

2011-221  
11/001/SS4

**BOARD OF COMMISSIONERS**  
**SARPY COUNTY, NEBRASKA**  
**RESOLUTION AWARDING BID FOR ALCOHOL MONITORING**  
**FOR ADULT PRE-TRIAL RELEASE**

WHEREAS, pursuant to Neb. Rev. Stat. §23-104 (Reissue 2007), the County has the power to do all acts in relation to the concerns of the County necessary to the exercise of its corporate powers; and,

WHEREAS, pursuant to Neb. Rev. Stat. §23-103 (Reissue 2007), the powers of the County as a body are exercised by the County Board; and,

WHEREAS, bids for Alcohol Monitoring have been solicited, made, opened and reviewed pursuant to applicable Nebraska State Statutes; and,

WHEREAS, based on those proceedings, and after a public hearing, this Board has duly deliberated and considered the bids received; and,

WHEREAS, this Board desires to proceed forthwith in order to expedite and facilitate service to the citizens of Sarpy County.

NOW, THEREFORE, BE IT RESOLVED BY THIS BOARD OF COUNTY COMMISSIONERS THAT:

- (1) The low bids of Vigilnet America, LLC for Option 1: Continuous Alcohol Ankle Monitoring in the amounts of \$6.95 per day for equipment supply and support and \$9.95 for full service monitoring and iSECUREtrac Corporation for Option 2: At Home Alcohol Monitoring in the amount of \$3.50 for landline monitoring and \$4.50 for cellular monitoring is accepted, ratified, and confirmed.
- (2) This Board's Chairman, Clerk, and Attorney are hereby authorized and directed to execute such ancillary documents as may be required to evidence the contract and take any and all steps necessary or required in order to carry out the terms of such contract after said documents have been reviewed by the Attorney, Fiscal Administrator, and County Administrator.

Dated this 12<sup>th</sup> day of July, 2011.

Moved by Jim Nekuda, and seconded by Jim Warren that the above Resolution be adopted.  
Carried.

YEAS:

Jim Nekuda

Jim Warren

Tom Pickard

NAYS:

none

ABSENT:

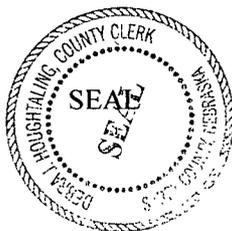
Rusty Hike

ABSTAIN:

none

Attest:

Dee Dougherty  
Sarpy County Clerk



## AGREEMENT

This Agreement is entered into by and between the County of Sarpy, in the State of Nebraska, a body politic and corporate, and hereinafter "County", and Vigilnet America, LLC, hereinafter "Vendor".

WHEREAS, County is desirous of contracting for Alcohol Monitoring for the Sarpy County Adult Pre-Trial Release; and,

WHEREAS, the Vendor has been awarded this Agreement as a result of the bid made by Vendor in response to the Specifications and Request for Proposals prepared by County;

NOW, THEREFORE, for and in consideration of the declarations and mutual promises and covenants contained herein, the County and Vendor agree as follows:

I. DUTIES OF VENDOR:

- A. Services to be rendered by Vendor under this Agreement shall be all those services necessary and proper for the installation and materials for Alcohol Monitoring in conformity with each and every term, condition, specification, and requirement of the Bid Specifications and the Bid submitted by the Vendor.
- B. All provisions of each document and item referred to in Paragraph A above shall be strictly complied with the same as if rewritten herein, and in the event of conflict among the provisions of said documents, the provisions most favorable to the County shall govern.
- C. Prior to the commencement of any work, Vendor will place on file with the Sarpy County Clerk, the required certificates of insurance, if applicable.
- D. The Vendor agrees to comply with the residency verification requirements of Neb. Rev. Stat. §4-108 through §4-114. The Vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Vendor is an individual or sole proprietorship, the following applies:

1. The Vendor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at [www.das.state.ne.us](http://www.das.state.ne.us).

2. If the Vendor indicates on such attestation form that he or she is a qualified alien, the Vendor agrees to provide the U.S. Citizenship and Immigration Services documentation required to verify the Vendor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
  3. The Vendor understands and agrees that lawful presence in the United States is required and the Vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. Sect. 4-108.
- E. Vendor will submit an invoice to County for work completed based on the amounts specified in Vendor's bid. Such invoices shall be submitted to:
- Adult Pre-Trial Release  
1261 Golden Gate Drive, Ste. 7w  
Papillion, NE 68046
- F. The County and Vendor hereto specifically acknowledge, stipulate and agree that each and every term of the Bid Specifications and the Vendor's bid constitutes an essential term of this Agreement, and that, therefore, any violation of any term, condition, provision, or requirement constitutes a material breach hereunder, for which County shall have every right under the law to terminate this Agreement, and obtain any and all relief necessary.

II. DUTIES OF COUNTY:

In return for full, faithful and diligent rendering of services set forth above, County agrees to pay to Vendor the amount specified in Vendor's bid upon submission of the required invoice and satisfactory completion of all required work.

III. BREACH:

Should Vendor breach, violate, or abrogate any term, condition, clause or provision of this agreement, the County shall notify Vendor in writing that such an action has occurred. If satisfactory provision does not occur within ten (10) days from such written notice, the County may, at its option, terminate this agreement and obtain an alternate provider to provide all required materials. This provision shall not preclude the pursuit of other remedies for breach of contract as allowed by law.

SAVINGS CLAUSE:

This Agreement shall be interpreted, construed and enforced under the laws of the State of Nebraska. It is understood and agreed by the County and Vendor hereto that if any part, term, condition, or provision of this Agreement is held to be illegal or in conflict with any law of the State of Nebraska or of the United States, the validity of the remaining parts, terms, conditions, or provisions shall not be affected, and the rights

and obligations of the County and Vendor shall be construed and enforced as if the Agreement did not contain the particular part, term, condition, or provision held to be invalid.

#### SCOPE OF AGREEMENT

This Agreement, along with the Bid Specifications, and Bid by Vendor contains the entire Agreement between the County and Vendor, and there are no other written or oral promises, contracts or warrants which may affect it. This Agreement cannot be amended except by written agreement of both the County and Vendor. Notice to the County and Vendor shall be given in writing to the agents for each party named below:

County:                    Ms. Debra Houghtaling  
                                 Clerk of Sarpy County  
                                 1210 Golden Gate Drive  
                                 Papillion, NE 68046

Vendor:                    Vigilnet America, LLC  
                                 4144 S. 89th Street  
                                 Omaha, NE 68127

IN WITNESS WHEREOF, we the contracting parties, by our respective and duly authorized agents, hereto affix our signatures and seals in duplicate this 12<sup>th</sup> day of

July, 2011.

COUNTY OF SARPY, NEBRASKA,  
A body Politic and Corporate

(Seal)



[Signature]  
Sarpy County Clerk

Tom Richard

Chairperson 7/12/11  
Sarpy County Board of Commissioners

Vendor: Vigilnet America LLC

By: [Signature]

Title: General Counsel  
William F. Harvey

Attest:

Gary L. Vander Woude  
Witness

Gary L. Vander Woude  
CFO Vigilnet America

# VIGIL<sup>W</sup>NET<sup>TM</sup>

11248 John Galt Blvd, Omaha NE 68137  
Ph: 402-537-9451 Fax: 402-339-7382

**S((RAM**  
AMS Authorized Service Provider  
**Authorized Distributor**

August 3, 2011

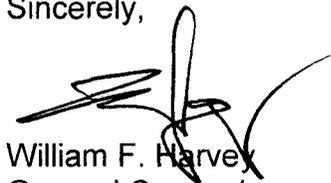
Sarpy County Clerk  
Attn: Kendra Koehler  
1210 Golden Gate Drive  
Papillion NE 68045-2895

RE: Alcohol Monitoring for Adult Pre-Trial Services

Dear Ms. Koehler:

Enclosed is an original signed Agreement between Sarpy County, Nebraska and Vigilnet America LLC for Alcohol Monitoring for Adult Pre-Trial Services for the Sarpy County records.

Sincerely,



William F. Harvey  
General Counsel

Enc.



# Sarpy County Adult Pretrial Release Program

Danielle Richler, Director

1208 Golden Gate Drive  
Papillion, Nebraska 68046

Phone: 402-593-4301  
E-Mail: drichler@sarpy.com

July 8, 2011

To: Beth Cunard

From: Danielle Richler

Re: Alcohol Monitoring Bids

Ms. Cunard,

I would like to award the contract for the continuous alcohol monitor to Vigilnet. Vigilnet is my current vendor for continuous alcohol monitoring, and I have always been pleased with their products and support. Over the last several years, they have provided excellent customer service and reliable equipment. The price Vigilnet bid for the CAM is lower than the vendor's current price of \$12.00/day.

Isecuretrac has the contract for our electronic monitoring, and I would like to award them the contract for the at home alcohol testing. I have been pleased with Isecuretrac's support and service on our GPS monitors, and I am confident that they would extend the same service to the at home testing devices. The price that Isecuretrac bid for this device is lower than the other vendors.

Both of these vendors are local companies, which has made obtaining equipment and support convenient. I would like to award these two vendors the contracts based on my history with the companies and the prices they bid. Please feel free to contact me if additional information is needed.

Respectfully,



Danielle Richler

Pretrial Services Director

Alcohol Monitoring  
for  
Adult Pre-Trial Release

Bid Opening:  
2:00 p.m., Thursday  
July 7, 2011

	Vigilnet	B.I. Incorporated	iSECUREtrac
<b>Option 1: Continuous Alcohol Ankle Monitor</b>			
Monitoring Fee, Daily	\$6.95/\$9.95	\$7.95/\$9.95	No Bid
Training	\$0.00	\$0.00	
Shelf Unit, Daily	\$0.00	\$0.00	
<b>Option 2: At Home Alcohol Monitoring</b>			
Monitoring Fee, Daily	\$4.95/\$7.50	\$3.99/\$8.49	\$3.50/\$4.50
Training	\$0.00	\$0.00	\$0.00
Shelf Unit, Daily	\$0.00	\$0.00	\$0.00

# Sarpy County Purchasing Department

SARPY COUNTY COURTHOUSE  
1210 GOLDEN GATE DRIVE  
PAPILLION, NE 68046



Brian Hanson, Purchasing Agent  
(402) 593-2349  
Debby Peoples, Asst. Purchasing Agent  
(402) 593-4164  
Beth Cunard, Senior Buyer/Contract Administrator  
(402) 593-4476  
Lois Spethman, Supply Clerk/Purchaser  
(402) 593-2102

## MEMO

To: Sarpy County Board of Commissioners  
From: Beth Cunard  
Re: Award Alcohol Monitoring

On July 7, 2011, the Purchasing Department opened three (3) bids for Alcohol Monitoring for Adult Pre-Trial Release. The bids have been reviewed and it is recommended that the bid be awarded to two vendors. For Option 1: Continuous Alcohol Ankle Monitoring it is recommended the bid be awarded to Vigilnet America, LLC at a rate of \$6.95 per day for equipment supply and support and \$9.95 for full service monitoring. For Option 2: At Home Alcohol Monitoring it is recommended the bid be awarded to iSECUREtrac Corporation for a rate of \$3.50 for landline monitoring and \$4.50 for cellular monitoring.

The County has previously worked with both of these vendors with positive experiences. This item will be placed on the June 12, 2011 agenda and is recommended for approval. If you have any questions, please feel free to contact me at 593-4476.

June 8, 2011

Beth Cunard

cc: Deb Houghtaling  
Mark Wayne  
Scott Bovick  
Brian Hanson  
Danielle Richler

# Deb Houghtaling

Fred Uhe  
Chief Deputy

# Sarpy County Clerk

Renee Lansman  
Assistant Chief Deputy

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1210 Golden Gate Drive • Papillion, Nebraska 68046-2895  
Phone: 402-593-2105 • Fax: 402-593-4471 • Website [www.Sarpy.com](http://www.Sarpy.com) • Email: [Clerk@sarpy.com](mailto:Clerk@sarpy.com)

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July 14, 2011

Vigilnet America, LLC  
Jake Dawes  
4144 South 89<sup>th</sup> Street  
Omaha NE 68127

RE: Alcohol Monitoring for Adult Pre-Trial Services

Action by the Sarpy County Board on July 12, 2011 is as follows:

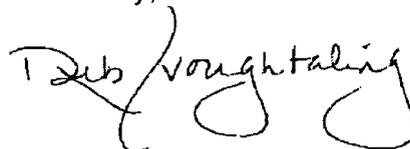
Public Hearing and Resolution 2011-221: Award bid for alcohol monitoring for Adult Pre-Trial Release. Beth Cunard, Purchaser

MOTION: After a public hearing, Nekuda resolved, seconded by Warren, to approve the resolution and accept the low bid of Vigilnet America, LLC for Option 1: continuous Alcohol Ankle Monitoring in the amount of \$6.95 per day for equipment supply and support and \$9.95 for full service monitoring and the low bid of iSECUREtrac Corporation for Option 2: At Home Alcohol Monitoring in the amount of \$3.50 for landline monitoring and \$4.50 for cellular monitoring. Ayes: Thompson, Richards, Nekuda & Warren. Nays: None. Absent: Hike.

Please find enclosed two (2) originals of the subject agreement which have been approved and signed by the Chairman of the Board. Upon completion, please provide **one original** for Sarpy County records.

**Mail to:** Sarpy County Clerk  
Attn: Kendra Koehler  
1210 Golden Gate Dr.  
Papillion NE 68046-2895

Sincerely,



Deb Houghtaling  
Sarpy County Clerk

Enclosures (2)  
DH/kk



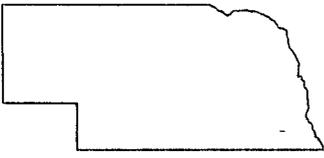
12:58 pm  
SM

**Sealed Bid – Alcohol Monitoring**

**Vigilnet Community Monitoring LLC**

**July 7, 2011**

**2:00 p.m.**



**VIGILNET™**

**PROPOSAL FOR ALCOHOL MONITORING FOR ADULT PRE-TRIAL RELEASE  
Sarpy County, Nebraska**



**Due: July 7, 2011 at 2:00 PM**

**Submitted by: VIGILNET COMMUNITY MONITORING**

July 5, 2011  
Ms. Beth Cunard, Purchaser  
1210 Golden Gate Drive  
Papillion, NE 68046

Re: Specifications – Alcohol Monitoring for Pre-Trial Release

Dear Ms. Cunard,

Vigilnet America, LLC is pleased to submit this proposal for the above mentioned bid. Since 2007, Vigilnet has partnered with the Sarpy County Adult Pre-Trial Release office by providing alcohol monitoring services to well over 100 of their offenders. This experience working closely with the County has given us a thorough understanding of the requirements listed in this bid for Alcohol Monitoring services.

We call Omaha home and maintain full service field offices throughout the state. Vigilnet employs nine (9) resident Nebraskans who all focus on the alcohol monitoring of offenders in the state. In addition, we currently hold alcohol monitoring contracts and agreements with the Nebraska Department of Correctional Services and Nebraska State Probation System, which together comprise a population of approximately 200 offenders being monitored daily for alcohol use.

Vigilnet is responding to both the Continuous Alcohol Ankle Monitor and the At Home Alcohol Monitor specifications. We are offering the SCRAMx System, manufactured by Alcohol Monitoring Systems, Inc. (AMS) for the Continuous Alcohol Monitoring (CAM) piece. SCRAMx is by far the most widely used and widely accepted CAM system in the world, and is currently being used by the Nebraska Department of Correctional Services and Nebraska State Probation. For At Home Alcohol Monitoring we are offering the MEMS-3000 Digital Picture Verified Alcohol Monitoring System. The MEMS-3000 is the most widely used in-home breathalyzer system in the corrections industry.

Vigilnet is able to offer two service delivery options for the Adult Pre-Trial Release office. Pre-Trial can choose between the 1) *full service* model, which includes Vigilnet representatives managing all equipment installation, maintenance, and reporting, and 2) the *equipment supply and support* model, which involves County staff performing the installation and maintenance functions. Vigilnet will provide flexibility by allowing the County to change their model preference mid-contract. This will enable the County to use the *supply and support* model to cut costs; or, alternatively, allow the County to alleviate administrative duties from field staff by moving to the *full service* model.

Vigilnet offers the following unique strategic advantages to the County:

- ***A known commodity.*** Vigilnet has a proven track record of successfully working with the Adult Pre-Trial Office.
- ***Relevant references.*** Vigilnet can provide the County with numerous Nebraska customer references, specifically for alcohol monitoring. All references are for within the past five years and will provide positive feedback about both the service and technology offerings.
- ***Court Support.*** Vigilnet is offering, SCRAMx, the *only* continuous alcohol monitoring product that has been peer reviewed, published, and deemed widely accepted by the scientific community. This makes it the most court-validated system on the market today.
- ***Two service models.*** Vigilnet offers two service models in order to meet the needs of the County. One involves Vigilnet being responsible for all aspects of equipment installation, maintenance, and reporting, without the need for a guarantee from Pre-Trial as to specific referral volume levels.

Vigilnet is both highly qualified and uniquely positioned to meet all service specifications listed in this bid and is fully prepared to continue to provide these services to the County. It is Vigilnet's belief that the relevant experience in Sarpy County and the proven, reliable, and accurate technology offerings combine to provide the Adult Pre-Trial Release office with the best value.

As Chief Operating Officer for Vigilnet, I am authorized to bind the company in all matters relating to this proposal. We are thankful for the opportunity to be part of this bid process and look forward to continuing to partner with the County to make the Adult Pre-Trial Release program as efficient and successful as possible.

Very truly yours,



Jake E. Dawes  
Chief Operating Officer  
Office 402-537-9450  
Mobile 971-340-8557  
[jdawes@vigilnetamerica.com](mailto:jdawes@vigilnetamerica.com)

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**BID FORM**

The following three pages contain the completed bid form from the RFP.





**References:**

Company Name: Office of Probation Administration/Supreme Court of Nebraska  
Address: 521 South 14th St Room 101, Lincoln, NE 68509  
Contact Name: Deb Minardi Phone Number: 402-471-3525  
Fax Number: 402-471-2136 Date of Purchase: 2007  
Email: deb.minardi@nsc.ne.gov

Company Name: State of Nebraska/Department of Correctional Services  
Address: 1313 Farnam Street, Omaha, NE 68102  
Contact Name: Cynthia Stewart Phone Number: 402-595-3810  
Fax Number: 402-595-3874 Date of Purchase: 2007  
Email: cynthia.stewart@nebraska.gov

Company Name: Nebraska State Probation - District 7 Probation  
Address: 602 Iron Horse Drive, Norfolk, NE 68701  
Contact Name: Kathryn Liebers Phone Number: 402-371-8568 ext. 220  
Fax Number: 402-371-8614 Date of Purchase: 2007  
Email: kathryn.liebers@nebraska.gov

I certify that this bid is submitted in accordance with the specifications issued by Sarpy County.

I acknowledge receipt of the following addenda (if applicable):

Addendum #1 Yes  
Addendum #2 \_\_\_\_\_

**Attachments: Literature/Cut-sheets  
Warranty Information**

Vigilnet America, LLC  
Company Name

Jake Dawes  
Company Representative (Please print)

Jake Dawes  
Authorized Signature

971-340-8557  
Telephone Number

4144 South 89th Street  
Address

402-502-1354  
Fax Number

Omaha NE 68127  
City, State & Zip

jdawes@vigilnetamerica.com  
E-Mail Address

**\*NOTE: Sarpy County is tax exempt and will provide the proper form upon request.**

## **ORGANIZATION AND STAFF EXPERIENCE**

### ***Company***

Vigilnet is a limited liability company with headquarters in Omaha that specializes in monitoring offenders for alcohol use. We have been in business since 2006 and employ a total of 15 people, including nine (9) in Nebraska. We also operate alcohol monitoring programs in Oregon and Washington, where six (6) employees reside.

### ***Financial Stability***

Vigilnet America LLC (Vigilnet) has national sales in excess of \$1.1 million in each of the last three years. The total sales for the past year are as follow: \$1,243,283 for 2010; \$1,392,550 for 2009; \$1,106,732 for 2008. Vigilnet's ownership group also operates the Payroll Maxx group of companies in Nebraska. During calendar year 2010, the Payroll Maxx group processed nearly \$2 billion in financial transactions and over \$80 million of sales. The Payroll Maxx group has a 20 year operating history, with more than 350 employees in five (5) states.

### ***History in Nebraska***

Vigilnet began monitoring offenders for alcohol use in Nebraska in 2007 in conjunction with the Continuous Alcohol Monitoring (CAM) Pilot Program started by the State of Nebraska Administrative Office of the Courts and Probation. The CAM Pilot Program gained popularity across the state among judges and probation officers as an effective means to establish a meaningful period of abstinence that would promote behavioral change.

Since 2007, Vigilnet has been the primary service provider for this program. We handle approximately 85% of the CAM monitoring in the state, including 10 of the 12 Probation Districts and the Lincoln and Omaha Parole offices. All CAM Program monitoring through State Probation, Parole, and Department of Correctional Services, is done with the SCRAM Continuous Alcohol Monitoring device. To date, the SCRAM system is the only CAM system approved by the State of Nebraska Administrative Office of the Courts and Probation for use in Nebraska.

Later in 2007 we began the partnership with the Adult Pre-Trial Release office and started monitoring Pre-Trial defendants using the SCRAM bracelet. To date, we have successfully monitored over 100 Pre-Trial defendants in Sarpy County. We currently provide a full-service continuum to Adult Pre-Trial. When Sarpy County Adult Pre-Trial Release offenders are required to wear a CAM device, they are sent to the Omaha office where we explain program rules, install the bracelet on their leg, and discuss fee payment options.

Pre-Trial determines how much of the base monitoring fee, if any, that Pre-Trial will subsidize or offset and the offender is responsible for the remaining portion.

Vigilnet understands the impact that budget constraints are having on criminal justice programs in Nebraska. We are committed to working with Pre-Trial to make their subsidy monies go as far as possible. We are completely comfortable implementing a program that places more financial responsibility on the offender, should Pre-Trial elect to cut County costs by lowering the amount they subsidize. We can do this because we have a proven track record of successfully collecting fees from Sarpy County offenders, and have historically collected 90% of offender fees.

### **Office Location**

The Omaha field office is conveniently located at 4144 South 89<sup>th</sup> Street 68127, with easy access from the interstate. It is open and fully staffed Monday – Friday from 8:30 AM until 5:00 PM. We are also able to travel to Sarpy County offices to perform installation and maintenance services when needed.

### **Service Options**

We are a local company capable of working with Pre-Trial to customize the appropriate level of service and case management. Listed below are fundamental case management tasks that cover the broad spectrum of managing an Alcohol Monitoring Program.

- **Intake and Orientation.** All offenders undergo a detailed orientation where rules and expectations are explained. Offender questions are answered and a participant agreement is signed acknowledging their understanding of the rules. Daily fee and payment plan is set.
- **Equipment Installation/Removal.** Appropriate monitoring device is assigned to the offender. Device usage, care and cleaning are explained. Notification of successful installation or removal is sent.
- **Equipment Maintenance.** When maintenance is needed, for example a bracelet battery is low, the offender is notified and scheduled to come into the office to resolve the maintenance issue. The agency/officer is notified of the maintenance task.
- **Data Entry.** The entering of offender data into the web based software. Both initial offender setup and ongoing case management note taking and recording of interactions with offenders.
- **Alert Management and Reporting.** When exceptions to compliance take place, we begin to manage the alert by immediately investigating it, documenting the interactions with the offender and officer, and resolving it by counseling the offender on compliance and rules. When applicable a formal report is prepared and sent to

the officer. These reports include the interactions with the offender and may include various forms of non-compliance, status reports, and case disposition reports (successful, termination, abscond).

- **Alert Notification.** When alerts arise, the predetermined officer notification protocol is followed (email, text message, phone call).
- **Courtroom Support.** We are fully trained and capable of supporting the data and reports in court whenever needed. We have a strong history of successfully presenting the technologies in the Nebraska Court System and in Sarpy County and working with Judges to make them confident in the reliability and accuracy of the reports.

Since 2007 we have performed these aforementioned tasks for Pre-Trial as part of the *full service* model currently employed. In many cases, agencies elect to alleviate administrative duties from field staff by utilizing the *full service* model. However, the service offerings are not a rigid package deal. If the County budget calls for cutting costs and bringing some of these tasks in-house, then the *equipment supply and support* model will be a good fit. Below are detailed explanations of each model and the various roles that each Pre-Trial and Vigilnet would be responsible for.

**Full Service Model.** It is the responsibility of Vigilnet to provide complete and total case management services to Pre-Trial, including *all* of the *fundamental case management tasks* listed previously.

**Equipment Supply and Support.** All equipment is supplied to Pre-Trial with full access to the web based offender database(s). Training is provided as outlined in this proposal. It would be the Pre-Trial's responsibility to manage most aspects of the monitoring program including:

- Intake and Orientation
- Equipment Installation and Removal
- Equipment Maintenance
- Data Entry
- Alert Management and Reporting

Vigilnet will provide courtroom testimony and support under both models. Because Vigilnet maintains a local field office, we would be able to provide valuable enhancements to the traditional equipment supply model offered by other vendors. This includes:

- ongoing maintenance training of Pre-Trial staff; for example, new hires.
- Prompt, hand-delivering of all equipment and supplies. Vigilnet staff will personally deliver all equipment and supplies instead of shipping them.
- availability for program support functions, such as judicial trainings, seminars, and other socials that the County deems valuable involvement.

This local presence within the County market would allow Vigilnet to perform these functions seamlessly.

**Because Vigilnet maintains a local field office, we would be able to provide valuable enhancements to the traditional equipment supply model offered by other vendors.**

**Equipment Inventory.** Vigilnet has always maintained the necessary amount of inventory on hand to exceed agency demand. We have never had to turn away an offender because of lack of inventory. We closely monitor caseload volumes and should we anticipate an increase in utilization then we make arrangements to have additional equipment ordered and in the office well in advance. All the Nebraska monitoring equipment is stored and maintained at the Omaha office. This means if Pre-Trial elected to use the *equipment supply and support* model, we would be able to hand deliver equipment and supplies within hours, not days. All we would need to do is drive over to the Pre-Trial office and drop off what was requested. All delivery of equipment and supply is included in the per diem pricing.

### **Resumes of Key Staff**

*Jake Dawes*

*Chief Operating Officer, Vigilnet America, LLC*

Mr. Dawes has 11 years of experience working within the criminal justice system. During this time, he has specialized in administering alcohol monitoring programs using both continuous transdermal alcohol monitoring systems and in-home breathalyzers. Jake and his Vigilnet team have provided quality and responsive service to the Sarpy County Pre-Trial Release office since 2007. As Chief Operating Officer for Vigilnet, Jake Dawes oversees all operational objectives for the company, including alcohol monitoring programs in Oregon and Washington. While he resides in Washington, he typically spends one week a month in Nebraska working with his team promoting service and technology solutions to the various criminal justice agencies in the state. Jake will use all resources possible to achieve the highest attainable customer satisfaction and will ensure that all the alcohol monitoring requirements and expectations are met for Sarpy County.

*Dave Sinnott, Regional Director – Nebraska  
Vigilnet America, LLC*

Mr. Sinnott has over 20 years of managerial/supervisory experience, primarily in the retail and service industries. For the past two years he has operated as the Regional Director of Vigilnet Community Monitoring, responsible for all operations in the State of Nebraska. His primary functions include maintaining the integrity of the products and services offered by Vigilnet, and support to the users of these products and services. Dave's primary focus is service to our customers. Having grown up in Sarpy County, Dave is a local person currently residing in South Omaha. Mr. Sinnott is very active in the community, serving as a volunteer and/or director of several charitable organizations.

*William F. Harvey*  
*General Counsel, Vigilnet America, LLC*

William F. Harvey has served as General Counsel for Vigilnet since its inception. Mr. Harvey and Gregory D. Erwin, an Omaha attorney and businessman, and principal owner of Vigilnet, formed the firm of Erwin Harvey Professional Corporation Attorneys in 1993. Prior to that time, Mr. Harvey was associated with the international law firm of Dixon and Dixon from 1989 to 1993, where he focused on bank regulatory, insurance regulatory and other governmental compliance issues. From 1988 to 1989, Mr. Harvey served as law clerk to the Honorable Thomas M. Shanahan a justice of the Nebraska Supreme Court. Mr. Harvey is a graduate of the Creighton University School of Law in Omaha, Nebraska (JD, Magna Cum Laude, 1985). Mr. Harvey was an editor of the Gulf War Claims Reporter published by the International Law Institute and he has also been published in the Creighton Law Review.

## RESPONSE TO TECHNICAL SPECIFICATIONS

### 1. Technical Assistance

*The proposed monitoring must include, at a minimum, the following:*

*a. Vendor must be capable of performing expert on-site service (via telephone); capable of dispatching expert technicians to the field in the event electronic diagnosis or replacement of components fails to solve the problem.*

Vigilnet will provide expert telephone support services and when necessary will dispatch one of the expert technicians to the field to assist with the replacement of equipment and any other task which cannot be resolved remotely. We are currently providing these services to Pre-Trial.

*b. Submit a copy of the training procedures/process.*

All Vigilnet training is provided and included at no additional cost. Vigilnet will work with County to provide training at a location convenient for the Pre-Trial staff. In addition to the initial training, all training and written documentation is available online.

**Level 1 Training.** Level 1 Training is intended for anyone who will manage the SCRAMx and MEMS-3000 equipment or manage clients who are enrolled in either program. The training objectives are to provide general knowledge of the technology, scientific principles of the technology, software navigation, and all functional aspects of the hardware/equipment tasks. Topics covered in Level 1 Training include:

- Equipment overview
- Components of the systems
- Accessing the software
- Agency setup
- Agent and agent supervisor setup
- Inventory management
- Client enrollment
- Equipment assignment and installation
- Alert management



**All Vigilnet training is provided and included at no additional cost. Vigilnet will work with County to provide training at a location convenient for the Pre-Trial staff.**

- Data interpretation
- Equipment maintenance
- Reporting

**Field Operations Training.** Field Operations training is designed for staff that installs equipment on clients and performs other field-related tasks. It is recommended if Pre-Trial elects to use the *equipment supply and support* model. Covered in this training are:

- The science and technology of alcohol monitoring
- Components of all equipment systems
- Software navigation and log on
- Equipment and client management
- Managing alerts
- Equipment maintenance activities
- Bracelet/base station replacement
- Equipment bracelet
- Battery replacement
- Faceplate replacement
- Strap replacement
- Tampering
- Data interpretation

**Online Training.** Online Level 1 Training is accessible at any time, at no additional cost.

**Annual Refresher Training.** All existing training programs are also available online, which allows staff to be trained when hired. If formal refresher training is required, Vigilnet can accommodate this requirement.

**Documentation.** The latest versions of SCRAMx documentation are available online to reference and download. In addition, AMS has a very detailed “Help” page functionality through SCRAMNET. The content within the Help page is readily maintained. Help features and functionality include:

- SCRAMx Operations Guide – Facilitates management of an efficient SCRAMx program.
- Daily Tasks Guide – Designed for those responsible for managing the day-to-day tasks for clients who are ordered to wear the SCRAMx bracelet. The content is logically grouped by daily, weekly, and quarterly tasks. The guide is not intended to

be a comprehensive manual, but rather a concise list of the daily tasks for efficient management of the County's SCRAMx program.

- Quick Sheets – Stand-alone procedures that provide step-by-step directions to assist with SCRAMx and MEMS equipment tasks, such as equipment setup, equipment replacements, and manual data uploads.

*c. Vendor must be able to respond to equipment and system issues, including installation issues 24/7/365. Expert technical support and service available via a toll free phone line or a physical presence of an expert technician on-site when problems cannot be resolved by either telephone consultation or replacement of equipment.*

Vigilnet meets this requirement. Installation services are available 24x7x365, however we typically install and maintain the equipment during normal business hours. Expert technical support is available through the Monitoring Centers 24x7x365 and this support can be reached via a toll free phone line. A Vigilnet on-site technician will be available 24x7x365 to assist with the replacement of equipment and any other task which cannot be resolved remotely.

*d. Response time for on-site, on-call maintenance is one (1) hour via phone, twenty four (24) hours when physical presence is required. Replacement equipment response time is forty eight (48) hours.*

Vigilnet complies with this specification.

## **2. Reports**

*a. Vendor to list available standard reports that can be generated from the software.*

SCRAMx Reports. SCRAMNET provides a wide range of reports and graphs, including those that show equipment status, offender status, and violations. The system allows supervising authorities to customize and tailor reporting that best suits their needs; further helping to reduce officer workload through exception-based reporting.

Following is a listing of reports by category, as well as examples of each:

### *Events and Client Information/Activity*

- Client Summary for Judge Report
- Call Center Activity Report
- Client Details Report
- Court Activity Report
- Usage by Agency Report
- Usage by Court Report

### *Compliance/Violation Reports*

- Compliance Summary by Agency Report
- Compliance Summary by Court Report
- Violation Report

### *Inventory and Equipment Management*

- Current Inventory Report
- Equipment by Location Report
- Equipment by Status Report
- Inventory Tracking Report

Following are graphical depictions of the SCRAMx system reports:

### **Events and Client Information/Activity Reports**

#### *Client Summary for Judge*

The Client Summary for Judge Report that appears at the call center level supplies a summarized view of the performance of offenders from a particular judge while on the SCRAMx program for the selected time period or date range.

Name	Date Initially Assigned	Days Monitored	Last Confirmed Alert Date	Date Last Reported	Confirmed Alerts		Total Conf. Alerts On Program To Date
					Positives	Tampers	
Adams, Barbara	04/23/2004	4	04/26/2004	04/27/2004	2	2	4
Jones, Bob	06/16/2004	110	10/04/2004	09/17/2004	0	3	3
O'Brien, Donna	08/05/2004	4	08/09/2004	08/09/2004	0	1	1
Taylor, Mark	08/18/2004	1		08/20/2004	0	0	0
Walker, Pauline	04/29/2004	75		07/30/2004	0	0	0
Williams, Brad	11/17/2004	92		11/20/2004	0	0	0

#### *Call Center Activity*

The Call Center Activity Report, grouped by the agency user, displays the number of alerts generated by all of the clients assigned to each agency. For this report, filtering can be used to present a specific time period. The alerts shown include:

- Positives
- Tampers
- Equipment Alerts



### Call Center Activity



Adams County				
	Existing Alerts	Alerts Received	Alerts Resolved	Unresolved Alerts
Positives:	0	16	16	0
Tampers:	0	55	567	0
Equipment Alerts:	0	16	6,214	0
<b>Adams County Totals:</b>	<b>0</b>	<b>87</b>	<b>6,797</b>	<b>0</b>

### Client Details

The Client Details Report displays specific information for a single client. This report is highly configurable using search filters.

<b>Client Report for:</b>		<b>Franklin, William</b>		<b>Volunteer</b>
<b>Printed:</b>	1/27/2006 1:36:42 PM (Mountain)	<b>Agent:</b>	O'Neill, Marvin	
<b>Dates Printed:</b>	1/25/2006 to 1/27/2006	<b>Agency:</b>	Minnesota Monitoring Services	
<b>Client Information</b>				
<b>Case #:</b> 3211	<b>File #:</b>	<b>Offense:</b> Volunteer	<b>DOB:</b>	
<b>Gender:</b> M	<b>Height:</b> feet in.	<b>Weight:</b>		
<b>Date on Program:</b> 1/17/2006			<b>Expected Date off Program:</b>	
<b>Days Monitored:</b> 9				
<b>Notes</b>				
<b>Priority</b>	<b>Note</b>	<b>Date/Time</b>	<b>Updated By</b>	
<b>Overlay Graph</b>				
<b>Positives</b>				
<b>TAC Level</b>	<b>Time</b>	<b>Date</b>		
0.062	01:21 PM	01/25/2006		
0.080	01:52 PM	01/25/2006		
0.080	02:22 PM	01/25/2006		
0.080	03:23 PM	01/25/2006		

### Court Activity

The Court Activity Report displays the number of alerts generated by all of the clients associated with each court. Like the Call Center Activity Report, this report breaks down the numbers for the positive, tamper, and equipment alerts.

		Court Activity			
<b>12th Circuit Court</b>					
	Existing Alerts	Alerts Received	Alerts Resolved	Unresolved Alerts	
Positives:	0	8	8	0	
Tampers:	0	15	15	0	
Equipment Alerts:	0	15	15	0	
<b>12th Circuit Court Totals:</b>		<b>0</b>	<b>38</b>	<b>38</b>	<b>0</b>
<b>16th District Court</b>					
	Existing Alerts	Alerts Received	Alerts Resolved	Unresolved Alerts	
Positives:	0	93	93	0	
Tampers:	0	224	225	1	
Equipment Alerts:	0	53	56	0	
<b>16th District Court Totals:</b>		<b>0</b>	<b>370</b>	<b>374</b>	<b>1</b>

### Usage by Agency

The Usage by Agency Report provides a quick view, by agency, of the number of new clients that have begun using the SCRAMx system during a specific period of time.

		Usage By Agency for All Dates				
Agency	Number of Clients at Start	Number of Clients Added	Number of Clients Removed	Number of Clients at End	Days Assigned	
Adams County	38	10	47	1	34,706	
Albatrose Securities	8	4	12	0	11	
Baca County	45	19	64	0	308	

### Usage by Court

The Usage by Court Report displays the same type of data as the Usage by Agency Report, only the data is grouped by the court name.

		Usage By Court for All Dates				
Court	Number of Clients at Start	Number of Clients Added	Number of Clients Removed	Number of Clients at End	Days Assigned	
12th Circuit Court	0	6	6	0	162	
16th District Court	0	7	4	3	1,144	
17th District DUI Court	0	7	7	0	441	
Dayton County	0	2	2	0	12	
Highlands Ranch Municipal Court	0	4	4	0	126	
Jefferson Parish	0	0	0	0	0	
Municipal Court	0	0	0	0	0	
Sonoma County Court	0	0	0	0	0	
Superior Court	0	2	0	2	2	
<b>Totals:</b>	<b>0</b>	<b>28</b>	<b>23</b>	<b>5</b>	<b>1,887</b>	

### Compliance/Violation Reports

#### Compliance Summary by Agency

The Compliance Summary by Agency Report supplies the number of confirmed violations for a given period of time or date range. The report contains a Summary and Details section. The numbers in the Summary section are shown from three views:

- Agency
- Client Type
- Alert Type

		<b>Compliance Summary for All Dates</b>			
		Total Clients	# of Compliant Clients	# of Clients with Confirmed Alerts	# of Confirmed Alerts
<b>Agency</b>					
Adams County		12	9	3	4
Albatrose Securities		4	3	1	1
Baca County		19	19	0	0

The Details section, grouped by agency, displays the Date/Time, Alert Type, and Status for each alert.

<b>Adams County</b>			
<b>Agent:</b> Washington, Lisa			
<b>Client Type:</b> Probation			
<b>Client:</b> Thompson, Beth			
<b>Date/Time</b>	<b>Alert Type</b>	<b>Status</b>	
8/3/2003 9:19:00PM	Alcohol Detected	Resolved	
8/3/2003 11:24:00PM	Potential Removal	Resolved	

### **Compliance Summary by Court**

Like the Compliance Summary by Agency Report, the Compliance Summary by Court Report supplies the number of confirmed violations for a given period of time or date range.

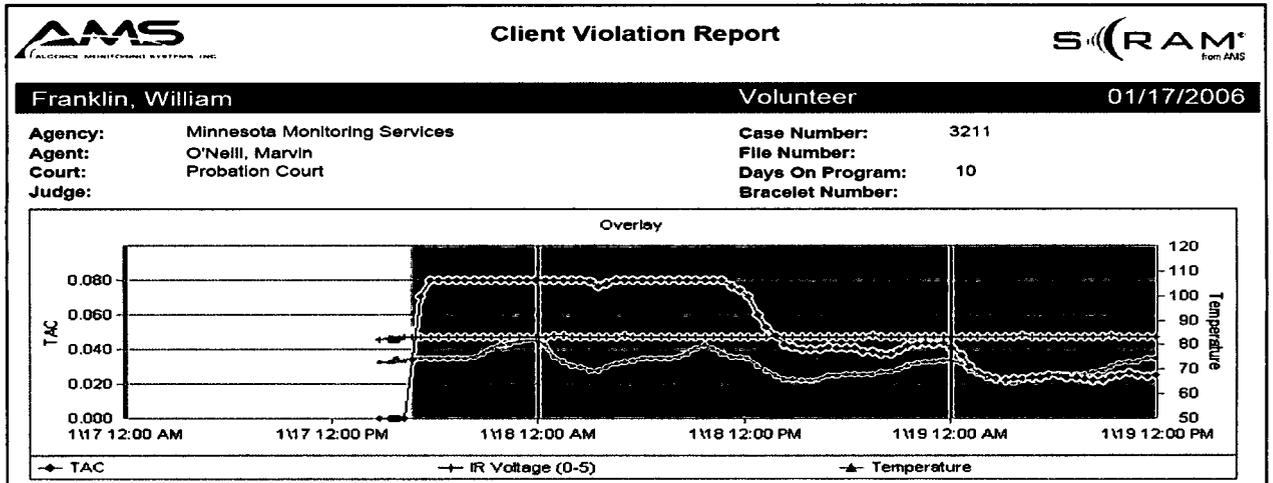
		<b>Compliance Summary for All Dates</b>			
		Total Clients	# of Compliant Clients	# of Clients with Confirmed Alerts	# of Confirmed Alerts
<b>Court</b>					
12th Circuit Court		5	4	1	1
16th District Court		7	3	4	5
17 District DUI Court		6	3	3	8
Arapahoe House		0	0	0	0

The Details section, grouped by court, displays the Date/Time, Alert Type, and Status for each alert.

12th Circuit Court			
Client Type:	Probation		
Client:	Donald, Tracy		
Date/Time	11/17/2004 2:59:00PM	Alert Type	Potential Removal
Status	Resolved		
16th District Court			
Client Type:	Parole		
Client:	Robinson, Joe		
Date/Time	11/9/2005 4:54:00PM	Alert Type	Potential Removal
Status	Unresolved		
Client:	Hamilton, Peter		
Date/Time	7/9/2003 10:50:00AM	Alert Type	Potential Removal
Status	Resolved		

**Violation Report**

As mentioned previously, a Violation Report combines all collected data related to an alcohol or tamper event.



**Inventory and Equipment Management Reports**

**Current Inventory Report**

The Current Inventory Report sorts the entire inventory by servicing location and status at the time the report is run. For the Assigned to Client and In Service Provider statuses, the inventory count is given by the Operational and Failed conditions.

Assigned to Client		In Inventory		In Transit to AMS		Pending Removal		Pending Assignment		Shipped from AMS		At AMS		Lost		Total	
																	Fail
<b>SCRAM Bracelet</b>																	
Servicing Location	Fail	Oper.	Fail	Oper.	Fail	Oper.	Fail	Oper.	Fail	Oper.	Fail	Oper.	Fail	Oper.	Fail	Oper.	Total
[Default]	0	7	0	0	1	0	0	0	0	0	0	0	0	0	0	0	372
1st Street Office	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Boulder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Central Location	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Client Conference Room	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Colorado Monitoring	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Denver Addiction Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
East Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Equipment Closet	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Highlands Ranch	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Lincoln Avenue Office	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7
Loveland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
My House	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
--No Location--	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	4
South Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>424</b>

### Equipment by Location

For each servicing location, the Equipment by Location Report provides a snapshot of where the \_\_\_\_\_ bracelets and base stations are located.

Bracelets		RMA		Modems			
Serial Num	Inventory Status	Damaged	Number	Serial Num	Inventory Status	Damaged	Number
<b>South Office</b>							
640	In Service Provider Inventory			127	In Service Provider Inventory		
647	In Service Provider Inventory			129	In Service Provider Inventory		
752	Pending Assignment			1281	Pending Removal		
827	In Service Provider Inventory			1322	In Service Provider Inventory	041310005	
<b>Total Bracelets: 4</b>				<b>Total Modems: 4</b>			

### Equipment by Status

Sorted by equipment status, this report provides a unique point-in-time view regarding the number of SCRAMx bracelets and base stations:

- Assigned to clients
- Available for assignment
- Being assigned or removed from a client
- Having maintenance being performed by AMS
- Being sent to AMS or back to the County
- That are lost

The Equipment by Status Report improves the process of determining future orders, returns, and overall inventory status by listing the current equipment by status.

Equipment by Status			
<b>In Transit to AMS</b>			
Bracelets		Modems	
Serial Num	SP Location	Damaged	RMA Number
19		X	041180002
25		X	041200002
136			
110	Client Conference Room	X	042820002
116	Client Conference Room		041180003
42	Equipment Closet		042820001
<b>Total Bracelets: 6</b>			
Serial Num	SP Location	Damaged	RMA Number
155			
<b>Total Modems: 1</b>			

### Inventory Tracking

The Inventory Tracking Report is designed to be used as a checklist while conducting a physical inventory and verifying the status of the Parish's assigned equipment. The report can be filtered by device type and/or inventory status.

Device Type:     Inventory Status:    

Location:

of 71        Find | Next        Export       

Inventory Tracking									
<b>Shipped From AMS</b>									
Accounted For	Comments	Serial Number	Device Type	Servicing Location	Damaged	RMA Number	Last Status Change	Last Heard From	Last Client
		21903	SCRAM Bracelet	[Default]		082470325	9/3/2008	1/1/0001	
		44148	SCRAM Bracelet	[Default]			10/17/2008	1/1/0001	
		47094	SCRAM Bracelet	[Default]			10/17/2008	1/1/0001	
		48704	SCRAM Bracelet	[Default]			10/17/2008	1/1/0001	

b. Reports should be able to be emailed by the County to other agencies.

All SCRAMNET reports can be viewed online, printed, saved, and emailed.

### 3. Repair Facility

a. Vendor shall provide a list of authorized factory repair facilities, which will honor the warranty of items on the Contract. This list will include the facilities names, addresses, telephone numbers, contact persons, and email addresses. Evidence showing qualification of each facility to perform maintenance must be included.

Vigilnet will arrange for repair or replacement of any SCRAMx unit or MEMS-3000 unit that does not perform per manufacturer's specifications. Vigilnet will pick up any such unit from the Pre-Trial office and Vigilnet will provide Pre-Trial a replacement unit to maintain equipment stock and to avoid interruption of service.

AMS is the Original Equipment Manufacturer (OEM) of the SCRAMx system. Elmo Tech, Ltd. Is the OEM of the MEMS-3000. Both manufacturers serve as the sole factory repair facilities for each of their technologies.

Vigilnet ensures that all SCRAM equipment used will be the current version of the SCRAMx bracelet and system that was introduced in 2010. All SCRAMx equipment will be continuously upgraded through the life of the contract, with (Pre-Trial) receiving the latest version at no additional cost. Warranty information is attached at the conclusion of this proposal.

#### **4. Vendor's Representative**

*a. For the life of the contract, the Vendor shall provide the name, address, phone number and email address for a direct representative that will be the primary point of contact for the County. This person should be available during normal business hours.*

Representing Vigilnet as the primary point of contact for the Sarpy County Adult Pre-Trial Release contract will be:

David J. Sinnott  
Regional Director  
4144 South 89th Street  
Omaha, NE 68127  
Office 402-537-9450  
Mobile 402-679-6263  
[dsinnott@vigilnetamerica.com](mailto:dsinnott@vigilnetamerica.com)

#### **5. Monitoring Facility**

*a. The monitoring center shall be staffed 24/7/365 and located in a secure venue.*

*(For all responses relating to Section "5 - Monitoring Facility", The SCRAMx System is supported by Alcohol Monitoring Systems and their Monitoring Center located in Littleton, CO. The MEMS-3000 System is supported by the Pro Tech Monitoring Center located in Odessa, FL.)*

The AMS Monitoring Center is located inside a secure venue and is staffed with an experienced team of Customer Support Managers (CSMs). The CSM's will be available 24 hours a day/7 days a week via phone to assist the County personnel with enrollments,

monitoring parameters, de-enrollments, and troubleshooting. As AMS-trained and certified experts in their fields, the CSMs are highly responsive professionals dedicated to delivering AMS' industry-recognized service. In addition, the premier documentation,

troubleshooting materials, and training that AMS provides are all available online for immediate 24-hour access.

The Pro Tech Monitoring Center is located inside a secure area with limited access and multiple redundant phone and data lines. Customer Agents have undergone extensive training and provide customer support and troubleshooting to officers 24 hours a day/7 days a week/365 days per year. Officers can contact staff trained to quickly and accurately answer questions regarding offender activity, equipment activation, and more.

Pro Tech's facility, equipment, data transmissions, and data storage are on a secure site with limited access. The facility itself is equipped with an alarm and is monitored by a security company. It is also equipped with an operational fire protection system that has a tamper-proof dedicated circuit with no exposure to any person or thing that could alter or damage the line. The security procedures and protocols are certified by a third-party source.

*b. The monitoring center shall be equipped with an identical backup computer system.*

Both Monitoring Centers, Alcohol Monitoring Systems for the SCRAMx System and Pro Tech Monitoring for the MEMS-3000 System, meet this specification for redundancy.

*c. Describe the monitoring center, back up facility, UPS usage, etc.*

#### **SCRAMx**

To ensure continuous SCRAMx monitoring, AMS' performs data replication every 20 minutes. In addition, the following backup/redundancy measures are taken:

#### **SCRAMx Hardware Redundancy:**

- AMS' database service is a clustered group of nodes (on two servers, rather than a single server).
- Any one of the nodes can handle the full workload of the database needs.



**Monitoring services are available 24 hours a day, seven days a week. When data is received from the base station, it is stored in SCRAMNET, the web-based application managed by AMS, where offender data is collected, analyzed, and maintained in a secure, central location. To ensure continuous monitoring, AMS' performs data replication every 20 minutes.**

- AMS also has a database test restore server that can be used as a production replacement in the event of a catastrophic failure.
- AMS' web servers are a group of nodes (four servers, rather than just a single server), which provide for load balancing.
- AMS' communications servers are a group of nodes (five servers, rather than just a single server), which provide for load balancing with multiple telecom carriers.
- If a server in a work group (database, web, or communications) fails, AMS' current redundancy levels in the work groups ensure that the customers will not see or experience the failure.

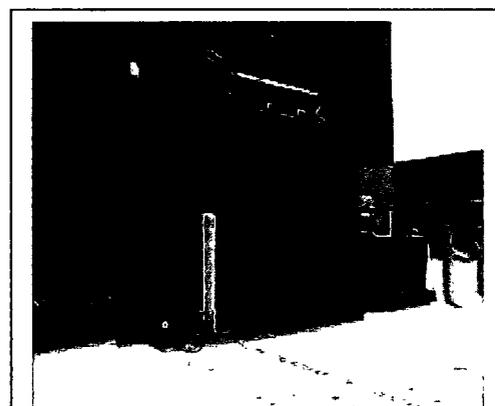
Every night, full backups are conducted and the backed-up data is moved to two off-site locations. AMS also employs the following redundancies should disaster recovery be needed:

#### Geographic Redundancy:

- AMS has two separately managed, run, and serviced SAS 70 audited data centers in two locations in the Denver, CO metro area: ViaWest in Centennial and Qwest Cyber Center in Highlands Ranch.
- These two data centers are based on different networks, power grids, central offices, and Service Providers.
- Each center has redundancy for all areas including cooling, electrical, power generation, and telecommunications.
- Multiple fiber rings terminate in each facility.

#### *MEMS-3000*

The Pro Tech Surveillance Data Center serves as a back up to the Pro Tech Monitoring Center. In the event of a complete loss of utility power at the Monitoring Center, the Data Center will experience zero downtime. For power interruption protection, the center has a UPS and back-up generator capable of supplying 150% of the power required to operate the facility at full capability indefinitely. Additionally, the SDC is equipped with two (for redundancy) Eaton 15 KW uninterruptible power supplies, each capable of powering the SDC and Monitoring Center equipment for approximately 30 minutes more than long enough for the 380KVA Caterpillar generator to come on line. The Generator is connected to an Automatic Transfer Switch that automatically starts up the generator, allows it to



**For power interruption protection, the center has a UPS and back-up generator capable of supplying 150% of the power required to operate the facility at full capability indefinitely.**

stabilize for one minute, and then switches the entire building power to the generator. The generator is equipped with a 1,500 gallon diesel tank, sufficient for five (5) days of continuous use at full capacity. The building only requires about 60% of the generator's capacity for full operations. We have a contract with a bonded provider of diesel fuel who guarantees delivery within 24 hours. We exercise the switchover from utility power to UPS to backup generator as described above every week as part of routine operations and we stock key replacement parts for this equipment on site.

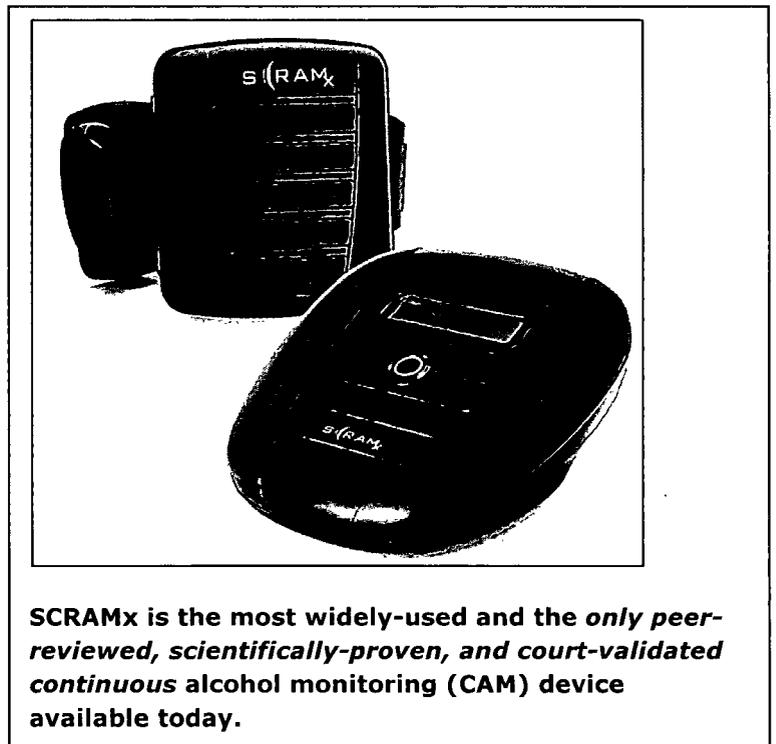
The computer management system uses two redundant, secure, load-sharing facilities. Both The Pro Tech Monitoring and Data Centers operate 24 hours per day and 365 days per year. Periodic maintenance is performed on the backup system and then "hot-swapped" into production with no down-time to the customer. Each Center facility has at least two levels of backup power (UPS, diesel generators, and/or multiple power feeds) and multiple Internet service providers. The investment in, and implementation of, these technologies and practices has enabled us to operate with 99.99999% documented availability over the past seven years. In the event a Data Center goes off line, the other load sharing Data Center continues to provide service without interruption to customers.

## **6. Option 1: Continuous Alcohol Ankle Monitor**

*a. Equipment status alerts in excess of thirty (30) minutes will be reported to the County immediately, by email.*

For all equipment alerts (such as power loss or tampers), as well as curfew violations (if using the RF option), the supervising authority can select the Priority Notification option in order to be notified within 15 minutes of the violation. Notification can be made by email, text, or page. Otherwise, the officer will see these alerts the next time the offender's online event log is reviewed, or on the EM Daily Summary report.

*b. All tampers or missed call message will be reported to the County within fifteen (15) minutes of the monitoring center's receipt of those messages.*



For all equipment alerts (such as tampers or missed call events)), as well as curfew violations (if using the RF option), the supervising authority can select the Priority Notification option in order to be notified within 15 minutes of the violation. Notification can be made by email, text, or page. Otherwise, the officer will see these alerts the next time the offender's online event log is reviewed, or on the EM Daily Summary report.

*c. All other messages will be reported to the County via email transmission on a daily summary report.*

Vigilnet will comply with this requirement.

*d. Continuous signaling technology shall include:*

- 1. One unit of equipment for continuous signaling*
- 2. One software system must supervise continuous signaling*
- 3. All proposed technologies shall be provided on one report format for each participant.*

The SCRAMx system consists of:

- **SCRAMx Bracelet.** The patented SCRAMx ankle bracelet transmitter is attached to the offender with a durable and tamperproof strap. It is worn 24/7 by the offender and captures transdermal alcohol readings by sampling the insensible perspiration collected from the air above the skin. The bracelet transmits data via a wireless radio-frequency (RF) signal to the SCRAMx base station. In addition, SCRAMx has optional radio frequency (RF) (i.e. house arrest) capabilities, allowing it to monitoring presence or absence within the offender's home.
- **SCRAMx Base Station.** Compact mobile device that receives stored test data from the bracelet and transmits it over a telephone landline to the central monitoring center. While other transdermal systems require a home phone line to transmit data, SCRAMx's direct connect feature allows it to store up to a month's worth of court admissible alcohol data. This data can be downloaded at the officer's discretion, either upon host site visits, or at Judiciary check-in locations.
- **SCRAMNET.** Secure, central database that performs analysis and reporting, manages all offender information, and affords 24-hour password-protected access to authorized users.
- **SCRAMx Direct Connect** In cases where an offender does not have access to a land line, he or she can come into the supervising authority's office to have data stored in the SCRAMx bracelet downloaded via the SCRAMx Direct Connect device.

*e. System shall be capable of handling day light savings time automatically.*

The SCRAMx system complies with this specification.

*f. The exchange of monitoring information (including enrollment, data changes, monitoring reports and terminations) between the County and Vendor's monitoring center facility shall occur via secure, real time access.*

The SCRAMx system complies with this specification.

*g. Vendor to describe the system and software within the proposal.*

Designed specifically for application in long-term alcohol monitoring programs where abstinence is required and home confinement may also be needed, SCRAMx delivers a fact-based comprehensive profile of an offender's alcohol consumption patterns and curfew whereabouts to supervising authorities. SCRAMx tests for alcohol every half hour around the clock, and monitors continuously for presence in the home during court-specified hours. The result is a much more cost-effective alternative to random testing or incarceration, which makes SCRAMx an intensive accountability tool.

The SCRAMx system is comprised of four parts:

**SCRAMx Bracelet.** The patented SCRAMx ankle bracelet transmitter is attached to the offender with a durable and tamperproof strap. It is worn 24/7 by the offender and captures transdermal alcohol readings by sampling the insensible perspiration collected from the air above the skin. The bracelet transmits data via a wireless radio-frequency (RF) signal to the SCRAMx base station. In addition, SCRAMx has optional radio frequency (RF) (i.e. house arrest) capabilities, allowing it to monitoring presence or absence within the offender's home.

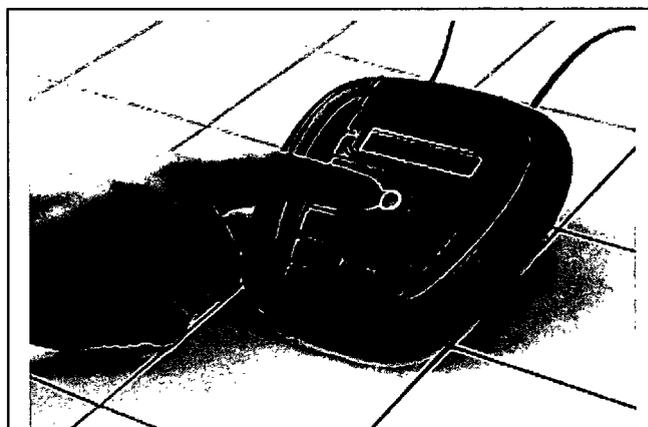
Bracelet Specifications:

- Dimensions - 5.9 in<sup>3</sup> displaced volume inside a 2" x 2" x 1" footprint
- Material - Stainless steel and plastic
- Weight - 5.8 oz.
- Battery type - Lithium CR2
- Battery life - 60 days
- Battery charging capabilities - Disposable/ Not rechargeable
- Strapping device - Performed in office by agent using tamper-evident clip
- Transmitter has a field replaceable faceplate and battery that can be serviced in the field
- Transmission cycles - Can be set by agent; transmission of alcohol data once every 24 hours is typical.
- Tampering features - Obstruction and removal detection
- FCC Part 15 – Registration No. P8M-SM02

**SCRAMx Base Station.** The SCRAMx base station is the mechanism by which the data that is collected by the SCRAMx bracelet gets transmitted to AMS for analysis and reporting. When the SCRAMx bracelet is installed on the offender's ankle, the offender also receives the SCRAMx base station, which plugs into an analog telephone line - usually in the offender's home or place of work. At a pre-scheduled time(s) each day, the SCRAMx bracelet "communicates" with the base station, which then retrieves all available data from the bracelet and sends it to SCRAMNET. The base station also downloads monitoring and reporting schedules to the bracelet.

**Base Station Specifications:**

- Dimensions - 44 in<sup>3</sup> displaced volume inside a 6" x 6" x 3" footprint
- Weight - 15 oz.
- Battery backup system (type) and capabilities - Lithium ion, 3- year life
- Battery discharge time under power loss - 48 hours
- FCC Part 15 – Registration No. P8M-SM03, FCC Part 68 – Product No. US:AMSM00BSM0, File Number: 3181176ATL-001



**The SCRAMx base station is the mechanism by which the data that is collected by the SCRAMx bracelet gets transmitted to AMS for analysis and reporting.**

**SCRAMx Direct Connect.** In cases where an offender does not have access to a land line, he or she can come into the supervising authority's office to have data that has been stored in the bracelet downloaded via the SCRAMx Direct Connect device. The compact Direct Connect device is slipped over the offender's bracelet (while worn) and attached by USB cable to an internet-enabled computer. The stored information is then transmitted from the SCRAMx bracelet directly to SCRAMNET without the need for a base station.

**SCRAMNET Web-based Software.** SCRAMNET, the secure, central database that performs analysis and reporting, is the software that manages all offender information, and affords 24-hour password-protected access to authorized users. When data is received from the base station, it is stored in SCRAMNET, the web-based application managed by AMS, where offender data is collected, analyzed, and maintained in a secure, central location. SCRAMNET will notify the supervising authority of any alcohol readings, tamper alerts, or equipment malfunctions, so that appropriate action can be taken. This central information hub not only houses all offender data, but allows courts and supervising agencies to access and manage their data from any web-based browser. Agency personnel can do the following through the web-based SCRAMNET software application:

- View information about the offender, including – but not limited to – personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove offenders without calling the monitoring center.
- Create, edit, delete, and apply monitoring parameters (such as daily/weekly schedules) for individual offenders or groups of offenders.
- Determine which violations/events must trigger notifications and by what means the notifications must be sent to Agency personnel.
- Set up notification to be sent to Agency personnel via e-mail of the DAP report for confirmed alcohol alerts. For RF alerts, text message/page, and facsimile and any combination of the three.
- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance to monitoring parameters.
- Customize and tailor reporting that best suits their needs; further helping to reduce officer workload through exception-based reporting.

***Controlled, quantifiable sample delivery system.*** SCRAMx is the only continuous alcohol device (CAM) device on the market that uses a controlled, quantifiable sampling method, drawing a measured sample every 30 minutes. This is the same proven sample delivery system used in evidential breath testing equipment used in law enforcement. In this system, before a controlled sample containing the offender’s transdermal alcohol is introduced into the fuel cell, the air around the bracelet is measured for the presence of alcohol. An elevated reading may indicate that environmental alcohol is present, and that it should not be confirmed as a drinking event. Next, a precisely-controlled volume of the air sample containing the offender’s transdermal alcohol is taken from a sample collection chamber and introduced to the fuel cell using a pump. A TAC (transdermal alcohol content) level is calculated from this precisely-controlled sample, which is the same process used by evidential breath testers. This process is repeated, painting a recognizable and quantifiable TAC curve for each drinking event. Only by precisely controlling this measurement can a CAM device accurately calculate TAC levels and curves; and SCRAMx is the only system that does this.

**The SCRAMx collection chamber gathers insensible perspiration from the wearer every second, and does so in a controlled sample environment. This truly is *continuous alcohol monitoring*.**

Other devices may claim to be “testing” more frequently; however, without a controlled, quantifiable sample, *their devices are merely sensors and can present the following issues for agencies:*

- These devices are more susceptible to environmental false alerts.
- These devices may require secondary tests via a proven controlled sample method to validate their results.

Also, because both sensible (liquid) and insensible (gas) perspiration are continuously being collected by SCRAMx during the time between each 30 minute sample, SCRAMx *is truly a continuous transdermal alcohol monitoring device.*

*Industry-validated Draeger Fuel Cell.* This is the heart of the SCRAMx bracelet, which has been proven through decades of research and experience and is accepted by the forensic community in alcohol testing applications. This is the same fuel cell used in evidential breath testing equipment and interlock devices. Draeger fuel cells have been independently validated (both directly and indirectly), and are extremely sensitive and ethanol-specific alcohol sensors.

**SCRAMx employs the same trusted Draeger fuel cell used in most highway patrol breathalyzers on the market today. However, the competition uses a sensor made by Giner, Inc., which is not used in any other commercially available device.**

*Thorough Data Analysis and Review Process.* All data received from the SCRAMx bracelet through SCRAMNET is subject to a rigorous data analysis and review process conducted by AMS' team of professionally-trained analysts. These analysts understand the nuances of real-world bracelet use, and can confirm or not confirm drinking episodes using court-proven criteria. Their review process identifies the presence of environmental alcohol and looks at key characteristics of the Transdermal Alcohol Concentration (TAC) curve—which is similar to a BAC (Blood Alcohol Content) to ensure that only true drinking episodes are confirmed (such as alcohol absorption and elimination rates).

*h. Field equipment must be equipped with built in circuitry that will transmit an alarm signal in the event of tampering or discontinuation of contact with the skin of the person being monitored.*

The SCRAMx bracelet is equipped with industry-leading, anti-tamper technology that features five sensors to detect and report attempted tampers. These sensors determine whether the bracelet has been cut, removed, obstructed, or submerged. The bracelet's intelligent self-diagnostic capabilities constantly monitor and report its functionality. Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAMx system.

*i. Devices must not pose a safety hazard or unduly restrict the activities of the participants. Devices must be lightweight, small and water proof.*

The SCRAMx system is water and shock resistant, durable, and hypoallergenic. Additionally, the SCRAMx bracelet does not have any exposed water chambers or external features that could freeze in colder temperatures or stop functioning if it was subject to adverse wearing conditions.

SCRAMx is completely water resistant, and all participants are encouraged to shower as frequently and thoroughly as they want. Furthermore, with over seven years of providing CAM systems to monitor nearly 178,000 offenders, no one has ever circumvented the system by taking a bath or submerging SCRAMx.

The competition may attack SCRAMx by stating it can't be submerged in water; however, their device can. The truth of the matter is that all transdermal devices on the market today are impacted by being submerged, and all competitors urge their wearers not to submerge their devices, even though they may market quite differently. While a SCRAMx device should not be submerged in water, any attempts to do so are detectable by the device and flagged as an attempt to submerge the device. When one understands how the devices truly work, it's clear the design of SCRAMx makes far more sense than other devices and is the reason AMS has such an extensive record of court validation and wide-spread use across the country.

**The truth of the matter is that all transdermal devices on the market today are impacted by being submerged in water, and all competitors urge their wearers not to submerge their devices. However, with over seven years of providing CAM systems monitoring nearly 178,000 offenders, no one has ever circumvented the SCRAMx system by taking a bath or submerging SCRAMx.**

*j. Installation process must be simple enough to be performed in the field by fully trained County personnel in less than ten (10) minutes or an on-site technician must be provided to perform the installation. Vendor to define installation procedure within their proposal.*

The SCRAMx bracelet can easily be installed in less than ten (10) minutes. Several of the steps necessary to assign equipment to a SCRAMx client can be accomplished prior to the client's arrival at the office. These include:

1. Add the client into the SCRAMNET software and set the equipment to the "Pending Assignment" status.
2. Print the client's Participant Agreement for the client to sign.
3. Ensure that the SCRAMx Base Station is fully charged.



Once the client arrives, completing the installation process is as simple as attaching the pre-assembled bracelet to the client's ankle with the AMS provided tool, and then attach the Direct Connect device to the bracelet to "wake up" the device. At this point, the client is being actively monitored.

*k. System should transmit data at least once a day.*

The bracelet can be set to communicate between one (1) and six (6) specified times per day to transmit alcohol data.

*l. Devices shall be able to track the presence of alcohol and verify the time and alarm.*

SCRAMx tests for alcohol consumption by measuring the concentration of ingested alcohol present in the insensible perspiration that is constantly produced by the skin. SCRAMx automatically collects these samples of perspiration from the air above the offender's skin and transmits this data to a central source for analysis – requiring no effort on the part of the offender or the supervising agency. All confirmed violations are automatically date- and time-stamped.

*m. Device should be water resistant, light weight and non-invasive.*

The SCRAMx system is water and shock resistant, durable, and hypoallergenic. Additionally, the SCRAMx bracelet does not have any exposed water chambers or external features that could freeze in colder temperatures or stop functioning if it was subject to adverse wearing conditions.

*n. Readings should be date and time stamped.*

All confirmed violations are automatically date- and time-stamped

*o. Describe how the system is connected to the monitoring center. Describe features that allow participation if the user does not have a land line.*

The SCRAMx base station is the mechanism by which the data that is collected by the SCRAMx bracelet gets transmitted to AMS for analysis and reporting. When the SCRAMx bracelet is installed on the offender's ankle, the offender also receives the SCRAMx base station, which plugs into an analog telephone line - usually in the offender's home or place of work. At a pre-scheduled time(s) each day, the SCRAMx bracelet "communicates" with the base station, which then retrieves all available data from the bracelet and sends it to SCRAMNET. The base station also downloads monitoring and reporting schedules to the bracelet.

When data is received from the base station, it is stored in SCRAMNET, the web-based application managed by AMS, where offender data is collected, analyzed, and maintained in a secure, central location. SCRAMNET will notify the supervising authority of any alcohol readings, tamper alerts, or equipment malfunctions, so that appropriate action can be taken. This central information hub not only houses all offender data, but allows courts and supervising agencies to access and manage their data from any web-based browser.

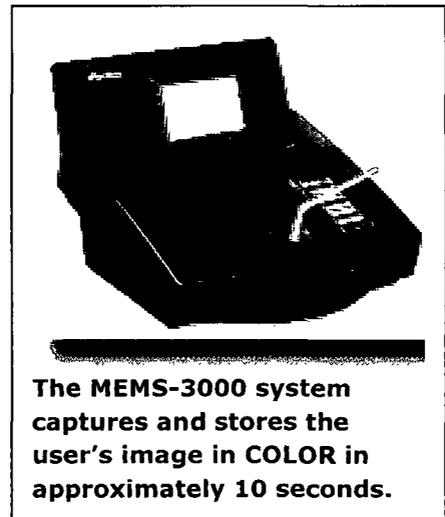
In cases where an offender does not have access to a land line, officers can use the SCRAMx Direct Connect device. The SCRAMx Direct Connect device streamlines the download process, and enables the information to bypass the SCRAMx base station and phone line and be transmitted from the SCRAMx bracelet directly to SCRAMNET. Since SCRAMx can store close to a month's worth of data, clients without home phones can simply wear SCRAMx and report to their officer once a week, every other week, or once every three weeks to download alcohol data via Direct Connect. The download process takes only minutes and does not require the client to have a home phone to be monitored for alcohol only.

### **7. Option 2: At Home Alcohol Monitoring**

The MEMS-3000 Digital Picture Verified Alcohol Monitoring System is a highly efficient alcohol monitoring system that integrates breath alcohol testing and video identity in a single home unit. The Alcohol Module combines the capabilities of a modern electronic monitoring system with the benefits of a remote setup, including the following features:

- a. *Device must verify identity of the appropriate user by utilizing a digital image recognition verification process. User's location and time of testing must also be identified.*

The MEMS-3000 system captures and stores the user's image in COLOR in approximately 10 seconds. Next, the monitoring center is contacted and the MEMS unit waits for a modem connection before uploading the image. The MEMS unit uses a CCD camera and external infrared LEDs to provide the necessary lighting for the picture. All alcohol tests, regardless of compliance, are recorded with a date/time stamp and further details of the test; e.g., level of breath alcohol, user unavailable for test, etc. Location of the device is verified through a caller ID function.



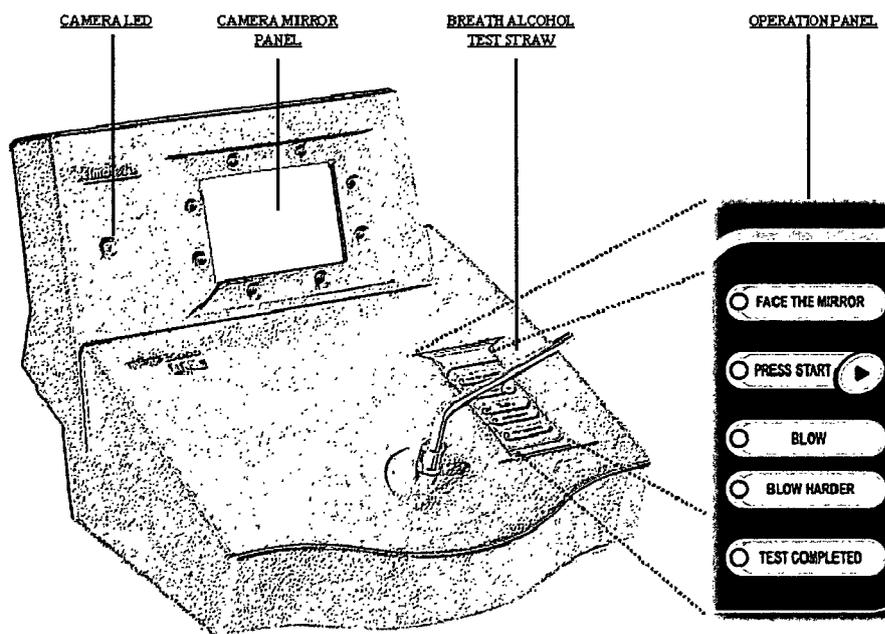
Color pictures are an asset when undergoing legal proceedings because they will show a clear image of the user taking the test along with the digital results of the breath sample.

- b. *Instrument will not activate for anyone other than the assigned user. Device will only activate immediately following digital imaging recognition.*

The MEMS-3000 system records all alcohol tests, regardless of compliance. If a subject other than the assigned user responds to an alcohol test summons, then their facial image will not match the assigned user's stored facial image, which will result in an invalid test.

- c. *Instrument must be capable of taking a deep lung sample from the user's breath and compare it to a calibrated breath alcohol standard which is stored in the system's memory. The user must blow for a minimum amount of time to ensure the air is captured from the deep lungs. Vendors to describe this process within their proposal.*

The MEMS-3000 system captures a deep lung sample via fuel cell technology to test for the presence of breath alcohol. To obtain an accurate reading of a person's alcohol content with breath alcohol testers, one must sample a person's air from deep inside the lungs. When deep lung air is exhaled into the device, the sample breath is not diluted with a lower concentration of alcohol. The MEMS-3000 system requires a user to blow for only a minimum amount of time to ensure air is captured from the deep lungs.



The MEMS3000 uses a direct test for alcohol monitoring and following are the steps of the test procedure:

1. An audible beeping sound from the MEMS receiver signals the offender to perform the test procedure.
2. An LED lights the instruction "FACE THE MIRROR," bringing the offender into proper position at the unit.
3. An LED lights the instruction "PRESS START," indicating the Start button. The offender presses the Start button.
4. An LED lights the instruction "BLOW," indicating the Offender is to blow into the mouthpiece for the test.

5. While the offender blows into the mouthpiece, an LED lights to indicate the test and the offender's image is being transmitted.
6. Upon completion, an LED lights the words "TEST COMPLETED."

*d. System requires proximity sensors that shall monitor the presence of the user's face against a mask, disposable straw, or other such feature.*

The MEMS-3000 System uses digital picture verification to monitor the presence and correct positioning of the user's face. A fixed and secure mouthpiece is used to correctly position the user's face.

*e. Tamper detection features shall exist to ensure County receives accurate information. Alerts should include phone, case and power.*

The MEMS-3000 unit is factory sealed to prevent unauthorized access and circumvention. The case is equipped with detection components so a tamper alert is generated if a user compromises the case in an attempt to circumvent the unit. To prevent data loss, the unit is also equipped with an event memory that will retain tests that cannot be transmitted do to disconnection from telecommunication network. The unit is also equipped with an internal backup battery that will continue to power the unit and allow it to function if it is disconnected from the power outlet inside the residence.

*f. Device shall be battery operated. One charge must be sufficient to last twelve (12) hours including two (2) alcohol tests.*

The MEMS-3000 system complies with this specification. It has a 24 hour backup battery which is enough for more than two alcohol tests.

*g. System must not respond to natural gas or acetone.*

The MEMS-3000 system complies with this specification

*h. Instrument shall automatically prompt the user to take voice and alcohol tests.*

The MEMS-3000 system complies with this specification. The system prompts the user to take an alcohol test by first making an audible beeping sound from the MEMS 3000 unit. This serves as a summons to the user to begin the test procedure. The user should then press the Start button and follow the test procedure according to the illuminated LED's on the operation panel. Once instructed, the user should press the appropriate buttons on the Operation panel.

- i. Instrument shall allow for scheduling of tests in a variety of ways including: random generation by computer, determined and scheduled by County, and conducted on an "on-demand" basis by the County.*

The MEMS-3000 system complies with this specification. Breath Alcohol Tests can be prompted via the following options:

- Randomly generated by the monitoring center systems
- Automatically, in accordance with the user's curfew schedule
- At pre-defined times by the County as part of an on-demand process determined within the predefined permitted daily testing hours

The alcohol scheduled tests are defined per participant by the County. The monitoring center user is enabled with the capability to add up to nine test periods per day; each test defined by the time range when the participant can be tested, as well as the number of tests to perform. The tests will be scheduled randomly by the system according to the schedule configuration, as described above.

In addition to scheduled/random alcohol tests, monitoring center users can also activate manual alcohol tests, if and when required. The user can activate a manual alcohol test on an uploaded violation event (as part of the handling procedure) or as an immediate test.

The MEMS-3000 recognizes and registers events when a test does not succeed. In cases where the client didn't perform the test when prompted or when the client didn't conform to the test instructions, the MEMS-3000 generates a pre-defined number of test retries. Error handling parameters are defined for Breath Alcohol Tests and can be defined for agencies or set as a default for the system as a whole.

- j. Describe the monitoring center's standard procedures for verifying images, receiving failed test results, and compliance with testing parameters.*

Monitoring Center operators review each data transmission submitted by the MEMS-3000 System to confirm the level of breath alcohol as well as the visual identification of the user. The data transmission to the monitoring center is accomplished by the user pushing a single button. The camera is mounted behind a two-way mirror for the purpose of positioning the client's image properly prior to sending. When the image is transmitted to the Monitoring Center, the image is visually and digitally compared to the user's image taken at the time of enrollment.

After receiving indications of a positive level of breath alcohol, the system can automatically provide immediate follow-up testing to confirm the level of breath alcohol measured in the initial test. Positive alcohol tests, as well as other forms of non-compliance, can be reported

immediately to the County using their choice of email, fax, pager, or SMS text. This notification procedure is customizable to the County's needs.

Examples of different types of indications of MEMS-3000 non-compliance are included below. Each example relates to a user failing to take the breath alcohol test to verify their BAC.

- User Unavailable for Test – This means the user was not present or did not respond to the test summons.
- Picture Capture Failure – Picture not able to be taken due to lack of cooperation from the user.
- BAT Failed Last Retry – User did not cooperate and did not blow into straw.

*k. Breath alcohol testing should be accurate to within +/- .005%.*

The MEMS-3000 complies with this specification. Its breath-alcohol testing is accurate to within plus-or-minus .005 percent of actual blood-alcohol levels and is accepted as reliable, court-admissible evidence. There is no need to confirm the tested, measured alcohol consumption with a subsequent urinalysis test.

*l. Describe how the system is connected to the monitoring center. Describe features that allow participation if the user does not have a land line.*

The MEMS-3000 system enables remote monitoring over both landline and cellular networks. This means users without residential phone service (land-line) can still be monitored with the MEMS-3000 Cellular.

For users who have residential phone service, the most cost effective option for the County will be to have them use their analog or digital phone service to transmit all breath alcohol test results and user image data to the monitoring center. This is easily accomplished by installing the MEMS-3000 unit to the residential telephone service.

For those users who do not have residential phone service, the MEMS-3000 Cellular will allow their participation. With this cellular enabled MEMS-3000 unit, all alcohol test results and user image data is sent to the monitoring center via a secure cellular network. The cellular functionality is an additional \$2.00 per day and is noted on the bid form.

## EXCEPTIONS/CLARIFICATIONS/COMMENTS

### 7. *Option 2: At Home Alcohol Monitoring*

*b. Instrument will not activate for anyone other than the assigned user. Device will only activate immediately following digital imaging recognition.*

The MEMS-3000 system records all alcohol tests, regardless of compliance. It is possible for a subject other than the assigned user to respond to an alcohol test summons, have their digital facial picture taken, and provide a breath sample. Under this scenario, the subject's facial picture will not match the assigned user's stored facial picture, which will result in program non-compliance being reported to the County.

*d. System requires proximity sensors that shall monitor the presence of the user's face against a mask, disposable straw, or other such feature.*

The MEMS-3000 System uses digital picture verification to monitor the presence and correct positioning of the user's face. A fixed and secure mouthpiece is used to correctly position the user's face. The camera is mounted behind a two-way mirror for the purpose of positioning the client's image properly prior to sending. Proximity sensors designed to monitor the presence of the user's face against a mask are more commonly found in handheld portable breath alcohol testers and older at home alcohol monitoring systems. Vigilnet's position is that the MEMS-3000 specifications detailed above exceed the specifications listed in "d."

EQUIPMENT LITERATURE



# Continuous Alcohol Monitoring + House Arrest

## Raising the Accountability Bar

Greater accountability was one of the driving forces behind Alcohol Monitoring Systems' (AMS) evolution of SCRAM® (Secure Continuous Remote Alcohol Monitor) to SCRAM<sub>x</sub>® – which combines continuous alcohol monitoring (CAM) with house arrest technology in one device.

SCRAM<sub>x</sub> tests transdermally (“through the skin”) for alcohol every half hour around the clock – and also monitors continuously for presence in the home during court-mandated hours. By delivering a facts-based, comprehensive profile of an offender’s drinking patterns and schedule compliance to supervising authorities, the result is a more effective alternative to random testing or incarceration.

## Flexible Monitoring Options

With SCRAM<sub>x</sub>, CAM can be used by itself or combined with house arrest as needed – depending on the offense, situation, or behavior while in the program. This gives you tremendous flexibility in how you manage your offenders, and enhances their compliance to the judge’s orders. SCRAM<sub>x</sub>’s dual functionality also lets you tailor sanctions for your higher-risk offenders and better protect community safety.

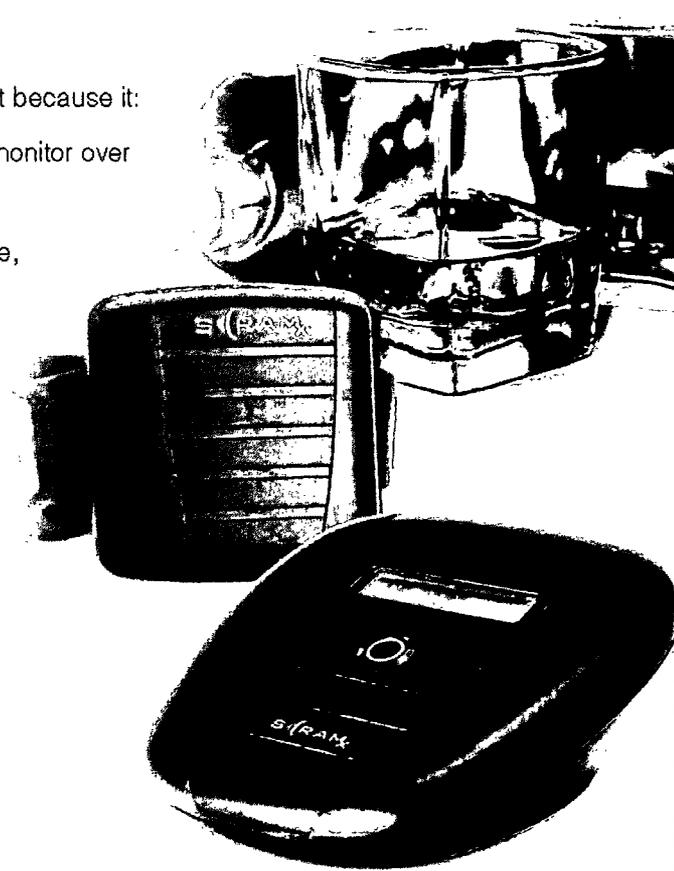
## Comprehensive Judicial Support

To further bolster accountability, AMS firmly stands behind SCRAM<sub>x</sub> results in court through our comprehensive Judicial Support Program. To date, AMS has prepared over 2,500 formal court reports that detailed the monitoring results of offenders who denied a violation. We’ve also provided court testimony in over 70 evidentiary hearings across the country, with many resulting in favorable Frye/Daubert rulings and two Appellate Court rulings.

## Leadership Advantage

SCRAM<sub>x</sub> is the industry leader in CAM and house arrest because it:

- Uses scientifically-proven transdermal technology to monitor over 150,000 offenders in 40+ states
- Has been validated by thousands of courts nationwide, with judges recognizing the device as accurate, reliable, and generally accepted
- Conclusively distinguishes between ingested and environmental alcohol
- Provides single-source admissibility, with no need for back-up tests
- Eliminates the workload redundancies of setting up and managing two separate devices



# How SCRAM<sub>x</sub> Works

## SCRAM<sub>x</sub> bracelet

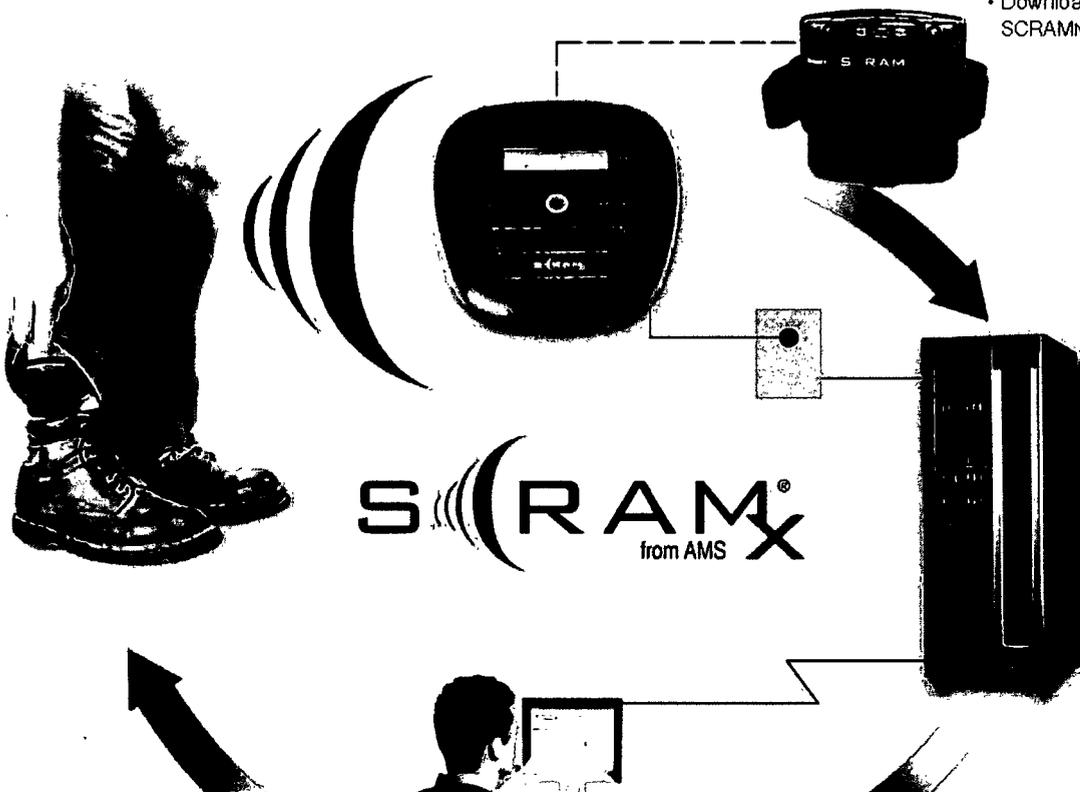
- Worn by offenders 24/7
- Performs an alcohol test every 30 minutes
- Features industry-leading, anti-tamper technology with multiple sensors
- Automatically collects, stores, and downloads alcohol data to the SCRAM<sub>x</sub> base station
  - Communicates alcohol data on a pre-determined schedule and house arrest data as events happen
  - Date- and time-stamps readings for easy reporting and analysis

## SCRAM<sub>x</sub> base station

- Plugs into an analog telephone line at the offender's home, office, or other approved location
- Uploads all available alcohol data from the SCRAM<sub>x</sub> bracelet and transmits it at a pre-scheduled time(s) each day to AMS for analysis and reporting
- Determines the presence/absence of the bracelet from a designated location to assess schedule compliance
  - Downloads alcohol reporting schedules from SCRAMNET to the SCRAM<sub>x</sub> bracelet

## Direct Connect

- Lets you connect the SCRAM<sub>x</sub> bracelet directly to an Internet-enabled computer without the need for the base station
- Enables direct communication with SCRAMNET from the bracelet to a PC or laptop via a USB cable
- Expedites installations, removals, data uploads and downloads, and other client management functions
- Lets you quickly and easily perform these tasks in the office or the field without the need for a phone line

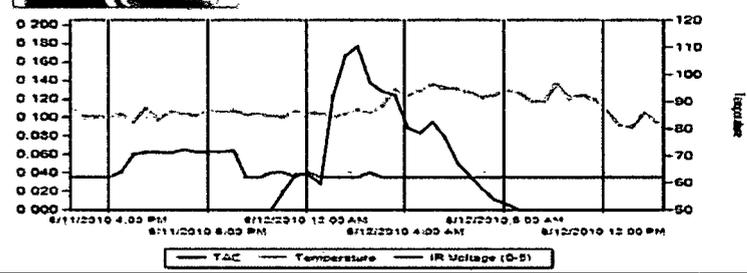


AMS

### EM Schedule Set-up

Start	End	Location	Day	Time	Event	Priority
8/11/2010	8/11/2010	Home	F	6:00 AM	Check in	1
8/11/2010	8/11/2010	Home	F	6:00 AM	Check out	1
8/11/2010	8/11/2010	Home	F	6:00 AM	Check in	1
8/11/2010	8/11/2010	Home	F	6:00 AM	Check out	1
8/11/2010	8/11/2010	Home	F	6:00 AM	Check in	1
8/11/2010	8/11/2010	Home	F	6:00 AM	Check out	1
8/11/2010	8/11/2010	Home	F	6:00 AM	Check in	1
8/11/2010	8/11/2010	Home	F	6:00 AM	Check out	1
8/11/2010	8/11/2010	Home	F	6:00 AM	Check in	1
8/11/2010	8/11/2010	Home	F	6:00 AM	Check out	1

EM enrollment and schedule set-up are very simple, and don't require dual data entry as with two separate devices



This graph depicts an attempted tamper (blue line), followed by a drinking event (black line) showing a gradual increase in alcohol, then slowly burning off

## SCRAMNET

- Central, secure repository where offender data is stored, analyzed, reported, and maintained
- Can be accessed 24/7 from any location using a standard and secure web browser
- Flags and graphically depicts any incidents of:
  - Drinking
  - Tampering/removals
  - Schedule noncompliance
  - Equipment/communication malfunctions
- Provides exception-based reporting to reduce workload and respond quickly to problem offenders
- Lets you manage data in the way that best suits your information and program needs
  - Ranges from a profile of a single event to a comprehensive report of behavior over time
  - Enables simultaneous management of numerous offenders
- Delivers professional analysis and alcohol event confirmation by AMS' expertly-trained team of Customer Support Managers (CSMs)



# MEMS 3000

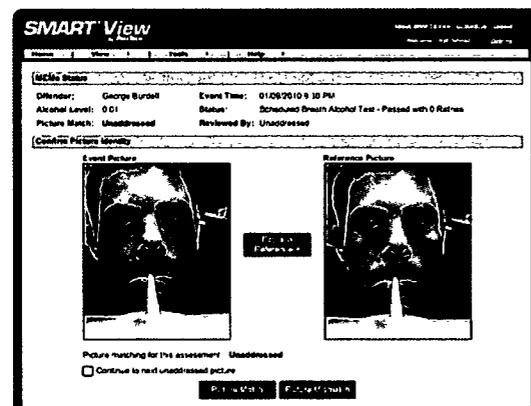
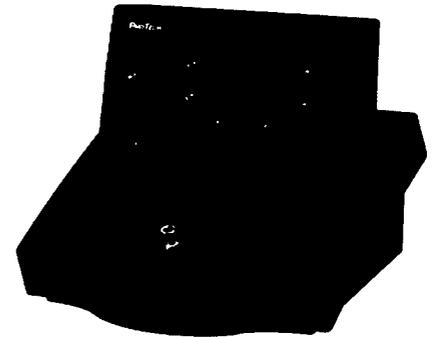
by PROTECH

The MEMS 3000 remote alcohol monitoring system measures the breath alcohol level of individuals similar to portable systems utilized by law enforcement. Results are transferred to supervising officers confirming compliance or non-compliance with the program.

The MEMS 3000 system integrates breath alcohol testing (BAT), facial recognition and radio frequency (RF) monitoring into a single home unit.

## KEY FEATURES

- ⊗ Remote alcohol monitoring via landline or cellular communication
- ⊗ Quick enrollment process
- ⊗ Reliable identity confirmation using color picture verification
- ⊗ Fast, accurate test results
- ⊗ Scheduled, random or on-demand tests with automatic retesting
- ⊗ Immediate reporting to multiple remote locations via email, SMS, fax or pager
- ⊗ Multiple tamper and malfunction alerts
- ⊗ 24-hour backup battery
- ⊗ Extended memory for test result storage
- ⊗ Fixed, secure mouthpiece



## WARRANTY INFORMATION

### ALCOHOL MONITORING SERVICE AND REPAIR

Service and Repair Policy. When installed according to instructions and so long as Service Partner continues to pay to AMS the Daily SCRAMx Services Fee for such SCRAMx Sets, AMS warrants to Service Partner that the SCRAMx Sets will function with SCRAMNET substantially in accordance with the performance parameters specified in the SCRAMx Daily Operations Guide. While the SCRAMx equipment can provide continuous home detention monitoring, it is not designed to give immediate notification of alcohol detection and AMS makes no assurances that the SCRAMx Set will detect all tamper efforts.

Exclusions from Service and Repair Policy. The above policy does not cover SCRAMx Sets that are defective due to

(i) improper use or installation, damage, accident, abuse or alteration; (ii) failure to comply with the operating and maintenance instructions set forth in the SCRAMx Daily Operations Guide; (iii) servicing of the SCRAMx Sets by anyone not previously authorized by AMS; (iv) failure of Service Partner to obtain reasonable and necessary maintenance of the SCRAMx Sets as contemplated under this Agreement; or (v) use of parts for the service or repair of the SCRAMx Sets that have not been approved in writing by AMS for use in the Products.

Sole Remedy. In the event of a breach of the above service and repair policy, AMS will, at its sole option, repair or replace the defective SCRAMx Set. THE REMEDIES EXPRESSLY STATED IN THIS SECTION 8 ARE EXCLUSIVE, AND AMS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS AND IMPLIED, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SERVICE PARTNER IS SOLELY RESPONSIBLE FOR DETERMINING THE SUITABILITY OF THE PRODUCTS AND SCRAMx SERVICES FOR SERVICE PARTNER'S OR AGENCY'S INTENDED PURPOSE.

Disclaimers of Warranties and Liability to Agencies. In any contract that Service Partner enters into with an Agency, Service Partner shall i) state that AMS makes no warranties of any kind directly to the Agency and its Participants and ii) disclaim AMS' liability for damages, whether direct or indirect, incidental or consequential, arising in connection with Service Partner's services to the Agency and Participants. Where it is the practice of the Agency to order services from the Service Partner without a written contract, Service Partner shall deliver written notice to the Agency of the foregoing disclaimers on behalf of AMS. In addition, Service Partner agrees to defend and indemnify AMS against all liability, costs, judgments, or expenses, including attorney's fees, relating to any claim made by an Agency which results from Service Partner's breach of this Section 8.5. Service Partner's obligation to indemnify AMS will survive the termination of this Agreement.

#### OEM Addresses

SCRAMx System  
Alcohol Monitoring Systems, Inc.  
1241 West Mineral Avenue  
Littleton, CO 80120

MEMS-3000  
Elmo-Tech, Inc.  
1665 Quincy Ave  
Naperville, IL 60540

## *Customer Reference List - For Oregon*

Judge Eric J. Bloch. START Court Judge, former DUII Court Judge  
Multnomah County Courthouse  
Phone: 503-988-3954  
Fax: 503-276-0964  
Email: [Eric.J.Bloch@ojd.state.or.us](mailto:Eric.J.Bloch@ojd.state.or.us)

John Dieter. Director of the DUII Intensive Supervision Program (DISP)  
Multnomah County Courthouse  
Phone: 503-988-4221  
Fax: 503-988-5818  
Email: [John.R.Dieter@ojd.state.or.us](mailto:John.R.Dieter@ojd.state.or.us)

Judge Kathleen M. Dailey. Current DISP Judge  
Multnomah County Courthouse  
Phone: 503-988-3062  
Fax: 503-276-0942  
Email: [Kathleen.M.Dailey@ojd.state.or.us](mailto:Kathleen.M.Dailey@ojd.state.or.us)

Judge Judith Matarazzo. Current DISP Judge  
Multnomah County Courthouse  
Phone: 503-988-3227  
Fax: 503-276-0949  
Email: [Judith.H.Matarazzo@ojd.state.or.us](mailto:Judith.H.Matarazzo@ojd.state.or.us)

Judge Christopher J. Marshall. STOP/Drug Court Judge  
Multnomah County Courthouse  
Phone: 503-988-3274  
Fax: 503-276-0951  
Email: [Christopher.J.Marshall@ojd.state.or.us](mailto:Christopher.J.Marshall@ojd.state.or.us)

David Rice. Probation/Parole Officer  
Clackamas County, specializing in DUII caseload  
Phone 503-655-8759  
[DavidRic@co.clackamas.or.us](mailto:DavidRic@co.clackamas.or.us)

Stephanie Miller. Union County Drug and DUII Court Coordinator  
Phone: 541-962-9500 ext 2247  
Email: [Stephanie.Miller@ojd.state.or.us](mailto:Stephanie.Miller@ojd.state.or.us)

Judy Dawson. Electronic Monitoring Program Manager  
Deschutes County Parole and Probation  
Phone: 541-330-8266  
Fax: 541-317-3139  
Email: [Judy\\_Dawson@co.deschutes.or.us](mailto:Judy_Dawson@co.deschutes.or.us)

# Deb Houghtaling

Fred Uhe  
Chief Deputy

# Sarpy County Clerk

Renee Lansman  
Assistant Chief Deputy

---

1210 Golden Gate Drive • Papillion, Nebraska 68046-2895  
Phone: 402-593-2105 • Fax: 402-593-4471 • Website [www.Sarpy.com](http://www.Sarpy.com) • Email: [Clerk@sarpy.com](mailto:Clerk@sarpy.com)

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July 14, 2011

iSECUREtrac Corporation  
Vicki Anzalone  
5078 South 111<sup>th</sup> Street  
Omaha NE 68137

RE: Alcohol Monitoring for Adult Pre-Trial Services

Action by the Sarpy County Board on July 12, 2011 is as follows:

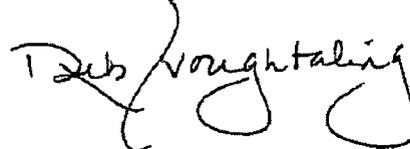
Public Hearing and Resolution 2011-221: Award bid for alcohol monitoring for Adult Pre-Trial Release. Beth Cunard, Purchaser

**MOTION:** After a public hearing, Nekuda resolved, seconded by Warren, to approve the resolution and accept the low bid of Vigilnet America, LLC for Option 1: continuous Alcohol Ankle Monitoring in the amount of \$6.95 per day for equipment supply and support and \$9.95 for full service monitoring and the low bid of iSECUREtrac Corporation for Option 2: At Home Alcohol Monitoring in the amount of \$3.50 for landline monitoring and \$4.50 for cellular monitoring. Ayes: Thompson, Richards, Nekuda & Warren. Nays: None. Absent: Hike.

Please find enclosed two (2) originals of the subject agreement which have been approved and signed by the Chairman of the Board. Upon completion, please provide one original for Sarpy County records.

**Mail to:** Sarpy County Clerk  
Attn: Kendra Koehler  
1210 Golden Gate Dr.  
Papillion NE 68046-2895

Sincerely,



Deb Houghtaling  
Sarpy County Clerk

Enclosures (2)  
DH/kk

## **AGREEMENT**

This Agreement is entered into by and between the County of Sarpy in the State of Nebraska a body politic and corporate and hereinafter County and iSECUREtrac Corporation hereinafter Vendor

WHEREAS County is desirous of contracting for Alcohol Monitoring for the Sarpy County Adult Pre Trial Release and

WHEREAS the Vendor has been awarded this Agreement as a result of the bid made by Vendor in response to the Specifications and Request for Proposals prepared by County

NOW THEREFORE for and in consideration of the declarations and mutual promises and covenants contained herein the County and Vendor agree as follows

### **I DUTIES OF VENDOR**

- A** Services to be rendered by Vendor under this Agreement shall be all those services necessary and proper for the installation and materials for Alcohol Monitoring in conformity with each and every term condition specification and requirement of the Bid Specifications and the Bid submitted by the Vendor
- B** All provisions of each document and item referred to in Paragraph A above shall be strictly complied with the same as if rewritten herein and in the event of conflict among the provisions of said documents the provisions most favorable to the County shall govern
- C** Prior to the commencement of any work Vendor will place on file with the Sarpy County Clerk the required certificates of insurance if applicable
- D** The Vendor agrees to comply with the residency verification requirements of Neb Rev Stat §4 108 through §4 114 The Vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 8 U S C 1324a known as the E Verify Program or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee

If the Vendor is an individual or sole proprietorship the following applies

- 1** The Vendor must complete the United States Citizenship Attestation Form available on the Department of Administrative Services website at [www.das.state.ne.us](http://www.das.state.ne.us)

- 2 If the Vendor indicates on such attestation form that he or she is a qualified alien the Vendor agrees to provide the U S Citizenship and Immigration Services documentation required to verify the Vendor s lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program
- 3 The Vendor understands and agrees that lawful presence in the United States is required and the Vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb Rev Stat Sect 4 108

E Vendor will submit an invoice to County for work completed based on the amounts specified in Vendor s bid Such invoices shall be submitted to

Adult Pre Trial Release  
1261 Golden Gate Drive Ste 7w  
Papillion NE 68046

F The County and Vendor hereto specifically acknowledge stipulate and agree that each and every term of the Bid Specifications and the Vendor s bid constitutes an essential term of this Agreement and that therefore any violation of any term condition provision or requirement constitutes a material breach hereunder for which County shall have every right under the law to terminate this Agreement and obtain any and all relief necessary

## II DUTIES OF COUNTY

In return for full faithful and diligent rendering of services set forth above County agrees to pay to Vendor the amount specified in Vendor s bid upon submission of the required invoice and satisfactory completion of all required work

## III BREACH

Should Vendor breach violate or abrogate any term condition clause or provision of this agreement the County shall notify Vendor in writing that such an action has occurred If satisfactory provision does not occur within ten (10) days from such written notice the County may at its option terminate this agreement and obtain an alternate provider to provide all required materials This provision shall not preclude the pursuit of other remedies for breach of contract as allowed by law

## SAVINGS CLAUSE

This Agreement shall be interpreted construed and enforced under the laws of the State of Nebraska It is understood and agreed by the County and Vendor hereto that if any part term condition or provision of this Agreement is held to be illegal or in conflict with any law of the State of Nebraska or of the United States the validity of the remaining parts terms conditions or provisions shall not be affected and the rights

and obligations of the County and Vendor shall be construed and enforced as if the Agreement did not contain the particular part term condition or provision held to be invalid

#### SCOPE OF AGREEMENT

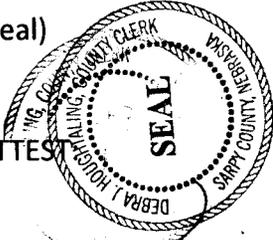
This Agreement along with the Bid Specifications and Bid by Vendor contains the entire Agreement between the County and Vendor and there are no other written or oral promises contracts or warrants which may affect it This Agreement cannot be amended except by written agreement of both the County and Vendor Notice to the County and Vendor shall be given in writing to the agents for each party named below

County	Ms Debra Houghtaling Clerk of Sarpy County 1210 Golden Gate Drive Papillion NE 68046
Vendor	iSECUREtrac Corporation 5078 S 111th Street Omaha NE 68137

IN WITNESS WHEREOF, we the contracting parties, by our respective and duly authorized agents, hereto affix our signatures and seals in duplicate this 12<sup>th</sup> day of July, 2011.

(Seal)

ATTEST



Debra J. Houghtaling  
Sarpy County Clerk

COUNTY OF SARPY, NEBRASKA,  
A body Politic and Corporate

Tom Richard  
Chairperson 7/12/11  
Sarpy County Board of Commissioners

Vendor: \_\_\_\_\_

By: Lincoln Zehre  
Title: CFO

Attest:

Kund  
Witness

\_\_\_\_\_

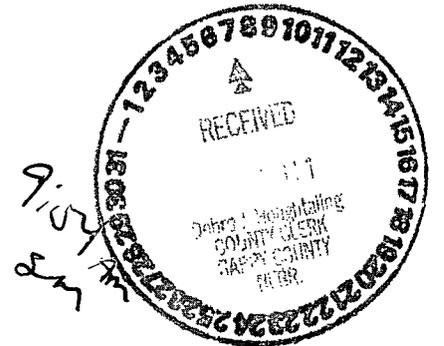


5078 South 111<sup>th</sup> St.  
Omaha, NE 68137  
402.537.0022

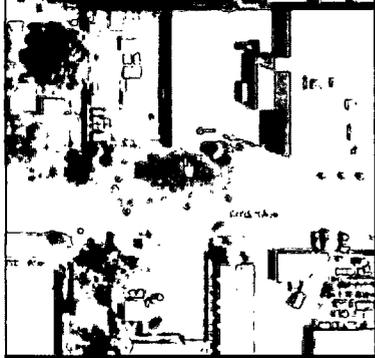
Monitoring Compliance ~ Modifying Behavior

SEALED BID - ALCOHOL MONITORING

July 7, 2011 - 2:00 PM



Debra Houghtaling  
Sappy County Clerk's Office  
1210 Golden Gate Dr



*iSECUREtrac*



*Monitoring Compliance. Modifying Behavior*

# SPECIFICATIONS – ALCOHOL MONITORING FOR ADULT PRE-TRIAL RELEASE PROPOSAL

## SARPY COUNTY, NE

DUE: JULY 7, 2011

ORIGINAL



July 6, 2011

Deb Houghtaling  
Sarpy County Clerk's Office  
1210 Golden Gate Drive  
Papillion, Nebraska 68046

**RE: Alcohol Monitoring for the Adult Pre-Trial Release Program**

Dear Evaluation Committee Members:

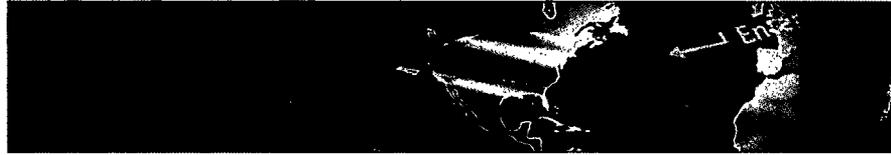
Thank you for giving iSECUREtrac the opportunity to submit information regarding our systems and services in response to the Sarpy County Request for Proposals for Alcohol Monitoring.

Our goal is to provide Sarpy County with the best technology and personnel for operating an electronic monitoring program utilizing alcohol monitoring technology.

iSECUREtrac is committed to providing quality services and an unequalled responsiveness to your agency's needs. You will find no better service than that provided by our Project Team, experienced IT department, and 24-hour Solution Center. As you review our references, you will see we have extensive experience with assisting agencies who are responsible for the community supervision of the target populations listed in the RFP.

iSECUREtrac can provide Sarpy County with a complete electronic monitoring solution. Our RFP response provides detailed information on the capabilities of our hardware, software, and services. Some of the unique advantages you will find with us include:

- Rugged and technically advanced offender monitoring devices that have been extensively field tested and are in use in major electronic monitoring programs.
- Our web-based, user-friendly software provides easy, yet secure, access to client monitoring data to assist field agents and their supervisors in their management of program participants. Users can manage multiple types of EM systems by using our single integrated platform.
- Our equipment is continuously being updated to meet the changing needs of agencies and incorporating the latest technology advancements.
- Lastly, iSECUREtrac is proud to be your local vendor. Our corporate office is in Omaha, NE where our executive team, IT staff, warehouse, 24-hour Solution Center and the regional Account Manager are based. Having such access to your vendor is a huge advantage to the County.



The following pages highlight our products and services and the level to which we meet or exceed the requirements for your program's success in the community supervision of program participants. We are eager and willing to provide the products and services set forth within the terms and conditions of this RFP. We look forward to a opportunity to participate in the Product Demonstration phase. This is an important component of an evaluation to ensure what is promised in a proposal can actually be accomplished. We have proven to be a superior solution in side-by-side testing with other vendors' systems.

Please let us know how iSECUREtrac may serve you best. Thank you for your time and consideration.

Sincerely,

**Point of Contact**

*Vicki Anzalone*

Vicki Anzalone  
Vice President of Operations

iSECUREtrac Corporation  
Main Office: 5078 S. 111<sup>th</sup> St  
Omaha, NE 68137  
402-537-2908 (phone)  
402-537-9847 (fax)  
[salesrfp@isecuretrac.com](mailto:salesrfp@isecuretrac.com)  
5/5/2011

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## Executive Summary

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Thank you for giving iSECUREtrac the opportunity to submit information regarding our systems and services in response to your RFP for Alcohol Monitoring Equipment and Services to support the Sarpy County Adult Pre-Trial Release population. Our goal is to continue providing the County the best technology and personnel for operating an electronic monitoring program.

iSECUREtrac is committed to providing quality services and an unequaled responsiveness to the needs of Sarpy County. You will find no better service than that provided by our Project Team, experienced IT department, and 24-hour Solution Center.

iSECUREtrac can provide Sarpy County a complete electronic monitoring solution. Our RFP response provides detailed information on the capabilities of our hardware, software, and services. Some of the unique advantages you will find with us that address some of your goals for these tools include:

- **User-Friendly:** Our web-based, user-friendly software provides easy, yet secure, access to client monitoring data to assist field agents and their supervisors in their management of probationers and parolees. Users can manage multiple types of EM systems by using our single integrated platform.
- **Court Admissible Evidence:** iSECUREtrac integrates visual client verification with in-home Breath Alcohol Testing for conclusive and court admissible evidence of compliance. An on-board camera utilizes infrared LED's to enable accurate participant identification even in near dark conditions. The iSECUREtrac system detects breath alcohol levels within +/-0.005% accuracy of actual blood alcohol levels.
- **Cost Efficient:** You will find our pricing to be very competitive, an important consideration in today's budget climate.
- **Non-Labor Intensive:** Our hardware is easy to install. Simply capture a reference picture and deep lung sample and avoid having to go through the steps of voice verification and biometric matching. Our web-based system, tracNET24, is an industry leader in easy-to-use reporting and notification tools.
- **Quality Customer Support:** Many agencies realize that customer support is key. We understand that by offering powerful technology to customers, we have a responsibility to offer unprecedented customer support and service. Because of this, Our Solution Center is staffed continuously and available 24/7/365 toll-free and at no additional charge for assistance. With our headquarters and warehouse being based in **Omaha**, we can provide Sarpy County with support for all facets of your programs.

Balancing human resources and budgetary limitations are among the largest challenges facing programs today. Our experience in working with community supervision agencies is that **the human infrastructure is the foundation supporting the technology infrastructure**. We understand that customer support is absolutely pivotal. **We have evolved from a technology-focused company to a full-service group.**

The following pages highlight our products and services and the level to which we meet or exceed the requirements for your program's success in the community supervision of clients. We welcome the opportunity to clarify any EM-related issue and to provide equipment and service demonstrations for your consideration. Please let us know how iSECUREtrac may serve you best. Thank you for your time and consideration.

## **1. Scope of Services**

*Sarpy County is seeking proposals for at home and continuous ankle alcohol monitoring devices. Vendors may bid on one or both monitoring devices. Sarpy County reserves the right to award the bid to multiple vendors.*

Acknowledged and understood.

*Throughout the contract term, Sarpy County reserves the right to add additional departments into this agreement under the same terms and conditions.*

Acknowledged and understood.

*Vendors must meet the minimum specifications set here within. Exceptions must be listed on the appropriate form.*

Acknowledged and understood.

*The Vendor shall be required to furnish all materials, equipment and/or services necessary to perform contractual requirements. Materials and workmanship in the construction of equipment for this Agreement shall conform to all codes, regulations and requirements for such equipment, specifications contained herein, and the normal uses for which intended. Materials shall be manufactured with the best commercial practices and standards for this type of equipment.*

Acknowledged and agreed. Specific equipment descriptions will follow throughout this response.

*The Vendor must provide software, monitoring units, batteries, tools and any other equipment necessary for a turn key solution. Vendor shall also provide all software necessary to allow Sarpy County personnel to manage client's data schedule through the use of a web browser.*

Acknowledged and agreed. Specific software information is described throughout this response.

## **2. Reports**

*Please describe the capability of producing reports. Include report examples.*

Numerous standard reports are available in tracNET24. tracNET24 is our proprietary software platform. Reports can be utilized in customized ways by using built-in features such as timeframes and event filters. tracNET24's built-in reports are designed to be interactive, rather than static. Reports have been designed to give agency personnel the information they want, how they want it, in an easy-to-read format, in as little time as possible.

Standard reports include, but are not limited to, the following:

- **History Report** – This is a fully customizable report that allows the user to view any combination of logged events, violations, and data transfers. A particularly useful feature is the history report's ability to filter results, allowing the user to see only specific events. This is a powerful tool for troubleshooting and analysis.
- **Assignment Report** – This provides a quick view of the offender assigned to what particular serial number of the equipment or which offender is assigned to a specific agent.
- **Violation Report** – This provides a display of only violations for a selected offender, unit #, unit type, violation and time of violation, offender's home phone number, what type of notification was selected for the particular violation, etc.
- **Call Problem Report** – This provides a display of the "Phone Connect Landline Fail" signals and "Phone Connect Landline Fail Clears" signals the offender had for the specified time frame.
- **Active Unit Report** – This provides a display of all the "active" units of an agency along with the type of unit (cellular or non-cellular). It will also display if a unit is "enabled" or available for use, out of service, etc.
- **GPS Losses** – This provided a display of all "GPS Signal Loss" and "GPS Signal Loss Clear" violations, along with the "Removed from Base" and "Inserted In Base" violations to determine if the unit was in or out of the base at the time of the signal loss.
- **Violation Notes** – This report lists all violations and any notes that were entered in association with the violation. The report details the offender's name, PTU ID, unit type, violation, violation date/time, number of notes, the type of notification performed, and the actual notes that were entered.
- **Current Statuses** – Gives the user an overview of all offenders assigned to him/her and provides an easy-to-use graphical snapshot of current violation statuses. This is useful for rapidly determining which offender needs prioritized attention.

### 3. **Vendor Responsibilities**

*The Vendor shall provide all necessary tools, straps and other accessories, including battery replacements, attaching and/or removing the participant's devices. Vendor must detail how lost, damaged, malfunctioning or stolen equipment by participants will be handled. Pricing for lost or damaged equipment to be provided on the Bid Form.*

iSECUREtrac will fully comply with these requirements. In the event of lost, damaged, malfunctioning and/or stolen equipment, iSECUREtrac will replace said equipment within 24 hours. We have detailed pricing for lost or damaged equipment on the Bid Form.

*The Vendor shall provide technical services on a toll free basis during the entire contract period at no additional cost to Sarpy County. The Vendor may be asked to provide on-site support and installation of devices. The Vendor shall provide initial training and in-service or advanced training as deemed necessary and/or appropriate by the Vendor and/or Sarpy County, to accommodate equipment changes or modifications.*

iSECUREtrac will fully comply with these requirements.

*Sarpy County will keep one (1) or two (2) units on shelf, this cost should be defined on the Bid Form. Vendor must overnight delivery all units 365 days a year. Shipping will be at no additional cost to the County.*

Acknowledged and understood. iSECUREtrac will fully comply with these requirements.

*Nearest warehouse where product will be shipped from:*

Omaha, NE

*The Vendor shall provide enough monitoring units for daily usage. The Vendor shall provide units on an as needed basis for the prices set forth in the Bid Form. Currently, Sarpy County has no at home alcohol monitors and thirteen (13) continuous alcohol ankle monitors. The average number of days of participation varies from seven (7) to sixty one (61) or longer. These numbers should be used as an estimate only. Sarpy County does not guarantee a minimum or maximum number of units in use.*

Acknowledged and understood. iSECUREtrac will comply with any and all County equipment supply requirements.

*Should technological advances occur, such advances shall be communicated to Sarpy County. Said advances shall be provided to Sarpy County upon our request. Additionally, as equipment upgrades become available throughout the life of the contract, such equipment upgrades shall be made available to Sarpy County. Sarpy County has the option throughout the life of the contract to add any services offered by the Vendor.*

Acknowledged and understood. iSECUREtrac will fully comply with these requirements.

*On request, Sarpy County may request the Vendor to give an on-site demonstration to the evaluation committee, at no additional cost to Sarpy County, of the proposed system prior to award. The demonstration should include the proposed equipment.*

iSECUREtrac would welcome such a request.

#### **4. Statement of Qualifications**

*Please provide the following information within your proposal:*

- a. *Organization and staff experience: Vendor must describe their qualifications and experience to perform the work described in this RFP. Information about experience should include direct work with the specific subject matter including years in business, number of employees, and total sales for the past three (3) years. Include resumes of key staff who will work directly with Sarpy County.*

iSECUREtrac was founded in 1986 as Advanced Business Sciences (ABS) to provide satellite and wireless solutions for tracking, monitoring and reporting of individuals and assets. We entered the electronic monitoring market in 1994 to offer ABS ComTrak their first GPS product for offender tracking.

In December of this same year we applied for our first patent "apparatus and method for continuous electronic monitoring and tracking of individuals".

During the first few years as a company, iSECUREtrac heavily invested in developing our data processing architecture and our application software (currently known as tracNET24), as well as our field tracking equipment. iSECUREtrac was founded to develop an advanced data and communications computing architecture designed specifically to deliver reliable and robust application solutions for high-capacity tracking and processing of data from mobile devices. With the computer architecture and data processing application structure in place, we focused on offender monitoring and tracking solutions for criminal justice and community corrections programs. The foundation of iSECUREtrac's experience pertains to the management of offender tracking data and the provision of customized reporting with processing capabilities that support and enhance an agency's operations.

tracNET24 is widely regarded as the most advanced, in-depth, easy-to-use, and customizable EM application in the marketplace. This is a direct result of listening to customers, immersing ourselves in the corrections industry, and cooperating closely with industry experts. tracNET24 represents a minimum of 150,000 hours of software development.

Early in 1996 we became the first company to install GPS tracking products for use in tracking juveniles in Council Bluffs, IA. We later procured Tracking Systems Corporation (TSC) in 2003. Prior to the expansion, TSC was one of the main EM providers in the United States, with approximately 11 years of in-field experience and EM services provision. In addition to GPS tracking (both passive and active systems), iSECUREtrac provides 24/7/365 monitoring services with a fully integrated line of GPS, House Arrest, and Breath Alcohol Monitoring systems.

Our product development management and engineers have 60 years combined experience in GPS offender tracking plus another 180 years in related fields. The experience of our software development is unmatched in the industry. Very few companies have ever had in-house software application development staff – and even fewer have in-house software engineers to implement application enhancements and make general software improvements.

### **Project Personnel**

iSECUREtrac will provide staffing for the provision of the services outlined in the County's RFP. Our staff is well-qualified and highly trained to perform the duties required for a smooth implementation and ongoing operation of your program. Our experienced Project Team will ensure the timely completion of the "Scope of Work", manage the project and accomplish the required objectives within 30 days of being awarded the contract.

The initial Program Team to be assigned to the County upon the final award of the contract is as follows:

- Vicki Anzalone, Vice President Of Operations
- Melissa Starr, Director Of Customer Support

- Chris Williams, Omaha Based Account Manager
- Angela Bender, Implementation Manager
- Steven Rains, Customer Support Trainer
- Kristine Larkin, Solutions Center Manager
- Chris Backhaus Operations Manager
- Kim Reed, Administration And Finance Team

### **Senior Management**

#### **PETER A. MICHEL, President & CEO**

Mr. Michel is an accomplished senior executive with a career distinguished by achievement in both business and government. Mr. Michel has led several technology-based service companies as Chief Executive Officer. He is a recognized leader in the security services industry, and was formerly CEO of Brink's Home Security. During his tenure there, Mr. Michel transformed the company from a \$26 million security firm to a \$258 million leader in high-tech home protection services, supporting over 700,000 households in more than 100 markets and 42 states. Mr. Michel established Brink's Home Security as the industry's service and quality leader and achieved record operating profits for 12 years in a row. Earlier in his career, Mr. Michel refined his skills in general management, strategy and marketing as a top strategic planner for Penn Central, American Standard and Gulf Oil. Mr. Michel has chaired five not-for-profit boards and served as Chairman of the Homeland Security Advisory Council of the Security Industry Association. His public sector experience includes serving as a policy-level executive in the Federal government, including time on the White House Staff. Earlier he served as a seagoing naval officer. Mr. Michel earned a Master's degree in Public Administration from the University of Virginia and a Bachelor's degree in Political Science from Colgate University.

#### **LINCOLN ZEHR, Chief Financial Officer**

Mr. Zehr provides a wealth of global finance, administration and accounting experience to iSECUREtrac. Over the course of the last 12 years, Zehr held a variety of positions with MDS Pharma Services, a division of MDS Inc. based in Toronto Canada. His positions included Controller – North American Operations, Director of Divisional Finance and Sr. Director of Finance for Early Clinical Operations. His career highlights at MDS include leading the controls design and implementation of Sarbanes-Oxley for North American operations, leading due diligence teams and post-acquisition integration for two North American acquisitions, and assisting in post-acquisition integration of a multi-million dollar global acquisition. He was also responsible for the full-scale design and implementation of a mid-level ERP system encompassing 35 locations, 18 countries, and multiple currencies. In addition, Zehr worked in public accounting for nine years with Baird, Kurtz & Dobson in Lincoln, Nebraska.

## **VICKI ANZALONE, Vice President of Operations**

Ms. Anzalone is responsible for all sales and customer support activities including the Solutions Center, training and account service. Prior to joining iSECUREtrac, Ms. Anzalone was VP Operations for Giftcertificates.com where she provided strategic oversight, development and coordination of operational functions including product delivery, inventory management, fulfillment and customer/corporate service. With over 20 years experience in operations and finance, Ms. Anzalone has a demonstrated expertise in raising customer service levels and enhancing operational efficiency. During the course of her career, Ms. Anzalone has held senior positions in national and regional firms like ADP, World Media Company, Inc. and ITI Marketing Services where she led efforts to build and staff more client-focused and efficient service delivery infrastructures.

### **Project Management Team**

#### **CHRIS WILLIAMS, Omaha Based Account Manager**

Mr. Williams is responsible for ensuring a high level of customer satisfaction, working with various industry groups within the criminal justice industry, establishing and maintaining industry contacts, assisting with the planning of day to day agency operations, attending trade shows, developing new business, knowledge of grants, contracts and other customer service operations. Prior to joining iSECUREtrac in July 2009, Mr. Williams completed a 6 month internship with Monroe County Probation and specialized in juvenile and adult probation. Mr. Williams graduated from Lock Haven University with a Bachelors degree in science majoring in Criminology.

- b. References: Submit three references from current customers, preferably local governments with similar needs as Sarpy County. For the sake of this RFP, current is defined as customers within the past two (2) years. Provide complete contact information.*

Our references can be found on the Bid Form within this document.

- c. Literature: Vendor shall attach detailed specifications or advertising literature of systems to the bid form. Any government information necessary to show compliance with these requirements not given on the attached advertised data sheets shall be supplied in writing and attached to the bid proposal. Lack of sufficient information supplied with a proposal is cause for automatic rejection of such bid.*

Specific product information can be found in the ATTACHMENTS section of this document.

- d. Deviations: Once the bid has been accepted by Sarpy County, no deviations from the specifications will be accepted without prior written approval of Sarpy County.*

Acknowledged and understood.

- e. *Exceptions: These specifications are minimum acceptable specifications. You may bid other than what is specified if it is of higher specification than what is requested. Vendor must list any exceptions to the bid specifications on the bid form.*

Acknowledged and understood.

## **Technical Specifications**

### **1. Technical Assistance**

*The proposed monitoring must include, at a minimum, the following:*

- a. *Vendor must be capable of performing expert on-site service (via telephone); capable of dispatching expert technicians to the field in the event electronic diagnosis or replacement of components fails to solve the problem.*

Sarpy County will have toll-free 24/7/365 access to our Solutions Center to assist with most service-related issues. In those cases where a phone call will not resolve the issue, iSECUREtrac will dispatch a trained professional to the County site to assist with problem resolution. Due to our close proximity to County, we pledge same day service.

- b. *Submit a copy of the training procedures/process.*

A description of our Training process can be found in the ATTACHMENTS section of this document.

- c. *Vendor must be able to respond to equipment and system issues, including installation issues 24/7/365. Expert technical support and services available via a toll free phone line or a physical presence of an expert technician on-site when problems cannot be resolved by either telephone consultation or replacement of equipment.*

iSECUREtrac will fully comply with these requirements.

- d. *Response time for on-site, on-call maintenance is one (1) hour via phone, twenty four (24) hours when physical presence is required. Replacement equipment response time is forty eight (48) hours.*

Acknowledged and understood.

### **2. Reports**

- a. *Vendor to list available standard reports that can be generated from the software.*

As stated earlier in this document, numerous standard reports are available within tracNET24. tracNET24 is our proprietary software platform. Reports can be utilized in customized ways by using built-in features such as timeframes and event filters. tracNET24's built-in reports are designed to be interactive, rather than static. Reports have been designed to give agency

personnel the information they want, how they want it, in an easy-to-read format, in as little time as possible.

Standard reports include, but are not limited to, the following:

- **History Report** – This is a fully customizable report that allows the user to view any combination of logged events, violations, and data transfers. A particularly useful feature is the history report’s ability to filter results, allowing the user to see only specific events. This is a powerful tool for troubleshooting and analysis.
- **Assignment Report** – This provides a quick view of the offender assigned to what particular serial number of the equipment or which offender is assigned to a specific agent.
- **Violation Report** – This provides a display of only violations for a selected offender, unit #, unit type, violation and time of violation, offender’s home phone number, what type of notification was selected for the particular violation, etc.
- **Call Problem Report** – This provides a display of the “Phone Connect Landline Fail” signals and “Phone Connect Landline Fail Clears” signals the offender had for the specified time frame.
- **Active Unit Report** – This provides a display of all the “active” units of an agency along with the type of unit (cellular or non-cellular). It will also display if a unit is “enabled” or available for use, out of service, etc.
- **GPS Losses** – This provided a display of all “GPS Signal Loss” and “GPS Signal Loss Clear” violations, along with the “Removed from Base” and “Inserted In Base” violations to determine if the unit was in or out of the base at the time of the signal loss.
- **Violation Notes** – This report lists all violations and any notes that were entered in association with the violation. The report details the offender’s name, PTU ID, unit type, violation, violation date/time, number of notes, the type of notification performed, and the actual notes that were entered.
- **Current Statuses** – Gives the user an overview of all offenders assigned to him/her and provides an easy-to-use graphical snapshot of current violation statuses. This is useful for rapidly determining which offender needs prioritized attention.

*b. Reports should be able to be emailed by the County to other agencies.*

Sarpy County will have the ability to easily email iSECUREtrac reports to other agencies.

### **3. Repair Facility**

- a. Vendor shall provide a list of authorized factory repair facilities, which will honor the warranty of items on the Contract. This list will include the facilities names, addresses, telephone numbers, contact persons, and email addresses. Evidence showing qualification of each facility to perform maintenance must be included.*

iSECUREtrac designs and builds all of its patented equipment. As such, we also repair and refurbish all equipment within our corporate headquarters building located in Omaha, NE. Our specific address is: 5078 South 111<sup>th</sup> Street, Omaha, NE.

#### **4. Vendor's Representative**

- a. *For the life of the contract, the Vendor shall provide the name, address, phone number and email address for a direct representative that will be the primary point of contact for the County. This person should be available during normal business hours.*

As mentioned earlier, iSECUREtrac anticipates naming Chris Williams as Sarpy County's Account Manager and primary contact. Chris' contact information is listed below:

Chris Williams  
402.361.2063 (office)  
402.350.9731 (mobile)  
[cwilliams@isecuretrac.com](mailto:cwilliams@isecuretrac.com)

#### **5. Monitoring Facility**

- a. *The monitoring center shall be staffed 24/7/365 and located in a secure venue.*

iSECUREtrac's monitoring center is absolutely staffed 24/7/365 – and is located in a secure facility.

- b. *The monitoring center shall be equipped with an identical backup computer.*

iSECUREtrac is very deliberate about data security and preservation, and puts systems, personnel, and procedures in place to prevent data loss and system interruptions. Our electronic monitoring systems are supported by multiple levels of redundant servers, communications equipment and networking/power/security systems. These technical components are completely unseen to customers, but are pivotal in the continued reliability of our systems and give our customers extra piece of mind. A security plan, disaster recovery plan, technical support personnel, and escalation protocols are in place to resolve system issues ranging from the most trivial to the most mission-critical.

- c. *Describe the monitoring center, back up facility, UPS usage, etc.*

iSECUREtrac's Customer Support is available at no additional charge, toll-free, to our customers 24/7/365 with no exceptions. Agency personnel may use our toll-free line for assistance with any system problem.

The Monitoring Center is staffed continuously, with adequate back-ups for each position to provide emergency coverage in case of illness, vacation or job vacancy. All management and key personnel are equipped with pagers, and are on-call 24 hours per day for immediate resolution of any emergency situations.

iSECUREtrac's off-site data center is located in Omaha, NE, just a few miles away from Strategic Air Command, a failsafe location for the U.S. government and military. Why is this noteworthy? Because of the strategic implications, Omaha rests on a major hub of fiber optic and communication lines. Bandwidth is virtually unlimited and connectivity is guaranteed.

Costing over \$70 million, this facility provides the highest level of physical/network security, power and network redundancy, and accessibility. The likelihood of the data center experiencing downtime is extremely remote. In the event of a system failure, the on-call officer will be notified by the Customer Support Center.

From a network standpoint, the Omaha data center has multiple bandwidth providers terminating at separate central offices, tape rotation and off-site storage. The fiber optic communication lines enter the facility from two separate directions, encased in four feet of concrete. Light is provided by multiple vendors. Facility engineers are always on site and available.

To help ensure against data loss, the entire tracNET24 production environment is redundant. Data stored on servers and shared storage devices utilize RAID 1 for hard disks to eliminate a single point of failure.

## **6. Option 2: At Home Monitoring**

- a. *Device must verify identity of the appropriate user by utilizing a digital image recognition verification process. User's location and time of testing must also be identified.*

Our breath alcohol testing system uses visual verification to authenticate a client's identity, even in near-dark conditions. This ensures that the test corresponds to the appropriate individual and is more difficult for a client to circumvent than standard voice verification software. Other testing services that use only voice verification run the risk of circumvention by a client passing the voice test, then having a different person submit a breath sample by inserting a straw into the testing unit and exhaling. Visual verification provides indisputable proof of an individual's identity to the supervising officers and to the court. The only control accessible to the participant is the BAT button. The participant is guided through the breath test via a voice prompt on the telephone line and by observing the colored LED, which indicates, WAIT when red and READY when flashing green.

- b. *Instrument will not activate for anyone other than the assigned user. Device will only activate immediately following digital image recognition.*

As mentioned earlier, iSECUREtrac provides equipment for remote alcohol monitoring; the MEMS breath alcohol monitoring systems enable a client's breath alcohol levels to be tested remotely, rather than requiring an on-site test. These systems use visual verification to authenticate the client's identity, even in near-dark conditions. This ensures that the test corresponds to the appropriate individual and is more difficult for a client to circumvent than standard voice verification software or tamper detection systems. iSECUREtrac's system is one of the few in the industry that provides monitoring data that is admissible in court, rather than requiring additional testing.

- c. Instrument must be capable of taking a deep lung sample from the user's breath and compare it to a calibrated breath alcohol standard which is stored in the system's memory. The user must blow for a minimum amount of time to ensure the air is captured from the deep lungs. Vendors to describe this process within their proposal.*

When instructed, the participant presses the BAT button on the MEMS 3000 HomeStation, which will cause a red LED to come on while the Breath Test Interface (BTI) conducts a purge cycle. At the end, the red LED goes out, a green LED begins to flash, and a ready tone is given.

The subject is then required to blow into the breath sampling port with a typical drinking straw using sufficient force to cause the green LED to become steady and a tone to be heard for at least 4.5 seconds. After this, a separate (end breath sampling) tone will be heard and the green LED will go out. The breath sample is then analyzed for alcohol content and the results transmitted via the telephone modem.



If the subject does not complete the breath sample properly, either by stopping the flow of breath or blowing too softly, an abort tone will be heard and the red LED will come on again. Ten (10) seconds later the green LED will begin to flash and the ready for test tone will be heard.

- d. System requires proximity sensors that shall monitor the presence of the user's face against a mask, disposable straw, or other such feature.*

The subject is required to blow into the breath sampling port with a typical drinking straw.

- e. Tamper detection features shall exist to ensure County receives accurate information. Alerts should include phone, case and power.*

The MEMS 3000 provides such tamper features. iSECUREtrac will comply with any alert protocols Sarpy County requires.

- f. Device shall be battery operated. One charge must be sufficient to last twelve (12) hours including two (2) alcohol tests.*

The MEMS 3000 has battery-backup which will last up to 40 hours.

- g. System must not respond to natural gas or acetone.*

The MEMS 3000 will NOT respond to natural gas or acetone.

- h. Instrument shall automatically prompt the user to take voice and alcohol tests.*

The MEMS 3000 can be configured to alert the participant via an electronic prompt.

- i. *Instrument shall allow for scheduling of tests in a variety of ways including: random generation by computer, determined and scheduled by County, and conducted on an “on demand” basis by the County.*

The system tests the client on a scheduled, random, or on-demand basis, giving him clear instructions.



The participant blows into a common drinking straw inserted in the monitoring unit while a camera

on the unit photographs the participant. Breath alcohol test data and photographs are sent electronically to iSECUREtrac’s Solution Center. The client’s identity is then compared with the original reference picture provided by the agency. Deviation from or violation of program parameters, as defined by the agency, results in the Solutions Center staff contacting appropriate agency personnel.

- j. *Describe the monitoring center’s standard procedures for verifying images, receiving failed test results, and compliance with testing parameters.*

The accuracy of visual identification is near 100% accuracy. If the client cannot be 100% positively identified by monitoring staff, agency personnel can be alerted according to notification protocol.

- k. *Breath alcohol testing should be accurate to within +/- .005%.*

The MEMS 3000 uses state-of-the-art electrochemical fuel cell technology to offer the most accurate remote alcohol testing unit in the marketplace. Breath alcohol levels are detected to within  $\pm 0.005\%$  accuracy within a range of 0.000% BAC to 0.400%.

- l. *Describe how the system is connected to the monitoring center. Describe features that allow participation if the user does not have a land line.*

The MEMS 3000 alcohol unit uses standard telephone lines to communicate between the individual base stations and the monitoring center. Breath samples are analyzed for alcohol content and results are transmitted via telephone modem to the central host system. Each of the major steps of the operation of the BTI is indicated by a code, which is transmitted via the modem in DTMF format. In cases where a landline is not an option, the MEMS 3000 also offers cellular communication.

# ATTACHMENTS

**Insurance Certificate**

**Bid Form**

**Product Information**

**Training Process**



# **Insurance Certificate**





# CERTIFICATE OF LIABILITY INSURANCE

OP ID: GM

DATE (MM/DD/YYYY)

07/05/11

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Quinn Insurance, Inc. 11815 M Street, Suite #200 Omaha, NE 68137-2232 Jason J. Quinn	402-891-1234	CONTACT NAME: Jason Quinn
	402-891-1252	PHONE (A/C, No, Ext): 402-891-1234 FAX (A/C, No): 402-891-1252
E-MAIL ADDRESS: jquinn@quinninsurance.com		
PRODUCER CUSTOMER ID #: ISECU-1		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED ISECUREtrac Corp. 5078 S 111 St Omaha, NE 68137	INSURER A : Lexington Insurance Co.	
	INSURER B : Hartford Insurance Company	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY			037205361	07/01/11	07/01/12	EACH OCCURRENCE \$ 5,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$
	<input checked="" type="checkbox"/> BI/PP ded \$50,000						PERSONAL & ADV INJURY \$ 5,000,000
	<input checked="" type="checkbox"/> Professional incl						GENERAL AGGREGATE \$ 6,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PRODUCTS - COMP/OP AGG \$ 5,000,000
	<input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						\$
B	AUTOMOBILE LIABILITY			91UECIY8382	07/01/11	07/01/12	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS						BODILY INJURY (Per accident) \$
	<input type="checkbox"/> SCHEDULED AUTOS						PROPERTY DAMAGE (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS						\$
	<input checked="" type="checkbox"/> NON-OWNED AUTOS						\$
	UMBRELLA LIAB						EACH OCCURRENCE \$
	EXCESS LIAB						AGGREGATE \$
	DEDUCTIBLE						\$
	RETENTION \$						\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			91WECJL9511	07/01/11	07/01/12	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y <input type="checkbox"/> N	N/A				E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

### EVIDENCE OF INSURANCE

CERTIFICATE HOLDER	CANCELLATION
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE Jason J. Quinn

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# **Bid Form**

COMPANY NAME: iSECUREtrac Corporation

**Sarpy County, Nebraska  
Alcohol Monitoring  
Bid Form**

**\*Vendors may bid on Option 1 and/or Option 2\***

**Option 1: Continuous Alcohol Ankle Monitor:**

Monitoring Fee, Daily: \$ N/A  
As specified, including technical assistance

Training: \$ \_\_\_\_\_

Shelf Unit, Daily: \$ \_\_\_\_\_

**Detailed Lost or Damaged Equipment Costs:**

<u>Item</u>	<u>Fee</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

Delivery/In Service Date: \_\_\_\_\_

**Option 2: At Home Alcohol Monitoring:**

Monitoring Fee, Daily: \$ 3.50 - MEMS 3000 Landline; \$4.50 MEMS 3000 Cell  
As specified, including technical assistance

Training: \$ No Charge

Shelf Unit, Daily: \$ No Charge for 1-2 units on shelf (per RFP)

**Detailed Lost or Damaged Equipment Costs:**

<u>Item</u>	<u>Fee</u>
<u>MEMS 3000 Landline</u>	<u>\$3,495.00 replacement cost</u>
<u>MEMS 3000 Cellular</u>	<u>\$3,495.00 replacement cost</u>
<u>_____</u>	<u>\$ _____</u>

**Delivery/In Service Date:** \_\_\_\_\_

**\*Prices are to be F.O.B. -1210 Golden Gate Drive, Papillion, NE 68046**

**DELIVERY DATE:** \_\_\_\_\_

**Company Information:**

Years in business: \_\_\_\_\_ 1986 (25 years)

# of employees \_\_\_\_\_ 87

Total sales last 3 years

2010 - \$10,640,000.00
2009 - \$12,339,000.00
2008 - \$9,702,000.00

**References:**

Company Name: Outagamie County Sheriff  
Address: 320 South Walnut Street - Appleton, WI 54911  
Contact Name: Jeff Miller Phone Number: 920.832.4929  
Fax Number: 920.832.4929 Date of Purchase: \_\_\_\_\_  
Email: millermj@co.outagamie.wi.us

Company Name: Actron Integrated Security Systems  
Address: 1056 Dix Road - Lincoln Park, MI 48146  
Contact Name: Rich Ruddell Phone Number: 313.383.0770  
Fax Number: 313.383.7795 Date of Purchase: \_\_\_\_\_  
Email: rruddell@actronsystems.com

Company Name: Woodbury County Sheriff's Office  
Address: Prairie Hills Substation - 1600 County Home Road, Sioux City, IA  
Contact Name: Randy Uhl Phone Number: 712.943.6993 51106  
Fax Number: 712.943.6995 Date of Purchase: \_\_\_\_\_  
Email: rauhl@sioux-city.org

I certify that this bid is submitted in accordance with the specifications issued by Sarpy County.

I acknowledge receipt of the following addenda (if applicable):

Addendum #1 Acknowledged  
Addendum #2 N/A

**Attachments:** Literature/Cut-sheets  
Warranty Information

<u>iSECUREtrac Corporation</u>	<u>Vicki Anzalone, VP Operations</u>
Company Name	Company Representative (Please print)
<u>Vicki Anzalone</u>	<u>402.537.0022</u>
Authorized Signature	Telephone Number
<u>5078 South 111th Street</u>	<u>402.537.9847</u>
Address	Fax Number
<u>Omaha, NE 68137</u>	<u>vanzalone@isecuretrac.com</u>
City, State & Zip	E-Mail Address

**\*NOTE: Sarpy County is tax exempt and will provide the proper form upon request.**



# **Product Information**



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MEMS 3000 CELL  
HARDWARE & PROCEDURES  
**USER GUIDE**  
VERSION 2.0



Proprietary

SUPPORT CENTER PHONE: 1-800-747-3801  
CUSTOMERCARE@ISECURETRAC.COM

PUBLISHED JULY 2010



**iSECUREtrac**

**Monitoring Compliance. Modifying Behavior.**

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*Proprietary and Confidential*

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# MEMS 3000 Information and Installation

## 1.1. Prior to Installation

### 1.1.1. Battery Back Up

The MEMS 3000 unit has a battery backup. Before installing the unit on an Offender, call the solution center to verify if the unit had a proper End of Service (EOS) performed on it from a previous Offender. If not, the battery will need to be charged for a minimum of 2 hours and an EOS will need to be performed before installing the unit on the new Offender. If the unit is assigned to an offender and the backup battery dies, the test results WILL BE SAVED in the unit until power is restored

## 1.2. Installing the MEMS 3000 VB Unit At the Offender's Premises

1. Find the best location for the MEMS 3000 in the Offender's home. The ideal location is at least 3 feet off the ground and at least 1 foot away from a wall.

- ◆ The MEMS 3000 must be placed in such a position that the power outlet can be reached.
- ◆ For best picture quality, there should be NO lights shining directly at the MEMS 3000 camera (mirror). Ideally, the light should come from the back of the unit, shining on the Offender's face.

2. Attach the one end of the supplied power adapter into the wall power socket and the other end into the back of the MEMS 3000. Once connected to the power supply, the MEMS 3000 makes audible beeping sounds and the self-initiation procedure begins. It may take up to 10 seconds for the Green Light on the back to appear.

3. You are now ready to administer tests.

4. Offender configurations and the initial tests will need to be inserted from the Monitoring Center. For the initial enrollment/calibration test, the enrollee should be present in the home to verify that the offender is sending his/her own picture. This first picture will be saved at the Monitoring Center as the reference picture for the Offender. This process can take approximately 10 to 20 minutes. If the MEMS 3000 unit was not properly shut down on a previous offender or the backup battery was not charged, this will extend the start up time significantly.

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## TIPS FOR TAKING BAT TESTS:

- ◆ *Have the Offender get in the habit of listening for the test prompt siren that is the cue to begin the test procedure.*
- ◆ *For every BAT test, the Offender should be lined up so that only their forehead and hair are seen in the camera/mirror. The Offender should not see their nose or mouth in the mirror when they send their picture. We recommend inserting the short end of the straw into the unit. This will make it easier for the offender to align themselves properly in the mirror.*
- ◆ *The unit contains a wide angle lens, so pictures received at the Host Computer site show more than just the Offender's face. At times, the room and Offender's entire body are in the picture. For this reason, instruct the Offender to be fully dressed prior to sending any pictures.*
- ◆ *Press the Start button when prompted to start the test procedure.*
- ◆ *Instruct the Offender to wait until the unit's console Blow light indicates they are to begin blowing.*
- ◆ *Instruct the Offender NOT to hold on to the straw when taking a BAT test. The solution center needs to see an unobstructed view of the straw going into the unit and the Offender's mouth.*

### **1.3. Progression of Testing on Initial Failed Tests**

1.3.1. **Initial test:** Test Prompt Siren will sound 7 times in 35 seconds

- ◆ There will be 25 seconds of delay after the 7 test prompts

1.3.2. **First Retry:** Test Prompt Siren will sound 7 times in 35 seconds

- ◆ There will be 25 seconds of delay after the 7 test prompts

1.3.3. **Second Retry:** Test Prompt Siren will sound 7 times in 35 seconds

- ◆ There will be 25 seconds of delay after the 7 test prompts

1.3.4. **Third Retry:** Test Prompt Siren will sound 7 times in 35 seconds

- ◆ There will be 25 seconds of delay after the 7 test prompts

1.3.5. **At this point, a violation is processed per agency Protocols.**

#### 1.4. End of Service

The MEMS 3000 receiver has built in memory. Such as with anything with built in memory the receiver will continue to store information in the memory until it is told to remove this information. This process is called an End of Service. If an End of Service is not done properly then the receiver can not be assigned or hooked up to a new offender. One way to tell if a unit has had a proper End of Service performed is to unplug the receiver from the power source. If the receiver beeps when the power is disconnected it has not been fully shut down.

##### 1.4.1. End of Service Process

- ◆ Make sure that the MEMS 3000 receiver is hooked up to a power source. Call the iSECUREtrac Solution Center at 800-747-3801 and inform them that you want to do an **End of Service** and give them the name of the offender.
- ◆ The Solution Center Representative will send the End of Service call to the MEMS 3000 receiver. This is similar to a download. The host server will give the receiver instructions to go into End of Service.
- ◆ During this time the Solution Center Representative will monitor the status report on the offender for the message that the receiver has finished performing the end of service and that it has been removed from the offender's profile.
  - ◆ Once the Solution Center Representative has verified that the receiver has finished the end of service, that person will state that the End of Service is finished.
  - ◆ The receiver is now ready to be hooked up on a new offender.

#### 1.5. General Rules for the Offender to Follow

1.5.1. Do not move the MEMS 3000 after it has been installed in the home.

1.5.2. Do not place any objects on top of the MEMS 3000.

1.5.3. Any attempt to disconnect the power cord in back of the MEMS 3000 will cause audible beeps to be heard and be a cause for violations.

1.5.4. Any attempt to open the MEMS 3000 will be cause for violation.

1.5.5. If you hear silence on your phone listen until you hear phone modem tones before hanging up.

## 1.8 Offender Generated Alcohol Test

- An offender can generate an alcohol test by pressing the Start button three times in a row.
- The LEDs on the unit blink twice to indicate that the test was acknowledged and that the alcohol test is being initiated.
- An Offender generated alcohol test does not cancel a scheduled alcohol test even if the *Minimum Minutes Between Tests* time period did not pass.
- An Offender-generated test cannot be differentiated from a Solution Center forced call.

**IMPORTANT:** If the offender takes the generated call and fails, the system will not reinsert additional calls.

## Glossary

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<b><u>BAT:</u></b>	Breath Alcohol Tester
<b><u>Breath Alcohol Testing:</u></b>	The process of using the MEMS 3000 breath alcohol tester (BAT) to obtain a reading of the Offender's breath alcohol level.
<b><u>Case Tilt:</u></b>	The unit has been moved in some manner. This can be caused by the table the unit is on being bumped, the offender turning the unit to take the test or the offender moving the unit to another location. This will be followed by a clear once the unit registers that it is stationary again. This means that a table bump or turning the unit will clear within seconds but the unit being moved to another location will take longer to clear.
<b><u>Dedicated (outside) Line:</u></b>	A telephone line that allows direct dialing to another number without going through a PBX system (w/o dialing a 9 to get an outside line). <b>If a hookup is done in an office, tell the solution center if a 9 or another number is needed to get an outside line.</b>
<b><u>Event:</u></b>	A call, violation, alarm, or other scheduled or unscheduled activity.
<b><u>Handled:</u></b>	The event was reviewed by someone in the Solution Center and verified. In the case of a successful breath alcohol test the person handling the event will verify that the person taking the test matches the reference picture.
<b><u>MEMS 3000:</u></b>	The Mitsubishi Electronic Monitoring System. A unit placed in the Offender's residence that sends BAT results along with still pictures via telephone line to the MEMS 3000 server.
<b><u>Sanity:</u></b>	The unit is programmed to call into the host server every 4 hours. This is called a sanity check. This is just the unit letting the host server know that it is running and also to check if there are any new downloads waiting to be sent to it.
<b><u>Schedule:</u></b>	The information the MEMS 3000 uses to determine the timing

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and the frequency of BAT testing. The schedule is a central feature of the MEMS 3000 video monitoring and is stored in the MEMS 3000 unit.

**Test Periods:**

Periods during each day when Offender is to be at home. These are the periods when the MEMS 3000 will prompt tests.

**Violation:**

The results of Offender activity contrary to what the MEMS 3000 is expecting. (See violation definitions section for a list).

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**Violation & System Definitions**

**BAT Result Messages**

**Breath Alc. Test Successful**

The Client completed the test correctly and has a BAT value equal to or less than the highest passing BAT result.

**Alc. Test Failed-High Level**

The Client completed the test correctly and has a BAT value greater than the highest passing BAT result.

**Alc. Test Failed-Retries**

There are two incidents that can cause this to happen. The first is "press retries". This is when the offender does not press the "Press Start" button to start the test process. The second is "No Exhaling Retries." This is when the offender presses the "Press Start" button but does not blow into the straw or does not blow hard enough to register in the machine. Both the Press Retries and No Exhaling Retries follow the steps described on page 5.

# Copy of Daily Report

Identification	
OID:	08001-#765
Gender:	Male
Name:	Test Demo
S.Sec.#:	
Date Of Birth:	
Doc:	
Agency:	Brad Ebbesen - Demo,31
Officer:	Ebbesen Brad,83
Address	
Street:	5078 S 111th Street
City:	OMAHA
Zip:	68137

Program	
Type:	MEMS3000 VB
Starts:	08/26/2008 09:33
Ends:	08/16/2010 09:33
Equipment	
Trans S.N.:	
Rcvr S.N.:	180FC30930
Recent Version	
Last Download:	08/26/2008 09:54
Last Modify:	08/26/2008 10:31
Phone Numbers	
Unit:	402 8857911
Contact:	

Events of 08/26/2008					
#	Time	Message	Severity	Status	Registered on
92690	08:55	Time Adjusted Forward - 83609633	Action		08/26/2008 09:56
92705	09:56	DST occured, time moved forward - 3600	Violation		08/26/2008 09:56
92710	09:56	Status _____	Action		08/26/2008 09:56
92712	09:56	Download Offender successful	System		08/26/2008 09:56
92721	10:03	Status _____	Action		08/26/2008 10:03
92723	10:04	Case tit	Alarm		08/26/2008 10:06
92724	10:04	Enrolment successfull	Action	Handled	08/26/2008 10:06
92725	10:06	Status _____	Action		08/26/2008 10:06
92762	10:16	Alc. Test Failed-Retrie	Violation	New	08/26/2008 10:19
92764	10:19	Status _____	Action		08/26/2008 10:19
92771	10:30	Receiver - end of service	Alarm	New	08/26/2008 10:30
92772	10:30	Status _____	Action		08/26/2008 10:30
92773	10:31	Manual end of service-SYS	System		08/26/2008 10:31

PROP.

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MEMS 3000 CELL  
HARDWARE & PROCEDURES  
**USER GUIDE**  
VERSION 2.0



SUPPORT CENTER PHONE: 1-800-747-3801  
CUSTOMERCARE@ISECURETRAC.COM

PUBLISHED JULY 2010



**iSECUREtrac**

**Monitoring Compliance. Modifying Behavior.**

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*Proprietary and Confidential*

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# MEMS 3000 Information and Installation

## 1.1. Prior to Installation

### 1.1.1. Battery Back Up

The MEMS 3000 unit has a battery backup. Before installing the unit on an Offender, call the solution center to verify if the unit had a proper End of Service (EOS) performed on it from a previous Offender. If not, the battery will need to be charged for a minimum of 2 hours and an EOS will need to be performed before installing the unit on the new Offender. If the unit is assigned to an offender and the backup battery dies, the test results WILL BE SAVED in the unit until power is restored

## 1.2. Installing the MEMS 3000 VB Unit At the Offender's Premises

1. Find the best location for the MEMS 3000 in the Offender's home. The ideal location is at least 3 feet off the ground and at least 1 foot away from a wall.

- ◆ The MEMS 3000 must be placed in such a position that the power outlet can be reached.
- ◆ For best picture quality, there should be NO lights shining directly at the MEMS 3000 camera (mirror). Ideally, the light should come from the back of the unit, shining on the Offender's face.

2. Attach the one end of the supplied power adapter into the wall power socket and the other end into the back of the MEMS 3000. Once connected to the power supply, the MEMS 3000 makes audible beeping sounds and the self-initiation procedure begins. It may take up to 10 seconds for the Green Light on the back to appear.

3. You are now ready to administer tests.

4. Offender configurations and the initial tests will need to be inserted from the Monitoring Center. For the initial enrollment/calibration test, the enrollee should be present in the home to verify that the offender is sending his/her own picture. This first picture will be saved at the Monitoring Center as the reference picture for the Offender. This process can take approximately 10 to 20 minutes. If the MEMS 3000 unit was not properly shut down on a previous offender or the backup battery was not charged, this will extend the start up time significantly.

## TIPS FOR TAKING BAT TESTS:

- ◆ *Have the Offender get in the habit of listening for the test prompt siren that is the cue to begin the test procedure.*
- ◆ *For every BAT test, the Offender should be lined up so that only their forehead and hair are seen in the camera/mirror. The Offender should not see their nose or mouth in the mirror when they send their picture. We recommend inserting the short end of the straw into the unit. This will make it easier for the offender to align themselves properly in the mirror.*
- ◆ *The unit contains a wide angle lens, so pictures received at the Host Computer site show more than just the Offender's face. At times, the room and Offender's entire body are in the picture. For this reason, instruct the Offender to be fully dressed prior to sending any pictures.*
- ◆ *Press the Start button when prompted to start the test procedure.*
- ◆ *Instruct the Offender to wait until the unit's console Blow light indicates they are to begin blowing.*
- ◆ *Instruct the Offender NOT to hold on to the straw when taking a BAT test. The solution center needs to see an unobstructed view of the straw going into the unit and the Offender's mouth.*

### **1.3. Progression of Testing on Initial Failed Tests**

1.3.1. **Initial test:** Test Prompt Siren will sound 7 times in 35 seconds

- ◆ There will be 25 seconds of delay after the 7 test prompts

1.3.2. **First Retry:** Test Prompt Siren will sound 7 times in 35 seconds

- ◆ There will be 25 seconds of delay after the 7 test prompts

1.3.3. **Second Retry:** Test Prompt Siren will sound 7 times in 35 seconds

- ◆ There will be 25 seconds of delay after the 7 test prompts

1.3.4. **Third Retry:** Test Prompt Siren will sound 7 times in 35 seconds

- ◆ There will be 25 seconds of delay after the 7 test prompts

1.3.5. **At this point, a violation is processed per agency Protocols.**

#### 1.4. End of Service

The MEMS 3000 receiver has built in memory. Such as with anything with built in memory the receiver will continue to store information in the memory until it is told to remove this information. This process is called an End of Service. If an End of Service is not done properly then the receiver can not be assigned or hooked up to a new offender. One way to tell if a unit has had a proper End of Service performed is to unplug the receiver from the power source. If the receiver beeps when the power is disconnected it has not been fully shut down.

##### 1.4.1. End of Service Process

- ◆ Make sure that the MEMS 3000 receiver is hooked up to a power source. Call the iSECUREtrac Solution Center at 800-747-3801 and inform them that you want to do an **End of Service** and give them the name of the offender.
- ◆ The Solution Center Representative will send the End of Service call to the MEMS 3000 receiver. This is similar to a download. The host server will give the receiver instructions to go into End of Service.
- ◆ During this time the Solution Center Representative will monitor the status report on the offender for the message that the receiver has finished performing the end of service and that it has been removed from the offender's profile.
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  - ◆ The receiver is now ready to be hooked up on a new offender.

#### 1.5. General Rules for the Offender to Follow

1.5.1. Do not move the MEMS 3000 after it has been installed in the home.

1.5.2. Do not place any objects on top of the MEMS 3000.

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1.5.4. Any attempt to open the MEMS 3000 will be cause for violation.

1.5.5. If you hear silence on your phone listen until you hear phone modem tones before hanging up.

## 1.8 Offender Generated Alcohol Test

- An offender can generate an alcohol test by pressing the Start button three times in a row.
- The LEDs on the unit blink twice to indicate that the test was acknowledged and that the alcohol test is being initiated.
- An Offender generated alcohol test does not cancel a scheduled alcohol test even if the *Minimum Minutes Between Tests* time period did not pass.
- An Offender-generated test cannot be differentiated from a Solution Center forced call.

**IMPORTANT:** If the offender takes the generated call and fails, the system will not reinsert additional calls.

## Glossary

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<b><u>BAT:</u></b>	Breath Alcohol Tester
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<b><u>Dedicated (outside) Line:</u></b>	A telephone line that allows direct dialing to another number without going through a PBX system (w/o dialing a 9 to get an outside line). <b>If a hookup is done in an office, tell the solution center if a 9 or another number is needed to get an outside line.</b>
<b><u>Event:</u></b>	A call, violation, alarm, or other scheduled or unscheduled activity.
<b><u>Handled:</u></b>	The event was reviewed by someone in the Solution Center and verified. In the case of a successful breath alcohol test the person handling the event will verify that the person taking the test matches the reference picture.
<b><u>MEMS 3000:</u></b>	The Mitsubishi Electronic Monitoring System. A unit placed in the Offender's residence that sends BAT results along with still pictures via telephone line to the MEMS 3000 server.
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<b><u>Schedule:</u></b>	The information the MEMS 3000 uses to determine the timing

and the frequency of BAT testing. The schedule is a central feature of the MEMS 3000 video monitoring and is stored in the MEMS 3000 unit.

**Test Periods:** Periods during each day when Offender is to be at home. These are the periods when the MEMS 3000 will prompt tests.

**Violation:** The results of Offender activity contrary to what the MEMS 3000 is expecting. (See violation definitions section for a list).

## **Violation & System Definitions**

---

### **BAT Result Messages**

**Breath Alc. Test Successful** The Client completed the test correctly and has a BAT value equal to or less than the highest passing BAT result.

**Alc. Test Failed-High Level** The Client completed the test correctly and has a BAT value greater than the highest passing BAT result.

**Alc. Test Failed-Retries** There are two incidents that can cause this to happen. The first is "press retries". This is when the offender does not press the "Press Start" button to start the test process. The second is "No Exhaling Retries." This is when the offender presses the "Press Start" button but does not blow into the straw or does not blow hard enough to register in the machine. Both the Press Retries and No Exhaling Retries follow the steps described on page 5.

# Copy of Daily Report

Identification	
OID:	08001-#765
Gender:	Male
Name:	Test Demo
S.Sec.#	Date Of Birth:
Doc:	
Agency:	Brad Ebbesen - Demo,31
Officer:	Ebbesen Brad,83
Address	
Street:	5078 S 111th Street
City:	OMAHA
Zip:	68137

Program	
Type:	MEMS3000 VB
Starts:	08/26/2008 09:33
Ends:	08/16/2010 09:33
Equipment	
Trans S.N.:	Rcvr S.N.: 180FC30930
Recent Version	
Last Download:	08/26/2008 09:54
Last Modify:	08/26/2008 10:31
Phone Numbers	
Unit:	402 8857911
Contact:	

Events of 08/26/2008					
#	Time	Message	Severity	Status	Registered on
92690	08:55	Time Adjusted Forward - 83609633	Action		08/26/2008 09:56
92705	09:56	DST occured, time moved forward - 3600	Violation		08/26/2008 09:56
92710	09:56	Status _____	Action		08/26/2008 09:56
92712	09:56	Download Offender successful	System		08/26/2008 09:56
92721	10:03	Status _____	Action		08/26/2008 10:03
92723	10:04	Case titl	Alarm		08/26/2008 10:06
92724	10:04	Enrollment successfull	Action	Handled	08/26/2008 10:06
92725	10:06	Status _____	Action		08/26/2008 10:06
92762	10:16	Atc. Test Failed-Retrie	Violation	New	08/26/2008 10:19
92764	10:19	Status _____	Action		08/26/2008 10:19
92771	10:30	Receiver - end of service	Alarm	New	08/26/2008 10:30
92772	10:30	Status _____	Action		08/26/2008 10:30
92773	10:31	Manual end of service-SYS	System		08/26/2008 10:31

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## ***iSECUREtrac*** ***In-home Alcohol Testing***



### **Court Admissible Evidence**

iSECUREtrac integrates visual client verification with In-home Breath Alcohol Testing for conclusive and court admissible evidence of release compliance. An on-board camera utilizes infrared LED to enable accurate participant identification even in near darkness. The iSECUREtrac system detects breath alcohol levels within +/- 0.005% accuracy of actual blood alcohol levels.

Many agencies use In-home Breath Alcohol Testing in conjunction with other iSECUREtrac electronic monitoring systems (e.g., Active GPS, Passive GPS or House Arrest)

Alcohol Testing can be done on a fixed or random schedule or on-demand.

### **User-friendly Software**

Built for easy access and usability, iSECUREtrac software is securely accessed 24/7 from most any Internet-ready device, anywhere in the world. In addition to current client location, movement and status, historical data can be leveraged to assist law enforcement in solving criminal investigations.

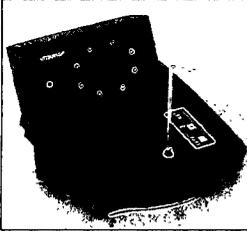
### **Supplemental Services**

As a complement to agency resources, iSECUREtrac provides a complete array of supplemental services including monitoring center intervention with direct offender contact to reduce agent work load and ensure program objectives are met.

***ist***  
***iSECUREtrac***



## iSt In-home Alcohol Monitoring System Features, Benefits and Specifications

<p><b>Mechanical</b></p> 	<p><b>Description:</b> Enclosure houses a video telephone and a breath alcohol tester</p> <p><b>Functional:</b> Covered switches for easy cleaning and tamper resistance; filtered vents to prevent the entrance of debris</p> <p><b>Connections:</b> All connections are jacks; no permanently attached wires or cables on outside of unit</p> <p><b>Case:</b> UL approved; ABS flame retardant plastic</p> <p><b>Size:</b> 11" X 11" X 9.5"</p> <p><b>Weight:</b> 7 pounds</p> <p><b>Power supply:</b> In-line; input 120VAC @ 60Hz; output 120VDC 5A</p>
<p><b>Visual Verification</b></p> 	<p><b>Description:</b> Provides the ability to transmit still pictures over standard phone lines</p> <p><b>Functional:</b> One button operation</p> <p><b>Screen:</b> 3.5" X 2.5" two-way mirror</p> <p><b>Brightness:</b> Auto-controlled by camera; can capture pictures in near darkness using 8 infrared LEDs</p> <p><b>View:</b> 92 degree diagonal field of view</p> <p><b>Resolution:</b> 242 pixels X 200 lines; 50 level gray scale</p> <p><b>Transit time:</b> 10 seconds</p>
<p><b>Remote Breath Alcohol Testing</b></p>	<p><b>Functional:</b> Performs self diagnostics before each test; one button operation; no indication of test result is given to participant; method of breath collection prevents the introduction of fluids into the unit</p> <p><b>Mouthpiece:</b> Disposable straws ensure hygienic standards are met</p> <p><b>Analyzer type:</b> Electro-chemical fuel cell</p> <p><b>Accuracy:</b> +/- 0.005% BAC within a range of 0.000% - 0.400% BAC</p> <p><b>Breath duration:</b> 4-6 seconds</p> <p><b>Breath analysis:</b> 3-5 seconds sober; 5-15 seconds intoxicated</p>

For more information on iSECUREtrac systems, software and services contact your iSECUREtrac representative at 866-537-0022 or visit [www.isecuretrac.com](http://www.isecuretrac.com)



# **Training Process**

## Training Methodology

iSECUREtrac trainers work with corrections and criminal justice professionals on a daily basis and are familiar with typical questions and concerns relating to using electronic monitoring programs. We understand that “hands-on” training is essential for comprehension and retention. Our trainers work with agency personnel until personnel are proficient and comfortable with system hardware and software, both relating to installation, usage, troubleshooting, and deactivation. We provide the skills and knowledge necessary to implement and manage the program and will give a thorough review of the entire operation of the system. A standardized, comprehensive training program and user manuals are available and are submitted to agency personnel upon contract start. Training materials are also available on-line on the tracNET24 website.

A full training schedule will be set on initial order of units and iSECUREtrac will assign an Account Manager who will coordinate training session scheduling with the designated agency point of contact.

Classroom training is performed in a location determined by the customer and typically lasts two days. Each Agent should have Internet access and all training is “hands on.” Trainers will provide instruction on proper use of the equipment, navigation and use of the website, and can be customized to implement the policies and procedures provided by the agency. Following the classroom training, trainers are available to assist with agency hook-ups. This is typically a two-day process but may vary depending on the number of initial installations. It is recommended that all officers and supervisors who will be working with the EM program be present at the training session in order to completely understand the monitoring system and its components. Initial staff training typically follows a schedule similar to the following:

### Sample Training Schedule

Day	Time	Items
One	0800 – 1200	Hardware overview GPS overview Break Software introduction
	1300 – 1700	Software overview New client enrollment Zone creation Client scheduling Notifications Break Hardware installation
Two	0800 – 1200	Review of officer GPS tracking Violation discussion Review of tracNET24 reports
Three	0800 – ?	Trainer available for hardware installation assistance (if needed)

Four	0800 – ?	Trainer available for hardware installation assistance (if needed)
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Follow up training is generally scheduled to take place 4 to 6 weeks after initial training. In addition to the initial and follow up training classes, an iSECUREtrac Account Manager is available to schedule on-going in-class training sessions as necessary. iSECUREtrac provides a 24/7 Monitoring Center which is available to answer training questions on an as-needed basis to all agency personnel throughout the length of the contract. As system upgrades are introduced, account managers can also contact/visit customers to provide training covering said upgrades if necessary.

## Sample Training Agenda

### I. Instructor's Preparation

- Upon receipt of "Training Request" form, instructor should contact the individual who submitted the form to verify information on form and gain any additional relevant information. Instructors should have as much information as possible on how the new agency administers their EM system, what type of clients they manage, etc.
- Once a training date has been set and approved, the instructor should call the agency administrator to confirm the date, time, and location of training session. This phone call should also be used to inform the agency what is required of them in order to accomplish a successful training session (i.e. all officers present for entire duration, minimized distractions, etc.) This is also a good time to discuss peripheral items like lunch plans, etc. which will occur inside the scheduled training time. This way, arrangements can be made in advance so that no training time is wasted and the entire session maintains a sense of structure. If applicable, instructor should ask trainees to charge appropriate number of units overnight, prior to training.
- Prior to arrival in training area, instructors should install a TN24 system on themselves. The system should be 100% functional at this time including an attached and reset TX. The instructor should have notifications set to "page" the instructor's mobile device on violations. The training address should be established as an inclusion zone for the instructor.

### II. Classroom Instruction

- Overview of System
  - Features and Benefits Recap
    - Increased client accountability
    - Decreased investigation time
  - Key differences / similarities between agency's current EM system and TN24
  - GPS limitations
    - Drift (discuss rarity and explain how easy it is to overcome)

- Canyon effect
  - Line of sight to open sky required
  - Geocoding (explain limitations of database)
- Introduction to TN24 Hardware
  - Introduction to Transmitter
    - Features & Benefits
      - Sealed Unit
      - Consumable Straps
      - Manual reset
    - Assembly and Operation
      - Proper Sizing
      - Strap assembly
      - Ankle attachment
      - Activation
        - Explanation of activation/reset device or method
      - De-activation
      - Removal Procedure
      - Cleaning & Storage
  - Introduction to Personal Tracking Unit (PTU)
    - Features & Benefits (specific to PTU model)
      - Black Box / Zero client feedback from unit
      - Rugged construction
      - Wearable form factor
      - Point capture every 10 seconds
    - Proper charging (explain function of charging base)
      - Label side up
      - Metal contacts to back
      - 240 consecutive minutes required
      - Charge indicator L.E.D explanation
    - Ranges (in / out of base)
      - All ranges open field
      - Environmental variables
    - In-home placement of base
      - 3-4 feet from ground
      - Non-metal surface
      - Distant from large metal or interference generating objects
      - Power and Phone connections
        - Grounded power outlet
        - Interchangeable phone ports
        - Connection of optional line-in-use indicator
    - Proper carrying of PTU (hip & car)
      - Top up when carried in holster
      - Use of belt clips

- Use of car window mount
    - Only three authorized places for PTU
      - Hip
      - Car window mount
      - Charging Base
  - Proper care and storage
- Explanation of Resources
  - How to use the TN24 Software Manual
    - Contents
    - Appendices
    - Glossary
  - How to use the TN24 Quick Reference Guide
  - How to use the Startup/ Shutdown Card
  - Inform that online help is available
  - Instructors should offer themselves as an additional support resource for the period of time immediately following original implementation
  - Explain 24 hour support and distribute customer support cards
- Introduction to Software, Part 1 : Adding a client
  - Instructor should give trainees the main URL to tracNET24
  - At this time instructor should access the TN24 site
    - Explain the two possible screens which could appear when addressing this URL
      - Login screen or non-supported browser
        - Explain fix for no-browser screen
    - Instructor should log in to TN24 using the pre-established login for the agency's administrator
  - The instructor should at this time have individual trainees add themselves into the system as users. <direct trainees to Software Manual section 11>
  - The instructor should now access the company wide notification preferences area under company preferences <direct trainees to Software Manual section 12> and work with officers and administrators to establish appropriate default notification options. Explain the differences between company wide and client-specific notification options.
  - The instructor should now begin software instruction based on the normal flow of the enrollment procedures
    - Access new offender screen - <direct trainees to Software Manual section 13>
      - Instruct trainees on the proper format for each field
      - Enter information for a test client (use equipment from agency's inventory)
    - Access zone creation screen (usually auto-forwarded from new offender screen) <direct trainees to software manual section 14>
      - Add a "residence zone" (inclusion) for test client
      - Add one additional zone for test client

- Insure that trainees are comfortable with zone creation. All fields should have been clearly explained during the zone creation process
    - Explain the “fine tuning” of zones which is often required, and the methods for insuring correct placement of zones.
  - Access Schedule Creation Screen <direct trainees to Software Manual section 15>
    - Explain the layout of the screen
      - Describe the visual representation of the client’s schedule
      - Describe the Text representation of the client’s schedule
      - Describe the function of all buttons on the screen
    - Create sample schedule for test client using previously created zones as well as the scheduled global away zone <direct trainees to Software Manual section 16>
      - Describe clearly all associated screens including any “warning messages generated”
      - Try to demonstrate different frequency settings (weekly, daily, once only)
      - Insure that trainees have a clear understanding of all fields encountered in the scheduling process.
      - Use “Sync Now” from the scheduling screen to generate a configuration file for the test client’s PTU (remove PTU from Charging Base )
- Hardware Startup
  - Instructor should display on the screen the appropriate start up guide from the TN24 Downloads section
  - Instructor should now follow the steps as outlined in the appropriate start-up guide to a successful unit startup (including transmitter attachment).
  - Instructor should briefly display the history report of the test client to show trainees the signals that confirm a successful installation
- Repetition of Process
  - Instructor should now offer to repeat the test client enrollment, zoning, scheduling and start-up procedures for each trainee who would like to participate by wearing the unit during the equipment usage exercise. Strongly encourage as many trainees as possible to participate in this exercise. Instructors should keep the group together so that each trainee observes the entire process, from start to finish, multiple times.
- Introduction to Software, Part 2 : Managing a Client

- Instructor should now log out of TN24 and log back on with their own user id so that they may view the test client associated with the unit they are wearing.
- Instructor should make the appropriate test client the current client <Software Manual section 3>
  - Explain the differences between the offender specific menu <software Manual Section 4> and the offender tools menu <software manual section 6>, also explain “my offenders” <software Manual section 5>
  - Access the client’s tracking data and explain to trainees how to use all of the features found within the mapping screen. Explain to trainees how to interpret tracking data <direct trainees to TN24 quick reference Guide, mapping section>
  - Access the test client’s History Report <direct trainees to Software Manual section 7.4> Explain how to access, read, interpret, print and save a history report
  - Access the test client’s Violation Report <direct trainees to Software Manual section 7.2> Explain how to access, read, interpret, print and save a Violation report
  - Instructor should display their own Email client to show an example of a TN24 violation notification, and explain to officers how to interpret
  - Instructor should display their own mobile device to show an example of a TN24 violation notification, and explain to officers how to interpret.
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- Equipment Exercise
  - Trainees participating in the equipment exercise should be instructed on the proper use of the TN24 equipment as if they were clients just entering an EM program.
  - Trainees participating in the equipment exercise should now start their hardware as previously instructed
- Answering questions generated during equipment exercise
  - Instructor should now answer any questions the trainees may have on the data their test units generated.
- Lesser used TN24 features
  - The instructor should now briefly familiarize the trainees with lesser used reports, agent assignment, user feedback, and other peripheral menu items which may be relevant.
- Terminating a client
  - Instructor should log into TN24 as the agency administrator and demonstrate the procedures for terminating a client <direct trainees to Software Manual Appendix e>
  - This process should be repeated for each test client installed during earlier training and equipment exercises

- The instructor should insure that all test clients are deactivated and that all PTUs are shutdown. Instructor should see that all equipment is now ready to be placed on actual clients
  - Beginning of actual installations (when possible)
    - Instructor should have each trainee perform the data entry and hardware startup for each of their clients while being observed by the instructor and other trainees
    - Once all of the clients are enrolled, zoned, and scheduled, and all of the required hardware is activated, the instructor should assist each officer with his installations (preferably in the client's residence). This generally requires that the group be divided into either small groups or individuals. A specific time should be set to regroup in the training area.
    - Following the Instructor's return from the field and the reconvening of trainees, the instructor should answer any questions that were generated during the installation processes.
  - Final Recap
    - The instructor should now distribute training evaluations and provide the trainees with time to complete the forms.
    - The instructor should now collect the training evaluation forms for return to management
    - The instructor should make sure that all trainees are comfortable activating and managing clients and thank everyone for their time and commitment before concluding the training session. Remind trainees that true proficiency with any software system comes only from actual use and re-state the various resources available for technical support.
    - If necessary, the instructor should schedule a follow-up date with the agency administrator.
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## Training Methodology

iSECUREtrac trainers work with corrections and criminal justice professionals on a daily basis and are familiar with typical questions and concerns relating to using electronic monitoring programs. We understand that "hands-on" training is essential for comprehension and retention. Our trainers work with agency personnel until personnel are proficient and comfortable with system hardware and software, both relating to installation, usage, troubleshooting, and deactivation. We provide the skills and knowledge necessary to implement and manage the program and will give a thorough review of the entire operation of the system. A standardized, comprehensive training program and user manuals are available and are submitted to agency personnel upon contract start. Training materials are also available on-line on the tracNET24 website.

A full training schedule will be set on initial order of units and iSECUREtrac will assign an Account Manager who will coordinate training session scheduling with the designated agency point of contact.

Classroom training is performed in a location determined by the customer and typically lasts two days. Each Agent should have Internet access and all training is "hands on." Trainers will provide instruction on proper use of the equipment, navigation and use of the website, and can be customized to implement the policies and procedures provided by the agency. Following the classroom training, trainers are available to assist with agency hook-ups. This is typically a two-day process but may vary depending on the number of initial installations. It is recommended that all officers and supervisors who will be working with the EM program be present at the training session in order to completely understand the monitoring system and its components. Initial staff training typically follows a schedule similar to the following:

### Sample Training Schedule

Day	Time	Items
One	0800 – 1200	Hardware overview GPS overview Break Software introduction
	1300 – 1700	Software overview New client enrollment Zone creation Client scheduling Notifications Break Hardware installation
Two	0800 – 1200	Review of officer GPS tracking Violation discussion Review of tracNET24 reports
Three	0800 – ?	Trainer available for hardware installation assistance (if needed)

Four	0800 – ?	Trainer available for hardware installation assistance (if needed)
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Follow up training is generally scheduled to take place 4 to 6 weeks after initial training. In addition to the initial and follow up training classes, an iSECUREtrac Account Manager is available to schedule on-going in-class training sessions as necessary. iSECUREtrac provides a 24/7 Monitoring Center which is available to answer training questions on an as-needed basis to all agency personnel throughout the length of the contract. As system upgrades are introduced, account managers can also contact/visit customers to provide training covering said upgrades if necessary.

## Sample Training Agenda

### I. Instructor's Preparation

- Upon receipt of "Training Request" form, instructor should contact the individual who submitted the form to verify information on form and gain any additional relevant information. Instructors should have as much information as possible on how the new agency administers their EM system, what type of clients they manage, etc.
- Once a training date has been set and approved, the instructor should call the agency administrator to confirm the date, time, and location of training session. This phone call should also be used to inform the agency what is required of them in order to accomplish a successful training session (i.e. all officers present for entire duration, minimized distractions, etc.) This is also a good time to discuss peripheral items like lunch plans, etc. which will occur inside the scheduled training time. This way, arrangements can be made in advance so that no training time is wasted and the entire session maintains a sense of structure. If applicable, instructor should ask trainees to charge appropriate number of units overnight, prior to training.
- Prior to arrival in training area, instructors should install a TN24 system on themselves. The system should be 100% functional at this time including an attached and reset TX. The instructor should have notifications set to "page" the instructor's mobile device on violations. The training address should be established as an inclusion zone for the instructor.

### II. Classroom Instruction

- Overview of System
  - Features and Benefits Recap
    - Increased client accountability
    - Decreased investigation time
  - Key differences / similarities between agency's current EM system and TN24
  - GPS limitations
    - Drift (discuss rarity and explain how easy it is to overcome)

- Canyon effect
  - Line of sight to open sky required
  - Geocoding (explain limitations of database)
- Introduction to TN24 Hardware
  - Introduction to Transmitter
    - Features & Benefits
      - Sealed Unit
      - Consumable Straps
      - Manual reset
    - Assembly and Operation
      - Proper Sizing
      - Strap assembly
      - Ankle attachment
      - Activation
        - Explanation of activation/reset device or method
      - De-activation
      - Removal Procedure
      - Cleaning & Storage
  - Introduction to Personal Tracking Unit (PTU)
    - Features & Benefits (specific to PTU model)
      - Black Box / Zero client feedback from unit
      - Rugged construction
      - Wearable form factor
      - Point capture every 10 seconds
    - Proper charging (explain function of charging base)
      - Label side up
      - Metal contacts to back
      - 240 consecutive minutes required
      - Charge indicator L.E.D explanation
    - Ranges (in / out of base)
      - All ranges open field
      - Environmental variables
    - In-home placement of base
      - 3-4 feet from ground
      - Non-metal surface
      - Distant from large metal or interference generating objects
      - Power and Phone connections
        - Grounded power outlet
        - Interchangeable phone ports
        - Connection of optional line-in-use indicator
    - Proper carrying of PTU (hip & car)
      - Top up when carried in holster
      - Use of belt clips

- Use of car window mount
    - Only three authorized places for PTU
      - Hip
      - Car window mount
      - Charging Base
  - Proper care and storage
- Explanation of Resources
  - How to use the TN24 Software Manual
    - Contents
    - Appendices
    - Glossary
  - How to use the TN24 Quick Reference Guide
  - How to use the Startup/ Shutdown Card
  - Inform that online help is available
  - Instructors should offer themselves as an additional support resource for the period of time immediately following original implementation
  - Explain 24 hour support and distribute customer support cards
- Introduction to Software, Part 1 : Adding a client
  - Instructor should give trainees the main URL to tracNET24
  - At this time instructor should access the TN24 site
    - Explain the two possible screens which could appear when addressing this URL
      - Login screen or non-supported browser
        - Explain fix for no-browser screen
    - Instructor should log in to TN24 using the pre-established login for the agency's administrator
  - The instructor should at this time have individual trainees add themselves into the system as users. <direct trainees to Software Manual section 11>
  - The instructor should now access the company wide notification preferences area under company preferences <direct trainees to Software Manual section 12> and work with officers and administrators to establish appropriate default notification options. Explain the differences between company wide and client-specific notification options.
  - The instructor should now begin software instruction based on the normal flow of the enrollment procedures
    - Access new offender screen - <direct trainees to Software Manual section 13>
      - Instruct trainees on the proper format for each field
      - Enter information for a test client (use equipment from agency's inventory)
    - Access zone creation screen (usually auto-forwarded from new offender screen) <direct trainees to software manual section 14>
      - Add a "residence zone" (inclusion) for test client
      - Add one additional zone for test client

- Insure that trainees are comfortable with zone creation. All fields should have been clearly explained during the zone creation process
  - Explain the “fine tuning” of zones which is often required, and the methods for insuring correct placement of zones.
- Access Schedule Creation Screen <direct trainees to Software Manual section 15>
  - Explain the layout of the screen
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