T3628]

ReliAlert™ Device

Installation, Removal and Cleaning Manual



T R A C K  G R O U P ®

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1. RELIALERT™XC4 OPERATIONS OVERVIEW

The one-piece ReliAlert™XC4 GPS device allows agencies to monitor offender movement in real-time using both Global Positioning System (GPS) and Cellular technology. Location, event, and alarm information is communicated to the IntelliTrack monitoring software and Track Group monitoring center via cellular data networks.

Key LED indicators on the device include:

- Flashing **Green** LED = Normal operation
- Rapid Flashing **Green** LED = Charging device
- Solid **Green** LED = Fully-charged battery
- **Red** LED = Low battery

2. DEVICE INSTALLATION

Before a ReliAlert™XC4 device is installed, an offender profile must be created in the IntelliTrack software. Additionally, Track Group recommends that the device be charged for two (2) hours prior to installation to ensure initial optimal battery operation performance for the offender.

- **Device Power-up.** Press and hold the call button for 3-5 seconds until a short audio tone is generated; then release the button. After several seconds, an ascending audio tone should occur - indicating a search for a cellular network connection; then a descending audio tone should be heard - indicating the cellular network connection has been established.
- 
- **Device LED.** Once powered-up, the device LED should blink **Green** to indicate it has sufficient battery charge and if there is not an alternate **Amber** color blinking, then the device has also obtained GPS.
- **Strap Measurement.** Utilizing the provided strap measurement tool, wrap the tool around the offender's leg to determine the proper strap size.
- 
- **Strap Selection and Inspection:** The strap size is located on the inside of the strap. After selecting the appropriate size, inspect the strap by pointing one end of the strap toward a light source. The light should travel through the fiber optic cable and be visible on the opposite end of the strap. If the light is not visible or hard to see, the strap should be discarded and another strap should be selected. Wrap the strap around the offender's leg to confirm strap size. The strap should rotate around the ankle, but not below the ankle.
- 

- **Strap Installation:** Attach one end of the strap to the device using the provided specialized torque driver and bit. Each screw should be tightened (alternatively) until the torque driver makes a “click” sound. Then, with one side of the strap attached, grab the unattached strap end, wrap it around the offender’s leg, and tighten the screws in the same manner to attach the other strap end to the device. Track Group recommends wearing a sock between the leg and the device for comfort and hygiene reasons.



- **Strap Connection Caps:** Once the device is installed and a good fit is confirmed, insert the connection caps over the strap installation point on both sides of the device. Caps should be flush against the device. If device is properly installed, an audio tone will sound, and the installation is complete.

3. DEVICE REMOVAL

Prior to removal, the device should be unassigned from the offender (with the option of powering down the device) within Step 2 of the Offender Profile Enrollment Process in IntelliTrack. The offender’s Case should also be closed.

- **Remove Strap Connection Caps:** Insert the Track Group-provided specialized torque driver or similar object in the removal notch at the bottom of the cosmetic cap; apply pressure to release the cap.
- **Remove Strap:** Use the provided, specialized torque driver and bit to remove the screws from each strap end; then remove the device from the offender.

4. CLEANING AND DISINFECTING

To maintain reliable operation and for health safety, devices and straps/cuffs should be **cleaned between each installation/deployment**.

- Track Group has tested and approved Johnson & Johnson *Scrubbing Bubbles* “Bathroom” version for cleaning and disinfecting devices and straps/cuffs.

***Note:** *Multi-Surface Scrubbing Bubbles* should not be used as it can impair device operation and may have increased likelihood for causing skin irritation.



- Only use a Track Group-approved cleaner and process - **never** substitute or mix with other cleaners as it may cause damage and/or impair operation.

- To protect against disease transmission Track Group recommends using disposable latex gloves and hand sanitizer when handling equipment returned from the field; both prior to device cleaning and during cleaning.

Track Group's recommended cleaning and disinfecting process for the device is as follows:

1. While holding the Scrubbing Bubbles bottle close to the device; coat the entire length of the device, specifically targeting the DC jack and strap insert housing.
2. Allow the solution to soak on the device for five (5) minutes.
3. Use a toothbrush or small paint brush with stiff bristles to scrub the DC jack and strap housing sections as well as entire device shell to remove any trapped debris.
4. Rinse the device with clean water and towel dry or use compressed air to speed up the process.



Failure to clean properly may result in charging and device related issues that can be the result of soap scum and debris build up.

Track Group's recommended cleaning and disinfecting process for the strap/cuff is as follows:

1. While holding the Scrubbing Bubbles bottle close, coat the entire length of the strap/cuff.
2. Allow the solution to soak on the strap/cuff for five (5) minutes.
3. Use a toothbrush or small paint brush with stiff bristles to scrub the strap/cuff.
4. Rinse the strap/cuff with clean water and towel dry or use compressed air to speed up the process.

ReliAlert™ Device

Personal Safety Guide



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1. OVERVIEW

This document is a review of operational safety measures and requirements associated with the ReliAlert™XC4 Device. For instructions regarding operation of device please see ReliAlert Training Guide.

2. DEVICE INSTALLATION

RESPONSIBILITIES OF ADMINISTRATING AGENCIES

The ReliAlert™XC4 device meets the government's requirements for exposure to radio waves.

It is the direct and sole responsibility of all agencies (government or private) that oversee use of ReliAlert™XC4 to assure, and formally document, those who wear ReliAlert™XC4 devices understand the safety and health topics below.

It is also the direct and sole responsibility of such parties to assess special individual needs in order to protect the health and well-being of those wearing ReliAlert™XC4 devices. This includes identifying any special environmental or personal health needs specific to an individual wearer of the device. *This device is to only be worn on the ankle.*



2.1 PERSONAL HYGIENE

Simple hygiene measures can avoid discomfort and skin irritations.

The ReliAlert™XC4 is designed to be worn over a standard sock. This aids in maintaining sanitary conditions. Not wearing over a sock or not changing socks on a daily basis may result in skin irritations or other health concerns.

For additional comfort the wearer of a ReliAlert™XC4 may elect to wear a thick-material wrist sweat band just below the main body of the ReliAlert™XC4. Typically, the band would be worn just above the ankle bone but may also be used to elevate the ReliAlert™XC4 to accommodate for special footwear like work boots. Such a band may be purchased from most any sporting goods store.

2.2 SPECIFIC ABSORPTION RATE DATA

The ReliAlert™XC4 device meets the government's requirements for exposure to radio waves.

Your tracking device is a radio transmitter and receiver. It is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government and by the Canadian regulatory authorities. These limits are part of

comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age or health.

The exposure standard for cellular communication devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The tests for SAR have been conducted based on the standard operating position (on the ankle) the tracking device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating is usually well below the maximum value. This is because the cellular device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

Before a cellular device is available for sale to the public in the U.S. and Canada, it must be tested and certified to the FCC and Industry Canada that it does not exceed the limit established by each government for safe exposure. This device has been certified by government regulatory bodies as meeting all associated safety and operational certifications as mandated by these agencies.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web Site: <http://www.phonefacts.net> or the Canadian Wireless Telecommunications Association (CWTA) Web Site: <http://www.cwta.ca>

2.3 SAFETY AND GENERAL INFORMATION

EXPOSURE TO RADIO FREQUENCY (RF) ENERGY:

Your ReliAlert™XC4 device contains a transmitter and receiver. When it is ON, it receives and transmits RF energy. When communicating with this device, the service network handling your call controls the power level at which your device transmits.

Your ReliAlert device is designed to comply with local regulatory requirements in your country concerning exposure of human beings to RF energy.

RF ENERGY INTERFERENCE/COMPATIBILITY:

Nearly every electronic device is subject to RF energy interference from external sources if inadequately shielded, designed, or otherwise configured for RF energy compatibility. In some circumstances your mobile device may cause interference with other devices.

This device complies with Part 15 of the FCC Rules.

1. Operation is subject to the condition that this device does not cause harmful interference.
2. FCC RF Exposure Warning: This device has been tested at the Cellular and PCS bands and found to comply with FCC RF Exposure rule.

FCC RF RADIATION EXPOSURE:

For body worn operation, this cellular device has been tested and meets FCC RF exposure guidelines when used with an accessory that contains no metal and that positions the device at a minimum of 0 cm from the body. **Maximum SAR value is 1.84W/kg. For full details please refer to SAR lab report.*

POTENTIALLY EXPLOSIVE ATMOSPHERES:

Areas with potentially explosive atmospheres are often but not always posted, and can include confined fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

When you are required to be in such confined areas, contact your Supervision Officer or the ReliAlert™XC4 Monitoring Center before entering. Any regular proximity to such areas must be reported to and thoroughly discussed with your Supervision Officer and, if job related, your employer.

AMBIENT ENVIRONMENT	
Max operating temp	140°F (+60°C)
Min recommended operating temp	-4°F (-20°C)
Max altitude	validated up to 16,000 feet (8 psi, 0.54 atmosphere)
Water submersion	up to 20 feet (6 m)
Ideal long term storage temperature (for optimal battery preservation)	-4°F to +70°F / -20 to +21°C

BATTERY CHARGER: The charger should not be operated in the immediate proximity of water. Doing so may result in electrical short and equipment damage. Only use charger provided by Track Group. Using a non-approved charger will impair operation, potentially damage to device or imping on personal safety.

BATTERY SAFETY: Battery is not replaceable by user or field agency. Battery should only be replaced by Track Group service center.



CAUTION:

- Risk of explosion if battery is replaced with an incorrect battery type.
- Batteries should always be disposed of according to battery manufacturer instructions.

3. GOVERNMENT REGULATORY INFORMATION

The ReliAert™XC4 device is durable, shock, and water resistant. The device is certified under cellular and electrical standards, plus environmental stress, and durability standards.

3.1 FEDERAL COMMUNICATIONS COMMISSION (FCC – UNITED STATES)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not expressly approved by Track Group could void the user's authority to operate the equipment.

***NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-  Reorient or relocate the receiving antenna.
-  Increase the separation between the equipment and receiver.
-  Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-  Consult the dealer or an experienced radio/TV technician for help.

3.2 INDUSTRY CANADA (IC)

RSS-GEN – User Manual Statements

-  English luggage is in black font
-  French language is in blue font

ANTENNA STATEMENT

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotopically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

LICENCE EXEMPT

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage, et
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

3.3 EUROPEAN UNION COMPLIANCE (CE)

CE MARKING

This device has been tested to and conforms to the regulatory requirements of the European Union and has attained CE Marking. The CE Mark is a conformity marking consisting of the letters “CE”. The CE Mark applies to products regulated by certain European health, safety, and environmental protection legislation. The CE Mark is obligatory for products it applies to: the manufacturer affixes the marking in order to be allowed to sell his product in the European market.

This product conforms to the essential requirements of the R&TTE directive 1999/5/EC in order to attain CE Marking. A notified body has determined that this device has properly demonstrated that the requirements of the directive have been met and has issued a favorable certificate of expert opinion. As such the device will bear the notified body number 0560 after the CE mark.

The CE Marking is not a quality mark. Foremost, it refers to the safety rather than to the quality of a product. Secondly, CE Marking is mandatory for the product it applies to, whereas most quality markings are voluntary.

Beacon Device

Installation and Removal Manual



T R A C K  G R O U P ®

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1. BEACON OVERVIEW

Track Group's home Beacon is a completely self-contained, short-range transmitting station that provides a Radio Frequency (RF) signal communicating with assigned offender ReliAlert™XC GPS devices.

Use of Beacon in conjunction with GPS monitoring increases the ability to maintain critical offender location information and provides agencies with an effective way to more accurately “tether” an offender to a specific location (like home, school, etc.).

2. BEACON TEST

To ensure that communication is occurring between the Beacon and the offender's ReliAlert™XC device prior to installation, a short test should be performed:

1. Power on the ReliAlert™XC device near the beacon.
2. On the backside of Beacon, slide the power switch to the “ON” position.
3. Lay the Beacon horizontal face-up and press/hold ARM button for about 3 seconds until the Beacon LED flashes **Green**.
 - a. If a Beacon Schedule has already been created and uploaded to the offender device, ReliAlert™XC will respond with three (3) audio tones to confirm communication is established.
 - b. If a Beacon Schedule has not been created yet, the call button atop the device must be pressed and released (quickly) to ensure the device will “listen” for the Beacon signal; at which point, it should respond with three (3) audio tones to confirm that communication is established.
4. If “test audio tones are generated, the Beacon Test is successful - slide the Beacon power switch to “OFF” and proceed to installation
5. If “test” audio tones are not generated, slide the Beacon's power switch to “OFF” then repeat steps 2-5. If audio tones are still not generated, please contact Track Group's Customer Support Services



3. CREATE AND VERIFY BEACON SCHEDULE

If a Beacon schedule has already been created and verified, move on to Beacon Installation. If a Beacon schedule has **not** been created and verified, please take the following steps:

1. Log into IntelliTrack software and select the appropriate offender.
2. Assign the Beacon to the offender/GPS device.
3. Create Beacon schedule, save and upload to the device.

4. Verify successful upload of Beacon schedule.

4. BEACON INSTALLATION

1. Slide the power switch to the “ON” position (LED will illuminate for 2 seconds). Do NOT press the “ARM” button until the Beacon is mounted and secured to a wall
2. Select an appropriate location:
 - 📍 Near the center of the environment
 - 📍 At least 6 feet high on the wall
 - 📍 At least 5 feet away from appliances, electronic equipment, and large metal surfaces
 - 📍 Away from doors (can cause excessive vibrations)
 - 📍 More than one (1) Beacon may be required for larger environments
3. Place the two (2) provided adhesive strips on the back of the Beacon – aligning the top of the strip at or just below the two alignment arrows
4. Clean wall surface using the included alcohol wipe; allow the site to dry for 15 seconds
5. Mount the Beacon on the wall in a vertical position and press against the wall for 30 seconds
6. To arm the Beacon:
 - 📍 Press and hold the ARM button for four (4) seconds until LED gives a single, green flash
 - 📍 Beacon LED will flash **green** as it sends a testing message every five (5) seconds for 30 seconds
7. If Beacon is successfully armed, the assigned ReliAlert™XC device will generate an audio tone every five (5) seconds to confirm successful communication and installation is complete
8. If Beacon does not successfully arm:
 - 📍 Verify the correct Beacon (serial number) was assigned to the offender via IntelliTrack
 - 📍 Verify successful upload of Beacon schedules
 - 📍 Remove Beacon from the wall and slide the power switch to “OFF” for five (5) seconds
 - 📍 Repeat Installation Steps a. – f. (ensure Beacon LED flashes **green** when arming)
 - 📍 If Beacon installation is still unsuccessful, please contact Track Group’s Customer Support Services

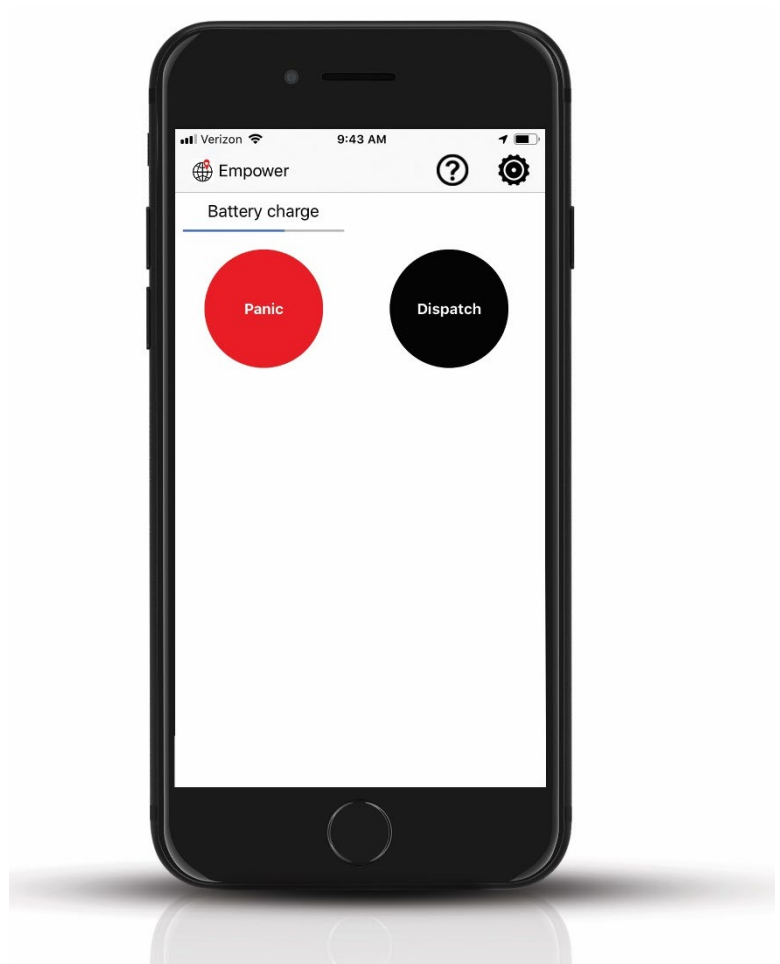
5. BEACON REMOVAL

To remove a Beacon from the wall, firmly hold the Beacon in one hand. While gently pulling the Beacon away from the wall, slowly pull down on one of the adhesive tabs until the tape releases its adhesion from the wall; follow same steps for the second adhesive strip.

Empower

Mobile App

Manual



T R A C K  G R O U P ®

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Empower by Track Group sends your GPS location to our monitoring software system and monitoring center approximately every minute. Your location is consistently compared to the offender's location, and you will be notified when they are nearby.

PHONE SETTINGS

ANDROID-BASED PHONES

Empower must be designated as an "Unmonitored" App by the phone's Power Monitor. For many Samsung phones, the "Unmonitored App" (or something similarly named) setting is found by taking the following steps:

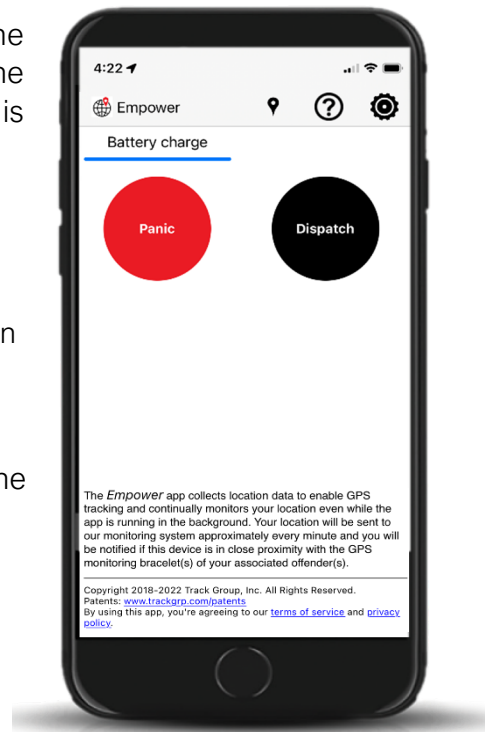
- 📍 Tap on **Settings**
- 📍 Tap on **Device Maintenance**
- 📍 Tap on **Battery**
- 📍 Swipe down to find the "Unmonitored App" section, tap on "Add Apps," select **Empower App** and click "Done."

IPHONES

The operating system should be Version 12.2 or greater for the app to function properly.

Confirm that the "Offload Unused App" setting is disabled (off).

- 📍 Tap on the **Settings** icon
- 📍 Swipe down and tap on **iTunes & App Store**
- 📍 Swipe down if needed and look for **Offload Unused Apps**
- 📍 Toggle switch should be in the "off" position



BATTERY OPERATION

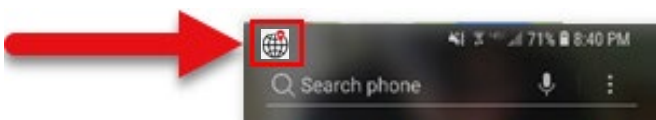
Empower may impact your smartphone battery operation time. Please monitor your battery performance for several days after the app is installed to determine if normal charging schedules should be adjusted.

ICON FUNCTIONS

SETTINGS 	The Settings icon opens the Settings screen, giving you view-only access to Settings information.
HELP 	The Help icon opens the Help screen, giving you general information regarding the app and its functionality.
WAYPOINT / GPS 	The Waypoint / GPS icon opens a map showing your GPS location.
PANIC BUTTON 	Tapping the red Panic button sends an alarm to the monitoring software system and monitoring center and places a call to the number listed in the "Panic Button #" field in the Empower App Settings.
DISPATCH BUTTON 	Tapping the black Dispatch button places a call to the number listed in the "Dispatch Phone #" field in the Empower App Settings. If changes are needed to the numbers listed for "Panic" and "Dispatch," please call your Agency contact.

CONFIRM APP IS RUNNING

ANDROID-BASED PHONES



The app is running if the Empower icon  is visible in the upper left-hand corner of your phone screen. If the icon is not visible, open the app, tap on the Settings icon , scroll down to "Service", and

confirm it indicates "service is running." If it indicates anything else, please call your Agency contact.

IPHONES

Empower is running if a blue oval around the phone's time is visible in the upper left-hand corner of your phone screen. If this is not visible, open the app and then minimize it. If the blue oval is still not visible, re-open the app, tap on the Settings icon , scroll down to "Service" and confirm the toggle switch is enabled (on). If Service is enabled and the blue oval is still not visible, please call your Agency contact.

