



Attachment 02 SCOPE OF WORK

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

I. General Requirements

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

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

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

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

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

II. Categories of Needs

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

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

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of cellular communication. Test results and equipment status alerts are sent to the designated agency officer or program manager by email, text message, or manual voice message pursuant to established protocols.

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

III. Master Agreement Objectives

Proposer shall meet or exceed the following objectives:

- A.** Provide leadership, innovation and expertise required to assist each Participating Entity in implementing Products and Services in accordance with the RFP requirements and those requirements of each Participating Addendum.
- B.** Provide certified, accredited and/or otherwise credentialed account management staff required to perform the implementation and subsequent support of all Products and Services awarded as a result of this RFP.
- C.** Provide the best possible value for state-of-the-art Products and Services. Proposer's Products and Services must maintain community safety and provide consistent, accurate, real-time data, while respecting Product User's civil rights and privacy guaranteed under federal and state law.
- D.** Maintain properly functioning Products and Services, including but not limited to: physical electronic monitoring hardware devices, including protection against malfunction and tampering, to ensure protection of User(s) and communities.
- E.** Maximize accuracy of data, to meet the needs of User(s) and reduce the workload of monitoring on Participating Entity staff including but not limited to; probation officers.
- F.** Ensure accountability and responsiveness to error or malfunction of Products and Services, including prompt repair or replacement of faulty Products and Services at no additional cost to Participating Entity and/or Product User(s).
- G.** Support the rehabilitation of individuals in the criminal justice system, by ensuring that Products and Services are minimally obstructive to Product Users' daily lives and do not interfere with the Product User's ability to seek including but not limited to; employment or education.

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- H.** Maintain strict procedures for the proper collection, storage, and use of sensitive personal data, including but not limited to RF, AM, GSM data and that data of any alternative category 4. Product and/or Service proposed.
- I.** Comply with NISP 800-53 and/or a security standard that meets and/or exceeds NIST 800-53.
- J.** Provide proof of compliance with NIST 800-53 and/or a security standard that meets and/or exceeds NIST 800-53.
- K.** Ensure transparency for Users and Product Users 'about what data is collected and how that data is utilized by the proposer. Proposer must demonstrate how it will use RF, AM, GSM data and data of any alternative category 4. Product or Service proposed.
- L.** Uphold Participating Entity specific rules, policies, and requirements for the use of Products and Services, including immediate responsiveness to Participate Entity's Product and/or Service orders to install or remove Products and Services.
- M.** Information Technology Solution(s) and Support Services:

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

IV. Master Agreement Deliverables

A. Product and Service Specifications:

Proposer shall only propose new equipment that has been properly registered and certified under the Federal Communication Commission ("FCC") rules and regulations, as applicable. All equipment must be new, clean, damage free, and in operative order. Remanufactured or refurbished devices are not permitted under the resulting Master Agreement. Furthermore, the proposer shall identify all anticipated products, technologies, services scheduled for discontinuation and/or scheduled end-of-life that are anticipated during the initial term of the Master Agreement.

Proposer shall ensure all Products and Services proposed incorporate best-in class functionality related to charging capabilities, connectivity flexibility (not just Wi-Fi), tampering resistance, Product User fit and feel, and water resistance. Proposer shall provide Product and Service upgrades as they become available at no additional charge to the Purchasing Entity.

Per including but not limited to; the standards set by the Federal Department of Justice on electronic surveillance and/or monitoring, all Products and Services proposed under this RFP shall meet the following requirements:

1. Operate in active, passive and hybrid modes.
2. Be capable of being worn on the Product User's ankle.
3. Be lightweight and small.
4. Be sealed and water resistant.
5. Be hypoallergenic and must not pose a safety risk or hazard to the Product User wearing the unit or to Participating Entity personnel.
6. Be easily attached to and removed from the Product User by Participating Entity personnel in less than ten (10) minutes.



7. Be durable and shock-proof.
8. Connect to the proposer's server(s) through a cellular network.
9. Be configurable to utilize multiple cellular towers within the Participating Entity for optimum Product User location tracking.
10. Recognize wi-fi availability and roaming on cellular networks other than that of the primary cellular service provider.
11. Be supplied with a rechargeable battery that operates on standard 110-volt household current and can maintain a charge for a minimum of 16 hours.
12. Be supplied with the functionality for Participating Entity personnel to communicate with the Product User through the Product and/or Service which may include but may not be limited to; by voice, text, tone, vibration, light emitting diode, liquid crystal display.)
13. Be supplied with a backup location system in the event a GPS signal is not present.
14. Accurately restrict a Product User to the geofenced area(s) established by the Participating Entity which may include but not be limited to a range of 35 to 150 linear feet of the Product User's home and/or residence and be able to report the location of a Product User outside any structure and/or building.
15. Accurately track time on an internal clock that is automatically set with periodic time checking to verify accuracy.
16. Collect and store GPS location points at a frequency not less than once every minute.

V. Proposer Responsibilities and Tasks

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

B. Product and Service Delivery and Performance Requirement:

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.

C. Staffing and Project Management Requirements:

1. 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.
2. 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.

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- D. Proposer shall comply with federal, state and local laws and those regulations required by the Participating Entity.
- E. For each awarded Category of Need including Category 4. If awarded, proposer must incorporate any new federal, state, or local regulations into their Products and Services at no additional expense to the Participating Entity.

VI. Service Levels Agreements:

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

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

B. Performance Objectives

Performance objectives will inform collection of data, reporting of outcome metrics, and monitoring of trends in performance. The performance metrics below are distinct from service level agreements, which are described in the scope of work. Final metrics to track proposer performance, along with the methods by which key data will be collected and reviewed, will be agreed upon through Participating Addendum between Participating Entity and awarded Contractor. Metrics may include measures to track activities conducted, efficiency, service quality, outcomes, and equity. Metrics may be reviewed by Participating Entity, or by third-party entities in partnership with Participating Entity, to monitor and audit performance, safety, and adherence to data security protocols. Participating Entity may address additional metrics in their respective Participating Addendum. Significant metrics to be collected by the awarded Contractor, reviewed by the Participating Entity, and used to evaluate the awarded proposer's performance may include:

1. Number of Product and/or Service malfunctions per day, week, and month, along with descriptions of the nature and cause of malfunctions and associated plans to avoid future errors.
2. Speed of proposer's resolution of malfunctions, errors, or other Product and Service maintenance requests.
3. Frequency of regular servicing and upkeep maintenance for devices, and adherence to any maintenance plan 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

VII. Additional Requirements for Products and Services:

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

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Upon request from Purchasing Entity, proposer shall provide servicing and provide servicing agreements on Products and/or Services that were bought out right, leased and/or rented through the State of Washington Master Agreement provided the following conditions be met:

1. Product(s) and/or Services have not reached the end of useful life as determined by either the manufacturer, and/or the Participating Entity;
2. The awarded proposer under the Master Agreement resulting from this RFP was awarded under the State of Washington's Master Agreement proposer's Master Agreement with the State of Washington. In such instances, Products and/or Services including rates will be subject to the terms and conditions of the new Master Agreement including the Exhibit B. Price Schedule.

B. 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.

C. 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.

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

1. Proposer shall provide an adequate quantity of maintenance, support and servicing technicians ("Service Technicians") to accommodate the diverse needs and fluctuation in volume of service requests within each respective Participating Entity.
2. Service Technicians shall be trained by the Original Equipment Manufacturer ("OEM") and obtain and retain for the Term of the Participating Addendum, licensed and/or certified per the manufacturer.

3. Preventative Maintenance & Repair Parts, if applicable:

Proposer shall:

- i. Perform all preventative maintenance services at the Product manufacturer's directed intervals, or as specified by a Participating Addendum.



- ii. Guarantee the availability of repair parts for a minimum of five (5) years after the Participating Entity's acceptance of any Product(s).
- iii. Ensure all Product components, spare parts, and ancillary equipment that is supplied under the Master Agreement, must conform to manufacturer specifications including for use interfacing with proposed information technology solution(s).
- iv. Be responsible for ensuring that any repair parts are operable and installed in accordance with manufacturer specifications.
- v. Ensure repair parts are new.

4. Service Logs:

Proposer shall:

- i. Maintain a digital service log that describes any preventative maintenance and/or repair services performed by Service Technicians and track any additional 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.

E. 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.

F. Monitoring Services and Requirements for Products and Services:

- 1. Proposer shall maintain secure central monitoring center(s) with an uninterruptible power supply, within the United States. Proposer's monitoring center(s) shall be equipped with redundant internet and telephone connectivity, as well as all other equipment required for performance of all monitoring activities required pursuant to the proposed and awarded Products and Services under the Master Agreement.
- 2. In order to monitor Product User activity including activities in violation as defined by each respective Participating Entity's Participating Addendum, monitoring Service(s) must be staffed and operate continuously, twenty four (24) hours per day, seven (7) days per week, and three hundred sixty five (365) days per year ("24/7/365").

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3. At a minimum, proposer shall perform data backup on a daily basis to prevent data loss due to power failure
4. Proposer shall provide monitoring Service(s) and indicate proposed availability, scheduling, system uptimes, downtimes, and performance metrics and any other information pursuant to the Exhibit C. redline submittal.
5. Proposer's monitoring staff shall be OEM trained staff and include staff that can effectively and efficiently deliver technical assistance to the Users and Participating Entity staff and when applicable, to the Product User.
 - i. Proposer's monitoring center operations staff must be fully trained in all proposed Products and Services including software platforms, and fulfill the requirements codified in each Participating Addendum with respect to monitoring Services.
6. Proposer shall allow unlimited access to and an unlimited number of service requests by the Participating Entity regarding Product User inquiries and/or service requests.
7. Proposer shall maintain and retain Product User data including but not limited to: term of home/residential detention, curfew, schedule modification, Product assignment and configuration, violations, Product status, and any other data sets required by the Participating Entity.
8. Proposer shall provide customizable methods and parameters of violation notification to the Users and shall accommodate changes and customization at the Participating Entity's request. At a minimum, methods for notification of Users and Product Users shall include immediate and next calendar day notifications via secure email, phone voice message, and cellular text message.
9. **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 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.

10. 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.
 - 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.

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- 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.